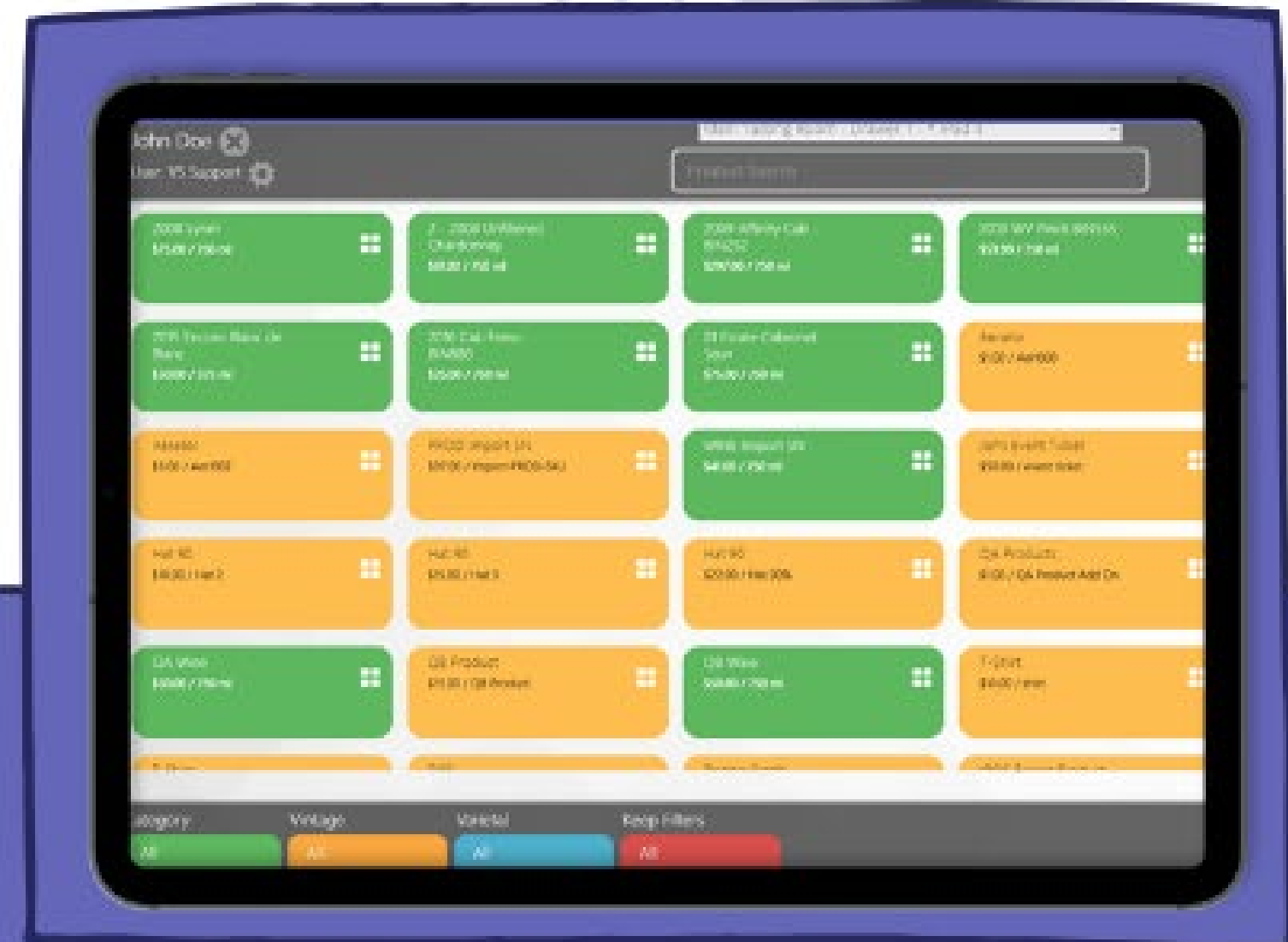


# TABLETPOS

## Back to Basics



# Today's Speaker



**Craig Blackmon**

**Product Trainer & Project  
Manager**

**E: [cblackmon@vinsuite.com](mailto:cblackmon@vinsuite.com)**

# Agenda

1. TabletPOS - The Basics
2. Opening and Closing
3. Quick Sale vs. Customer Sale
4. How to Handle Club Scenarios
5. Basic Troubleshooting

# The Basics

Guest +

User: Michael Rosano ⚙️

Main Tasting Room - Drawer 1 - \* iPad 4

Product Search

\$0.00

2008 Syrah \$75.00 / 750 ml	2 - 2008 Unfiltered Chardonnay \$61.00 / 750 ml	2009 Affinity Cab - BIN252 \$297.00 / 750 ml	2010 WV Pinot-BIN555 \$53.99 / 750 ml	2015 Chardonnay \$26.00 / 750 ml
2015 Encore Blanc de Blanc \$50.00 / 375 ml	2016 Cab Franc-BIN888 \$25.00 / 750 ml	01 Estate Cabernet Sauv \$75.00 / 750 ml	Aerator \$1.00 / Aer1000	Aerator \$2.00 / Aer1001
Aerator \$3.00 / Aer1002	PROD Import SN \$37.00 / Import-PROD-SKU	WINE Import SN \$41.00 / 750 ml	Jon's Event Ticket \$50.00 / event ticket	Negative Product \$-10.00 / NegProd
Hat 90 \$10.00 / Hat 2	Hat 90 \$15.00 / Hat 3	Hat 90 \$22.00 / Hat 90%	QA Products \$1.00 / QA Product Add On	QA Products \$8.00 / QA Products
QA Wine \$50.00 / 750 ml	QB Product \$15.00 / QB Product	QB Wine \$50.00 / 750 ml	T-Shirt \$10.00 / shirt	T-Shirt \$10.00 / med shirt

Category

All

Vintage

All

Varietal

All

Keep Filters

All

# Opening Procedure

## Enter Opening Counts

	Count	Total \$
Pennies	<input type="text" value="100"/>	<input type="text" value="1.00"/>
Nickles	<input type="text" value="20"/>	<input type="text" value="1.00"/>
Dimes	<input type="text" value="20"/>	<input type="text" value="2.00"/>
Quarters	<input type="text" value="20"/>	<input type="text" value="5.00"/>
Half-Dollars	<input type="text"/>	<input type="text"/>
Ones	<input type="text" value="11"/>	<input type="text" value="11.00"/>
Twos	<input type="text"/>	<input type="text"/>
Fives	<input type="text" value="10"/>	<input type="text" value="50.00"/>
Tens	<input type="text" value="15"/>	<input type="text" value="150.00"/>
Twenties	<input type="text" value="4"/>	<input type="text" value="80.00"/>
Fifties	<input type="text"/>	<input type="text"/>
Hundreds	<input type="text"/>	<input type="text"/>
	Total	<input type="text" value="300.00"/>

Clear Counts

Open Batch

1) Select the appropriate device and enter your PIN.

2) Opening Count Screen automatically appears

3) Enter counts for each denomination

4) Once counts are entered, hit the 'Open Batch' button to proceed.

*Note: A batch will be opened for the selected location and the Batch number will display on-screen.*

mpos.ewinerysolutions.com says

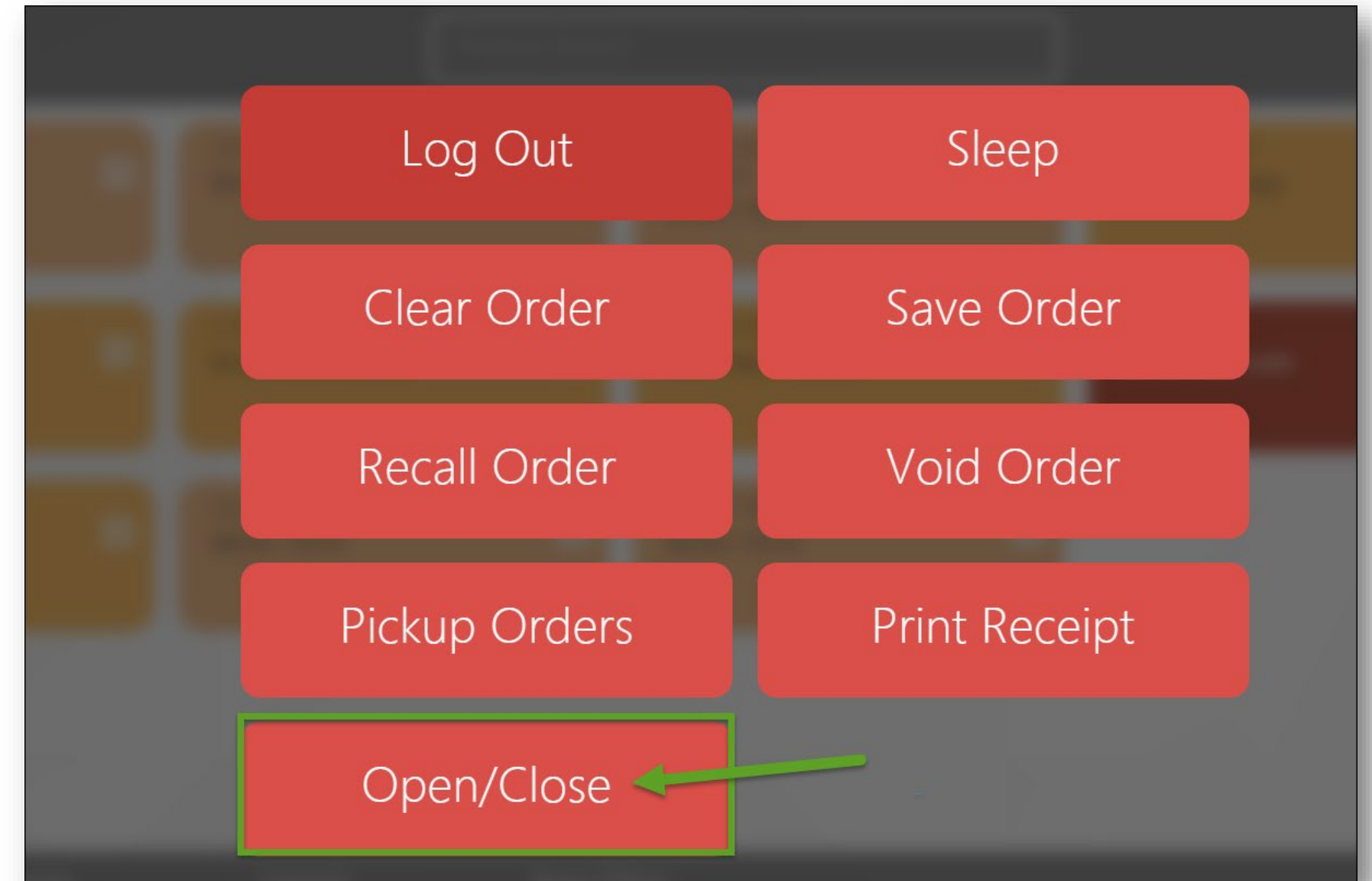
Batch No. 25 is now open for location: Main Tasting Room - Drawer 1

OK

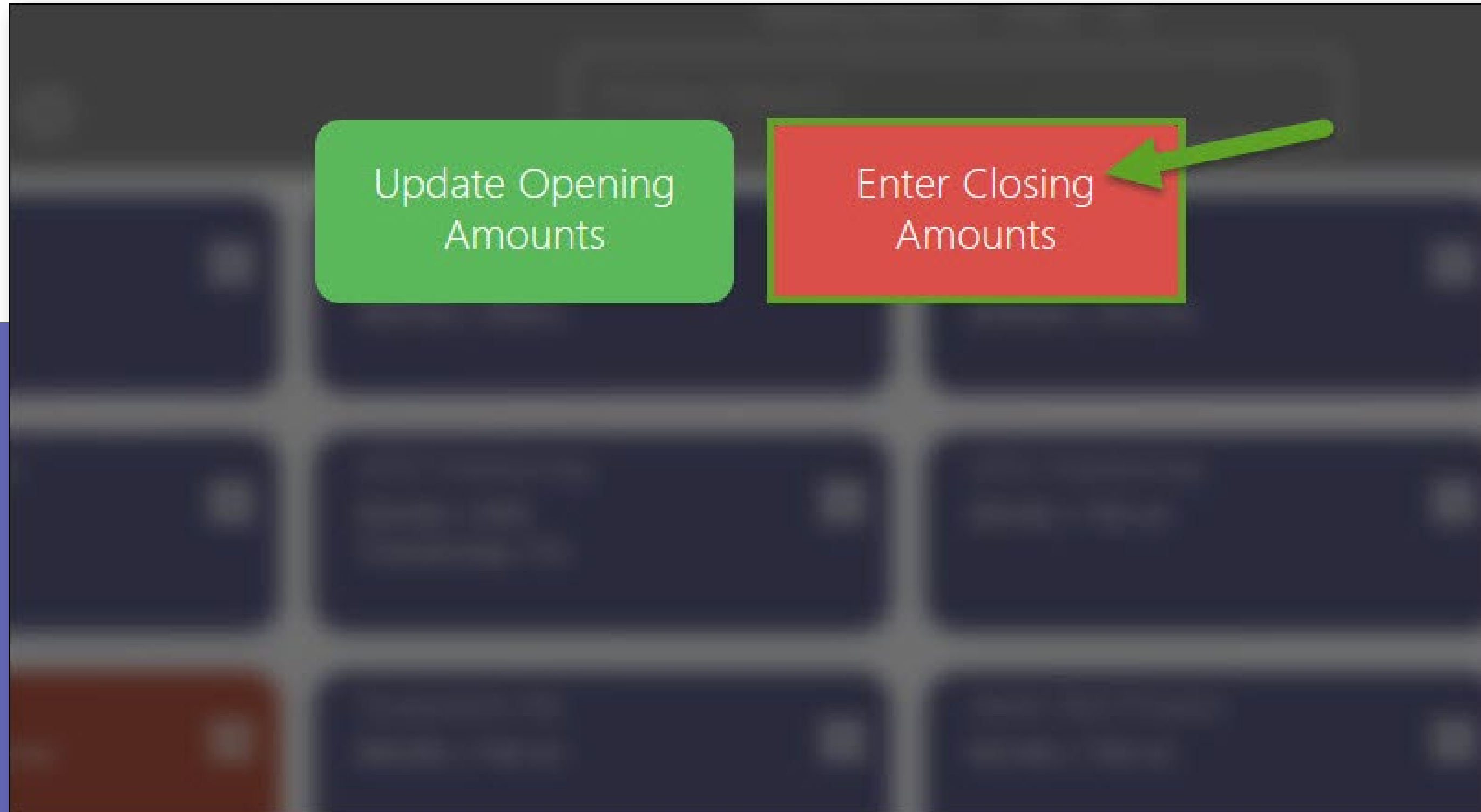
# Closing Procedure

1) To initiate the Closing Procedure, tap the cashier options (gear icon).

2) Click the 'Open/Close' button.



3) Select the 'Enter Closing Amounts' button.



4) Your cash drawer should pop open and you can begin entering your counts for each denomination.

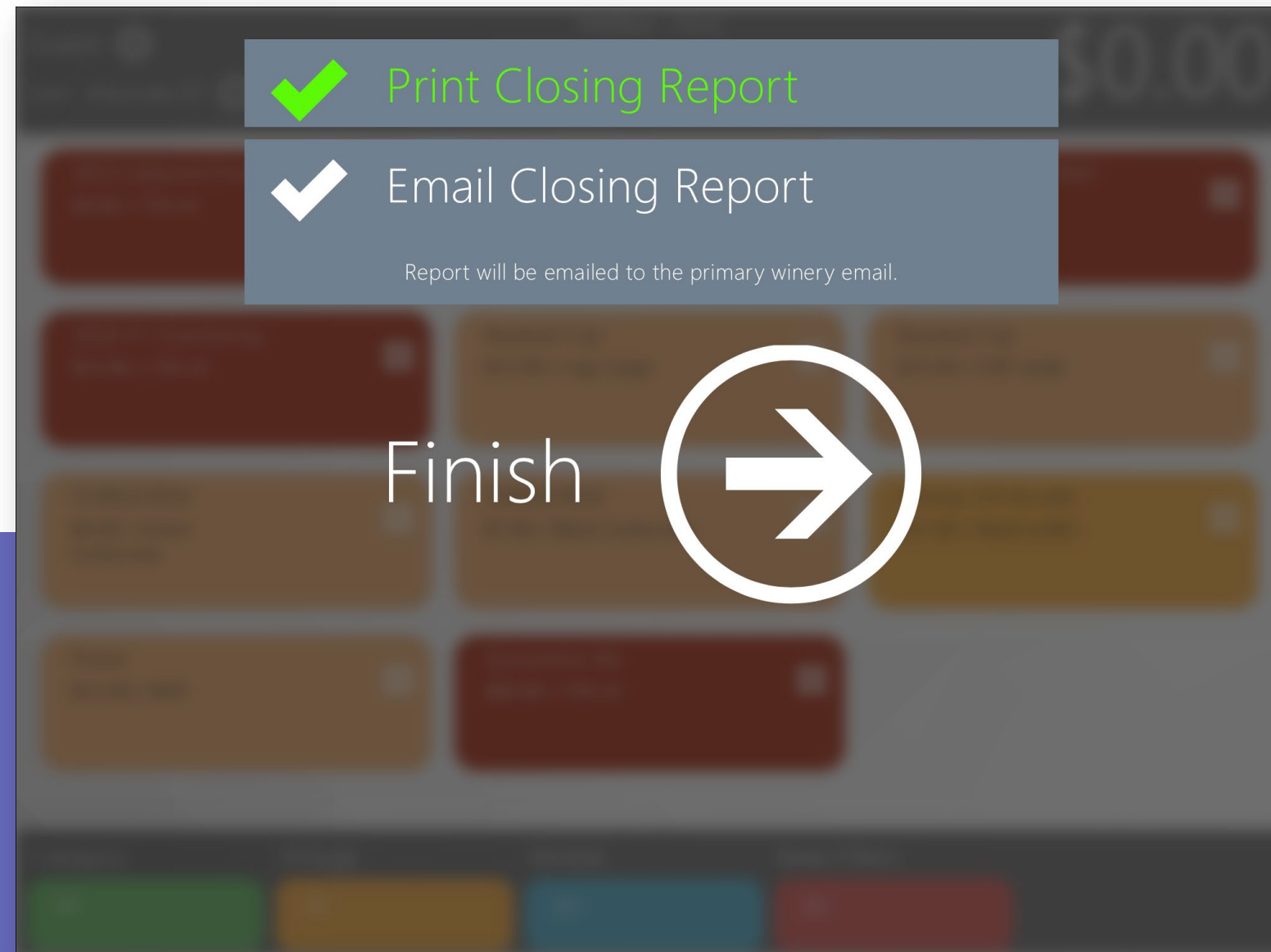
5) The closing count should match the opening total plus all cash transaction totals for the day. The difference will display on-screen, allowing you to recount your cash to confirm.

The screenshot shows a cash drawer interface with a red background. It displays counts for various denominations and their corresponding values. The 'Difference' is highlighted in a yellow box with a black arrow pointing to it.

Denomination	Count	Value
Tens	10	200.00
Twenties		
Fifties	1	50.00
Hundreds		0.00
Difference		-20.00

Buttons: **Clear Counts**, **Close Location and Print**

6) When you are ready to close the location, tap the 'Close Location and Print' button. You will be directed to print your Closing Report or email the Closing Report to primary winery email.



# View your Closing Report from your Admin Panel

1) In the vinSUITE admin panel, navigate to the 'Reports' section and click on 'Closing Report'.

The screenshot displays the vinSUITE admin panel interface. The top navigation bar includes the 'vinSUITE' logo, 'Applications', 'Settings', and 'Find Help' links. The left sidebar contains a menu with categories like Website, Dashboard, Orders, Members, Clubs, Marketing, Reports, My Reports, Report Builder, Report Types, Export Formats, Closing Report, Site Editor, Products, and Shipping. The 'Closing Report' option is highlighted with a red arrow. The main content area shows a dashboard with four key metrics: 11885 PURCHASERS, 11832 CLUB MEMBERS, 4813 SUBSCRIBERS, and 1 UNSUBSCRIBER. Below these are two charts: 'Sales by Order Type (12/30/18 - Today)' and 'Sales by SKU (12/30/18 - Today)'. The 'Sales by Order Type' chart is a bar chart showing MobilePOS, Club, and Admin. The 'Sales by SKU' chart is a pie chart with a legend listing various wine SKUs. Below the SKU chart is a 'Wine Club Members' pie chart with a legend listing different club levels.

