

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: 1111111111 Search

Title :

First Name : test

Surname : order

Address : 34 Enterprise Street, Cleveland Queensland x

Overwrite Data : 34 Enterprise Street, Cleveland Queensland, Australia

Unit : powered by Google

Number : 34

Street : Enterprise Street

Suburb : Cleveland QLD 4163

Lat/Lng : -27.5449891 / 153.2493522

Building : ALL Buildings v

Email :

Notes : Notes ^ v

Make Notes : Make Notes ^ v

SAVE

Phone:

Title:

First Name:

Surname:
SURNAME REQUIRED

Address:

Overwrite Data: ☐

Unit:

Number:

Street:

Suburb:

Lat/Lng: /

Building:

Email:

Notes:

Make Notes:

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

<p>Docket # 000-0000</p> <p>Operator : FRANCHISEE</p> <p>Source : Store</p> <p>Updated :</p> <p style="text-align: center;">Dine-In</p> <p>-----</p> <p>Make At : 11/06/2018 12:43PM</p> <p>Door At : 11/06/2018 12:58PM 15mins</p> <p>-----</p>	NAME	Table
	Dine In	
	Delivery	1
	Pickup	6
	Counter	11

at that table.

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:

Title :

First Name :

Surname :

Address :

Overwrite Data :

Unit :

Number :

Street :

Suburb :

Lat/Lng : /

Building :

E-Mail :

Notes :

Make Notes :

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”).

The screenshot shows a 'Delivery Order' form with the following fields and values:

- Phone: 1111111111
- Title: (empty)
- First Name: test
- Surname: order
- Address: 34 Enterprise Street

Below the address field, a dropdown menu displays suggestions for '34 Enterprise Street' in various locations in Queensland, Australia:

- 34 Enterprise Street, Cleveland QLD, Australia
- 34 Enterprise Street, Kunda Park QLD, Australia
- 34 Enterprise Street, Caloundra West QLD, Australia
- 34 Enterprise Street, Molendinar QLD, Australia
- 34 Enterprise Street, Sunshine Beach QLD, Australia

The form is powered by Google.

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).

The screenshot shows the 'Overwrite Data' form with the following fields and values:

- Overwrite Data: ☒
- Unit: (empty)
- Number: 34
- Street: Enterprise Street
- Suburb: Cleveland
- State: QLD
- Postcode: 4163
- Lat/Lng: 0 / 0
- Building: ALL Buildings

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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