Thomas Barrineau	move here	Feb 07 2024, 10:42 AM
Travis Hare	Very good, thank you.	10:43 AM
Dougie Stevens	Perfect, so Scott said we're good. I'm submitting bug reports for it currently	10:49 AM
Thomas Barrineau	*This message has been deleted*	11:25 AM
Matthew Davenp...	Can you use the FTP.CSV / FTP.PDF in schedule email reports to direct OrderCounter reports onto a specific folder on the local server?	03:14 PM
Ernie Perez	yeah but merchant/partner has to set it up idk if we would do that for anyone	03:16 PM
Matthew Davenp...	Can kiosk do loyalty?	Feb 08 2024, 01:51 PM
	Do we have any ability to have a button on the POS system run an app that isn't provided by OrderCounter. For example, button is pressed on the FOH, it then runs an app in C:\Example\ExampleApplication.exe	01:58 PM
Scott Dickens	kiosk does not do loyalty that i know of	02:09 PM
	and no on the command	02:09 PM
Matthew Davenp...	What's the process for turning on Hosted Gift Cards for existing locations? I have a partner asking, not sure who to route this to	03:21 PM
Scott Dickens	they'll need to submit a support ticket...also Hosted Gift is replaced by eGift. We will need to pull their existing gift cards and import into eGift before enabling	03:22 PM
Matthew Davenp...	For a Scheduled Delivery with a tip added online when is the sale recorded? can the tip be assigned to the driver days later from the sale? does this make the drawer over/under on associated days if they are paying tips out of the drawer daily?	Feb 09 2024, 03:12 PM
Scott Dickens	the order counts towards sales on the day it is placed	03:29 PM
	the funds and tip are assigned to an employee the day it is completed	03:29 PM
	the tip will not be paid out until then	03:30 PM
Travis Hare	On the phone with a potential partner - they are an Elavon house - from the Datacap website it doesn't look like Elavon can do tips or incremental authorization - is that accurate?	Feb 13 2024, 10:22 AM
Dougie Stevens	That's something I'm unsure of Travis. @Scott Dickens do you know?	10:35 AM
Ernie Perez	Yes, we go by the Datacap website for that, seeing the same on https://datacapsystems.com/supported-features-processors	10:39 AM
Matthew Davenp...	Elavon and Elavon Terminal are missing important things i look for to make sure a processor will work. Not having US EMV Credit Not having Restaurant Not having contactless Not having Ecommerce Not having tip adjust Not having Store and Forward Not Having Incremental Auth generally if any of those arent checked, I wouldnt recommend. This also comes with the caveat that I say for any non-standard datacap deployment that "in theory it should do what its checked to do, but it should be tested before hitting a live location" Ive never had to officially tell someone the above so would be nice if someone could confirm if the above is a good barometer for determining if the processor could be used by us.	10:43 AM
Scott Dickens	Elavon can board on TSYS I believe	11:12 AM
Travis Hare	He's going to explore doing tsys front end, elavon backend.	11:14 AM
	First time I've ever had a partner or potential partner ask me "so what's the catch"	11:15 AM
	I recommended Maverick for Dual Pricing/Cash Discounting and TSYS/First Data for front-end processing - those seem to have all the boxes checked on Datacap's website	11:17 AM

Dougie Stevens	Does someone have a recommended spec list that I can send to Edge MP so they know what equipment they can deploy for this upcoming site	04:38 PM
Ernie Perez	I've sent the Hanasis HIT Plus terminal specs to partners before and the MInisforum	04:44 PM
Jack Trinque	yea sending the Hanasis specs will be best since that is what we use.	04:45 PM
Dougie Stevens	Nice!	04:50 PM
Matthew Davenp...	Someone please remind me, can we use ANY bump bar that inputs keyboard commands through USB?	Feb 14 2024, 04:09 PM
	Or is it just the supported bump bars listed in the KDS	04:10 PM
Travis Hare	I have the answer to that - yes - you just can't send modifier keys (left CTL, right CTL) so the bump bar may have to be reprogrammed	04:11 PM
Matthew Davenp...	thanks	04:11 PM
Travis Hare	Do we have a Davo integration being worked on currently?	Feb 15 2024, 01:43 PM
Scott Dickens	no, i think @Matthew Davenport was communicating with them but then they just stopped responding?	02:01 PM
Travis Hare	Would this be custom development, and would we need a day of code exploration?	02:01 PM
	Dougie, Matt, and I just got a message about the "status" of Davo - so that's what prompted the question	02:02 PM
	I just reached out to Davo - I'm going to respond to this message from Don. Apparently you have to reach out to Davo, then they decide to integrate with you rather than the other way around.	02:22 PM
Matthew Davenp...	I just got out of my meetings, reading this now. Travis we have something started on this. I'm going to respond out of this chat because it's not really product knowledge	02:25 PM
Travis Hare	I'm trying to find a couple partners in some major Metropolitan areas - Ohio has some of the craziest tax laws in the world - I need to know if OrderCounter can do the following things: 1. Tax the same item one amount "For Here" and another "To Go" 2. Track (somehow) whether an item is considered "Food" by the great state of Ohio (Coffee and Tea are considered "Food" if it's in a can and doesn't have milk or if it's fresh either black or with cream but not if it has sweetener) - this means if someone orders a coffee you have to choose whether or not they're going to put sugar in the coffee because it is going to be taxed differently.	Feb 19 2024, 02:42 PM
Dougie Stevens	Dougie Stevens has shared a file image.png - 35.09 KB	02:44 PM
Travis Hare	Do you think "Prompt for tax" is a decent "Catch-all" for their taxes?	02:45 PM
Dougie Stevens	Might be, but the for here togo should be automatic if we set it to override the other tax rates on an order depending on the method	02:45 PM
Travis Hare	That fixes the first one - the second one is tougher... it also doesn't say that there is any difference on whether the patron ADDS the sugar themselves or if the restaurant does it	02:46 PM
	Like do they snatch the cup back if you go to put sugar in it?	02:46 PM
Dougie Stevens	@Scott Dickens or @Jack Trinque could you confirm how that works to be sure?	02:46 PM
Travis Hare	But, Ashley is trying to connect me with some Ohio resellers and this is their biggest hangup - just like Tennessee liquor tax.	02:47 PM
Dougie Stevens	Well I know we can also check that override box, to make it to where the tax rate applied to an item or modifier will override the taxrate of any other item. So, we could set it to where sugar has a taxrate that override the coffee tax rate	02:48 PM
Travis Hare	https://tax.ohio.gov/help-center/resources/tax-education/foodserviceindustry	02:48 PM

	If you catch yourself with 8 minutes of your day to get a chuckle	02:48 PM
	So the modifier could have its own tax rate? Or would we have to do it as a main item?	02:49 PM
Dougie Stevens	The modifiers can have their own tax rate as well. But only 1 tax rate per modifier it looks like	02:49 PM
Travis Hare	But the modifier couldn't change the taxation of the entire item, it would just change itself, right?	02:50 PM
Dougie Stevens	If that taxrate is set to override the other taxrates, it would override the taxrate of the coffee and tax based on sugar tax	02:50 PM
Travis Hare	They also have to track what is and is not food for their licensing.	02:51 PM
Dougie Stevens	Ah	02:51 PM
	Hold on, gonna scream for a sec	02:51 PM
Travis Hare	Lol - I feel you. But it's the #32, 34, and 35 largest Metropolitan areas in the US.	02:52 PM
	And we have no resellers in Ohio.	02:53 PM
	We could have 10 and they'd probably never see each other.	02:53 PM
Dougie Stevens	So we do have a report that will show item sales by modifier that would break down how many coffees have sugar added to them. If the override tax for the sugar/milk works, they would be able to see their food sales by the tax amount	02:55 PM
Travis Hare	Yeah that report is the best report I've ever seen - when Matt showed me that report I made him stop so we could look at it for a long time.	02:56 PM
	First report I've seen in a long time that seemed like it could actually help as a business consultant.	02:57 PM
	But, it seems like this would still be a manual calculation - unless they just had different main items with different report categories where one was "food" and the other was "not food"	02:58 PM
Dougie Stevens	Just confirmed, the modifier tax will not override the item tax. Not sure if this is by design or a bug	02:58 PM
Scott Dickens	the modifier tax should override the item tax	02:59 PM
	thats the purpose of it	02:59 PM
	i think	02:59 PM
Dougie Stevens	It doesn't as of now	02:59 PM
	I just did some testies	02:59 PM
	It would make sense if it did	02:59 PM
Travis Hare	I have yet to really find a thing I can point to and say "OrderCounter doesn't do ___ with taxes" other than International VAT, etc. but all that can be handled with just taxing gratuities properly, etc. I think. But that's years into the future. We have a lot of ground to cover in the US.	03:01 PM
	I've got to do some research on Oregon as well - I have some friends up there from my Dinerware days and I want to have my ducks in a row before I reach out.	03:01 PM
	They've got no state sales tax, but they have excise taxes and those are applied to certain things like soft drinks, candy, etc.	03:02 PM
	Travis Hare has shared a file image.png - 87.85 KB	03:04 PM
	It's a 19 page document on how their taxes work	03:04 PM
Matthew Davenp…	If I am not mistaken, the tax code on the modifier overrides the tax code on the item.	03:29 PM