Metric	Value
PURCHASERS	11885
CLUB MEMBERS	11832
SUBSCRIBERS	4813
UNSUBSCRIBER	1

Order Type	Sales Value
MobilePOS	~1700
Club	~200
Admin	~50

SKU	Color
CF2013 - 2013 Cabernet Franc	Green
666 - Quarantine Ale	Blue
CS2012 - 2012 Cabernet Sauvignon	Purple
2012cs - 2012 Cabernet Sauvignon	Red
15RB - 2015 Red Blend	Yellow
12CS15L - 2012 Cabernet Sauvignon	Pink

Club Level	Color
Vantiv Club	Green
Club Level White	Blue
Club Level Sparkling	Purple
Club Level Red	Red
Club Level Lucee	Yellow
All other clubs	Pink

2) Enter the appropriate search criteria and click the 'Search' button.

The screenshot displays the vinSUITE application interface. At the top left is the logo "vinSUITE". To the right of the logo are three navigation buttons: "Applications" (dark blue), "Settings" (orange), and "Find Help" (green). On the left side, there is a dark sidebar menu with the following items: "Clubs", "Marketing", "Reports" (highlighted in green), "My Reports", "Report Builder", "Report Types", "Export Formats", "Closing Report", "Site Editor", and "Products". The main content area is titled "Reports" and contains a search form. The form has a header "Search" and a search button labeled "Search". Below the header, there are four input fields: "Location" (a dropdown menu with "Tasting Room" selected), "Batch Number" (an empty text box), "From Date" (a date field with "02/01/2019" entered), and "To Date" (a date field with "2/1/2019" entered). Red circles labeled A, B, C, and D are placed above the Location, Batch Number, From Date, and To Date fields, respectively, to highlight them.

# 3) The search results will appear.

The screenshot displays the vinSUITE interface. At the top left is the logo. The top right navigation bar includes 'Applications', 'Settings', and 'Find Help'. A left sidebar contains a menu with items like 'Website', 'Dashboard', 'Orders', 'Members', 'Clubs', 'Marketing', 'Reports', 'My Reports', 'Report Builder', 'Report Types', 'Export Formats', 'Closing Report', 'Site Editor', 'Products', and 'Shipping'. The 'Reports' section is active, showing a search window with filters for Location (Tasting Room), Batch Number, From Date (02/01/2019), and To Date (2/1/2019). Below the search window is a 'Closing Report' table.

Batch Number	Location Name	Opening Date/Time	Closing Date/Time				
11	Tasting Room	Feb 1, 2019 1:35 PM	Feb 1, 2019 3:50 PM				
Sales (Sub-total)	Refunds	Discounts	Tips	Tax	Shipping	Bottle Deposits:	Grand Total
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Opening Totals		Closing Totals		Total Cash Transactions	Over/Short/Even	Associate Tips	Credit Cards
Opening Cashier	Brian Wineseller	Closing Cashier	Brian Wineseller	\$0.00	(\$1,090.00)	Associate 01 \$0.00	Total \$0.00
Opening Device	iPad	Closing Device	iPad			Associate \$0.00	

Quick Sale

vs

Customer Sale

Add a customer  
to a wine club

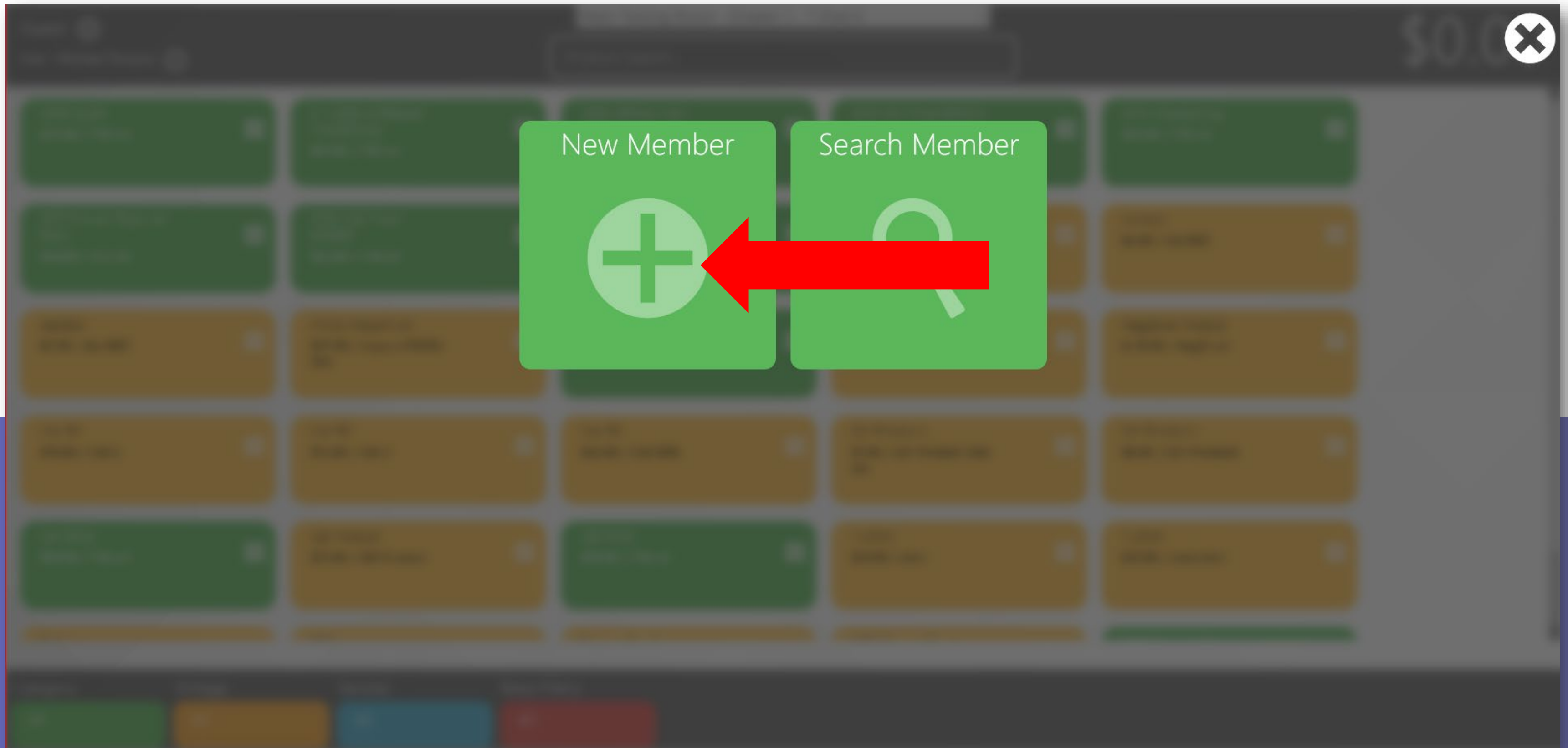
# 1. Tap on 'Guest'

The screenshot displays a mobile application interface for a point-of-sale system. At the top left, the text "Guest" is followed by a plus sign icon and a red arrow pointing to it. Below this, the user's name "User: Michael Rosano" is shown next to a gear icon. The top right corner displays the current total as "\$0.00". A search bar labeled "Product Search" is located in the upper middle section. The main area is a grid of product cards, each with a title, price, and volume. The cards are color-coded: green for wine and orange for other items. At the bottom, there is a filter bar with four buttons: "Category", "Vintage", "Varietal", and "Keep Filters", each with an "All" label.

Product Name	Price	Volume
2008 Syrah	\$75.00	750 ml
2 - 2008 Unfiltered Chardonnay	\$61.00	750 ml
2009 Affinity Cab - BIN252	\$297.00	750 ml
2010 WV Pinot-BIN555	\$53.99	750 ml
2015 Chardonnay	\$26.00	750 ml
2015 Encore Blanc de Blanc	\$50.00	375 ml
2016 Cab Franc-BIN888	\$25.00	750 ml
01 Estate Cabernet Sauv	\$75.00	750 ml
Aerator	\$1.00	Aer1000
Aerator	\$2.00	Aer1001
Aerator	\$3.00	Aer1002
PROD Import SN	\$37.00	Import-PROD-SKU
WINE Import SN	\$41.00	750 ml
Jon's Event Ticket	\$50.00	event ticket
Negative Product	\$-10.00	NegProd
Hat 90	\$10.00	Hat 2
Hat 90	\$15.00	Hat 3
Hat 90	\$22.00	Hat 90%
QA Products	\$1.00	QA Product Add On
QA Products	\$8.00	QA Products
QA Wine	\$50.00	750 ml
QB Product	\$15.00	QB Product
QB Wine	\$50.00	750 ml
T-Shirt	\$10.00	shirt
T-Shirt	\$10.00	med shirt

Category: All | Vintage: All | Varietal: All | Keep Filters: All

## 2a. Tap on New Member

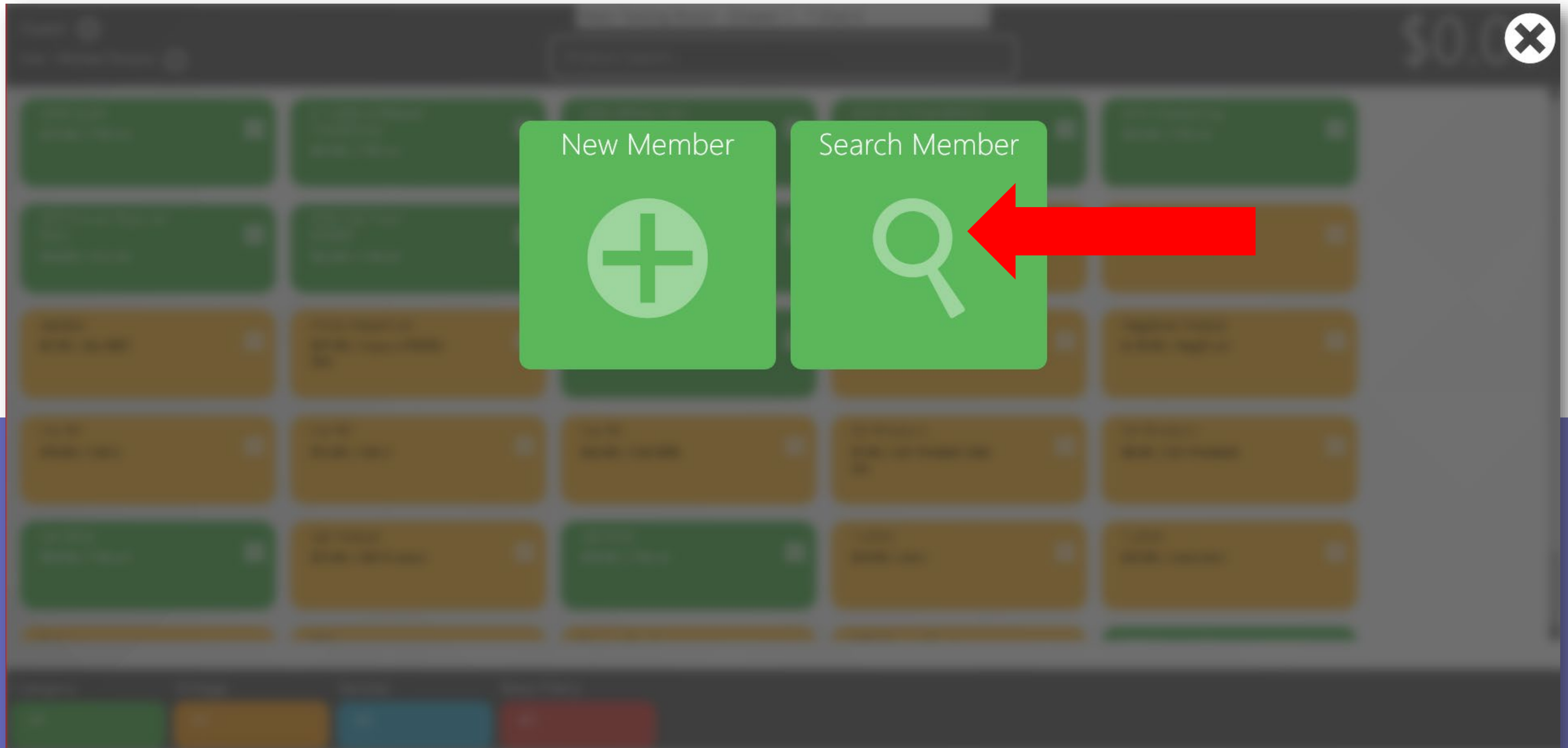


# 2a. Fill out customer's information

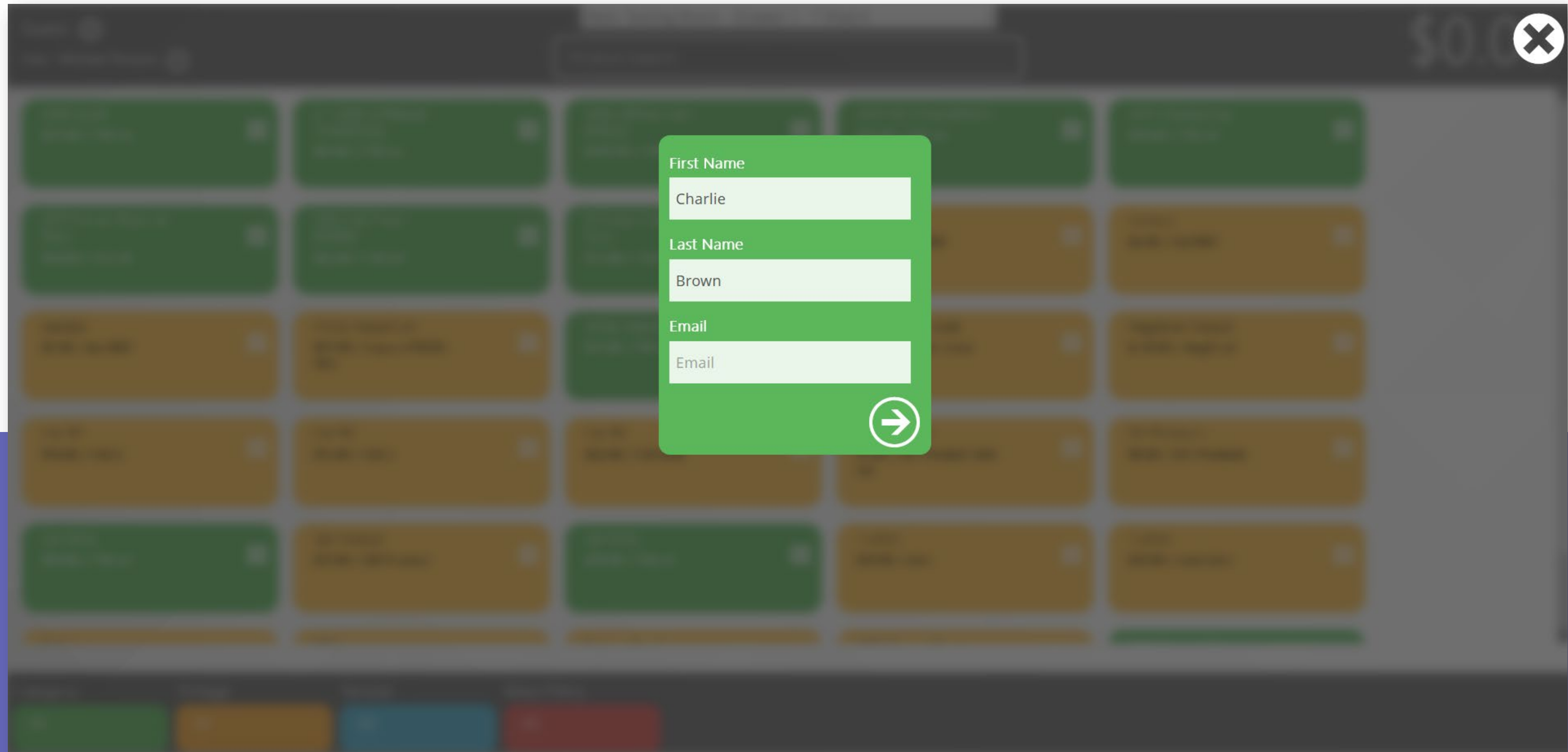
A screenshot of a mobile application form for entering customer information. The form is presented as a modal dialog with a green background and a white close button in the top right corner. It contains two columns of input fields. The left column includes fields for First Name, Street Address, City, Postal Code, Email, and Birthday (with a date picker icon). The right column includes fields for Last Name, Address 2, Select State (a dropdown menu), Phone, and Company. At the bottom right, there is a checkbox labeled 'Send Password Email?' with a checkmark icon. A bottom navigation bar contains three icons: a close button (X), a card icon, and a right arrow button.

<b>First Name</b> First Name	<b>Last Name</b> Last Name
<b>Street Address</b> Street Address (Optional)	<b>Address 2</b> Street Address (Optional)
<b>City</b> City (Optional)	<b>Select State</b> Select a State (Optional)
<b>Postal Code</b> Postal Code (Optional)	<b>Phone</b> Phone (Optional)
<b>Email</b> Email (Optional)	<b>Company</b> Company (Optional)
<b>Birthday</b> (tap to show date picker) mm/dd/yyyy	<input checked="" type="checkbox"/> <b>Send Password Email?</b>

## 2b. Search Member



### 3. Enter customer's detail



The image shows a mobile application interface. In the foreground, a green modal form is displayed for entering customer details. The form contains three input fields: "First Name" with the value "Charlie", "Last Name" with the value "Brown", and "Email" with the value "Email". A white right-pointing arrow icon is located at the bottom right of the form. The background is a blurred grid of customer cards, each with a colored header (green or brown) and a white body. A white close button (an 'X' in a circle) is visible in the top right corner of the application window.

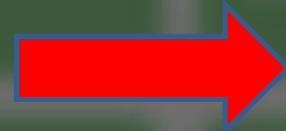


Name	Email	Phone	Details	Select
Charlie Brown	charlie.brown@vinsuite.com	707.253.7400		

Add new member



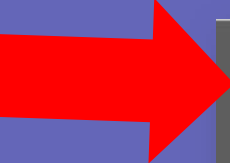
Name	Email	Phone	Details	Select
No members found.				





