



user guide

name insights interests

data location

email transactions

Customer Engagement

place trends

time product SKU price

posiQ



< getting started >

< Hardware >



Interact with multiple campaigns and program styles at one time with the most expansive and user-friendly POS register interface on the market today

Tablet



[Telpo C11](#)



[Telpo C11 video](#)

Tablet Printer



[SPRT guide](#)



[SPRT video](#)

Printing Method	Thermal Line
Effective Printing Width	72mm
Paper Width	79.5±0.5mm
Screen size	7inch
Printing Speed	150mm/s

Scanning Solutions



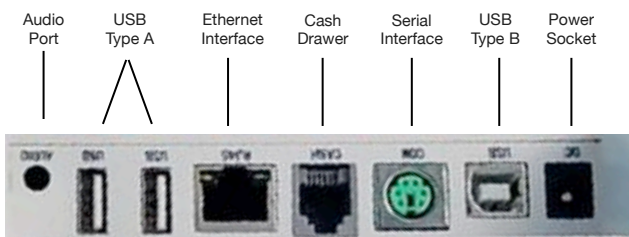
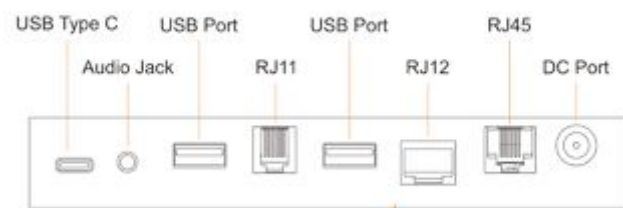
If using an HID Cable or bluetooth connection to for sending scanned data from **posIQ** to your POS.



[Link to Intelletto HID brochure](#)



[Link to Intelletto Bluetooth brochure](#)



If using a Microsoft network connection to for sending scanned data from **posIQ** to your POS.

[Request Scan Forward software](#)

< Software >

Required Apps



Google Play Store Account

You need a Google Play Store account to download **posIQ** and other Apps from the store.



Email Addresses

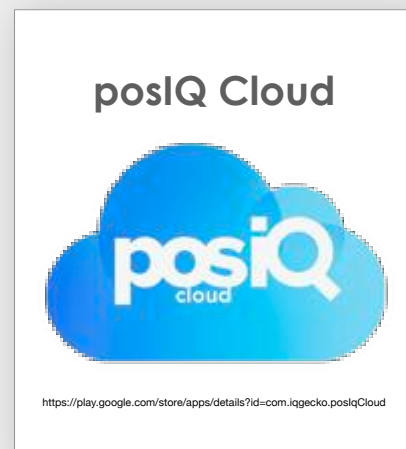
posIQ turbocharges your POS. With the press of a button you can email the POS Receipt to your customer.

To do this **posIQ** should have a dedicated receipt email address. We recommend that you create an email address that refers to both the receipt and your company.

Some examples are:

- Your_Receipt@iqgecko.com.au
- IQGecko_Receipt@gmail.com

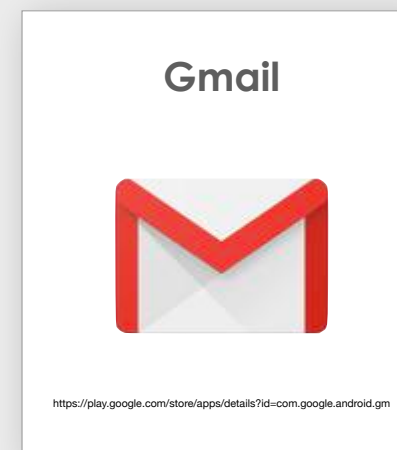
Login with your Google Play Store account and download + install + open the following Apps.



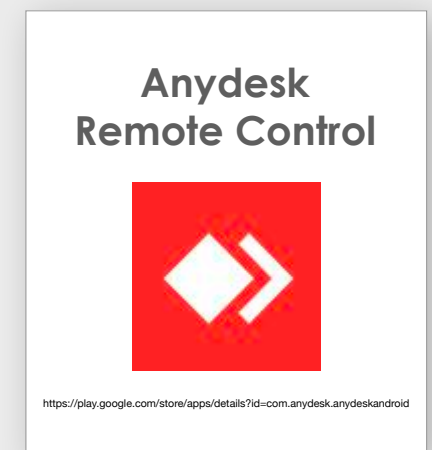
The posIQ Cloud app allows merchants to lookup member, sales data capture and much more.



The Print engine app that posIQ uses to print receipts on the POS receipt printer.



Allows posIQ to send technical issue emails to the posIQ support team.



Allows for a tech support person to log in remotely to troubleshoot with you.

< **posIQ** in 12 Steps >



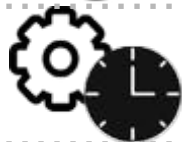
Plug in **posIQ** with the included power supply and cable, connect the to the wall and posIQ.



Connect **posIQ** onto the Local Area Network (LAN) via a Cat5e cable.



Turn On **posIQ** power via the power button/switch.



In the hardware device settings, ensure the **Clock** is set to the correct time (your local time zone).



In hardware device settings, set your **posIQ** with a static I/P address.



Open, register and sign into **posIQ app** and test credentials.



Create **posIQ** I/P printer on POS (noting that the POS should be set to **Always Print**).