Dougie Stevens	Sadly it don't	03:29 PM
	Scott's going to look into what that setting does for sure	03:30 PM
Matthew Davenp...	Couldn't this just be done with Report categories?	03:31 PM
	The #2 on there	03:31 PM
	You make a food and a drink report category and that gets applied as a work around	03:31 PM
Travis Hare	I would like to avoid making two different items - Coffee (Black or with Milk) and Coffee (with Sugar)	03:31 PM
Dougie Stevens	Don't think there's an override that would make coffee into food if sugar is added	03:32 PM
Travis Hare	And I don't think there's a secondary report category, right? So it would destroy traditional reporting I think.	03:32 PM
	I think the report that shows modifier performance is the best solution for items that could be either.	03:32 PM
	This is the only reason that people want to use Davo.	03:33 PM
	Places like Oregon and Ohio - and I think Washington State is similar.	03:33 PM
	I just watched a thing on SpotOn - they would have to handle it just like us.	03:38 PM
Matthew Davenp...	Yes it would destroy the traditional reporting	03:42 PM
Travis Hare	It does in SpotOn too - I have a friend who sells Clover but he probably wouldn't know about other states. Anybody know someone really knowledgeable on Clover?	03:43 PM
Matthew Davenp...	oh, I needed this as a feature.	03:43 PM
	So I was asked if we (for parts of Texas @Travis Hare) If we could tax an item as part food tax and part of it liquor tax	03:49 PM
Travis Hare	Yeah, Tennessee will want that too	03:50 PM
	It's against the law, but that's how a lot of people do it	03:50 PM
Matthew Davenp...	apparently lots of bars outside of major metropolitan areas in texas sell lets say a glass of wine, it then automatically has a piece of pizza to it	03:50 PM
Travis Hare	They want to tax the liquor as liquor and the setup as non-liquor.	03:50 PM
	That's a covid workaround - so that people could be classified as a restaurant instead of a bar	03:51 PM
	Restaurants could hold more people	03:51 PM
Matthew Davenp...	yeah in texas they can have a much less expensive liqour license if they are 50/50	03:51 PM
Travis Hare	Yep - bet that "piece of pizza" never shows up at the table	03:52 PM
Matthew Davenp...	thats what Micky was telling me at lease	03:52 PM
	not unless asked for	03:52 PM
	and its a terrible slice of pizza	03:52 PM
Travis Hare	Can we do it as a combo and it follow tax rules?	03:52 PM
Matthew Davenp...	they don't want to click two buttons and to my knowledge the way we do combo's that would require hitting a wine button then a pizza button	03:53 PM
Travis Hare	Right, but it would follow the tax rules?	03:54 PM
Matthew Davenp...	yes	03:54 PM

Scott Dickens	one of our first customers ever asked us to change the sales history of all "buckets of beer" to "buckets of wings" because they were about to lose their restaurant license because they had more than 50% liquor sales	03:55 PM
Travis Hare	Sounds like there's at least the possibility of programming to get a combo or a shortcut button if it was a super need.	03:55 PM
	Yep, hard to make ethical decisions for our customers. Deleting cash checks, etc.	03:57 PM
Matthew Davenp...	deleting "test" transactions :^)	03:58 PM
Scott Dickens	tested the modifier tax...it does override the tax of the item	04:00 PM
	it changes the item tax to what the modifier is set to	04:01 PM
Dougie Stevens	Oh I did a standalone modifier	04:01 PM
	Thinking it would be the quickest to test	04:01 PM
Matthew Davenp...	maybe if we did a "hidden" standalone modifier that was auto added to all liqour items	04:01 PM
	like put the standalone mod on set 3 of the categories.	04:02 PM
Dougie Stevens	Standalone didn't work for me if you wanna double check me	04:02 PM
Matthew Davenp...	oh nvm	04:02 PM
	i thought u said it did	04:02 PM
Scott Dickens	yea, standalone did not work, but in a modifier set did	04:03 PM
Matthew Davenp...	Can we do a pax a920 linked as just a card reader to a station so that the customer can add a tip at time of sale	Feb 21 2024, 11:43 AM
Ernie Perez	yes	11:43 AM
Travis Hare	How far off is DoorDash Drive from release?	03:57 PM
Scott Dickens	It's currently in beta. It will be in the next beta -> release which should occur at the end of the quarter	04:07 PM
	it will most likely still be considered a "beta feature" even though its in release until it gets a more widespread release	04:07 PM
Travis Hare	I have one more - currently we only have the Touch Dynamic Tablet to sell because the Vault one is on backorder, is that accurate?	04:08 PM
Matthew Davenp...	^ this is accurate. Unless someone has some news on Vault that I am not aware of	04:14 PM
Travis Hare	Kevin did not return my last message with any news.	04:16 PM
Thomas Barrineau	Thomas Barrineau has shared a file image.png - 71.66 KB	Feb 23 2024, 09:10 AM
	i just made them non billable so they wont mess with figures	09:10 AM
Ernie Perez	Does the Hanasis HIT PLUS terminal have a attachment for finger print reader? Or do we sell the Digital persona U.are.U 4500 finger printer readers and do we have attachments for the Hanasis HIT PLUS so that it's not stuck to the terminal with velcro or something similar?	11:24 AM
Scott Dickens	built in: not that i'm aware of. we use the u are u 4500	11:25 AM
Travis Hare	Ernie I don't see that as an option on their product sheet, I can text Tanya and find out if you would like	11:26 AM
Ernie Perez	I didn't see it on their website either so thought we had some other solution for this. Jason and Igor are wondering and so I'll direct them to buy the u are u 4500's online	11:27 AM

Travis Hare	I just sent Tanya a message, if I don't hear from her I will text Nash.	11:27 AM
Ernie Perez	Thanks!	11:27 AM
Travis Hare	We used Gorilla Glue for the Pioneer Terminals when they did away with the on-board biometrics	11:28 AM
	Terrible solution.	11:28 AM
Ernie Perez	hahaha	11:28 AM
Travis Hare	But it will NEVER come off - you'll break the thing all to pieces	11:29 AM
Ernie Perez	I'll let ML get creative with it	11:30 AM
Travis Hare	No answer from Tanya - but if she does respond I will hit you with it sir.	12:20 PM
Ernie Perez	np ty!	12:24 PM
Matthew Davenp...	SNBC BTP L520s Can we use this Label Printer?	01:21 PM
	10 POS terminal system with a 32gb minis forum How many tablets can I add safely to this setup before I need to increase RAM on the minis forum	01:24 PM
Scott Dickens	with 10 POS terminals, I'd recommend a separate mini for tableets	01:30 PM
Matthew Davenp...	Got it, Ty	01:32 PM
Travis Hare	@Ernie Perez I got an answer	01:41 PM
	Travis Hare has shared a file HIT - FPR Bracket.jpg - 45.3 KB	01:41 PM
	Travis Hare has shared a file Fingerprinter bracket _Sample_Image 20211025.pdf - 387.06 KB	01:41 PM
	This is the addon and how to install it.	01:41 PM
	They'll still need to purchase the device on Amazon	01:42 PM
	Here are the part numbers - HAN-OBFK1-00001B: Bracket & screws for mounting DigitalPersona 4500 FPR on HITPLUS,RAPIDO,HIT-17 AI	01:42 PM
Ernie Perez	nice! let me send that over	01:43 PM
	Ernie Perez has shared a file SALES_SUMMARY__12_01_2022__12_31_2022.pdf - 42.9 KB	Feb 26 2024, 01:39 PM
Jack Trinque	I dont believe there is one. Closest would probably be the Hourly Transaction report. Will show each day individually and a daily total at the end.	01:58 PM
Ernie Perez	Gotcha, thanks!	01:58 PM
Dougie Stevens	Steve Voisin mentioned to me on the phone that someone from CoCard in Utah told him that we can print dual pricing price cards for a retail stores using their inventory with a specific printer. Is this true? If so, how?	Feb 27 2024, 10:54 AM
Scott Dickens	must be referring to the Dual Pricing Menu Report	11:05 AM
Dougie Stevens	That's what I asked him about and he said it was individual cards that can be printed out with item prices	11:05 AM
Scott Dickens	we can do labels	11:07 AM
Matthew Davenp...	@Scott Dickens don't we have some shelf labeling that we did for Richies	11:37 AM
Scott Dickens	thats what i was referring to	12:10 PM

Travis Hare	Kevin from Value Systems - Debit cards are being charged a surcharge on Online Ordering, but not in-store - Fratelli's Pizza Order ID 422901 - is this how this is supposed to work or is this a bug?	03:44 PM
Scott Dickens	We do not support "surcharging" online, only a service fee. They can either add the fee to both cash (pay at pickup option) or credit, or only accept credit online (this is how we generally do it)	03:58 PM
Travis Hare	But that was a debit card. That is Kevin's complaint.	04:10 PM
Scott Dickens	They need to change their mind-set. It's not a "surcharge" or "charge for using this payment"...they can make it a "convenience fee" that applies to all orders through the online ordering platform	04:12 PM
	That is not against VISA/MC regs	04:12 PM
Travis Hare	Thank you! I also pulled the whitepaper from Fiserv on a convenience fee - and since it is a non-standard method of payment (paying online) then it counts as being convenient. I told him if he's worried about compliance turn it off.	04:19 PM
	And we can disable surcharging online independently of the in-store transactions, correct?	04:55 PM
Scott Dickens	yes	05:02 PM
Travis Hare	Do we have the option to do label printing in color?	Feb 28 2024, 10:36 AM
Matthew Davenp...	no	10:37 AM
	i dont beleive so	10:37 AM
Travis Hare	I know there are color label printers, but something that can accept the POS input that has an existing color label in the firmware.	10:43 AM
Scott Dickens	we have no option for color	10:46 AM
Travis Hare	But we can do a logo on a label?	10:47 AM
Scott Dickens	no	10:47 AM
Travis Hare	Even if the label printer had the logo embedded?	10:48 AM
	Something like the L90 which is just a T88 with a sensor to know where labels end.	10:50 AM
	Embedded = onboard NV Graphics	10:51 AM
Scott Dickens	nope, we have no option to send the command to print	10:51 AM
Travis Hare	Ok great, this may roll down the custom development train. Provided it does, will this need a day of code exploration?	10:52 AM
Scott Dickens	sorry, i misread what you sent...the TM-L90 should be able to print a logo because that one we wouldn't do as a label printer (its just a thermal printer that prints on labels)...however they most likely want it to print service tickets not customer tickets so we do not have a logo option for that	10:59 AM
	wouldn't really need a day to plan depending on what they want	10:59 AM
Travis Hare	This is exactly what I thought - no misreading.	11:00 AM
	Ok - I will find out if anything is needed on that front. But this is a Meat Market Chain - 7 or 8 locations - likely to also roll into some custom development for integration into mass production software (slaughtering, etc.) - that's not a today issue and neither was the label situation. Thank you!	11:02 AM
Matthew Davenp...	does QR ordering have the same controls for timeframes that online ordering has?	11:34 AM
Scott Dickens	yes	11:38 AM
Matthew Davenp...	do we handle in the pos expiration dates on gift cards?	11:48 AM
Dougie Stevens	I don't see anything in the gift cards tables for expirations. Scott do we do this?	11:49 AM