Add new member 



# 4. Tap on the Customer's name



Charlie Brown  Main Tasting Room - Drawer 1 - \* iPad 4 \$0.00

User: Michael Rosano 

2008 Syrah \$75.00 / 750 ml	2 - 2008 Unfiltered Chardonnay \$61.00 / 750 ml	2009 Affinity Cab - BIN252 \$297.00 / 750 ml	2010 WV Pinot-BIN555 \$53.99 / 750 ml	2015 Chardonnay \$26.00 / 750 ml
2015 Encore Blanc de Blanc \$50.00 / 375 ml	2016 Cab Franc-BIN888 \$25.00 / 750 ml	01 Estate Cabernet Sauv \$75.00 / 750 ml	Aerator \$1.00 / Aer1000	Aerator \$2.00 / Aer1001
Aerator \$3.00 / Aer1002	PROD Import SN \$37.00 / Import-PROD-SKU	WINE Import SN \$41.00 / 750 ml	Jon's Event Ticket \$50.00 / event ticket	Negative Product \$-10.00 / NegProd
Hat 90 \$10.00 / Hat 2	Hat 90 \$15.00 / Hat 3	Hat 90 \$22.00 / Hat 90%	QA Products \$1.00 / QA Product Add On	QA Products \$8.00 / QA Products
QA Wine \$50.00 / 750 ml	QB Product \$15.00 / QB Product	QB Wine \$50.00 / 750 ml	T-Shirt \$10.00 / shirt	T-Shirt \$10.00 / med shirt

Category: All | Vintage: All | Varietal: All | Keep Filters: All

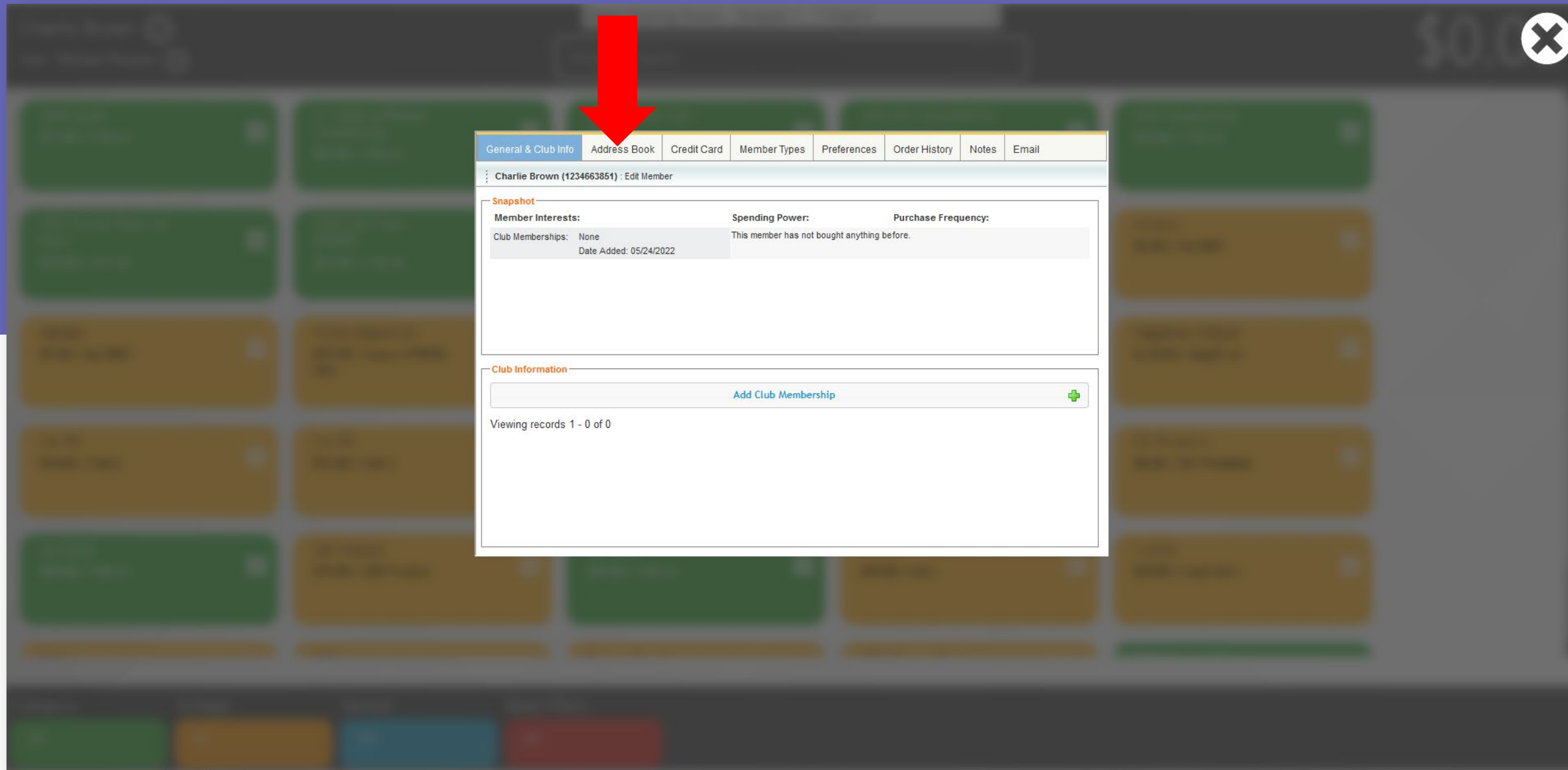
# 5. Tap on 'Details'

The screenshot shows a user profile page for Charlie Brown. At the top, the name "Charlie Brown" is displayed in blue, followed by the phone number "(1234663851)" and the date "since May 24, 2022". To the right of this information is a "Details" button with a person icon, which is highlighted by a red arrow. Below the header, there are four columns of information:

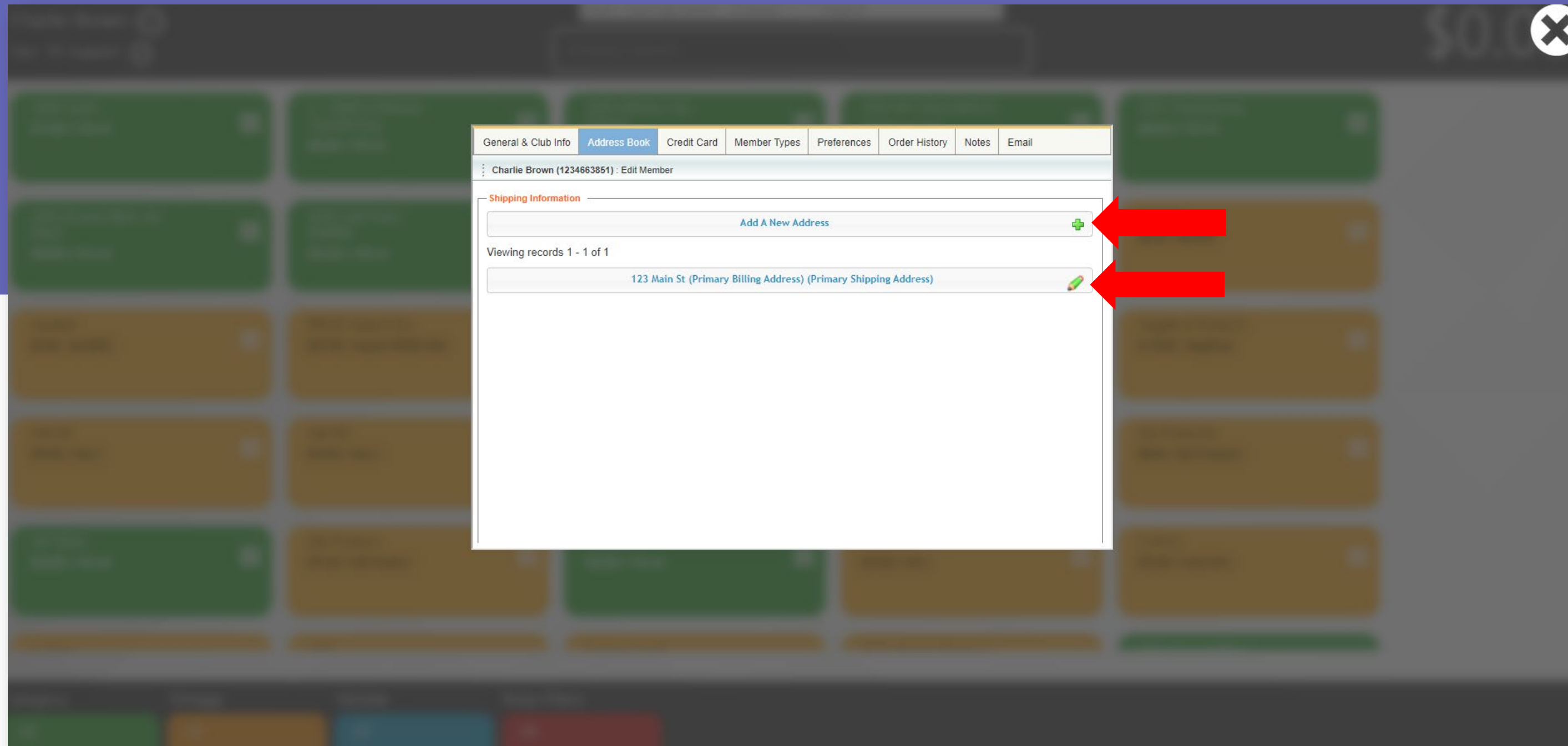
- Contact Info:** 123 Main St, NAPA, 94559, P: 707-25-3.74, E: charlie.brown@vinsuite.com
- Spending Power:** Total Orders: 0, Total Spent: \$0.00, Average Spent: \$0.00, Largest Order: \$0.00
- Club Memberships:** (Empty)
- Member Types:** 1. No member types

The page also features a top navigation bar with a close button (X) and a bottom navigation bar with four colored tabs (green, brown, blue, red).

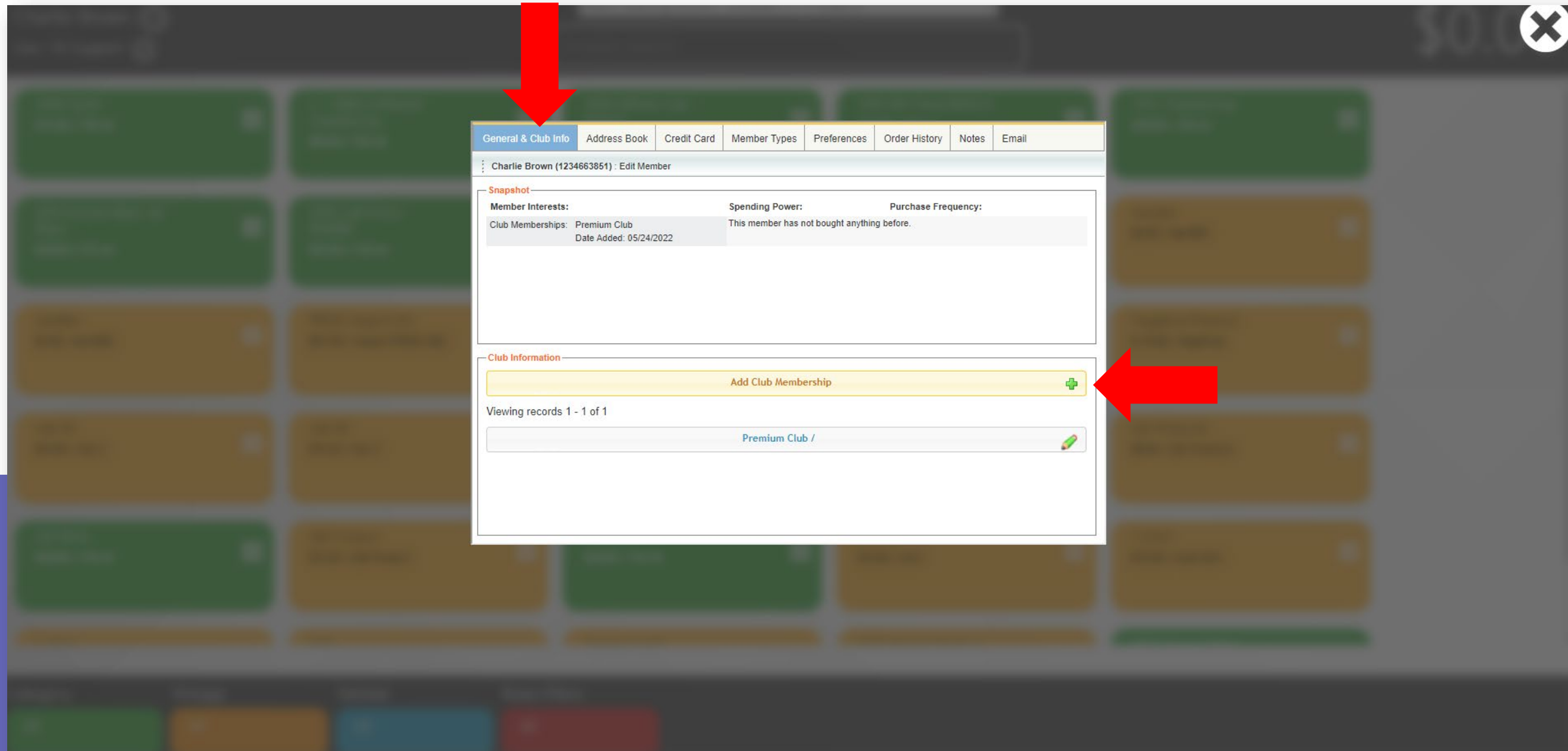
6. Tap on 'Address Book' and determine if the customer needs a new address



## 7. Enter a new address OR check/edit an existing address



8. Tap on 'General & Club Info' then tap on 'Add Club Membership'



## 8. Select club choice and enter club billing/shipping information. Tap 'Save Changes'

**Add Club Membership**

All fields with an \* are required.

Select A Club: Premium Club

Address Book: 123 Main St

Salutation: (Mr., Ms., Dr., etc.)

First Name\*: Charlie Last Name\*: Brown

Shipping Type: Pickup at Winery

Sales Associate:

Company:

Address\*: 123 Main St

Address 2:

City\*: NAPA State\*: California

Zip\*: 94559 Phone\*: 707.253.7400 Phone 2:

Email\*: charlie.brown@vinsuite.com

Activate Membership On: 01/11/2022 End Membership On:

On Hold Start Date: On Hold End Date:

Cancel Save Changes

Add a customer's  
card on file

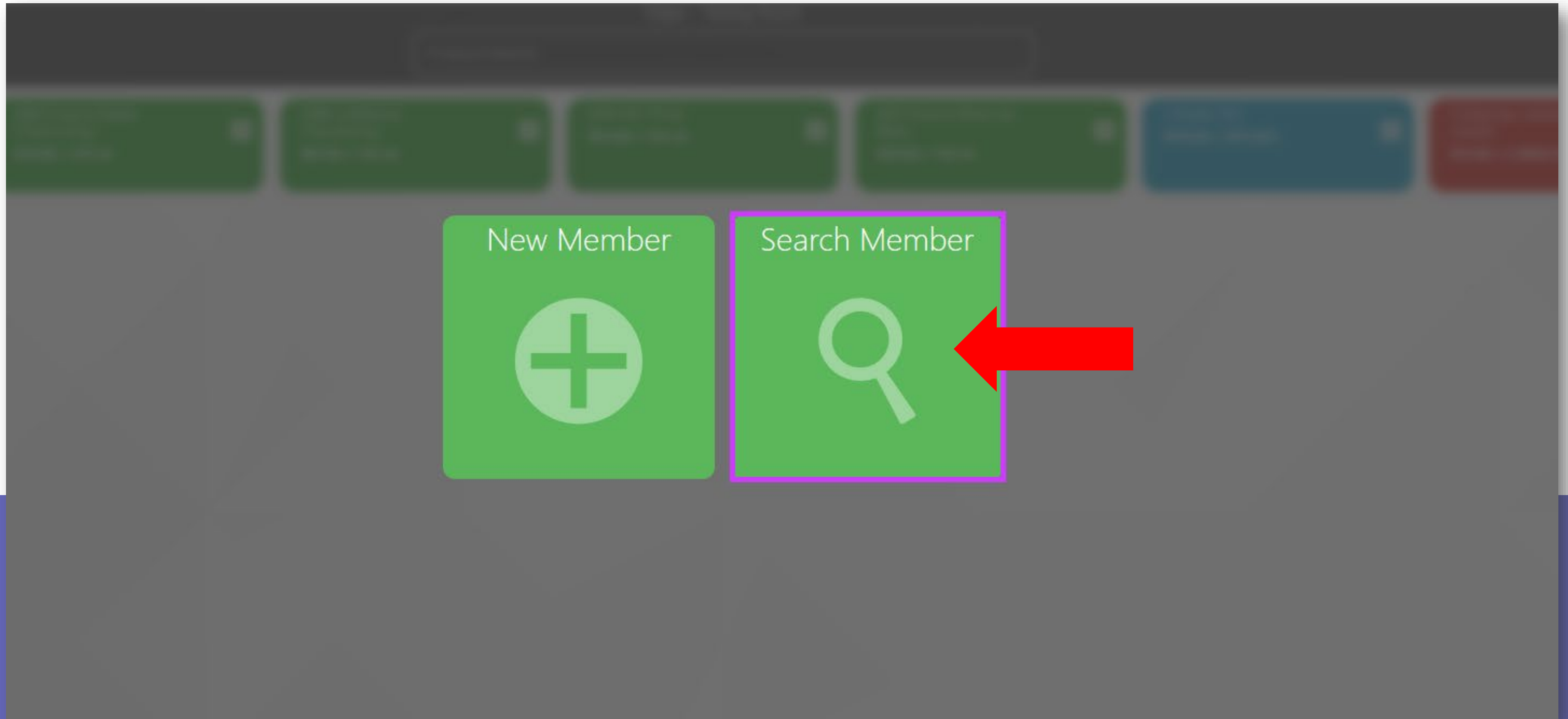
# 1. Tap GUEST to add a member to the order

The screenshot displays a POS application interface. At the top left, the text "Guest +" is accompanied by a red arrow pointing to it. Below this, the user name "User: Michael Rosano" is visible. The top right corner shows the current total as "\$0.00". A search bar labeled "Product Search" is located in the upper middle section. The main area is a grid of product tiles, each with a name, price, and volume. The tiles are color-coded: green for wine and orange for other items. At the bottom, there is a filter bar with four buttons: "Category", "Vintage", "Varietal", and "Keep Filters", each with an "All" option.

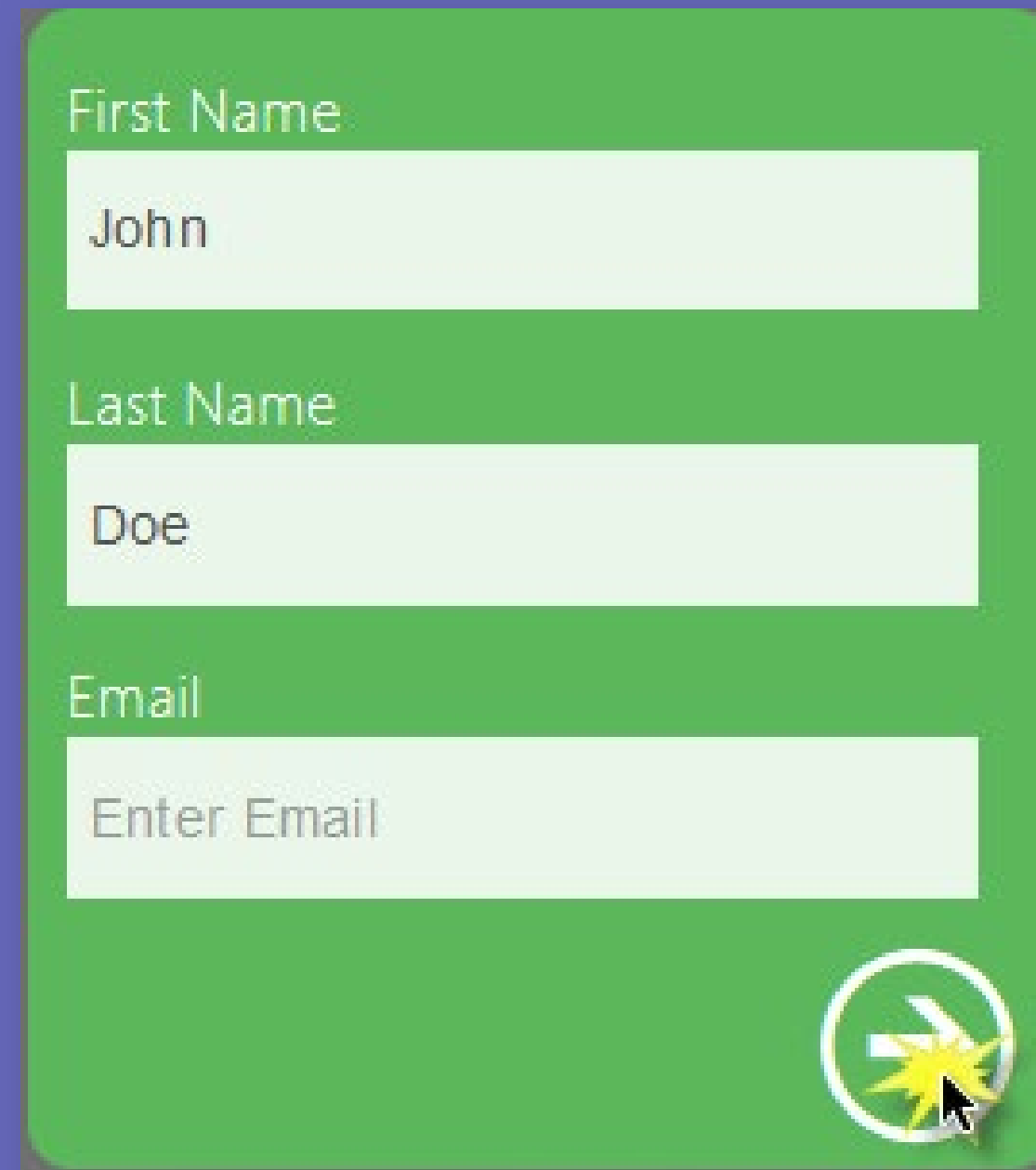
Product Name	Price	Volume
2008 Syrah	\$75.00	750 ml
2 - 2008 Unfiltered Chardonnay	\$61.00	750 ml
2009 Affinity Cab - BIN252	\$297.00	750 ml
2010 WV Pinot-BIN555	\$53.99	750 ml
2015 Chardonnay	\$26.00	750 ml
2015 Encore Blanc de Blanc	\$50.00	375 ml
2016 Cab Franc-BIN888	\$25.00	750 ml
01 Estate Cabernet Sauv	\$75.00	750 ml
Aerator	\$1.00	Aer1000
Aerator	\$2.00	Aer1001
Aerator	\$3.00	Aer1002
PROD Import SN	\$37.00	Import-PROD-SKU
WINE Import SN	\$41.00	750 ml
Jon's Event Ticket	\$50.00	event ticket
Negative Product	-\$10.00	NegProd
Hat 90	\$10.00	Hat 2
Hat 90	\$15.00	Hat 3
Hat 90	\$22.00	Hat 90%
QA Products	\$1.00	QA Product Add On
QA Products	\$8.00	QA Products
QA Wine	\$50.00	750 ml
QB Product	\$15.00	QB Product
QB Wine	\$50.00	750 ml
T-Shirt	\$10.00	shirt
T-Shirt	\$10.00	med shirt

