CLOUD - Entering Customer Addresses

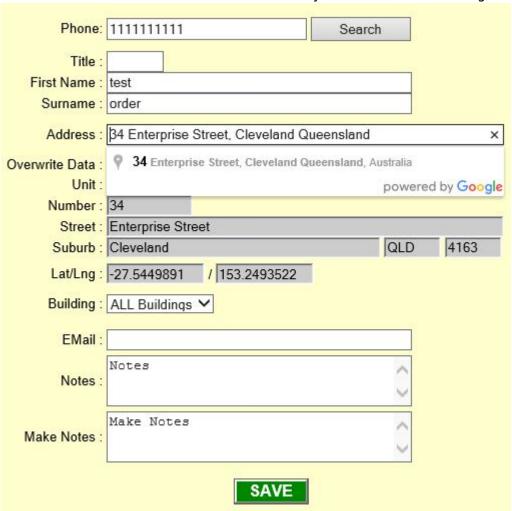
Applies To Entering Customers in CLOUD System Requires Customers Information

Introduction The CLOUD system uses a verification system to verify addresses and make sure they are complete with all necessary information.

Required Information

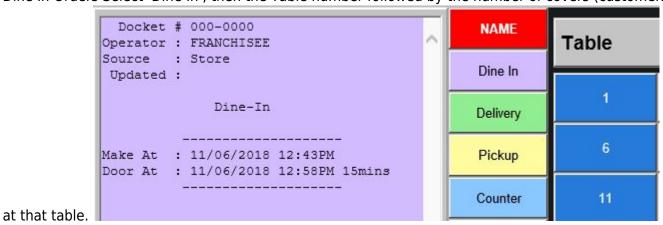
'Pickup' & 'Counter' Orders Enter in the customers phone number and press SEARCH. If the phone number matches a customer record, the fields will be populated with the customer's saved details.

If a customer does not want to provide their phone number, 'Pickup' and 'Counter' orders require a "SURNAME" for the customer at a minimum or you will receive a warning message.



Phone:	Search
Title:	
First Name :	
Surname:	THE STATE OF THE S
	SURNAME REQUIRED
Address:	Enter a location
Overwrite Data :	0
Unit:	
Number :	
Street :	
Suburb :	
Lat/Lng :	
Building:	ALL Buildings V
EMail:	
Notes :	^
Notes .	<u> </u>
22.0	^
Make Notes :	<u> </u>
	SAVE
	2

Dine In Orders Select 'Dine In', then the Table number followed by the number of covers (customers)



NAME	Covers	
Dine In		
Delivery	1	2
Pickup	6	7
Counter	11	12

Delivery Orders Enter in the customers phone number and press "SEARCH". If the phone number matches a customer record, the fields will be populated with the customer's saved details.

If there is no information after clicking "SEARCH" or the customer is a new customer, you will need to enter in their details manually.

For 'Delivery' orders, POS requires the "PHONE", "SURNAME" and "ADDRESS" details of the customer at a minimum.

When entering an address, the address needs to be verified (see "Entering a Customer's Address").

	Delivery Order		
Phone:	1111111111	Search	
Title :			
First Name :	test		
Surname :	order		
Address :	β4 Enterprise Street, Cleveland Queensland ×		
Overwrite Data :	34 Enterprise Street, Cleveland Q	ueensland, Australia	
Unit:		powered by Google	
Number :	34		
Street :	Enterprise Street		
Suburb :	Cleveland	QLD 4163	
Lat/Lng :	-27.5449891 / 153.2493522		
Building :	ALL Buildings 🗸		
EMail :			
Notes :	Notes	^	
		~	
Make Notes :	Make Notes	^	
		~	
	SAVE		

Entering a Customer's Address

For Windows 7, 9, 8.1 or 10: In the "Address" field, start typing the customer's address and the Google MAPS address validation system in POS will suggest valid addresses to select from.

Select the address that correctly matches the customer's full address.

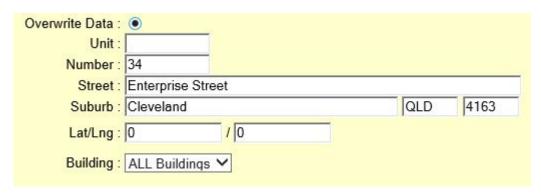
If the system cannot provide a valid address to select, it means the customer's street has not yet been added to Google MAPS database and you will need to manually enter the address data (see "Manually Enter an Address").



Windows XP computer In Windows XP, addresses must be manually entered and cannot be automatically validated* (see "Manually Enter an Address").

* Windows XP stopped being sold as of June 30th 2008 and Microsoft stopped extended support for Windows XP on April 8th 2014. As Internet Explorer is a component of the Windows operating system and Microsoft stopped supporting Windows XP, Internet Explorer also became unsupported and new versions of Internet Explorer are not available. As Google requires a newer version of Internet Explorer for the Google MAPS services to work, POS is unable to automatically validate addresses using Google MAPS services in Windows XP.

Manually Enter an Address To manually enter the address data, choose the "Overwrite Data" option and manually fill in all the address fields (unless known, leave Lat/Lng set to 0).



Saving Customer Details If the "SAVE" button is present, it means the minimum required customer details have been entered and you can save and continue with the order. If the "SAVE" button is unavailable, you can press 'Enter' on the keyboard at any time while on the Customer page to try to save the customer's details and POS will show a warning detailing required customer details that have not been entered.

Note: If a phone number is not entered, no customer record is created and loyalty points cannot be accumulated.

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