Thomas Barrineau	we dont expire gift cards. they can use gift e pay and it opens up a variety of options for gift processing.	11:53 AM
	we dont think it is wise given that ours is free ofr single using and included with eservies for multiunit but we have not intention of adding this at the current time. can be added to ideas in OC Connect to see what everyone thinks.	11:55 AM
Matthew Davenp...	got it, thomas this is for the in-house account Scurvy and Olive, im going to split the conversation out to a different chat about this	11:55 AM
Travis Hare	Have we ever sold the OrderCounter Storefront Advertising that we offer in the Marketing Toolkit? How would someone sign up if they did want to do the digital signage?	Mar 01 2024, 10:15 AM
Thomas Barrineau	No. It pretty much didn't work out. bluestart got over their skis	10:30 AM
Travis Hare	Ok very good - I will let the partner know there was never any traction.	10:31 AM
	Is anyone actively using the 7Rooms integration?	Mar 04 2024, 10:11 AM
Thomas Barrineau	The Mansion and perhaps one other place.	10:13 AM
	should be in good condition. we spend quite a bit of energy on it last year getting it operating well	10:14 AM
Travis Hare	And do we charge for the integration?	10:14 AM
Thomas Barrineau	we dont	10:14 AM
Travis Hare	Very good, thank you	10:14 AM
Matthew Davenp...	do our e-gift cards go into apple/google wallets?	01:55 PM
	im leaning on no - just want to be sure though	01:55 PM
Scott Dickens	no	02:14 PM
Matthew Davenp...	do we do gift card envelopes?	03:04 PM
	or holders	03:04 PM
Travis Hare	Who prints our gift cards?	03:04 PM
Scott Dickens	CardMarket	03:45 PM
	And yes we can do carriers	03:46 PM
Travis Hare	From Nolensville TN?	03:46 PM
	Kara used to work there	03:46 PM
Scott Dickens	That's the one	03:46 PM
Travis Hare	Yeah they have all kinds of stuff	03:52 PM
Matthew Davenp...	Is there a way to save and send for here and togo orders?	Mar 06 2024, 01:11 PM
	i would imagine not (using the order types in the POS, no work around)	01:12 PM
Ernie Perez	why do they want that?	01:12 PM
Matthew Davenp...	just to be silly... their business actually has a legitimate use for it	01:12 PM
Ernie Perez	we can control when something prints to the kitchen if it's been paid or not with to go/for here maybe that would work for something they're doing	01:12 PM
Matthew Davenp...	so they need the ticket to be saved in the POS system so it can be recalled via scanning a barcode at the bottom of the receipt.	01:13 PM

Ernie Perez	use takeout and rename as togo	01:14 PM
Matthew Davenp...	they need forhere and togo because they need to base taxes off that (california)	01:14 PM
Ernie Perez	oh	01:14 PM
Matthew Davenp...	yeee	01:14 PM
Ernie Perez	have an item with the override instead for the tax that says for here or togo	01:14 PM
Matthew Davenp...	Yeah, the problem is, I think they will have other tax overrides operating at the same time potentially. (california has some rules about hot food being taxed and cold food not) im still going through the details to make sure it works. it would 100% work if we could save & send for here/togo. i'll play around with it more	01:21 PM
Scott Dickens	retail and takeout can be used and renamed	01:23 PM
Matthew Davenp...	they also do takeout as well at this location	01:24 PM
	but i guess that all takeout orders can technically be "to-go"	01:24 PM
Scott Dickens	could also use bar tabs	01:24 PM
	but for here and togo can not be saved	01:24 PM
Matthew Davenp...	not hard to adjust the names of those buttons right?	01:29 PM
	just renaming files if i remember right?	01:29 PM
Scott Dickens	should be able to just set the setting in the back office (settings -> regional i think)	01:29 PM
Matthew Davenp...	oh wow i didnt even know this was here	01:31 PM
	nice	01:31 PM
	With House Accounts, can we set it up where a balance is loaded onto the house account, and then it is drafted down to $0 (and not below $0)	04:14 PM
Scott Dickens	yes, a house account can carry a negative balance and can have a limit set (i think a limit of $0 can be set)	04:18 PM
Matthew Davenp...	does rear facing display do tip prompts with PAX devices?	Mar 07 2024, 09:46 AM
	or do the tip prompts have to be down on the CC device with PAX	09:46 AM
Scott Dickens	rear facing display for tip is just for datacap	09:48 AM
Matthew Davenp...	got it, have we done signature on PAX devices?	09:48 AM
	SP30/S300	09:49 AM
Scott Dickens	yes	09:49 AM
Matthew Davenp...	ty	09:49 AM
Scott Dickens	S300 but not SP30	09:49 AM
Travis Hare	Rounding + Cash Discounting ---- Do we know how this works or if it works? Let's say a customer wants to deal only in bills and quarters, can we do the cash discounting to round to the nearest quarter on tender?	10:58 AM
	2) Are we at a place with DoorDash Drive where the location can choose DoorDash Drive or Internal Delivery Driver?	12:04 PM
Scott Dickens	yes, in beta	12:14 PM
Travis Hare	Which question?	12:15 PM
Matthew Davenp...	Can two separate databases be connected to the same MID without issues?	Mar 14 2024, 12:35 PM

Matthew Davenp...	Can two seperate databases be connected to the same MID without issues?	Mar 14 2024, 12:35 PM
Ernie Perez	yeah	12:35 PM
	batches might be issue	12:35 PM
Matthew Davenp...	thats what I was thinking, but im not 100% sure	12:36 PM
Scott Dickens	one of them have to be set to autobatch on processor side	12:42 PM
	we've done this at the executive	12:42 PM
Travis Hare	Do we have an API to inject orders?	01:13 PM
Scott Dickens	sort of...it's internal on the cloud side	01:23 PM
Travis Hare	Could we accept external orders through it?	01:23 PM
Scott Dickens	not currently unless we are the ones doing it	01:24 PM
Travis Hare	Minisforum as a KDS or do we use a cheaper PC?	Mar 18 2024, 03:58 PM
Scott Dickens	we have a cheaper minisforum that we use for it	03:58 PM
Travis Hare	Who handles a shotgun gift card order? Also the png file keeps bouncing back from the partner when he tries to email it to me.	Mar 19 2024, 02:39 PM
Scott Dickens	someone got pregnant and is getting married and they need gift cards to gift to them?	02:40 PM
Travis Hare	Exactly that	02:41 PM
Scott Dickens	gift card orders (shotgun or otherwise) go to me	02:41 PM
Travis Hare	Better hurry the baby is on the way… Its coming from Ray Huckleberry. I will have him email you the png since he can't get it through the screener.	02:42 PM
Matthew Davenp...	With Personal Banks, can we make it so someone with an open personal bank cannot clock out without closing it?	Mar 20 2024, 12:33 PM
	if so where is the setting	12:33 PM
Ernie Perez	Ernie Perez has shared a file image.png - 2.81 KB	12:52 PM
Scott Dickens	they do not need it to accept orders	12:52 PM
Ernie Perez	ok, these would still go through as well?	12:52 PM
Matthew Davenp...	bump	01:35 PM
	Matthew Davenport has shared a file image.png - 498.48 KB	05:14 PM
	how do we do this?	05:14 PM
Scott Dickens	you have to add the email to an employee in the system	05:14 PM
Matthew Davenp...	ahhh ty	05:14 PM
Travis Hare	What is the name of the report that can show item deletions and voids?	Mar 22 2024, 09:25 AM
Matthew Davenp...	voids is transaction report	09:41 AM
Travis Hare	Deletions and voids	09:41 AM
Matthew Davenp...	like pre-submit removals?	09:42 AM

the employee performance report shows voids/pre-sumbit/post submit removals by employee — 09:43 AM

Matthew Davenport has shared a file — 09:44 AM
image.png - 17.51 KB

there is also the pre & post submit removal detail report — 09:44 AM

but those dont have voids on it — 09:44 AM

the employee perf report would have everything in one place — 09:45 AM

manager performance report is a bit more compact but it doesnt show pre-submit removals (which i am assuming is what you mean when you say deletions) — 09:46 AM

Matthew Davenport has shared a file — 09:47 AM
image.png - 33.33 KB

Ernie Perez — Can we attach a scanner to the kiosk terminal? The idea is, scan and pay, no need to have a menu. - From Igor and Merchant Lynx — Mar 25 2024, 09:04 AM

Matthew Davenp… — Like barcode scan for items? — 09:05 AM

Ernie Perez — MIght be for retail shop, it's all the info I have so far from the email — 09:07 AM

Scott Dickens — yes, requires a specific scanner for the hanasis kiosk that supports OPOS — 09:58 AM

Matthew Davenp… — @Scott Dickens for the above, will the kiosk support a price embedded barcode too? — 11:10 AM

This place boxes up food, puts a price embedded barcode on it, then they want people to take their food and pay for it at a kiosk — 11:10 AM

Scott Dickens — it does not support price embedded barcodes! — 11:36 AM

Matthew Davenp… — im asking — 11:36 AM

Scott Dickens — sorry — 11:36 AM

misplaced question mark — 11:36 AM

fixed :smile: — 11:37 AM

Matthew Davenp… — thank — 11:37 AM

Travis Hare — Do we have a guide to terminal independence? — 11:39 AM

Scott Dickens — we have a requirements guide (pops up when turning it on) — 11:39 AM

but it walks them through setting it up, so no guide needed — 11:39 AM

Travis Hare — If you turn it off, are there any remnants left over on the other device? — 11:48 AM

And then if I'm switching over to backup mode, do I launch OrderCounter and change the Database settings? Or is there some kind of automatic prompt when it goes down? Sorry, I've just never seen it before. — 11:49 AM

Scott Dickens — If you turn it off, the backup database and query log will still exist. Until it's set up again — 12:02 PM

You can switch to backup on the white connection error screen — 12:02 PM

Travis Hare — And is it a real-time mirror? — 12:14 PM

Scott Dickens — yes — 12:48 PM

Ernie Perez — **Ernie Perez has shared a file** — Mar 26 2024, 08:29 AM
image.png - 83.19 KB