Category: All | Vintage: All | Varietal: All | Keep Filters: All

2. Search for the member by tapping the 'SEARCH MEMBER' button




3. Enter the  
Search  
Parameters  
and tap the  
arrow



First Name  
John

Last Name  
Doe

Email  
Enter Email

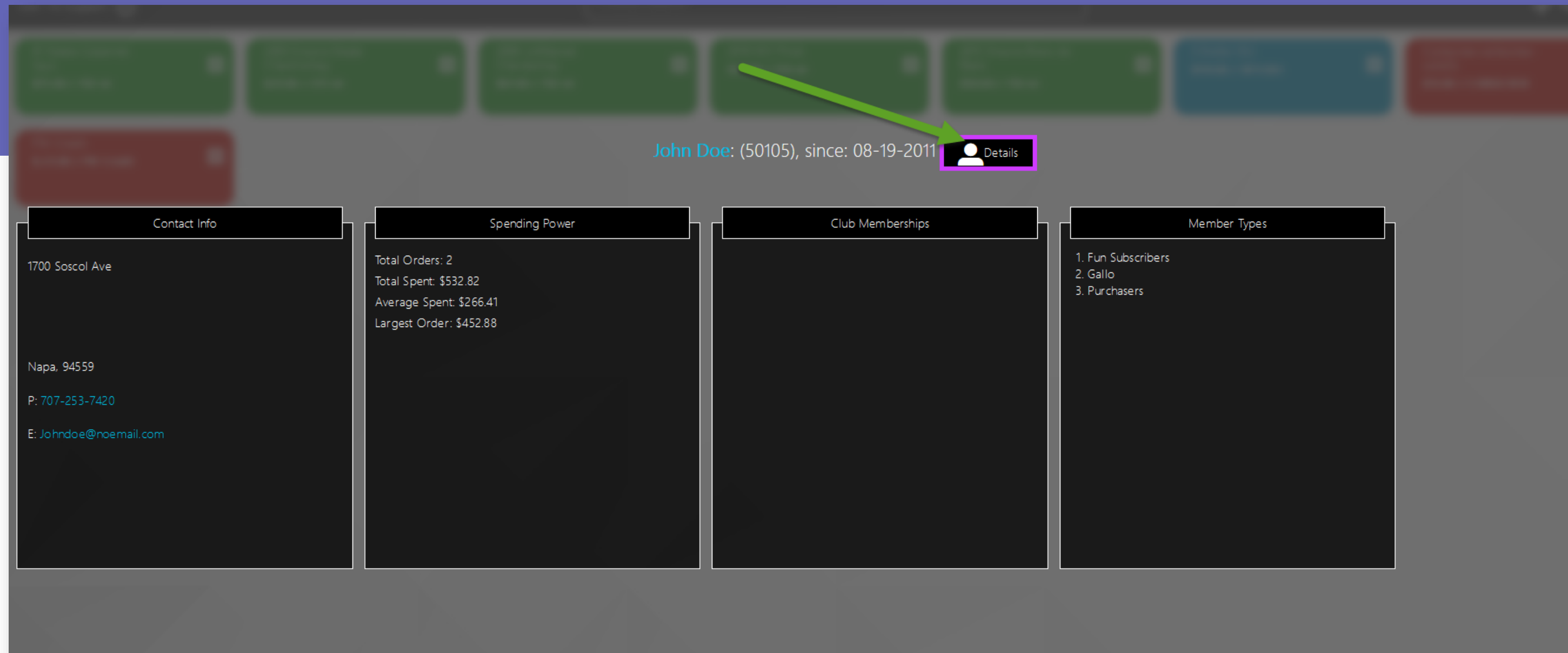


# 4. Select the correct customer

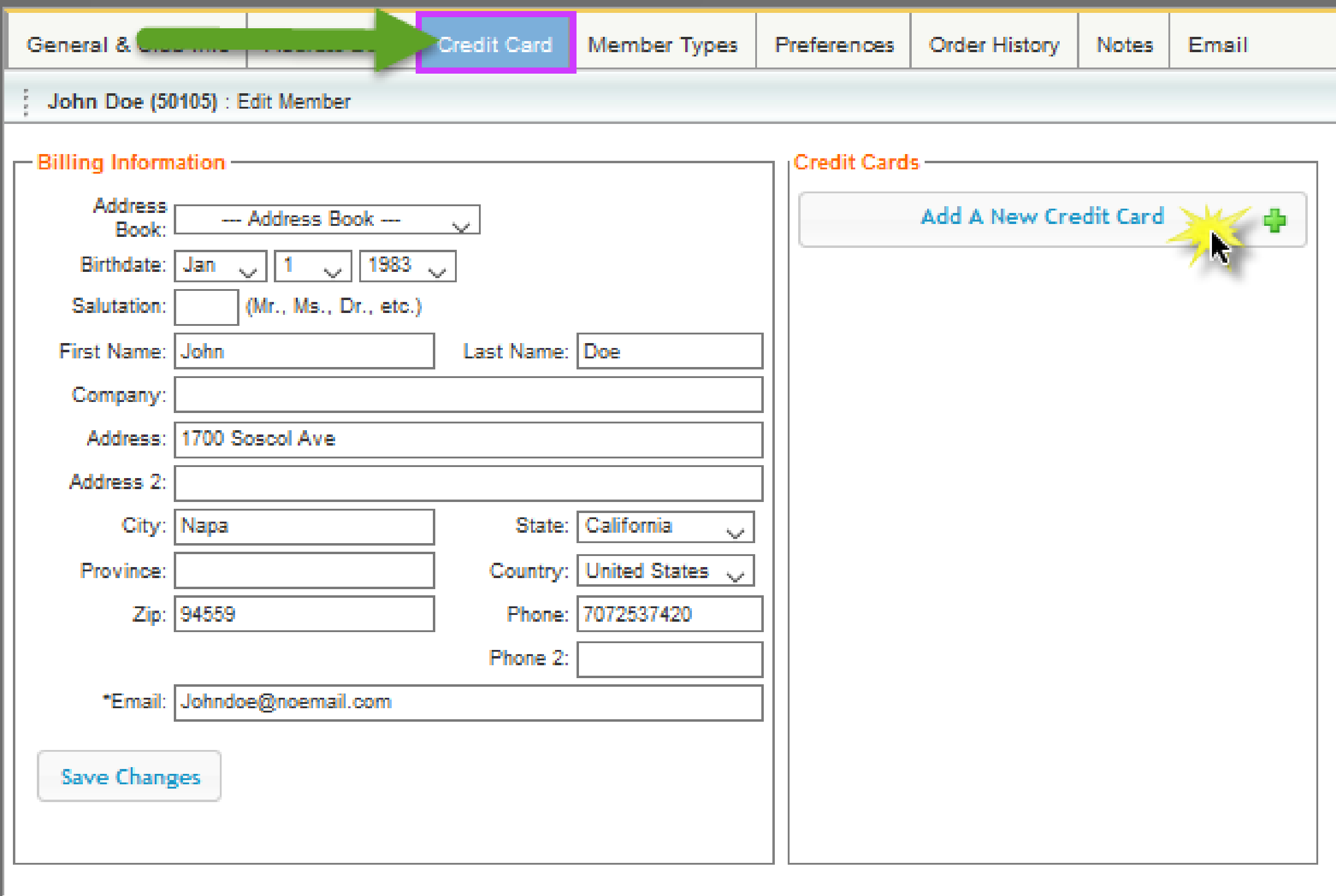
Name	Email	Phone	Details	Select
John Doe	john.doe@widgetsinc.com	555-555-5555		
John Doe	Johndoe@noemail.com	7072537420		
John Doe	John@oe.com	555-123-4567		
JohnVarun Doe	john@doe.com	1234567890		

Add new

# 5. Tap the 'DETAILS' button



# 8. Tap the Credit Card tab and select 'Add a New Credit Card'



The screenshot shows a web interface for editing a member profile. At the top, there is a navigation bar with tabs: 'General & Billing Information', 'Credit Card', 'Member Types', 'Preferences', 'Order History', 'Notes', and 'Email'. A green arrow points to the 'Credit Card' tab, which is highlighted with a purple border. Below the navigation bar, the page title is 'John Doe (50105) : Edit Member'. The main content area is divided into two sections: 'Billing Information' on the left and 'Credit Cards' on the right. The 'Billing Information' section contains various input fields for personal and contact details, including address, birthdate, salutation, first and last names, company, city, state, province, country, zip, and phone numbers. The 'Credit Cards' section contains a single button labeled 'Add A New Credit Card' with a green plus sign icon. A yellow starburst effect is visible over the button, and a red arrow points to it from the right side of the screen. A 'Save Changes' button is located at the bottom left of the 'Billing Information' section.

Tab	Selected
General & Billing Information	No
Credit Card	Yes
Member Types	No
Preferences	No
Order History	No
Notes	No
Email	No

John Doe (50105) : Edit Member

**Billing Information**

Address Book: -- Address Book --

Birthdate: Jan 1 1983

Salutation: (Mr., Ms., Dr., etc.)

First Name: John Last Name: Doe

Company:

Address: 1700 Soscol Ave

Address 2:

City: Napa State: California

Province: Country: United States

Zip: 94559 Phone: 7072537420

Phone 2:

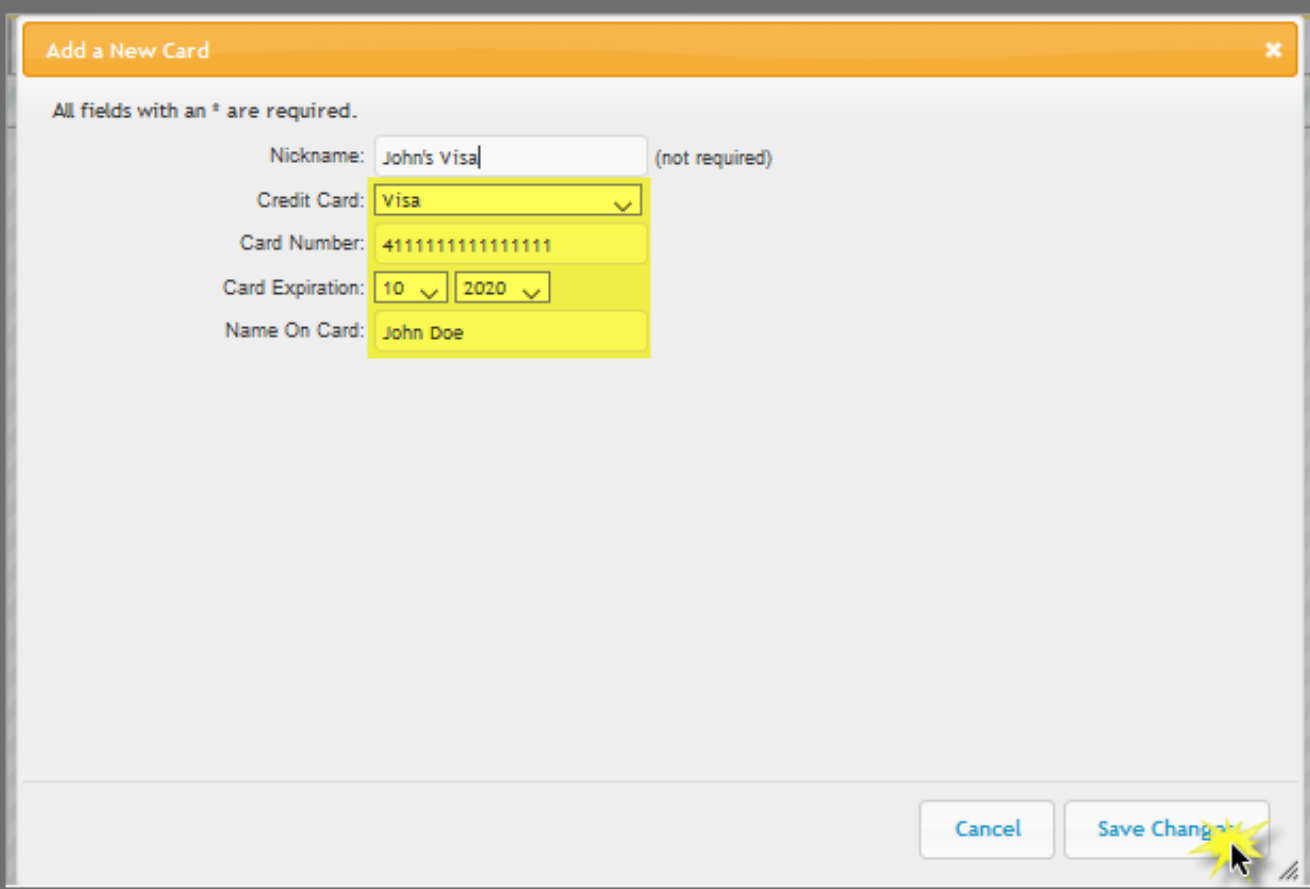
\*Email: Johndoe@noemail.com

Save Changes

**Credit Cards**

Add A New Credit Card +

9. Enter the required credit card information and tap 'Save Changes'



The screenshot shows a dialog box titled "Add a New Card" with a close button in the top right corner. Below the title bar, a message states "All fields with an \* are required." The form contains the following fields:

- Nickname: John's Visa (not required)
- Credit Card: Visa
- Card Number: 4111111111111111
- Card Expiration: 10 / 2020
- Name On Card: John Doe

At the bottom right, there are two buttons: "Cancel" and "Save Changes". A mouse cursor is pointing at the "Save Changes" button.

# 10. Tap "X" to close screen

General & Club Info | Address Book | **Credit Card** | Member Types | Preferences | Order History | Notes | Email

John Doe (50105) : Edit Member

**Billing Information**

Address Book: --- Address Book ---

Birthdate: Jan 1 1983

Salutation: (Mr., Ms., Dr., etc.)

First Name: John Last Name: Doe

Company:

Address: 1700 Soscol Ave

Address 2:

City: Napa State: California

Province: Country: United States

Zip: 94559 Phone: 7072537420

Phone 2:

\*Email: Johndoe@noemail.com

Save Changes

**Credit Cards**

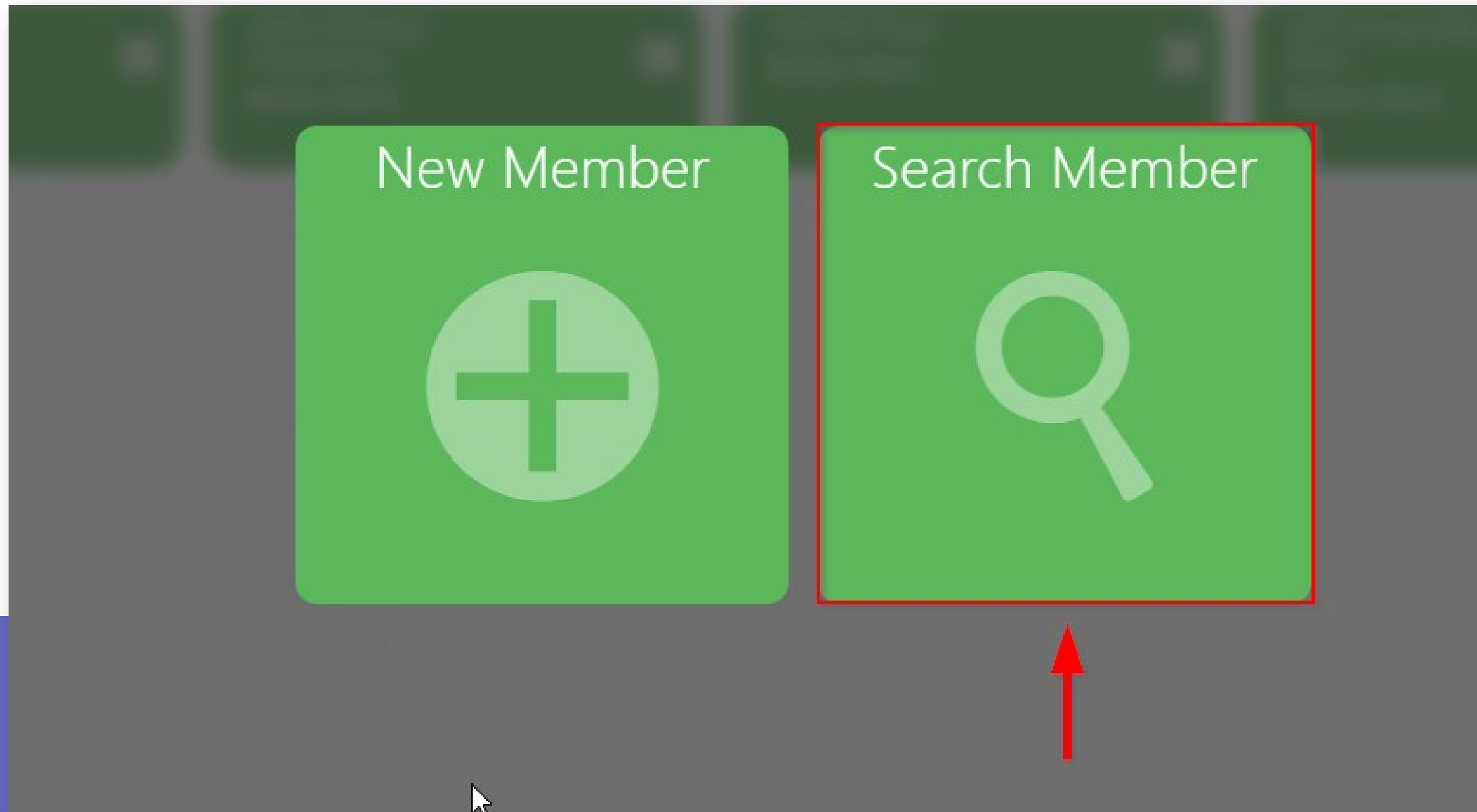
John's Visa: Visa 1111 (primary)

Add A New Credit Card

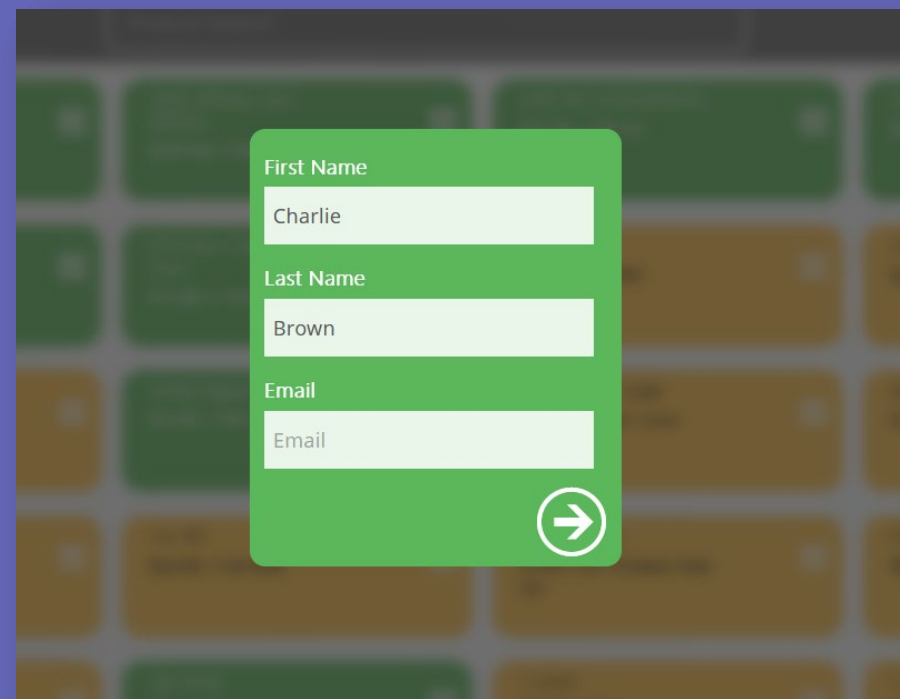
Club Pickup

Process

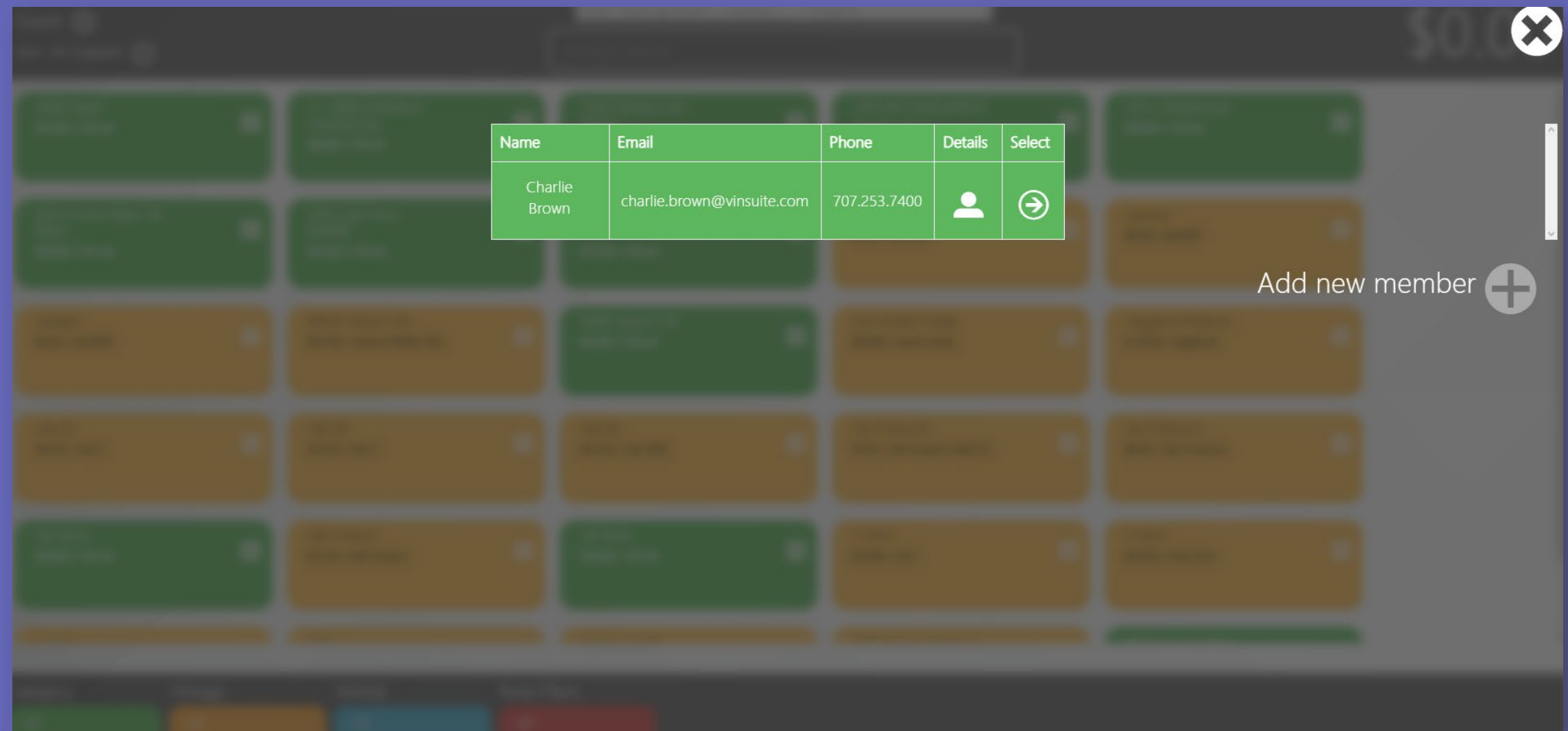
1. Tap on Guest
2. Tap 'Search Member'



### 3. Enter the criteria to find your club member, and select them into the sale:



A screenshot of a search form with three input fields: "First Name" containing "Charlie", "Last Name" containing "Brown", and "Email" containing "Email". A green arrow icon is located at the bottom right of the form.

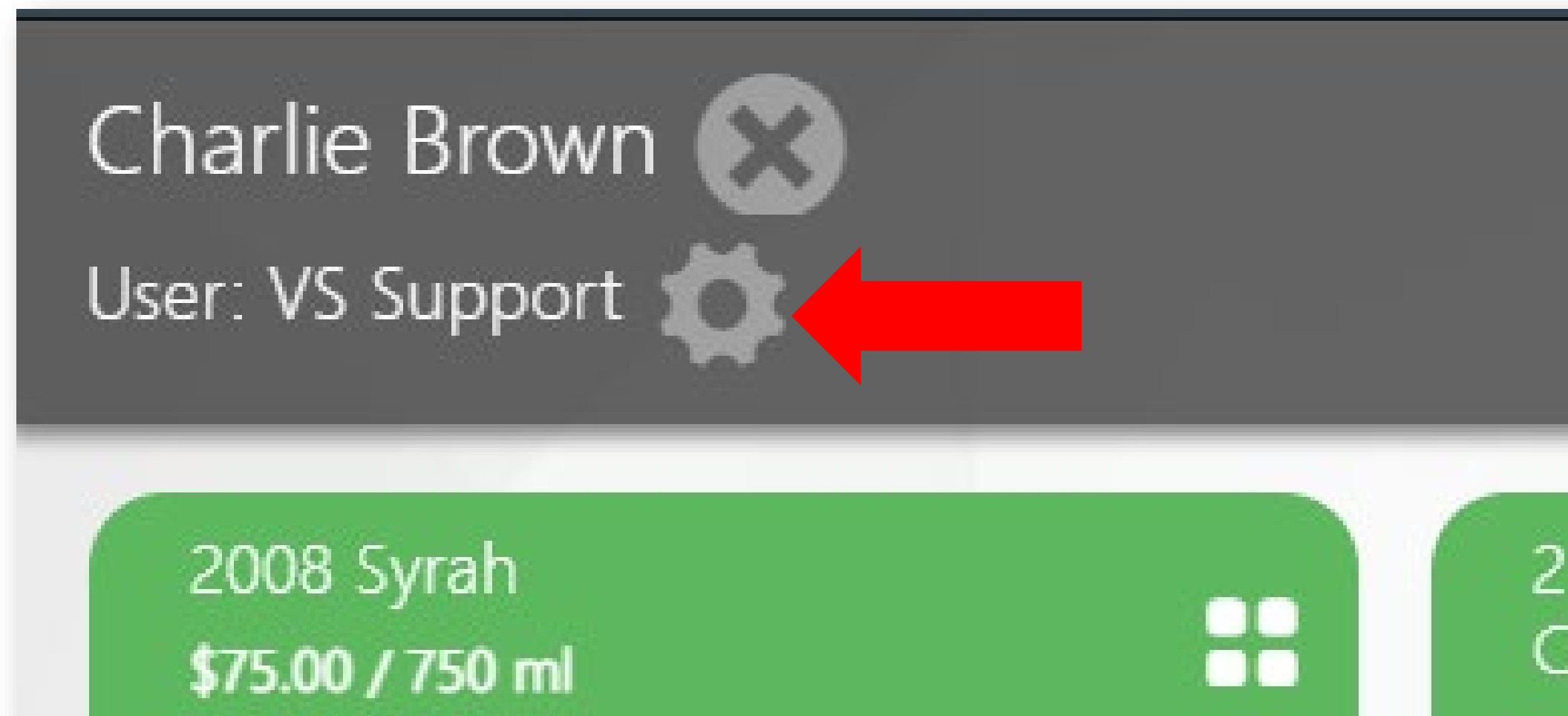


A screenshot of a member list table. The table has columns for Name, Email, Phone, Details, and Select. The row for Charlie Brown is highlighted in green. A "Sold" label and a close button (X) are visible in the top right corner. An "Add new member" button with a plus sign (+) is visible in the bottom right corner.

Name	Email	Phone	Details	Select
Charlie Brown	charlie.brown@vinsuite.com	707.253.7400		

# Finding the pick-up order




1. Tap the Cashier Options button (Gear Icon):



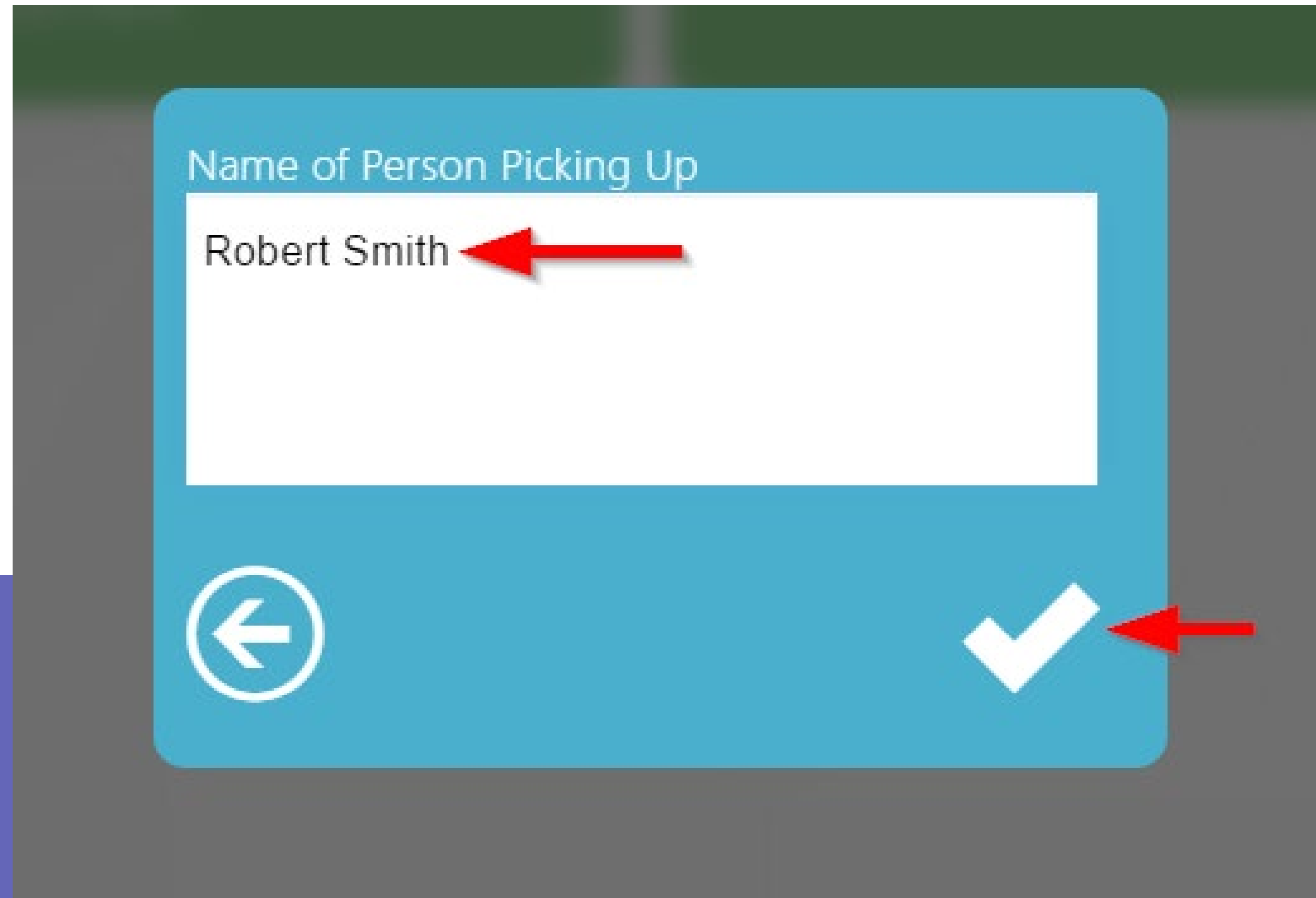
## 2. Select the 'Pickup Orders' Option



3. Select the 'Add note and pickup' arrow on the appropriate order:

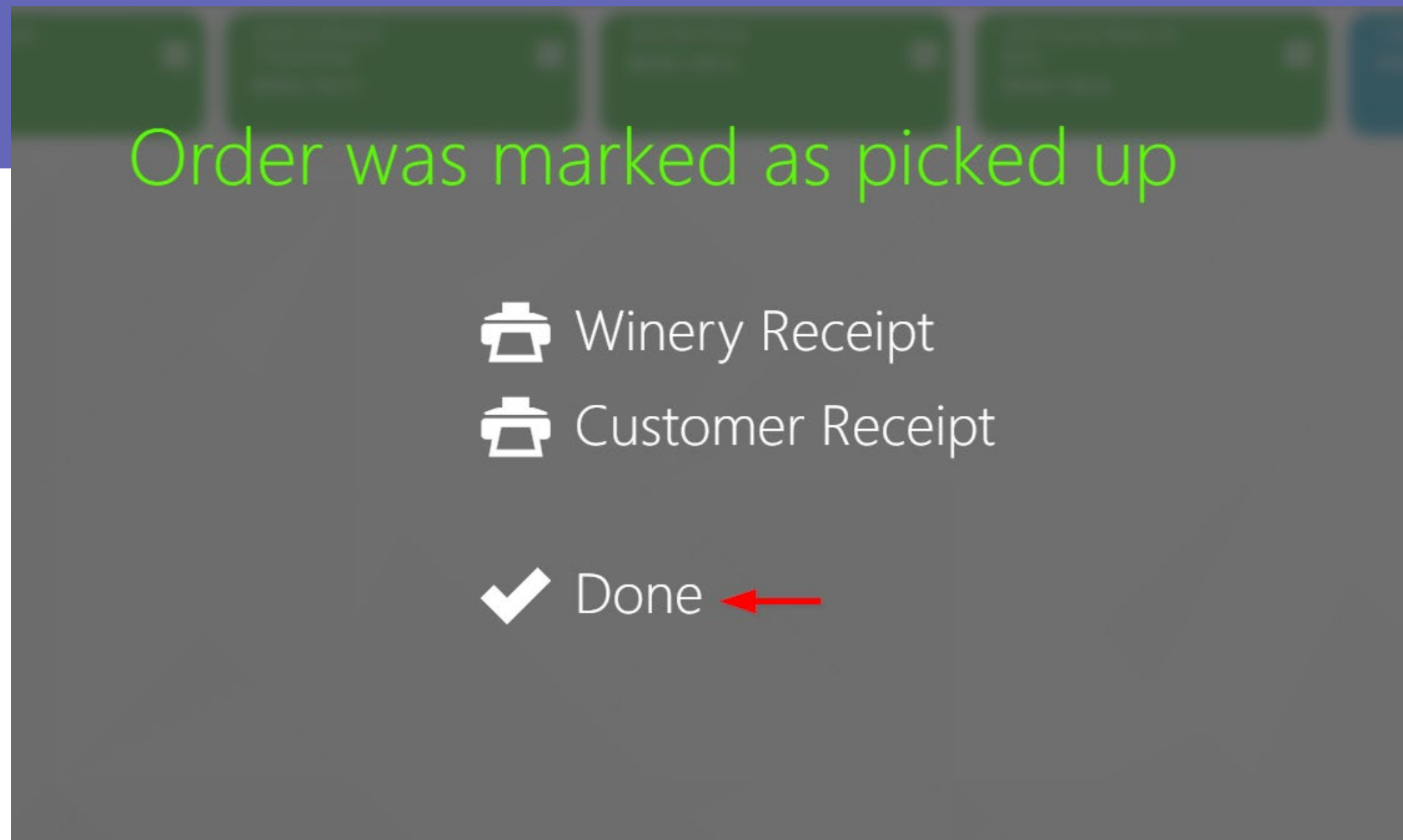
Total	See cart items	Add note and pickup
\$44		 

4. Enter the name of the individual picking up the order, and select the check mark



The image shows a mobile application interface with a blue rounded rectangle containing a form. At the top, the text "Name of Person Picking Up" is displayed in a light blue font. Below this is a white text input field containing the text "Robert Smith". A red arrow points to the text "Robert Smith". At the bottom of the blue rectangle, there are two white icons: a left-pointing arrow inside a circle on the left, and a checkmark on the right. A red arrow points to the checkmark icon.

# 5. You can print a Winery and/or Customer receipt, and select Done



# Order Notes

System Notes		
Show	25	entries
		Search: <input type="text"/>
Date	Added By	Notes
06/29/2022 9:47 AM	System	Order picked up by Kenneth Rosano. Order was marked as picked up by Michael Rosano. Order picked up at Main Tasting Room - Drawer 1 using iPad 4.
06/29/2022 9:46 AM	System	Order not charged because of one of the following reasons: This order did not use a credit card payment type.
06/29/2022 9:46 AM	System	Order created by Ken Rosano for member Ken Rosano.
06/29/2022 9:45 AM	System	Order not charged because of one of the following reasons: This order did not use a credit card payment type.
06/29/2022 9:45 AM	System	This order is quarantined because it failed compliance and you have elected to NOT stop non-compliant orders
06/29/2022 9:45 AM	System	Order created by Michael Rosano for member Ken Rosano.