Scott Dickens	There is not	09:21 AM
Travis Hare	Do we have a system that I can splashtop into, run an example of every report (with data on it), and send it to Bryan Facterman?	10:19 AM
Darren Sla	You could use Support I think	10:19 AM
Scott Dickens	you could use one of the BT locations	10:19 AM
Darren Sla	Support test	10:19 AM
	Oh yeah, BT locations would do.	10:20 AM
Travis Hare	@Scott Dickens can you give me access to the BT locations on my Splashtop?	10:28 AM
Scott Dickens	done, added you to Bryan's group	10:28 AM
Travis Hare	Do you have a command line to correct the display settings - I think it might be set to 600x480	10:31 AM
Scott Dickens	If it's a server then it's because it doesn't have a monitor connected and you can't change it. Except there is a new thing in Splashtop that might change it	11:04 AM
Travis Hare	I found another one I can use for this - except is has no inventory reports or customer reports but I won't sweat it	11:05 AM
Scott Dickens	the new splashtop resolution setting doesn't work anyways :sad:	11:07 AM
Travis Hare	Booo	11:25 AM
	Ok I sent him 29 reports - no customers or inventory and I didn't do any variations of reports like limit by employee, etc. so he's going to have to be OK with that as a dump.	11:26 AM
Matthew Davenp…	on kitchen printers (epson u220) is there anyway to increase the speed of the ticket being printed?	02:30 PM
	I vaguely remember adjusting a dpi setting once to do this but i think thats thermal printers	02:30 PM
Scott Dickens	the physical speed at which it prints? or the speed at which it starts printing a ticket at a different printer?	02:37 PM
Matthew Davenp…	Physical speed	02:37 PM
Scott Dickens	there is not	02:37 PM
Matthew Davenp…	Ty	02:37 PM
Scott Dickens	AFAIK	02:37 PM
Matthew Davenp…	Yeah I told them, that there may be some slight difference between printer brands but nothing significant that I am aware of	02:38 PM
	Hey, if we put in an order to a kitchen printer, can we force each item to print on its own kitchen ticket?	Apr 01 2024, 08:16 AM
	For example, if I have an order for 4 burgers, it prints out 4 kitchen tickets with 1 burger on each	08:17 AM
Jack Trinque	Yea should be able to set max items for the station to 1. So each item should have its own ticket.	08:17 AM
Matthew Davenp…	Is this a system setting? Or a kitchen printer setting	08:18 AM
	For example kitchen printer 1 has max 1 and kitchen printer 2 has max 20	08:18 AM
Jack Trinque	Jack Trinque has shared a file image.png - 43.86 KB	08:19 AM
Matthew Davenp…	Great ty	08:20 AM
	Matthew Davenport has shared a file IMG_2417.JPG - 423.8 KB	Apr 04 2024, 10:47 AM

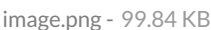| | To get the credit total and cash total to show large (like the regular total) what setting would need to be changed | 10:47 AM |
	I know there is grand total large font, but there's a setting that turns off the total from showing I believe	10:48 AM
Dougie Stevens	Unless there's been development done for this since I left, there isn't a setting for that	03:40 PM
Travis Hare	Ok, so let's say I have "Authorize Bar Tabs" turned on in the back, would there be any net benefit to creating a shortcut button to authorize a credit card as well? Has anyone ever used this - what did it accomplish?	Apr 10 2024, 11:34 AM
Ernie Perez	Tables?	11:55 AM
Travis Hare	So preauth a card on a table - like maybe a large party or someone wants to use table layouts for bars?	11:56 AM
Ernie Perez	yeah like that	12:08 PM
Travis Hare	I got another dumb one - In Positouch - you could run a cashout (like a till or bank report) on either the Terminal or the Person using the Terminal - in the case that two people were stuffing the drawer you ran a cashout on all three (the terminal, server 1, and server 2) The cognate to that is to run the "Print Till Report" and then 2 "Cashier Reports"? Provided everyone was added to the drawer properly? Also what happens if I'm not added to the drawer but I use the terminal?	12:56 PM
Scott Dickens	yes	12:56 PM
	and if you're not added to the drawer and personal banks are enabled, you will get a separate report for your transactions under a personal bank	12:56 PM
	if personal banks are not enabled, you won't be able to close out order unless assigned to the till (or group till turned on)	12:57 PM
Travis Hare	Is there a backoffice report that will do these reports for yesterday?	12:57 PM
Scott Dickens	not the exact reports but the data from them and the relevant information under Data Mining -> Till and Bank Reports	12:58 PM
	specially the "Closed Till" and "Closed Bank" report	12:58 PM
Travis Hare	Ok - one more while I have you - Log Closed Bank/Till - that's what we would call a "Skim" - can you do a partial skim, or would you close it and then reopen it with a new starting amount?	12:59 PM
	Like can I pull out $1,000 without closing the till?	12:59 PM
Scott Dickens	its not a skim	01:03 PM
	that would be a pay out	01:03 PM
	log closed bank/till takes a closed out bank or till and assigns the money into the current till	01:03 PM
	so if a server closes out their bank and is owed $100 for tips, the $100 gets logged as coming out of the till	01:03 PM
Travis Hare	So you would just have a pay out type that would be a skim? We don't do Pay Out categories, right?	01:04 PM
Scott Dickens	correct, just notes they can type in	01:05 PM
Travis Hare	In Positouch, a skim was just a line item on the cashout - it would be the same in OrderCounter, right? The Pay Out Reason would print on the Cashout?	01:05 PM
	Closed Till/bank - I'll use the right terminology	01:06 PM
Scott Dickens	it doesn't print on the cashout but does show on the transaction repor tin the back office	01:06 PM
Travis Hare	So does the report show all the pay outs separately or in one lump sum?	01:06 PM
Scott Dickens	one lump sum	01:07 PM

	checking to see if theres a setting to show individually	01:07 PM
	nope, just sums	01:07 PM
Travis Hare	I will now and forever try to translate something to what would be done at the busy bars in Nashville - and they're still pretty cash heavy. So there's a lot of times that someone would go pull money out of a drawer - so it wouldn't be on the closed till report, but it would be on the backoffice who did the pay out, etc. right?	01:08 PM
Scott Dickens	correct	01:11 PM
Travis Hare	🤔	01:11 PM
	Ok one more and I'm done asking stuff for the day - is there a magic undo EOD command or button? I know it won't unsettle the batch but go back to yesterday.	01:23 PM
Scott Dickens	there is not	01:23 PM
	technically it can be done with a script but we generally just say it can't	01:23 PM
	cuz it might cause issues with reporting	01:23 PM
Travis Hare	So if we ran two training sessions in a day, you'd have to restore the DB, or you can just run the EOD again and it won't go to day after tomorrow?	01:24 PM
	Ok I have one more dumb one and then I swear I will leave it alone for the day - Let's say that I had a bar printer that was only open on the weekends (CRP Danbury issue), could I write a query that would essentially disable the station on Monday and then re-enable the station on Friday without it redirecting? Or will it redirect if the station is off? Shorter version of that question - does disabling a station make it stop redirecting?	01:53 PM
Scott Dickens	if the station is disabled it will not redirect	02:00 PM
	it can be done with a query, but its mainly done from Control Panel -> Order Tickets -> Manage Stations	02:00 PM
Travis Hare	Right, but let's say it was a partner who was having to do it twice a week, could they automate it with a scheduled task and a batch file?	02:01 PM
Scott Dickens	its possible, but changing database settings from a batch file isn't exactly easy	02:01 PM
	would need to be run as a command line sql query, which i don't have any experience with (at least in sql server, i've done it with mysql)	02:02 PM
	our backup batch file does run a sqlcmd though	02:03 PM
Travis Hare	I have plenty of experience with it - how do you think we did anything in these old systems? There were a million batch files.	02:03 PM
Scott Dickens	you have to know what station number it is, then its as simple as: enable: `update settings_pos set station3_active = 'Y'` disable: `update settings_pos set station3_active = 'N'`	02:04 PM
	replace 3 with the actual station number	02:04 PM
Travis Hare	Software shouldn't need to be closed or restarted, right?	02:05 PM
Scott Dickens	correct	02:05 PM
Travis Hare	Works like a dream - so I could "solve" one of their problems - is there a more elegant way of doing this that doesn't involve a scheduled task and a batch file?	02:10 PM
Scott Dickens	could schedule a function in sql, but a batch file is pretty much the same and easier to manage	02:14 PM
You	would this work? @ECHO OFF REM Replace with your SQL client command sqlcmd -S <your_server_name> -d <your_database_name> -U <your_username> -P <your_password> -Q "update settings_pos set station3_active = 'N'" then schedule it with task scheduler	02:53 PM

Travis Hare	It bombs on the password even if you put the right password in	02:53 PM
	I can do it by stepping through the osql or sqlcmd, but I can't make a terminal query	02:54 PM
Matthew Davenp...	theres a way to fix it	02:54 PM
	you like just triggered some 2 week long binge i did 4 years ago on getting sql queries to run through batch files	02:54 PM
	dont ask me if i remember what the fix was :D	02:55 PM
Travis Hare	Travis Hare has shared a file image.png - 3.86 KB	02:55 PM
You	is it authenticating with win login or sql login	02:55 PM
Travis Hare	I get that if I try to run a terminal query... but if I just log in to sqlcmd then it works just fine	02:55 PM
Matthew Davenp...	can you show me the script youre running	02:56 PM
Travis Hare	Windows - this is my command - osql -E -S (local)\OCSERVER -d [OrderCounter4.0] -Q "update settings_pos set station3_active='N'"	02:56 PM
	Do those commands one at a time - works no problem	02:56 PM
	Put them in a line - bombs on password	02:56 PM
Matthew Davenp...	so back when i was doing this, i remember i created a password for the database	02:57 PM
	and i used the login credentials for each batch file run	02:58 PM
Travis Hare	If I pass -U and -P then it wants the sa user credentials	02:58 PM
	And I don't know them	02:58 PM
Matthew Davenp...	rip	02:58 PM
Dougie Stevens	sa pspwd7277	02:58 PM
Matthew Davenp...	saved	02:58 PM
Travis Hare	Travis Hare has shared a file image.png - 1.74 KB	02:59 PM
You	pw might be different	02:59 PM
Dougie Stevens	That's typical sa pass	03:00 PM
You	you can change the sa pw in sql management back to pspwd7277 tho	03:00 PM
Dougie Stevens	Unsure Travis you breaked it	03:00 PM
Travis Hare	I didn't do anything weird on the install	03:00 PM
You	maybe it has to do that weird unencrypt thing	03:00 PM
Travis Hare	It's funny it takes the Windows Auth no problem and also the query no problem	03:00 PM
	It's acting as though there's something stopping me from jamming something into the db	03:01 PM
	It's totally fine - I don't know that I love the solution anyway, because there are about a million ways to destroy something here. But I don't know why I can login with Windows Authentication to SSMS and then it bombs on sqlcmd	03:02 PM
	It will let me take a backup though... which is funny	03:03 PM

	osql -E -S (local)\OCSERVER-Q "BACKUP DATABASE [OrderCounter4.0] TO DISK = 'C:\BACKUP\Backup.bak'" works fine	03:04 PM
	Matt for the win	03:10 PM
	Take the brackets out	03:10 PM
	osql -E -S (local)\OCSERVER -d "OrderCounter4.0" -Q "update settings_pos set station3_active='N'"	03:10 PM
	So weird because you need brackets to handle the period through osql and sqlcmd - but not on a flag I guess?	03:11 PM
Matthew Davenp...	oh hey that worked	03:56 PM
	@Scott Dickens 9 POS terminal 4 Tablet 32gb minis forum should be enough right?	Apr 11 2024, 10:13 AM
Scott Dickens	i'd be more comfortable going to 64 with that many terminals	10:16 AM
Matthew Davenp...	ty	10:16 AM
	hey with tip pooling. someone works 2 hours by themselves, then a second employee comes in and works. the 2 hours of tips would be partially split with the second employee?	Apr 12 2024, 09:36 AM
Scott Dickens	there's settings for that	09:38 AM
	they would either get proportional based on time worked or an even split depending on how its set	09:38 AM
Thomas Barrineau	Either of the two settings scott outlined would split some of the tip in the situation you outlined.	09:41 AM
	If they are fixated on people earning their own tips then they should shutdown tip splitting.	09:42 AM
Matthew Davenp...	Hey I have a partner asking for help on these questions. They are doing a Datacap stage only file	12:19 PM
	Matthew Davenport has shared a file IMG_2423.JPEG - 69.16 KB	12:20 PM
	I know set to host capture	12:20 PM
Scott Dickens	host capture, voltage encrytion (tokenization and authentication is what some others refer to this as for future reference) and the capture delay i believe is for if they're doing preauths	12:49 PM
Matthew Davenp...	so all three should be on (this location has a bar)	12:50 PM
	likely they'll be doing preauths	12:50 PM
Scott Dickens	right	12:50 PM
Travis Hare	Is there any reason we cannot run two vp8300 devices on the same terminal?	Apr 16 2024, 02:28 PM
Matthew Davenp...	Datacap hits a device id, all of the devices have the same id so there's no way to differentiate between VP8300#1 and VP8300#2	02:29 PM
	Also how would 2 credit devices on the same terminal speed anything up?	02:30 PM
Travis Hare	So yes it would work if I plugged 9 of them up?	02:30 PM
Matthew Davenp...	It would not work	02:30 PM
Travis Hare	Because of the device id?	02:30 PM
Ernie Perez	the credit card settings on oc have a device id assigned to it	02:31 PM
Matthew Davenp...	Only 1 VP8300 to 1 station. Mainly because the station software can only transact a single transaction at a time	02:31 PM
Ernie Perez	only 1 at a time	02:31 PM

Travis Hare	Ok that was just a weird question from Jon. There will be more.	02:32 PM
Matthew Davenp...	Are you sure the question that is being asked isn't 2 POS terminals speaking to a single VP8300?	02:32 PM
Travis Hare	I'm sure. He's thinking of quick service.	02:34 PM
Matthew Davenp...	The answer is still no because it's a usb device and there isn't a way to identify it over a network. But you could solve that by getting an IP based credit card terminal. Then you can point the terminal to the IP Address of the device on Datacap (or pax) and have 2 terminals prompting the same device	02:34 PM
	It's not a recommended setup but should be possible.	02:34 PM
Scott Dickens	IP or Ingenico/Verifone as those don't communicate via HID, instead they create a USB->COM port	03:23 PM
	but since ID Tech uses HID, you can only have one as all requests will just go to the first one (or maybe a random one, but you can't target one)	03:24 PM
Matthew Davenp...	hey does our cash discounting adjust the tax amount based on whether cash or credit is selected	Apr 17 2024, 03:54 PM
Ernie Perez	yep	03:55 PM
	we setup without tax though	03:55 PM
Matthew Davenp...	so if cash is selected (a lower amount) the tax will be lowered to the corresponding amount	03:55 PM
Ernie Perez	same tax rate	03:56 PM
Matthew Davenp...	ok so if the tax was $1 it will not change if paid by cash or credit	03:57 PM
Dougie Stevens	It will tax based on the price of the item when paid. So it will be $1 + tax on $1 for cash or $1.04 + tax on 1.04 credit	03:58 PM
Scott Dickens	cash discounting can be setup to do either	03:58 PM
Matthew Davenp...	ty	03:58 PM
	that was easy thanks	03:58 PM
Dougie Stevens	What they said	03:58 PM
Scott Dickens	dual pricing always adjusts for tax because its the price of the items	03:58 PM
Travis Hare	If you have items that haven't been sent to the kitchen, and then you wait until the login times out, what happens to those items? Do they send to the kitchen, stay in limbo, what do they do?	04:09 PM
Scott Dickens	depends on their kitchen selection setting	04:09 PM
	if set to "Auto" they will send	04:09 PM
	otherwise they will not	04:10 PM
Travis Hare	Thank you sir - you're still magic	04:10 PM
Scott Dickens	https://media.tenor.com/DNCBqbguizsAAAAC/magic.gif	04:11 PM
Travis Hare	Can you print the check without commiting the ticket? Like floating drinks?	04:11 PM
Scott Dickens	yes	04:13 PM
Travis Hare	Can we turn that off?	04:15 PM
Scott Dickens	not that i'm aware of	04:15 PM
Travis Hare	So you can print the check, present it to a customer, and not commit the ticket?	04:16 PM
Scott Dickens	based on settings, the items would still need a manager override to remove if they've left the screen (the default)	04:16 PM

	but yes, it is possible if they don't have auto-send on	04:16 PM
Travis Hare	Is there a report that will show me table transfers?	04:22 PM
Scott Dickens	there is not...just the action log which is available to support users on the back office	04:23 PM
Travis Hare	With promotion, dual price still showing the credit total as not zero if promotion took total to zero. Is there a setting I cannot find one.	05:22 PM
Scott Dickens	theres not	05:24 PM
Travis Hare	So the surcharge is on the pre-promo total always?	05:27 PM
Dougie Stevens	Need to double check so I'm not mistaken: - We can't do order throttling with 3rd parties right? Where they can pause orders through the POS. - Do we have intentions of doing Postmates / Seamless integrations?	Apr 18 2024, 12:41 PM
Jack Trinque	Correct, no order throttling. They should be able to use the 3rd party tablet to turn it off, if they dont have a tablet they probably would need to call them. Im not sure on postmates, Ill leave that for Travis or Scott.	12:52 PM
Dougie Stevens	Thanks Jack!	12:52 PM
Scott Dickens	New integrations should be able to be added relatively easily with the email parsing. If we can receive order emails we should be able to add them but would need to go through Thomas to determine priority or if we do it.	12:53 PM
Travis Hare	I believe Kevin has opened all the support tickets he needs to - but so I understand the integration better - will a DoorDash ticket include the taxes, fees, etc. or not when it's injected into OrderCounter?	Apr 23 2024, 10:18 AM
Jack Trinque	It will include the taxes. The main issues look to be that the total door dash is showing them on the door dash portal does not include taxes. Ours does which is why it is showing off. I showed them where they can see the number before taxes as well though. Im waiting for them to respond with an earlier report from door dash since he said it just started last week.	10:29 AM
Travis Hare	Great! Thanks	10:41 AM
Ernie Perez	What Google Maps API does someone get when they get it through us? https://mapsplatform.google.com/maps-products/#embed	03:38 PM
Scott Dickens	they get whats integrated with the POS...the ability to use delivery zones and see maps for addresses and deliveries	03:40 PM
Ernie Perez	Where do we direct partners if they're looking to purchase the Google Maps API not from our partner portal?	03:44 PM
Scott Dickens	they would need to setup an API account with Google and get their own API. if they don't know how to do that they're not the target audience for it i would say. maybe travis can speak to them about it	03:46 PM
Ernie Perez	It's Royce	03:46 PM
	With Platinum Age	03:46 PM
	Trying to save his customer some on google maps api. He thinks we're overcharging	03:47 PM
Scott Dickens	we might be...we worked that out on averages so if they're low volume it might be beneficial	03:48 PM
	Scott Dickens has shared a file image.png - 19.82 KB	03:48 PM
	google charges per use	03:48 PM
	so bascially they would need to setup a Google Cloud account, and enable these APIs, then create an API key through the credentials section	03:49 PM

	then they can put that API key into the back office to use it	03:49 PM
Ernie Perez	Cool!	03:54 PM
Matthew Davenp...	can we distinguish on the kitchen ticket the difference between a grubhub and doordash order	Apr 26 2024, 11:33 AM
Ernie Perez	The 3rd party delivery order method (DoorDash, GrubHub, Slice, and Chownow) display on the kitchen ticket that prints out.	11:34 AM
Matthew Davenp...	excellent, thank you	11:34 AM
	A920 for credit card processing, is this possible through datacap	11:54 AM
	just credit card processing ^	12:00 PM
Scott Dickens	Scott Dickens has shared a file image.png - 99.84 KB	12:01 PM
	pro and max are supposedly supported but we've never done a PAX on DataCap before so not sure what's involved	12:02 PM
Travis Hare	I have a bit of a unique request - Thomas from Skurla's wants a TD Quest 8 as part of his "full demo" - I'm going to send out a quote for one. I know we should have a beta of the OrderTab in the next few days, but how far are we from being able to ship him one (or load the app on an A920 that he has) just for demo purposes?	Apr 29 2024, 01:42 PM
Scott Dickens	Not really sure until Thomas gets hands on and can run it through some tests.	01:45 PM
Travis Hare	Only reason I ask is if I can have him punt 3-4 weeks, then that stops him from 1) spending $1,350 on a tablet for demos and 2) stops him from using that as the tablet solution	01:46 PM
Scott Dickens	it depends on what he needs it for. the first iteration will only allow ringing in items and closing out. no pulling up of pending/current orders.	01:48 PM
Travis Hare	But as it evolves, he should be able to load it on an A920 that he possesses, right?	01:48 PM
	Wait, is that too many S's?	01:48 PM
Scott Dickens	yes, he will be able to load it from the pax store	01:49 PM
Travis Hare	Ok great - I'll let him know that - I'm hoping to kick the can a little with everyone as far as I can.	01:50 PM
Ernie Perez	Is it possible to complete this request with the taxes? 8.375% MN Sales Tx 2.50% MN Liquor Tx (this is in addition to 8.375% for a total of 10.875%). If you want to set all liquor at 10.875% rather than an additional 2.5% that is fine too. DO not apply tax if liquor is ordered on it's own. However as soon as food is added to any liquor it should have tax added on the liquor. In both cases when paying with a credit card the 3.5% higher price should apply which should be subject to MN sales tax (but guessing it is already like that). Currently only see option to override the taxrate on other items or by order method but not by type of item.	Apr 30 2024, 05:00 PM
Scott Dickens	but the food doesn't have the same taxrate?	05:05 PM
Ernie Perez	correct, is how I understood it has a seperate one	05:06 PM
Scott Dickens	no, i don't believe this can be done currently	05:14 PM
Ernie Perez	@Travis Hare Is this something you could add to list for Edge One? Merchant is Bungalow Inn	May 01 2024, 12:32 PM
Travis Hare	I can add it. Don't know about time to solve.	12:33 PM
Ernie Perez	They're looking to go live next week but if this is not working for them Scott suggested doing prompt tax on the item we'll see how they respond.	12:34 PM
Travis Hare	There's a lot of logic that doesn't exist today - automatically switching taxes based on some sort of combination of items rang in is a pretty big leap - this would be custom development and I can't give a	01:08 PM