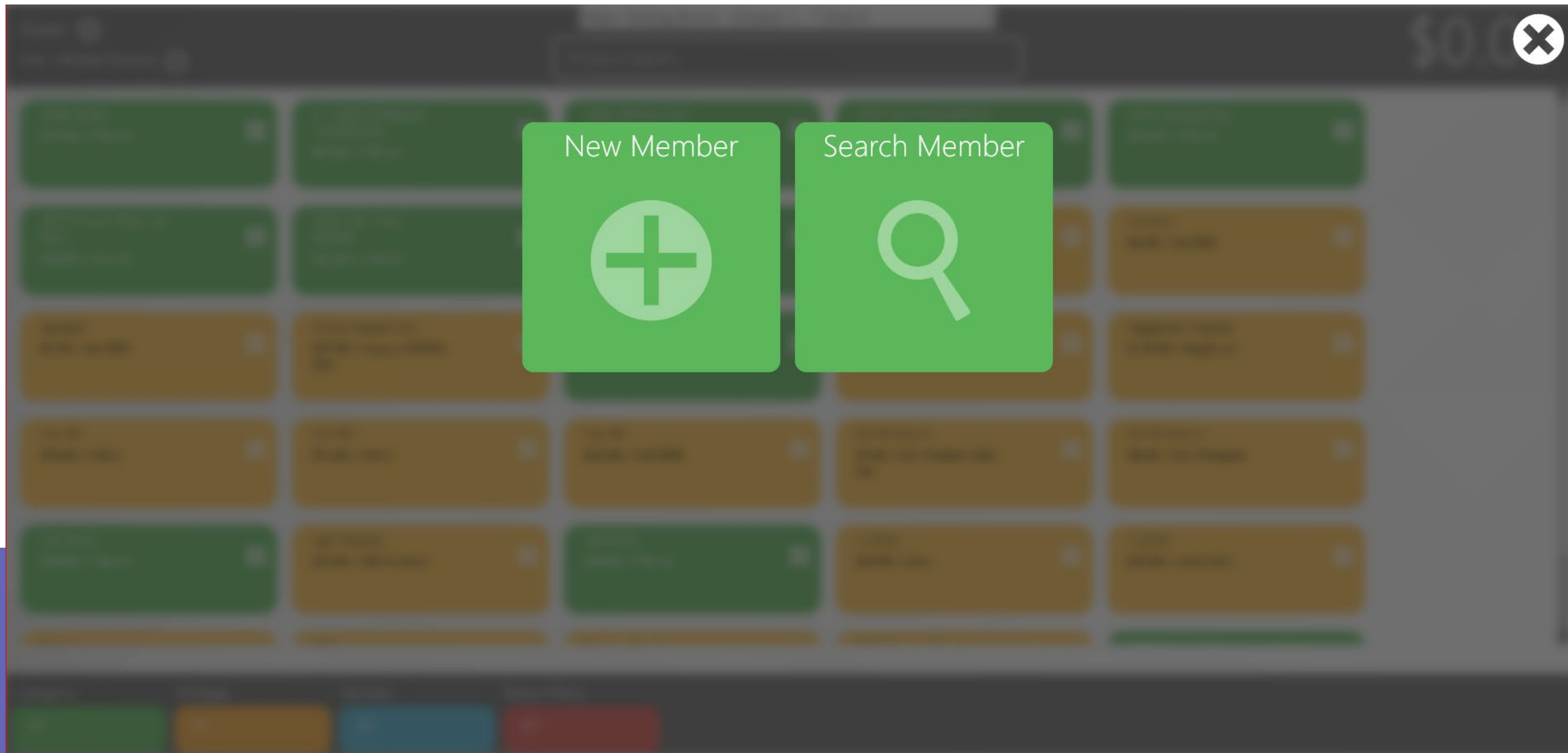
Previous 1 Next



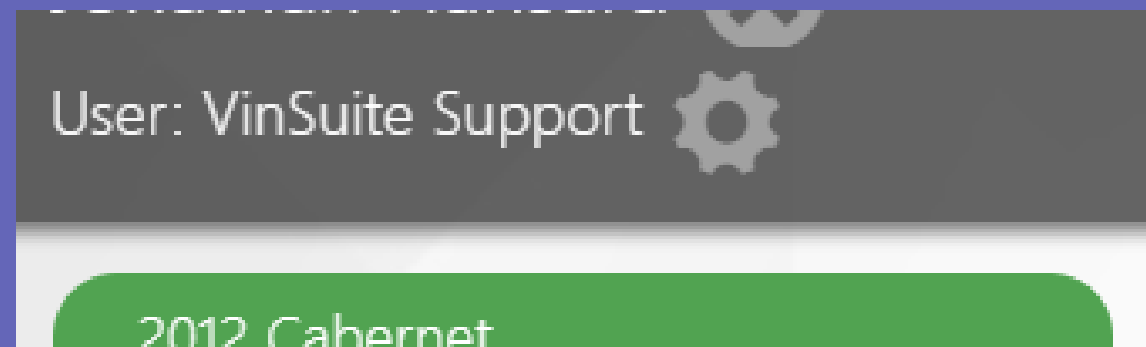
Enhanced

Recall

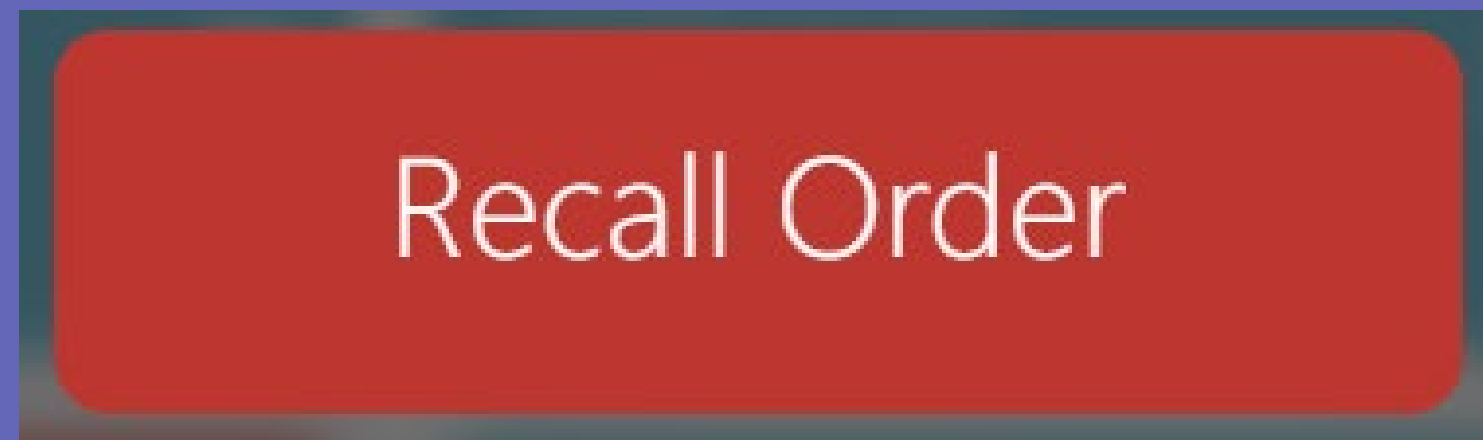
1) Look-up the customer using 'Search Member' and select the customer into the transaction



2) With the members name showing on the sale, go to the Cashier menu:






3) Select the 'Recall Order' option:

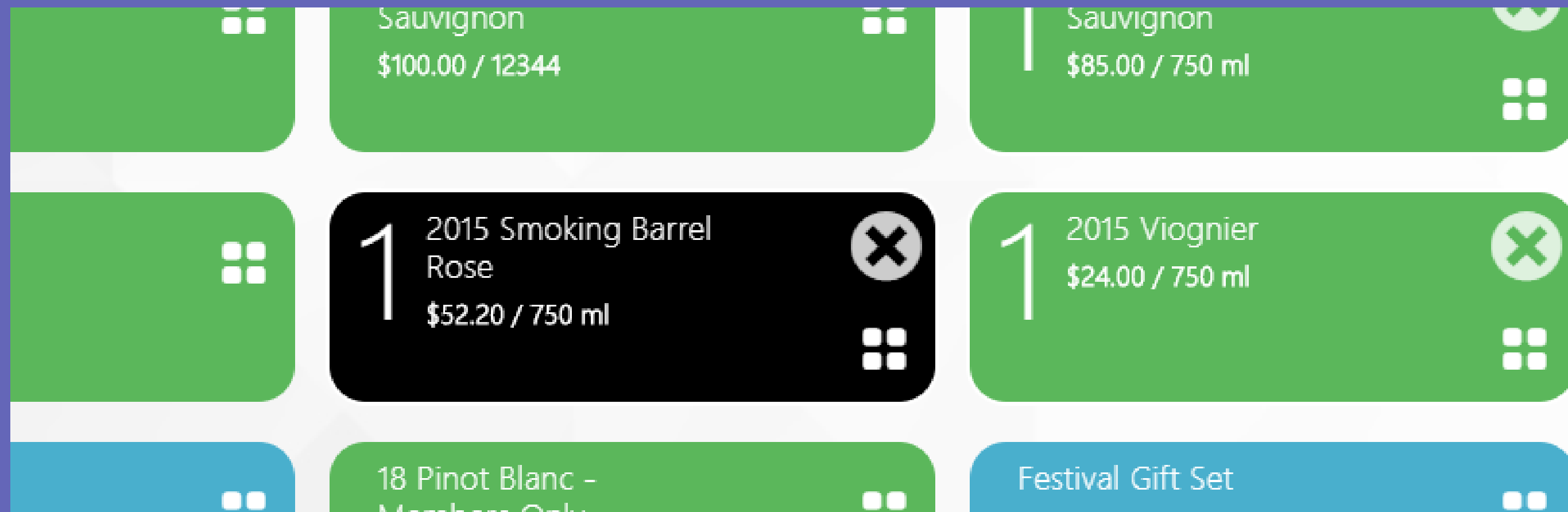


### 3) Select the desired club order from the list:

Order Search  ✕

Order #	Date	Order Name	Subtotal	Created By	Type	Status	Print	Delete
563133	07/09/2020	Jonathan Hansard	\$149.63	-	Club	Pending Custom Club		
562996	01/07/2019	Jonathan Hansard	\$118.80	-	Club	Pending Order		
562995	01/07/2019	Jonathan Hansard	\$118.80	-	Club	Pending Order		

4. At this point, you are free to make all the standard modifications that you would for a typical TabletPOS order, including modifying the shipping options.



**NOTE:** If an item from your club order has not been setup in the TabletPOS, the item will appear as a black tile automatically, allowing you to adjust quantity as needed. Once the order has been completed, the product will no longer appear in the TabletPOS product list.  
**NOTE:** This order will now be labeled as ClubPOS in your reporting.

# Voiding an Order

# 1. Tap on the Cashier Options (Gear Icon)

The screenshot displays a wine cellar iPad interface. At the top, the status bar shows "Cellar - iPad - 01" and a total price of "\$0.00". Below the status bar, there is a "Guest +" button and a "User: Brian Wineseller" section with a gear icon, which is highlighted by a red box. A "Product Search" bar is located below the user information. The main area contains a grid of wine product cards, each with a name, price, and volume, and a gear icon in the top right corner. The products include: 1234% (\$5.00 / 750 ml), 2012 Cabernet Sauvignon (\$101.00 / 2012cs), 2013 Cabernet Sauvignon (\$20.00 / 750 ml), 2013 Cabernet Franc (\$1.00 / 750 ml), 2012 Chardonnay (\$50.00 / 2013 Chardonnay 1.5L), 2013 Chardonnay (\$11.00 / 750 ml), 2015 White Tree Moscato (\$42.00 / 750 ml), CORKSCREW (\$4.00 / Green Corkscrew), CORKSCREW (\$7.00 / Black Corkscrew), White Tree Select Wines Kit (\$99.99 / WTKIT1200), Zero Dollar Item (\$0.00 / ZeroDolla), Quarantine Ale (\$60.00 / 750 ml), Tasting Credit (\$-10.00 / TASTECRED), and Vantiv Test Product (\$23.06 / 750 ml). At the bottom, there are filter buttons for "Category", "Vintage", "Varietal", and "Keep Filters", each with an "All" option.

Guest +

Cellar - iPad - 01

\$0.00

User: Brian Wineseller ⚙️

Product Search

Product Name	Price	Volume
1234%	\$5.00	750 ml
2012 Cabernet Sauvignon	\$101.00	2012cs
2013 Cabernet Sauvignon	\$20.00	750 ml
2013 Cabernet Franc	\$1.00	750 ml
2012 Chardonnay	\$50.00	2013 Chardonnay 1.5L
2013 Chardonnay	\$11.00	750 ml
2015 White Tree Moscato	\$42.00	750 ml
CORKSCREW	\$4.00	Green Corkscrew
CORKSCREW	\$7.00	Black Corkscrew
White Tree Select Wines Kit	\$99.99	WTKIT1200
Zero Dollar Item	\$0.00	ZeroDolla
Quarantine Ale	\$60.00	750 ml
Tasting Credit	\$-10.00	TASTECRED
Vantiv Test Product	\$23.06	750 ml

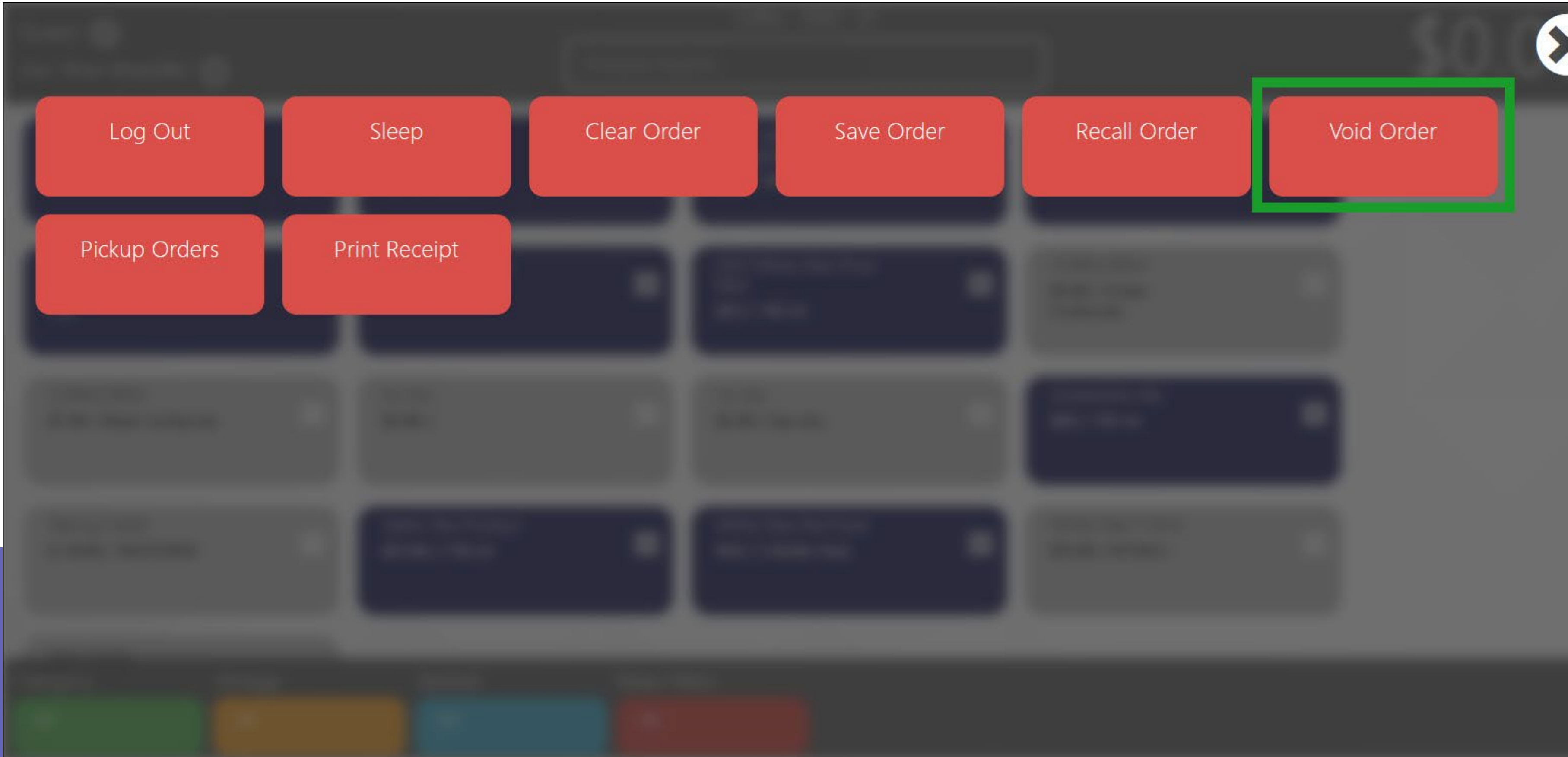
Category: All

Vintage: All

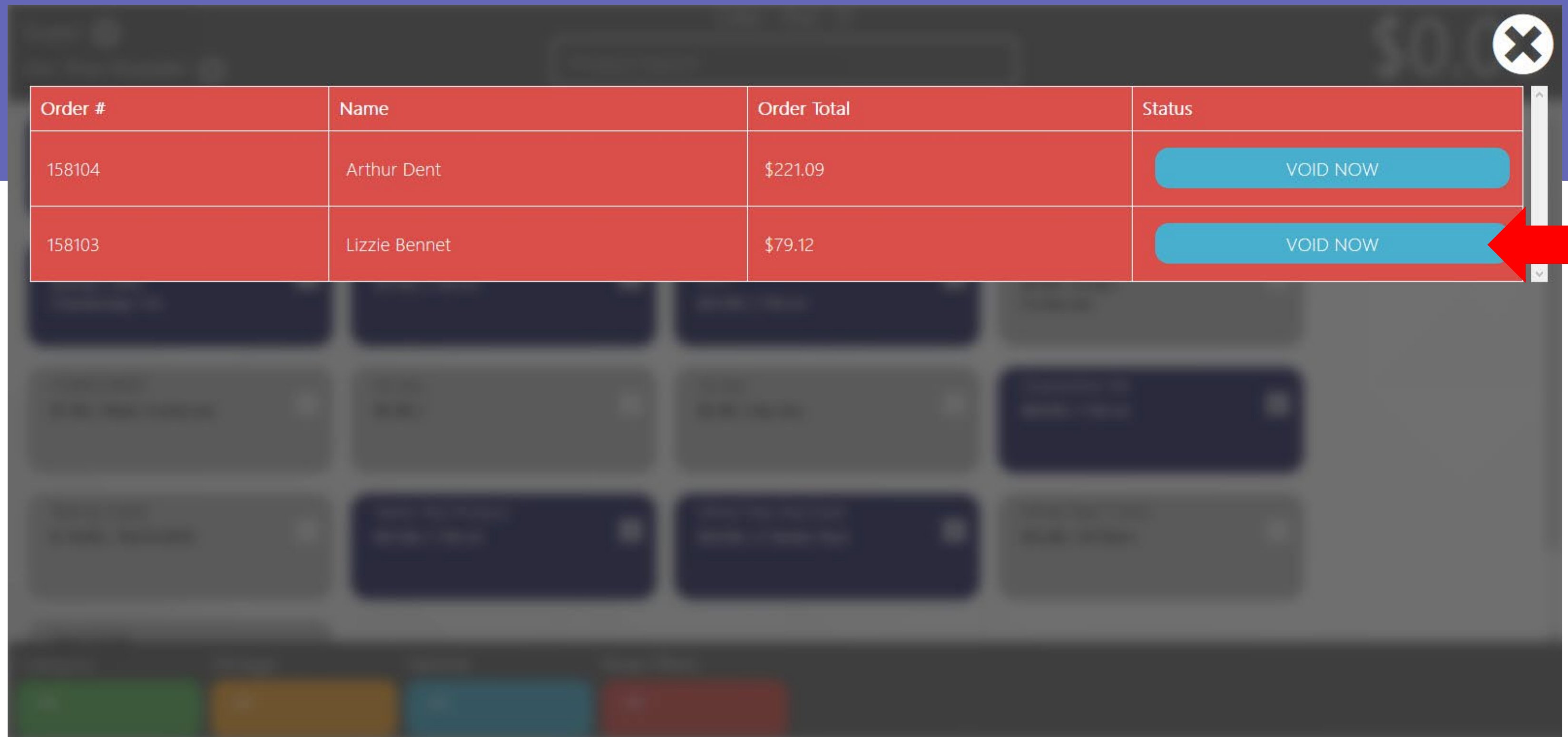
Varietal: All

Keep Filters: All

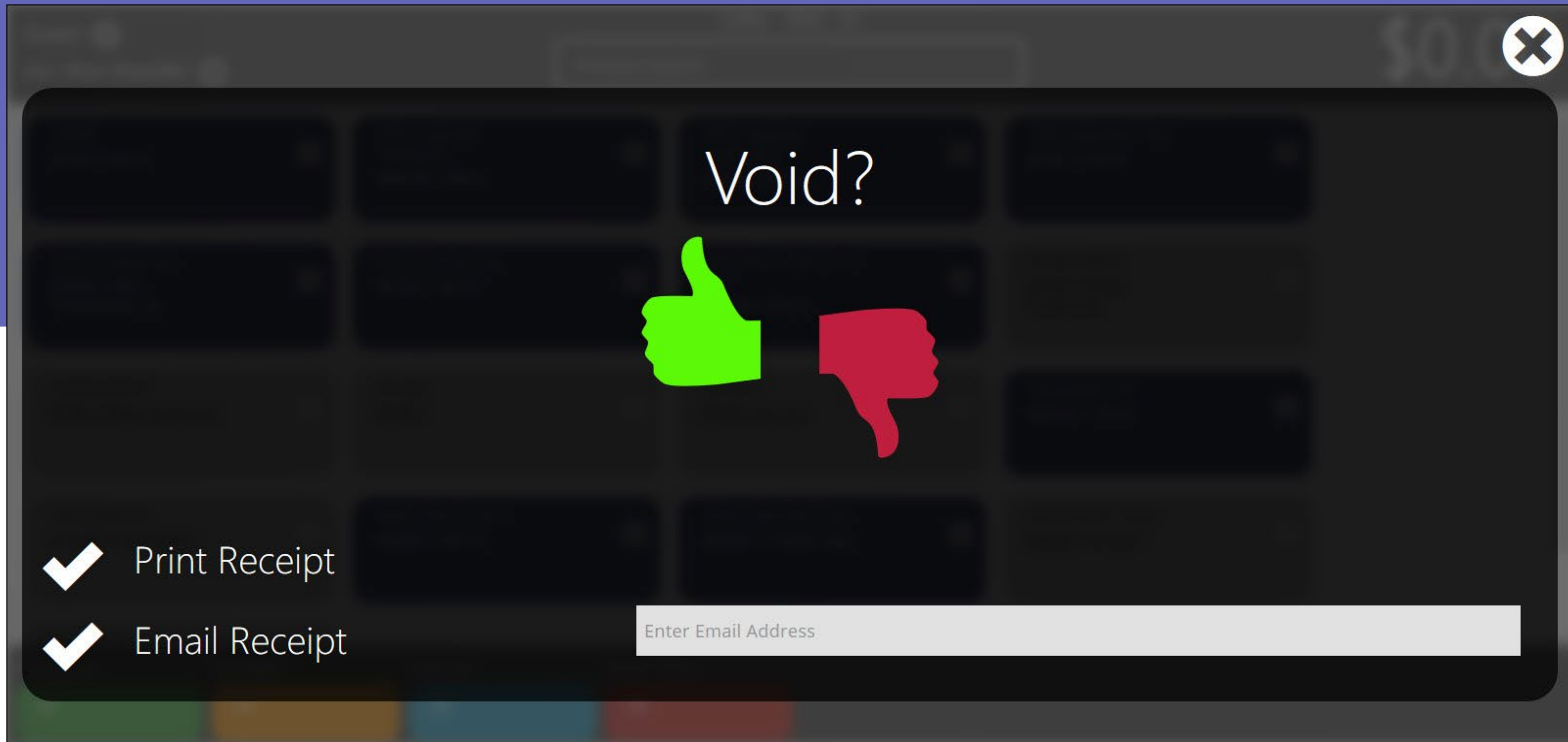
## 2. Select the 'Void Order' option.