	timetable.	
	Try to use another avenue, and then if it's contentious have Justin call me and I'll explain it.	01:09 PM
	The other avenue being prompting.	01:10 PM
Ernie Perez	Will do	01:13 PM
	If someone cancels an online order through a 3rd Party and it's integrated to send the order to the POS, does the order in the POS update to reflect the cancellation?	May 06 2024, 04:02 PM
Matthew Davenp...	it does not	04:03 PM
Scott Dickens	only uber eats at this time	04:03 PM
Matthew Davenp...	oh fr?	04:03 PM
Scott Dickens	in latest beta	04:03 PM
Matthew Davenp...	:0	04:03 PM
	wait does Uber Eats work?	04:03 PM
Dougie Stevens	It's supposed to be added for others but I'm not sure of where it falls on priority after Josh finishes tables	04:03 PM
Scott Dickens	just slice i think as we don't cancellation noticing on the others	04:04 PM
Ernie Perez	Do they need the tablets still as well for the POS integration with 3rd party online ordering?	04:05 PM
	I thought they still needed the tablets to confirm the orders	04:05 PM
Dougie Stevens	I see	04:06 PM
Ernie Perez	It sent automatically.	04:07 PM
Matthew Davenp...	DoorDash has an auto-accept functionality So Does Grubhub that can be turned on via settings	04:11 PM
	Same with Uber, so long as its an api integration	04:11 PM
	not sure about slice	04:12 PM
	cant find anything on it	04:12 PM
	so DoorDash, Grubhub & Uber can auto accept orders so they can either shelf their tablets until they need to manage the order or get rid of them and just use the 3rd party delivery website to manage their orders on an inhouse computer	04:14 PM
	wait does Uber Eats work? looking for an answer here, last I was told is that it has lots of issues and we aren't putting any more people into beta testing for it	04:15 PM
	With Table Service and split checks What will the system do if you have the same employee signed into 2 separate terminals and adding items to the same table at the same time	May 07 2024, 02:15 PM
	is there setting to stop the above behavior? Employee signed into 1 terminal at a time? Employee can only access 1 table at a time?	02:15 PM
Jack Trinque	At the moment I believe it will let them do it. I believe Dakota started working on something to prevent this, not sure if it was fully finished yet.	02:16 PM
You		
	Robert added Jacob Sandlin	03:10 PM
Matthew Davenp...	Anyone know if you can board on Card Connect on either datacap or PAX?	03:39 PM
Scott Dickens	Card Connect is First Data, correct?	03:50 PM

Matthew Davenp...	uhhhhh	03:50 PM
	i think thats Card Net North	03:50 PM
Scott Dickens	pretty sure thats what they board on	03:50 PM
Matthew Davenp...	you are thinking of	03:50 PM
	oh maybe	03:50 PM
	): i am not sure	03:50 PM
Travis Hare	It's Fiserv - you're right	03:51 PM
Matthew Davenp...	**Matthew Davenport has shared a file** image.png - 2.54 KB	03:51 PM
Scott Dickens	**Scott Dickens has shared a file** image.png - 410.13 KB	03:51 PM
	yea, as long as they board on First Data / Fiserv, just need to follow the standard First Data setup	03:52 PM
	PAX or DataCap should work	03:52 PM
Matthew Davenp...	so they would do FD front end and Card Connect on back end	03:52 PM
	hopefully im understanding that right	03:52 PM
Scott Dickens	back end is usually referred to as the actual processor: TSYS, First Data, Global, etc	03:53 PM
	terms get mixed up all the time	03:53 PM
	i would think FD backend and Card Connect frontend	03:53 PM
	since Card Connect is a gateway boarded on FD	03:53 PM
Matthew Davenp...	>.>	03:54 PM
	so wouldnt that mean we need Card Connect on the datacap website	03:54 PM
	i thought that website shows the Front ends datacap plugs into	03:55 PM
Scott Dickens	no, those are backends	03:56 PM
Matthew Davenp...	one day i'll understand this credit card stuff	03:56 PM
Scott Dickens	its hard because everyone uses different terms: processor, gateway, issuer, backend, frontend...they all have actual meanings that people don't use correctly	03:57 PM
Jacob Sandlin	Hey guys! Hope everyone is having a lovely day today. I wanted to see if anyone knows, if there's a spare OrderCounter terminal around the office? I'd like to get a better idea of the process of Online Ordering --> OrderCounter Terminal --> Kitchen. If not, no worries, have pen and paper and a demo for OrderCounter itself.	May 09 2024, 10:23 AM
Darren Sla	I think we have support computer there	10:23 AM
	Ask Jack	10:23 AM
Jacob Sandlin	He's helping out. Thank you for the help Darren!	10:41 AM
Matthew Davenp...	need to know if we can tie printer settings to table sections	03:50 PM
Travis Hare	What about "Closest Bar Printer"	03:55 PM
Ernie Perez	Is PAX store and forward supported on OC?	May 13 2024, 03:44 PM

Scott Dickens	yes	03:44 PM
Ernie Perez	Any setup differences other than enabling on PAX store?	03:44 PM
Scott Dickens	enabled on devices (via paxstore) and enabled in POS	03:45 PM
Matthew Davenp...	Anything processor side?	03:45 PM
Scott Dickens	nope	03:51 PM
Jacob Sandlin	Good morning everyone. I hope you're all having an awesome morning. I created a Google Document, that will be updated, that include questions I have about Online Ordering. If you all have the time to view it, please feel free to, and to add any answers, input, or notes you think that would be helpful. I would appreciate it highly, if you all ever get some time to check. Thank you very much. Additionally, if you cannot edit this, please let me know. Thanks! https://docs.google.com/document/d/11NXJdjoseB7iM6hlqTqUr9_N46o-n0gBW84MPQpxrPc/edit?usp=sharing	May 14 2024, 08:47 AM
Scott Dickens	Requested access	08:53 AM
Matthew Davenp...	What is Datacap? What is Authorize.Net? What is Payment Logistics? The descriptions you found for this are really corporate fluff. What you need to know about these are that they are Gateways. Generally, the flow of credit card data goes as follows. POS System -> Gateway -> Partner -> Issuing bank (Visa/MasterCard/Amex)	08:55 AM
	This is extremely watered down, but the above for now is all you really need to know about the flow of data.	08:55 AM
	Gateways are important for us because we say we are credit card agnostic. These Gateway products are how we become Credit Card Agnostic. Currently we integrate with Datacap & PAX gateways on the front of house. For online ordering we integrate with Datacap & auth.net I believe there are some much lesser used gateways we integrate with but i dont mention those so people dont get confused.	08:58 AM
Jacob Sandlin	POS Sytem -> Gateway makes sense, so then it brokes to the partner, and then the credit card company? So 2 channels before making it to the credit card companies? Starting to make sense yes :-)	09:11 AM
	Watching a video - it's making sense	09:14 AM
	What is a call ahead board? Regarding reservations I think	10:04 AM
Dougie Stevens	It's where you can note that a certain number of people will be coming around a specific time but call ahead boards don't typically equate to reservations	10:05 AM
Jacob Sandlin	Ah that makes sense. So estimated people incoming at a specified time, not pinning down a specified table(s) though	10:06 AM
Dougie Stevens	It's on the POS under control panel > events. It doesn't reserve a table or tables in the system, it just notes down the name, date, time, and notes for the event you're building	10:06 AM
	Correct	10:06 AM
Jacob Sandlin	Awesome. Thanks Dougie!	10:06 AM
Matthew Davenp...	Are we building an integration to DoorDash Drive or DoorDash Drive Classic?	11:01 AM
	https://developer.doordash.com/en-US/docs/drive_classic/overview/pricing_payment	11:02 AM
	https://developer.doordash.com/en-US/docs/drive/overview/pricing_payment	11:02 AM
Jacob Sandlin	I think Drive looking at base $9.75, but I cant 100% say	11:05 AM
	Any FAQ on schedule gopher?	01:56 PM
Matthew Davenp...	Anyone know if the barcode scanners we provide are able to scan QR codes?	May 16 2024, 11:50 AM

	Matthew Davenport has shared a file	11:50 AM
	IMG_2493.HEIC - 0.98 MB	
	Gift card from another pos system	11:50 AM
	(Clover)	11:50 AM
	Does NETePay Popup work with any NETePay device? (specifically lane 3000?)	02:38 PM
Dougie Stevens	I think we set those to manual entry on the device	02:39 PM
Scott Dickens	I don't think it works we devices that have a pin pad	02:39 PM
Matthew Davenp...	Still need an answer on that barcode scanner being able to scan qr codes	May 17 2024, 01:14 PM
Dougie Stevens	It looks like it scans one QR code but not the other I have	01:17 PM
	https://qr.page/g/2KFP9qUGAxr	01:17 PM
	Can a PAX device that's set to be integrated with POS be used as a standalone as well, or is that something that has to be added on device when it's originally shipped from the processor?	May 20 2024, 08:39 AM
Matthew Davenp...	What PAX device	08:39 AM
Dougie Stevens	A80 and/or A35	08:40 AM
Matthew Davenp...	Not sure, our devices shouldn't be used stand-alone in really any circumstance	08:42 AM
Dougie Stevens	We buy some with Jason from Maverick that are. He's thinking about using one temp as standalone while working through training	08:42 AM
	Jason Gray*	08:43 AM
Matthew Davenp...	Oh I see, probably a call out to maverick to see if they can or not. If it's on the network, I feel like it would just need a different build from the PAXstore pushed down. Does maverick handle the PAX deployments on standalone devices we have sent?	08:44 AM
Dougie Stevens	I'll have to double check but I think so	08:46 AM
Matthew Davenp...	"the A35 is designed to support in-device semi-integration payment applications, or it can be used as a payment input peripheral interfacing to another device that manages the payment application."	08:51 AM
	So the PAX A80 can do standalone payments, it will have the PAX payment app (associated to whatever Processor the device is programmed for)	08:52 AM
	A35, I believe it can, but you should check still.	08:52 AM
Dougie Stevens	Gotcha, thanks Matt	08:52 AM
	This message has been deleted	08:57 AM
Matthew Davenp...	Can we have OC gift cards at one location and then have those remotely accessed in anyway via a standalone device at a different location?	May 21 2024, 11:30 AM
	I am pretty sure the answer is no	11:31 AM
	but want to be sure	11:31 AM
Scott Dickens	No	11:34 AM
	Unless that standalone device is a pos terminal	11:35 AM
Dougie Stevens	Anyone heard of the P2C terminals randomly having issues where it's showing touch input at the bottom right of the screen? A reboot resolved temporarily	May 22 2024, 10:08 AM
Matthew Davenp...	I have not	10:59 AM

Matthew Davenp...	I have not	10:59 AM
Scott Dickens	It happened at the show. Ripping off the screen and restarting fixed it	11:00 AM
Matthew Davenp...	ripping off the screen? like physically or removing a protective film?	11:00 AM
Scott Dickens	*wiping	11:01 AM
	Sorry...driving	11:01 AM
Dougie Stevens	they did wipe it off, only a restart will resolve	11:01 AM
	then it's fine for a bit	11:01 AM
Scott Dickens	Might need to reach out to imu	11:02 AM
Matthew Davenp...	make sure they check the crevices between the screen and the body of the POS terminal. I've used touch screens that when food or something gets in between the screen and the bezzle it causes funky screen touching like that	11:02 AM
Scott Dickens	There are no crevices on that unit	11:03 AM
	Just flat glass	11:03 AM
You	can the card reader on a quest tablet be used for oc if it's in an rdp session instead of running oc locally	01:37 PM
Dougie Stevens	Yes, it's done through the queue processor that can be turned on through the back office > settings > queueueue	01:46 PM
Jacob Sandlin	Hey team. Hope you all are having an awesome Friday. When on the settings for online ordering, what happens when enable curbside is turned on? Is it just like, an additional note on the ticket that is printed for an order, so staff knows its curbside? Ty	May 24 2024, 02:34 PM
Scott Dickens	right, and it prompts for make model and color of vehicle	03:03 PM
Ernie Perez	person picking up too	03:08 PM
	since it could be different from person paying	03:08 PM
Travis Hare	Paying with gift for online ordering - are we limited to OrderCounter only?	03:49 PM
Scott Dickens	yes	03:50 PM
Travis Hare	If franchise A sells a gift card, and franchise B redeems said gift card, can we generate a report showing the movement of that card from store A to store B?	03:50 PM
	Online and in store	03:50 PM
Scott Dickens	no, but there are ways around that...using the gift card sold vs gift cards redeemed and moving the funds into an escrow account is the way it should be handled	03:51 PM
Travis Hare	But this is not done automatically, correct? Someone like Valutec could do that	03:51 PM
Scott Dickens	correct	03:52 PM
	we created a system using the old enterprise for Rock N Roll to do it, but nothing ready to go	03:52 PM
Matthew Davenp...	can we turn off the pay feature on QR menu?	May 27 2024, 02:29 PM
	So it is just a virtual menu	02:30 PM
Dougie Stevens	There is a view only menu. (didn't mean to send yet) We can set the QR menu to that menu so yes this can be done as far as I can tell	02:49 PM
	I'm pretty sure we have this oneclickable as well	02:55 PM
	Dougie Stevens has shared a file	02:56 PM

	image.png - 73.16 KB	02:58 PM
Jacob Sandlin	**Jacob Sandlin has shared a file** image.png - 30.59 KB	May 28 2024, 09:28 AM
	In reference to, if someone is concered with a large order and how long it could take, just curious if theres any go to settings that could alleviate concerns about a large order and the time it would take, to let a customer know that it'll be a bit	09:29 AM
Travis Hare	There are large order thresholds set by dollar amount.	09:29 AM
Jacob Sandlin	Gotcha. Thanks	09:36 AM
Ernie Perez	**Ernie Perez has shared a file** image.png - 28.43 KB	09:37 AM
Travis Hare	And it seems as though it can be staggered - where a $50 order could add 10 minutes, a $100 order could add 30 minutes, etc. etc.	09:38 AM
Jacob Sandlin	Love to see it	09:39 AM
	Thanks all	09:39 AM
Travis Hare	You'll have to make sure with Mike that it respects multiple layers, but they exist	09:40 AM
Matthew Davenp…	https://pizzazia.ordering.ordercounter.com/Menu#M Any idea why scheduled orders is not showing any of my time selections for scheduled takeout or scheduled delivery?	May 29 2024, 01:53 PM
Scott Dickens	i'll ask mike, looks like times are set	01:56 PM
Ernie Perez	Is chat support in release for having it on the POS?	Jun 03 2024, 09:58 AM
Scott Dickens	It's definitely in beta…not sure about release	09:59 AM
Dougie Stevens	I feel like it should be in release because I'm pretty sure it was before 5.0 came to release. You should be able to find the employee privilege for it and then I think it's under agents	10:02 AM
Ernie Perez	I'll test on my machine	10:04 AM
Matthew Davenp…	Print Priority Question: Is it possible to have pizza's print at the top of a pizza printer ticket as well as have all other items print at the top of the ticket (pizzas at the bottom) on a different printer?	Jun 11 2024, 01:14 PM
Scott Dickens	No	01:14 PM
	Ticket order is across all printers	01:14 PM
Matthew Davenp…	can we use coursing to get around that?	01:14 PM
	or same for coursing	01:14 PM
Scott Dickens	Same I think	01:14 PM
Matthew Davenp…	can we have only one printer abide by coursing?	01:15 PM
Scott Dickens	hmmm	01:15 PM
	if theres a setting on settings->printers for it	01:15 PM
	doesn't look like it	01:16 PM
Matthew Davenp…	**Matthew Davenport has shared a file** image.png - 18.73 KB	01:16 PM
	so i could say station 3 will have print course on all order methods	01:17 PM
Scott Dickens	oh, yea	01:17 PM

	uii, yuu	
Matthew Davenp...	and then i would make a "pizza" course and an "all other foods" course	01:17 PM
	all other foods would have print priority over pizza	01:18 PM
	then the coursing would be reverse	01:18 PM
	i think that would work	01:18 PM
	Matthew Davenport has shared a file image.png - 0.82 MB	01:23 PM
	I have the sort order & print priority set on the Modifier Set Level & the the individual modifier level and cant seem to get it to work (atleast on POS side)	01:23 PM
	Matthew Davenport has shared a file image.png - 0.57 MB	01:24 PM
Scott Dickens	the modifier	01:29 PM
Matthew Davenp...	**Matthew Davenport has shared a file** 2024-06-11_13-38-08.gif - 1.19 MB	01:38 PM
	Is it possible to have it where both of the 1st modifiers are sorted together on FOH?	01:39 PM
	i have the print & sort priorities configured in this example	01:39 PM
	and it didnt do	01:39 PM
	im on v5.2.0.0.b.5.2 so i dont think it will be a version issue if this isnt working as intended	01:42 PM
Scott Dickens	sort order is how it appears in the modifier set, not how it shows under the item	01:44 PM
	print priority will change how it prints on the receipt, but nothing changes how it shows on the screen under the item	01:45 PM
Matthew Davenp...	receipt and Kitchen ticket correct?	01:46 PM
Scott Dickens	kitchen ticket...not positive about receipt	01:46 PM
	you'd have to test	01:46 PM
Matthew Davenp...	kitchen ticket is what i care about. just did a demo for 5 pizza owners (chain) and this was the biggest hold up.	01:47 PM
	thanks Scott	01:47 PM
	Do we have the ability to add a service fee to a delivery order that gets paid directly to an employee who takes that delivery order?	Jun 12 2024, 09:55 AM
Ernie Perez	If the employee is assigned the job of Delivery Driver there are settings that make this all go to them or a portion IIRC	09:56 AM
Matthew Davenp...	thanks ill check it out	09:56 AM
Dougie Stevens	The settings for the fee are under takeout and delivery on the back office I thank	09:56 AM
Ernie Perez	It's called Delivery Fee Driver Percentage under Tills	09:56 AM
	Default 1.00 for 100%	09:57 AM
Matthew Davenp...	perfect, ty	10:00 AM
	Can someone explain to me the Hosted gift card onboarding process in a nutshell.	10:18 AM
	for example, 3 locations all individually using inhouse gift with Ordercounter. What are the steps to get	

for example, 3 locations all individually using innouse gift with Ordercounter. What are the steps to get them connected via hosted gift — 10:19 AM

Ernie Perez — We need to pull gift card data from all 3 locations and import to a hosted gift card database. This new database for hosted then needs to be setup on each terminal for all 3 locations then tested. — 10:23 AM

Matthew Davenp… — got it, ty — 10:24 AM

Travis Hare — Can we show payments on the kitchen slips? — Jun 13 2024, 02:13 PM

Ernie Perez — The price of items can be added next to items and we can also add a PAID line to kitchen tickets. If you're referring to what payment method was used though, I think the kitchen selection could add that. — 02:14 PM

Travis Hare — You mean the template? — 02:14 PM

Ernie Perez — yeah my bad receipt template — 02:15 PM

Travis Hare — The kitchen ticket template? — 02:15 PM

Ernie Perez — Nvm can't add payment method since it's part of the body of the receipt which we can't edit on the receipt templates — 02:17 PM

Travis Hare — But if we added a Trans ID wouldn't that let them know it was a Credit Card? — 02:18 PM

Or Card Type? — 02:19 PM

Ernie Perez — You could, what's the goal? — 02:19 PM

Travis Hare — Delivery drivers need to know whether or not to pick up cash when they leave with the kitchen ticket — 02:20 PM

If ticket is paid they don't care, if ticket isn't paid they need to pick up money on the trip. — 02:20 PM

Ernie Perez — That's what the paid line should be used for. — 02:20 PM

Travis Hare — That's what made the most sense to me — 02:20 PM

Ernie Perez — Ernie Perez has shared a file
image.png - 31.81 KB — 02:21 PM

Travis Hare — Igor knew this already - he did not know why mike was calling about it — 02:27 PM

Ernie Perez — Mike Z called you about this? — 02:28 PM

Travis Hare — Yeah — 02:29 PM

Ok clarification. They need amount so driver knows what to collect. — 02:37 PM

Ernie Perez — Ernie Perez has shared a file
image.png - 34.1 KB — 02:39 PM

Travis Hare — Looks nice to me — 02:42 PM

Ernie, do you have a moment to call Igor on this? — 02:49 PM

Ernie Perez — Not really, I'm about to call customer for a training 3-5pm — 02:50 PM