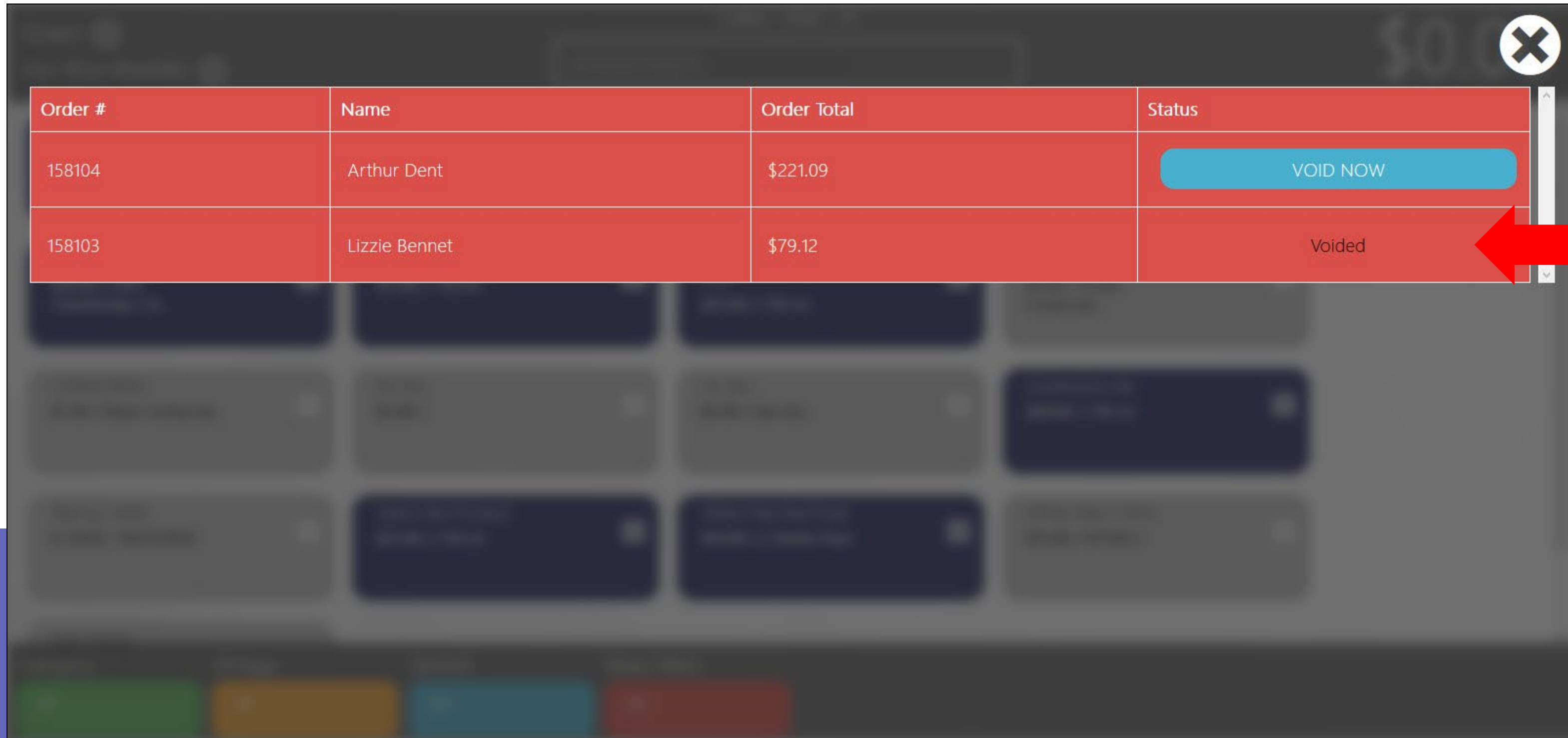
### 3. Tap the 'Void Now' button for the order you want to void



# 4. Select the "green thumbs up" to confirm



5. You will receive confirmation that the order has been properly voided.



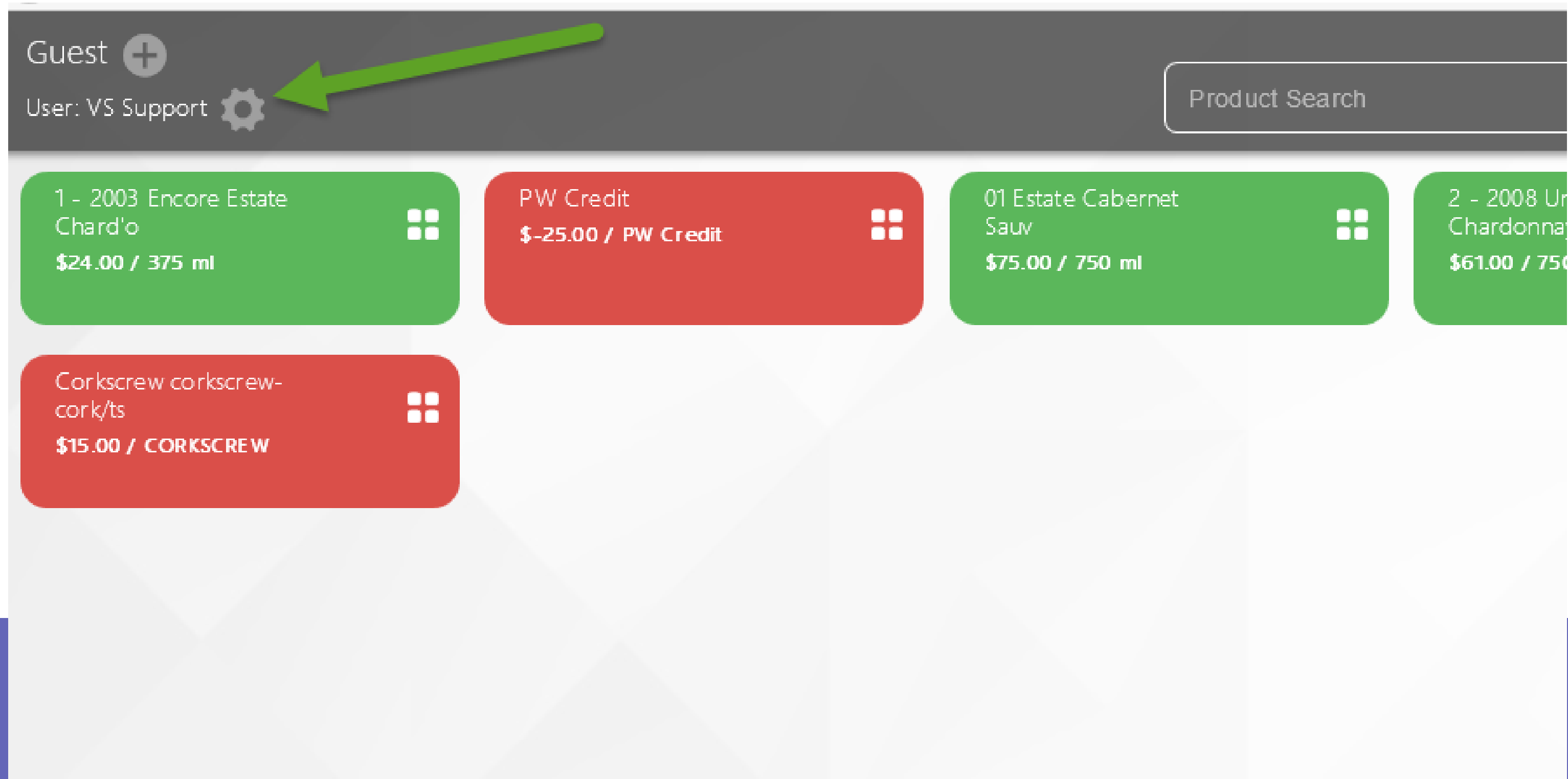
The screenshot shows a POS system interface with a table of orders. The table has four columns: Order #, Name, Order Total, and Status. The first row shows order 158104 for Arthur Dent with a total of \$221.09 and a 'VOID NOW' button. The second row shows order 158103 for Lizzie Bennet with a total of \$79.12 and a 'Voided' status. A red arrow points to the 'Voided' status. The background is a blurred grid of buttons.

Order #	Name	Order Total	Status
158104	Arthur Dent	\$221.09	<a href="#">VOID NOW</a>
158103	Lizzie Bennet	\$79.12	Voided

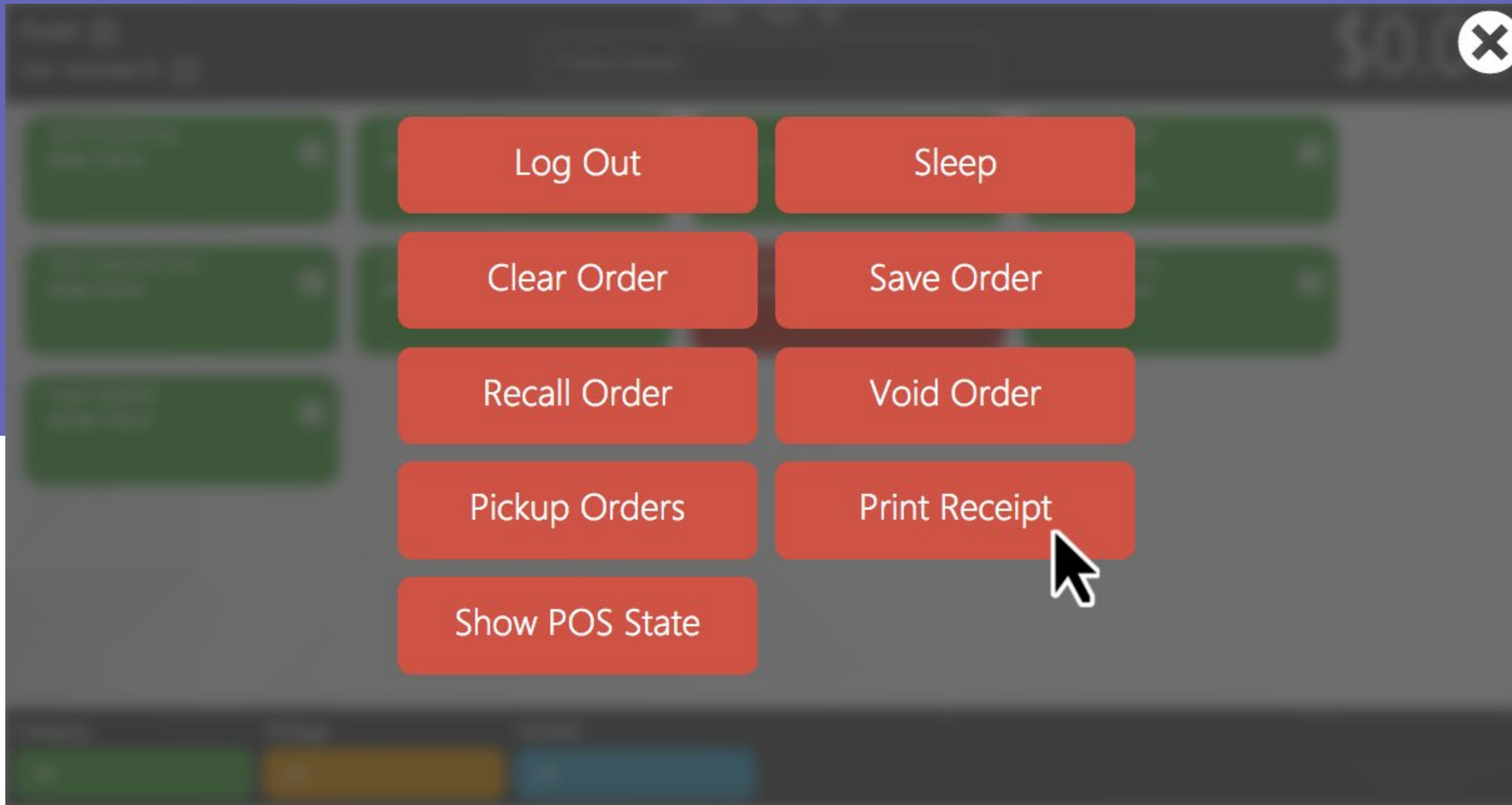
Re-Printing

Receipts

# 1. Tap the Cashier Options (Gear Icon)



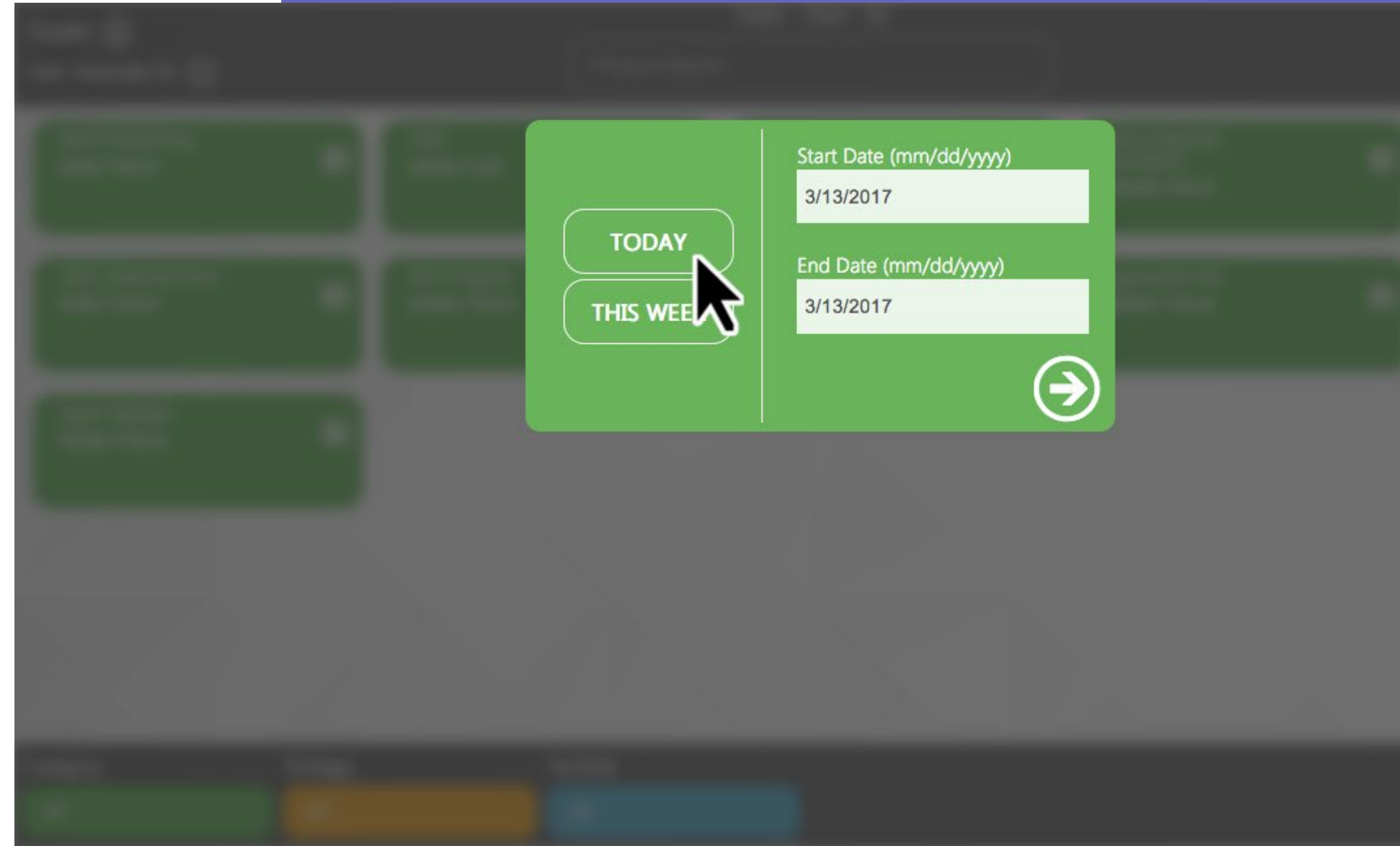
## 2. Tap 'Print Receipt'



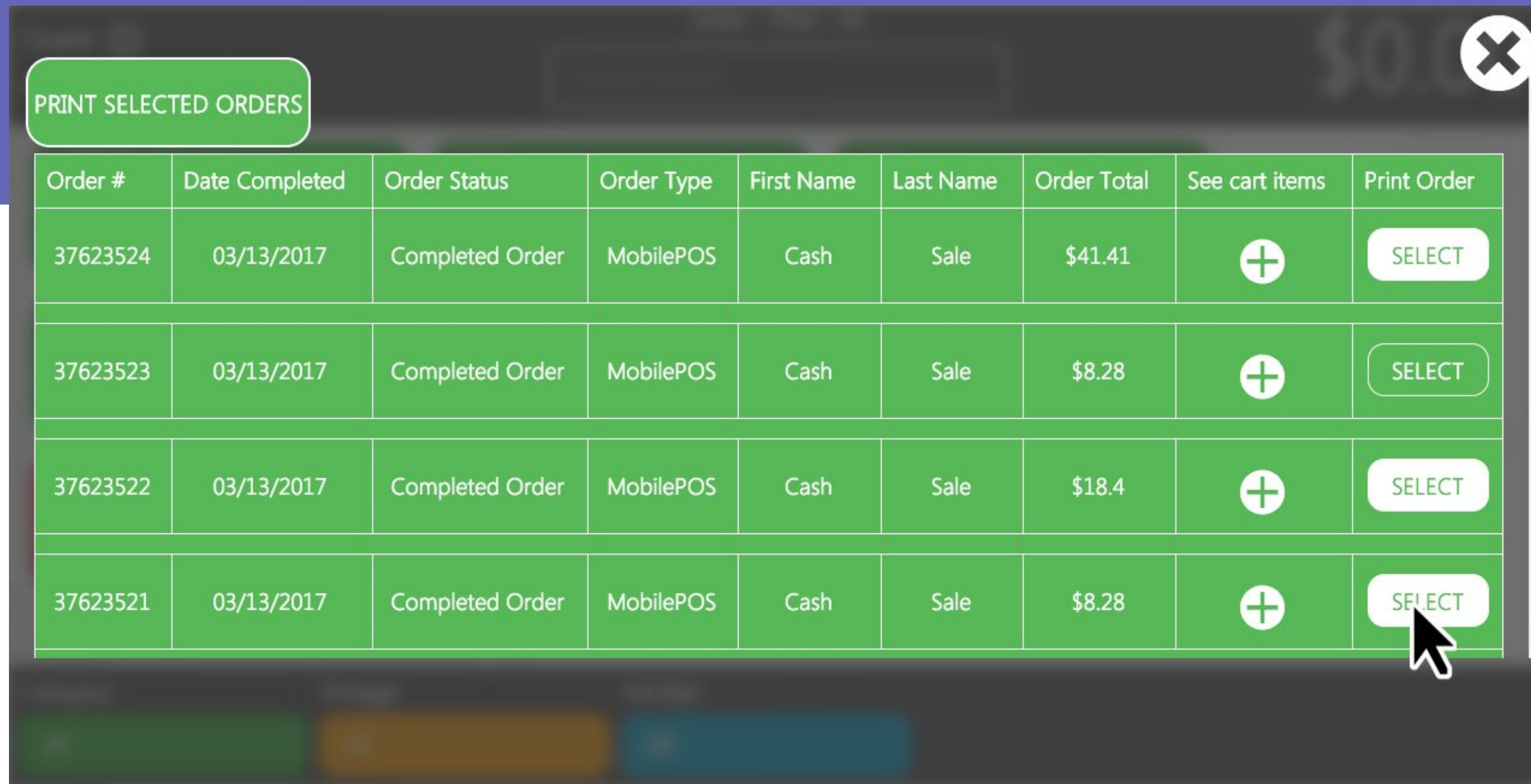
## 2. There are 3 options:

- Today – populate today's date
- This Week - populate the current week (Sunday - Saturday)
- Custom Date Range – Input start and end date

## 3. Tap the arrow to search



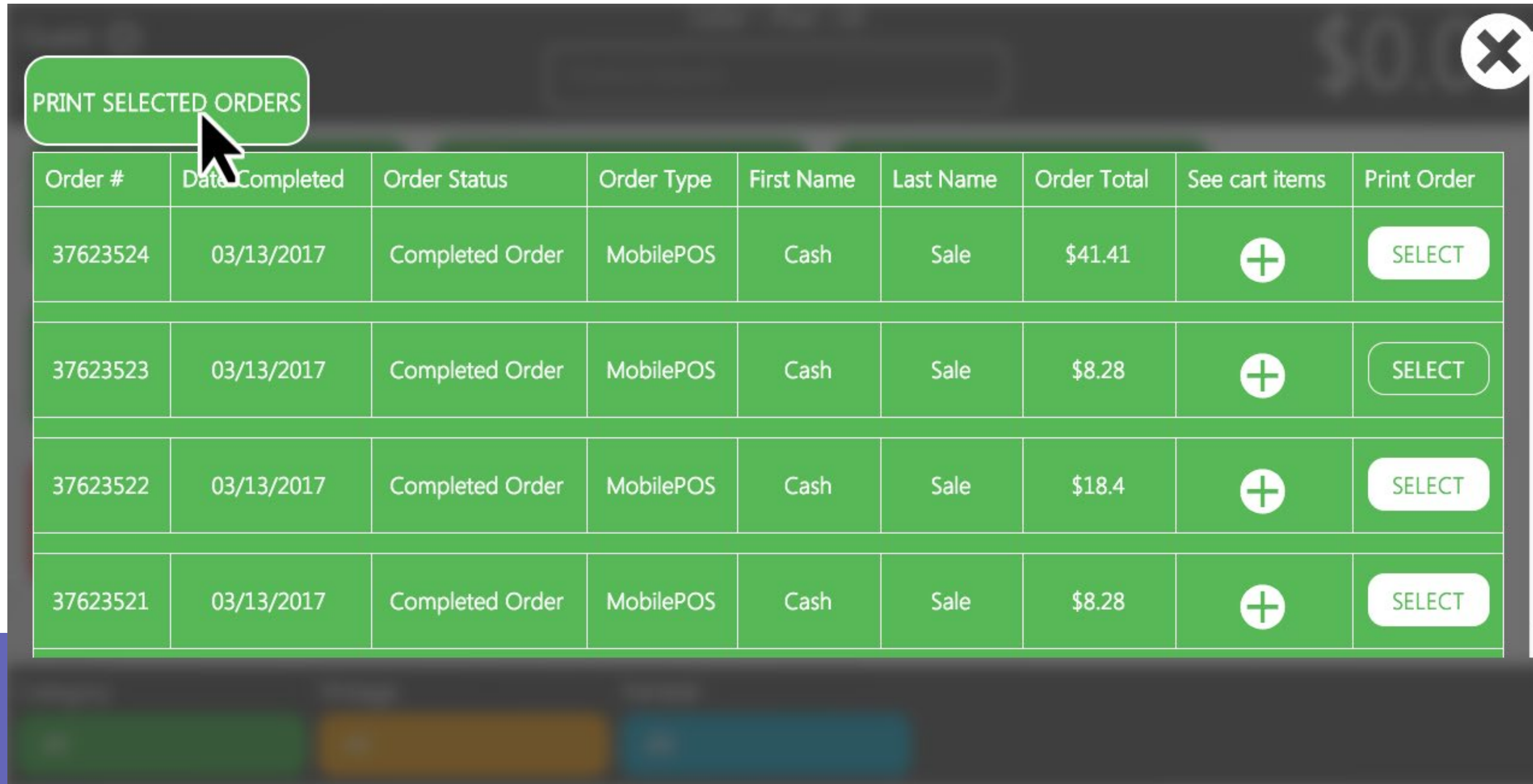
4. Select the receipts you wish to print. When selected the 'SELECT' button will turn white



The screenshot shows a mobile application interface with a dark background. At the top left, there is a green button labeled "PRINT SELECTED ORDERS". Below it is a table with four rows of order data. Each row has a white "SELECT" button in the "Print Order" column. A mouse cursor is pointing at the "SELECT" button for the last row. In the top right corner of the interface, there is a white "X" icon in a circle. The table columns are: Order #, Date Completed, Order Status, Order Type, First Name, Last Name, Order Total, See cart items, and Print Order.

Order #	Date Completed	Order Status	Order Type	First Name	Last Name	Order Total	See cart items	Print Order
37623524	03/13/2017	Completed Order	MobilePOS	Cash	Sale	\$41.41	+	SELECT
37623523	03/13/2017	Completed Order	MobilePOS	Cash	Sale	\$8.28	+	SELECT
37623522	03/13/2017	Completed Order	MobilePOS	Cash	Sale	\$18.4	+	SELECT
37623521	03/13/2017	Completed Order	MobilePOS	Cash	Sale	\$8.28	+	SELECT

# 5. Tap the 'PRINT SELECTED ORDERS' button



The screenshot displays a mobile application interface with a dark background. At the top left, there is a green button labeled 'PRINT SELECTED ORDERS' with a white mouse cursor icon pointing to it. In the top right corner, there is a white circular icon with a black 'X'. Below the button is a table with a light green background and white text. The table has nine columns: 'Order #', 'Date Completed', 'Order Status', 'Order Type', 'First Name', 'Last Name', 'Order Total', 'See cart items', and 'Print Order'. There are four rows of data, each representing a completed order. Each row includes a 'SELECT' button in the 'Print Order' column. A white mouse cursor icon is also visible over the first row's 'Date Completed' cell.

Order #	Date Completed	Order Status	Order Type	First Name	Last Name	Order Total	See cart items	Print Order
37623524	03/13/2017	Completed Order	MobilePOS	Cash	Sale	\$41.41	+	SELECT
37623523	03/13/2017	Completed Order	MobilePOS	Cash	Sale	\$8.28	+	SELECT
37623522	03/13/2017	Completed Order	MobilePOS	Cash	Sale	\$18.4	+	SELECT
37623521	03/13/2017	Completed Order	MobilePOS	Cash	Sale	\$8.28	+	SELECT

Troubleshooting

Basics

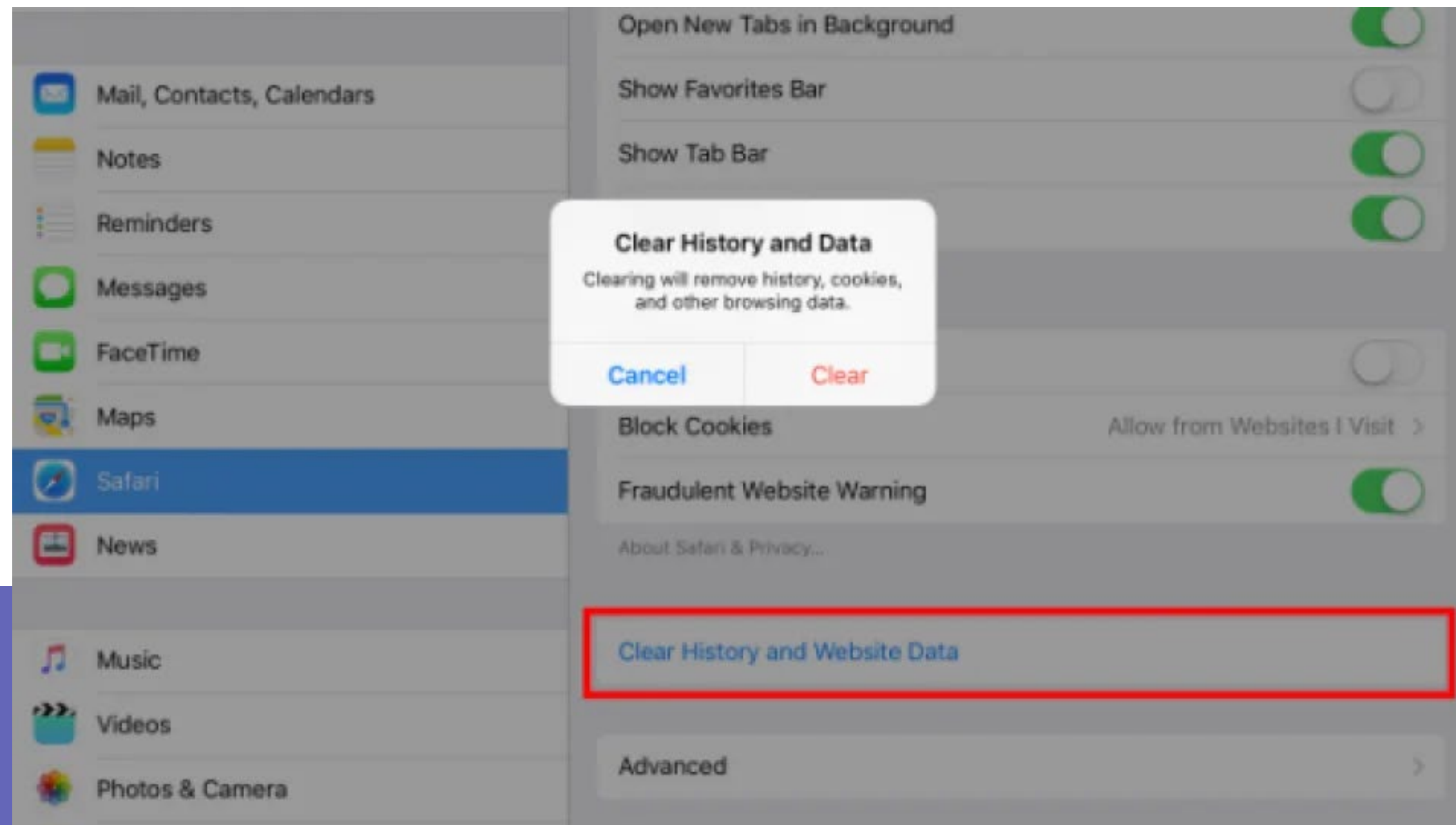
# 1. Close Open Apps

- From the Home Screen, swipe up from the bottom of the screen and pause in the middle of the screen.
- Swipe right or left to find the app that you want to close.
- Swipe up on the app's preview to close the app.

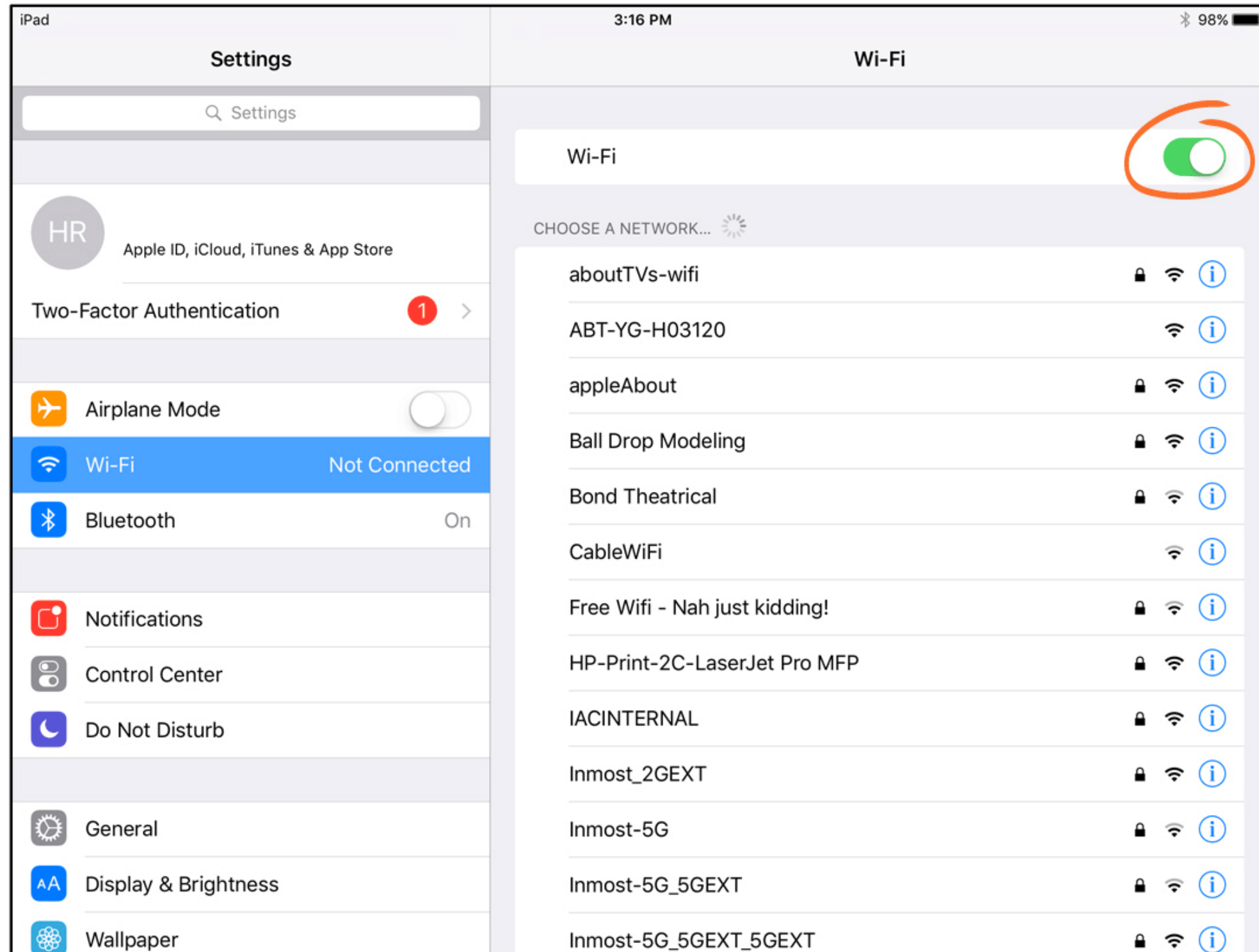


## 2. Clear Cache

- Open Settings and scroll down to the fifth group of options (with mail at the top). Tap Safari.
- Scroll down to a line saying "Clear History and Website Data" and tap it.
- Tap on "Clear History and Website Data" – job done!



# 3. Check WiFi



< Updates



vinSUITE

Diamond Touch, Inc.

UPDATE



17+  
Age



What's New

Version History

This release is compatible with the newest Walker C2X credit card readers.

1mo ago  
Version 1.9.7

Preview

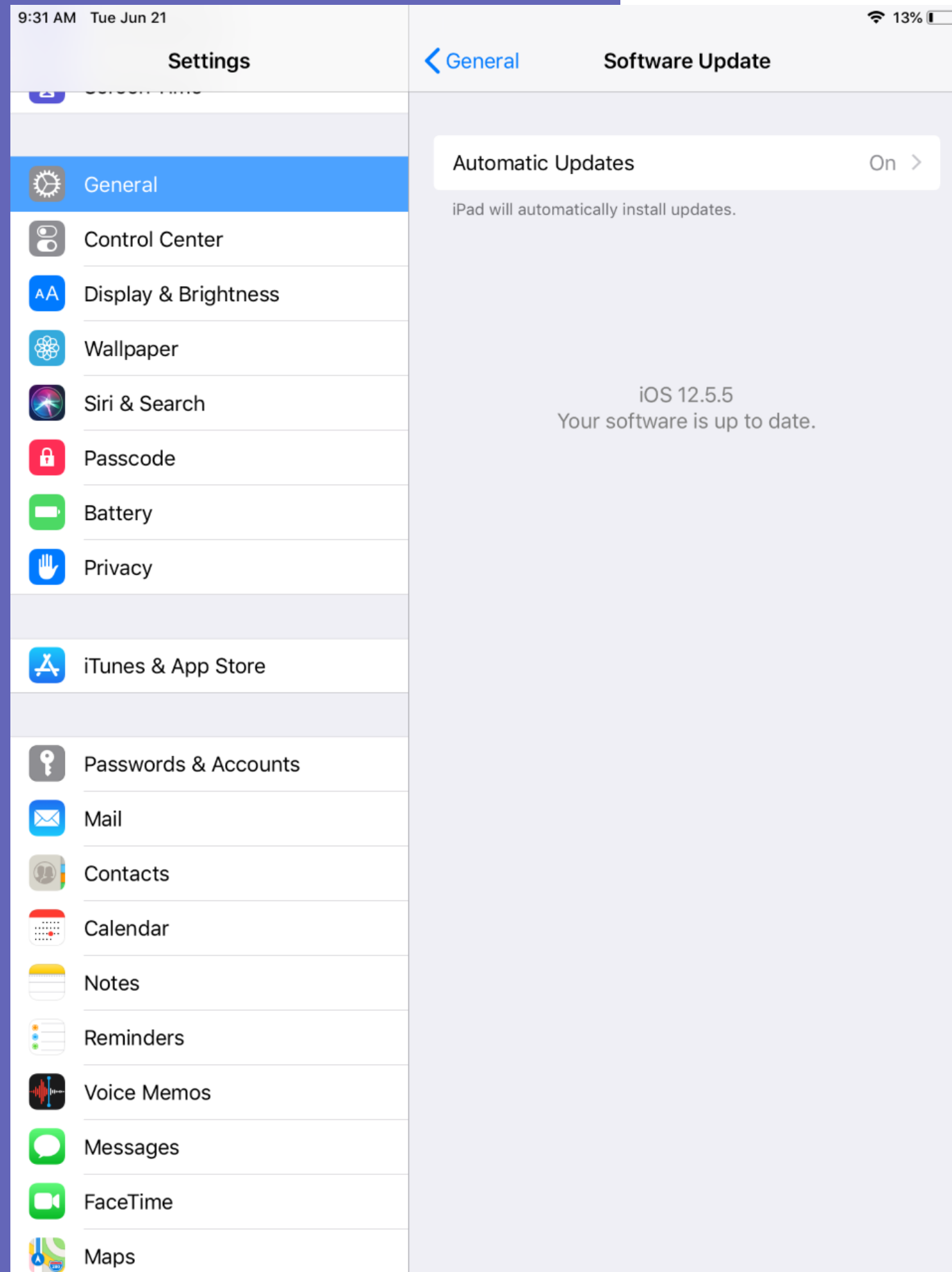


iPad

Point of sale application for the wine industry.

Diamond Touch, Inc.  
Developer

# 4. Check for updates in the TabletPOS App



# 5. Check for updates in the IOS

# Questions

Can we do wine club swap-outs on the TabletPOS? Or are wine club pickups set in stone?

Best practices for handling saved orders. Especially closing out of a saved order to start a new order.

How to add the wireless card

Swiper?

Sales reports, splitting charges,  
tabs, holding orders & deleting  
incomplete orders

Help Articles: [vinsuite.force.com](http://vinsuite.force.com)

Support: E: [support@vinsuite.com](mailto:support@vinsuite.com) P: 707.253.7400 x2

Thank you!