Travis Hare — I let Igor know — 02:51 PM

Ernie Perez — Sending him email real quick — 02:51 PM

Travis Hare — Thank you! — 02:51 PM

Dougie Stevens — Question from Jordan at Resolute that I'm not sure about. Do card readers for NETePay Hosted need to have E2EEE? — 04:13 PM

They will be adding debit cards and will need debit keys — 04:14 PM

Ernie Perez	I thought these are End-to-end encrypted for Vp8300 devices we gets which is why we use IDTVP8300_DATACAP_E2E	04:14 PM
Dougie Stevens	Sweet	04:15 PM
Matthew Davenp...	Anyone have the model of wireless barcode scanner we have sold in the past?	Jun 14 2024, 07:52 AM
	This message has been deleted	07:58 AM
	This message has been deleted	07:59 AM
Dougie Stevens	what?	08:00 AM
Matthew Davenp...	*This message has been deleted*	08:00 AM
	(:	08:00 AM
Dougie Stevens	I had it in Google Chat rest easy smh. Darren should be able to find it. We sent to Owyhee	08:01 AM
	Are nested Mods in OO yet?	08:27 AM
You	@Fred Montague what barcode scanners have we sold in the past or that were mentioned in the chat history. provide a list of barcode scanners	08:55 AM
	Here's the list of barcode scanners mentioned in the provided documents: 1. **POS-X Barcode Scanners** 2. **Honeywell MS7120** If you need more detailed info, feel free to ask!	08:55 AM
Dougie Stevens	Darren said he has no clue and to ask Scott	09:02 AM
Matthew Davenp...	fred bot didnt get it right	09:37 AM
	):	09:37 AM
You	one day, he will	09:40 AM
Dougie Stevens	I've got Oasis reaching out about an idea that they have for online ordering delivery. I can't think of a way to make it happen so I wanted to see if it's possible. They want to be able to have someone place a delivery order but have it as their room number so that they can deliver pizzas directly to customers that order online. Any idears?	02:59 PM
Jack Trinque	I talked with them a bit in an email about that. I think the best way would be to add an item to the menu for them to enter their room number. It would just ask for the room number to be entered in the special instructions. They could then put the locations address as the delivery address. if they dont want to deliver anywhere else they could probably use zones to make it where only their address is accepted.	03:31 PM
	Or possibly using curbside and having them enter their room number instead of car information. I havent seen the curbside prompt so Im not positive what it asks for.	03:32 PM
Matthew Davenp...	Trying to answer a question for a prospect meat market. They have an industrial packer that prints price embedded barcodes. Can I say the following barcode will work?	Jun 17 2024, 02:46 PM
	Matthew Davenport has shared a file IMG_2615.HEIC - 1.12 MB	02:47 PM
Dougie Stevens	Yes, we just need to know what the breakdown of the barcode is from the manufactuerer	02:47 PM
Matthew Davenp...	1 through 6 is item number. 8 through 11 is total price	02:48 PM
	I put this into my demo unit and it didn't work, which is why I'm asking now too	02:48 PM
	Matthew Davenport has shared a file image.png - 97.65 KB	02:49 PM
Dougie Stevens	Usually 1st and last are check digits of some sort	02:49 PM

Matthew Davenp...	i have barcode scanning enabled	02:50 PM
	200003007901	02:50 PM
	is what i get in notepad	02:50 PM
Dougie Stevens	Create an item with the item number	02:50 PM
Matthew Davenp...	yep did that, created it with a barcode of 200003	02:50 PM
Dougie Stevens	sec let me find	02:50 PM
Matthew Davenp...	wait	02:50 PM
	when you say item, i created a sellable inventory item	02:51 PM
	not a button on FOH	02:51 PM
Dougie Stevens	I typically do FOH buttons for meat markets but I think it should work from inventory as well	02:51 PM
Matthew Davenp...	im trying with FOH button	02:51 PM
Dougie Stevens	Also needs to be OPOS mode if it isnt already	02:52 PM
Matthew Davenp...	oh, thats probably it	02:52 PM
	i just plugged it in and used the barcode scanning button on FOH	02:52 PM
Dougie Stevens	I think custom barcodes are opos if I'm not mistaken	02:52 PM
	Do you have what you need to put it in opos?	02:53 PM
Matthew Davenp...	nope	02:53 PM
Dougie Stevens	sec	02:53 PM
Matthew Davenp...	ty	02:53 PM
Dougie Stevens	It's OCDEMO-0001 right?	02:54 PM
Jack Trinque	I think it works without opos, not positive though. first number is 0, i believe. So try 0-5 and 7-10 if that doesnt work.	02:54 PM
Matthew Davenp...	oh... silly me, i thought we start counting at 1	02:54 PM
	yeah that didnt work either, dougie is going to help me set up the opos driver, we'll see then	02:59 PM
Scott Dickens	It absolutely will work, you must not have it set properly	03:19 PM
	20003 is probably not the item code. It's probably 3, just fyi	03:19 PM
	Works with both opos and non-opos	03:20 PM
Matthew Davenp...	i have multiple examples, first set of 6 number always starts with 2 and ends in a different number. So if i tell the settings that 1 through 6 is the item number, and 200003 is what scans on notepad, i dont see why it wouldnt read the first 6. Unless if what is scanned into notepad is different that what is actually scanned	03:37 PM
Dougie Stevens	item numbers for barcodes don't typically go to the 2 though. It's usually a check digit. Some scales do 2 XIIII (X is not used and I's being item number up to 9999 items and some only do 999 items)	03:40 PM
	what is that sentence	03:39 PM
Matthew Davenp...	if the 2 is a check digit, wouldnt it not show up in notepad? Isnt what shows up in notepad what the POS system receives?	03:40 PM
	why would the POS care if 2 is a check digit if it shows up when you scan it	03:41 PM

Dougie Stevens	Where is the item?	03:53 PM
Matthew Davenp...	its in inventory	03:54 PM
	i didnt create the FOH item	03:54 PM
	labeled as "ground chuck"	03:55 PM
Dougie Stevens	Needs a price	03:59 PM
	Should be set	03:59 PM
Scott Dickens	Ask them what the item number is for it in the scale	04:09 PM
	I bet it's 3	04:09 PM
Matthew Davenp...	it is 3	04:09 PM
	dougie helped me get it	04:09 PM
	(: thanks all	04:10 PM
Scott Dickens	That makes it easier for them to program	04:10 PM
Dougie Stevens	Do sites have to do any manual work when using SaaSant with getting data from OrderCounter to Quickbooks and what does the setup look like?	04:17 PM
Scott Dickens	Yes, they have to map everything. I'm not entirely sure what it takes but do know it requires a bit of setup	04:18 PM
Dougie Stevens	They have map what?	04:19 PM
Matthew Davenp...	I would imagine it's the columns to fields in quickbooks	04:27 PM
	Like if you are pushing over an employee payroll income report, You'll have the employee name, job type, hours, total hours, ect... and you would have to say that the "employee name" column on the spreadsheet is connected to the "employee name" in quickbooks	04:28 PM
Scott Dickens	correct...mapping the columns to what they belong to in quickbooks	04:34 PM
	because everyone has it setup differently	04:34 PM
Dougie Stevens	Are there specific reports that work? Is it just the CSV reports?	04:34 PM
Scott Dickens	i believe the CSV reports were designed for that	04:35 PM
	there are category reports and sales reports that were made to do this for Grand Lagoon Yacht Club	04:35 PM
Dougie Stevens	After they map, do they have to manually load the CSVs to SaaSant or will they be automatically sent out?	04:50 PM
Scott Dickens	I believe they set it up with inbox reports to automate it	04:52 PM
Dougie Stevens	Is there a way to automatically discount all online orders by 5% without putting a code in?	Jun 18 2024, 02:49 PM
	Maybe a negative service fee?	02:53 PM
Jack Trinque	Yea negative service fee would probably be best way to do it. They could name it that way so customers see they are getting it, if they want as well.	02:53 PM
Dougie Stevens	Nice	02:57 PM
Travis Hare	Which order types can be combined? Tables, Bar Tabs, and what else?	Jun 19 2024, 11:38 AM
Thomas Barrineau	what do you mean combined?	11:40 AM
Travis Hare	Two tickets, merged together to create one ticket - Table 10 with Table 11 paid together.	11:40 AM
Thomas Barrineau	the full functionality is mainly bar and table	11:44 AM

Thomas Barrineau	the full functionality is mainly bat and table	11:44 AM
Travis Hare	Ultimate goal is to trick another order type into allowing for combined checks since Takeout doesn't allow it	11:44 AM
Thomas Barrineau	i know that there are settings that can be enabled to allow	11:44 AM
	looking at my settings	11:45 AM
Matthew Davenp...	You can just use the Change Order Method under order functions to combined a Takeout order. Are you looking to combined two TakeOut Orders?	11:49 AM
Travis Hare	Yes	11:49 AM
Matthew Davenp...	the above is a not really good work around for that scenario	11:50 AM
	one sec	11:50 AM
Travis Hare	Site has three people walk up - they take them as 3 unique orders - then at the end someone says "i'm going to pay for all of it"	11:50 AM
	So, they transfer them to a table to combine it and then pay it out	11:50 AM
Matthew Davenp...	basically yep	11:51 AM
	does this location use bartabs?	11:51 AM
Thomas Barrineau	yeah they can transfer takeout ourders to a table from the ticket screen	11:51 AM
Dougie Stevens	It's the MOVE button	11:51 AM
Travis Hare	They don't want to transfer them at all, is there a way for them to take 3, 4, 10 orders in a row and then decide afterwards that they're going to pay for them all together?	11:52 AM
Matthew Davenp...	bar tabs functionality would be your best option	11:53 AM
Travis Hare	They already use bar tabs	11:54 AM
	They use tables, bar tabs, delivery, takeout	11:54 AM
Matthew Davenp...	Yeah, best i can come up with is make a new table section called splits and have people move the checks to that screen	11:56 AM
	does this happen often for them?	11:56 AM
Travis Hare	All day long	11:56 AM
Matthew Davenp...	why doesnt the cashier ask if they are paying together	11:57 AM
	c:	11:57 AM
Travis Hare	Because that's not the way they do it	11:57 AM
Matthew Davenp...	I mean I think we could use some additional functionality to the pending takeout & retail screens. the pending bartab screen is awesome and i think it should be used as the pending screen for both those other order types. That's a lot of work though for something that is ultimately just an operational change that is not hard at all to make	12:01 PM