Configure **posIQ** to print to the receipt printer.



SKU data sent to POS with selected **posIQ** interface solution (HID cable, bluetooth or software).



Adjusting your **posIQ** setting preferences.



Member engagement with **posIQ**.



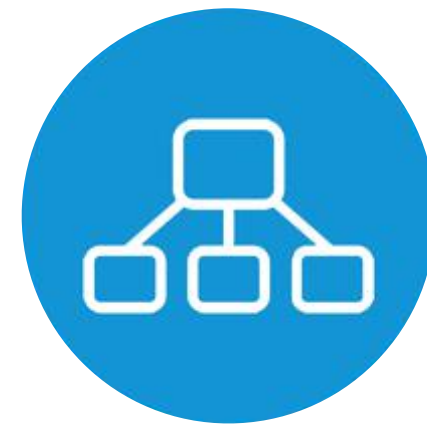
Updating the **posIQ** app.



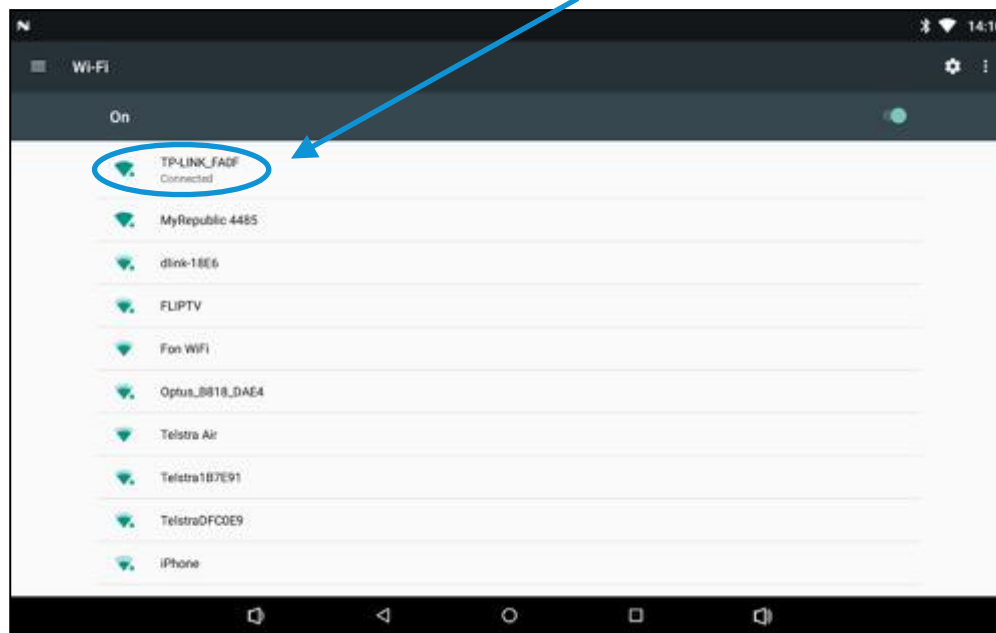
< static i/p network >

< Static I/P Address >

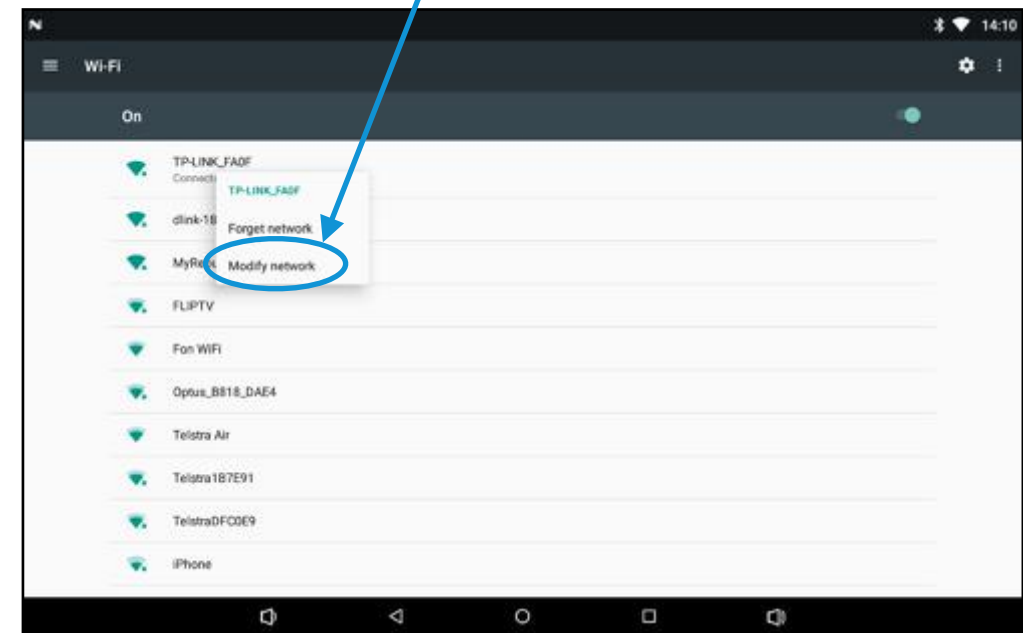
Set a static I/P address on posIQ so that it will remain the same even if the device or network is switched off and on



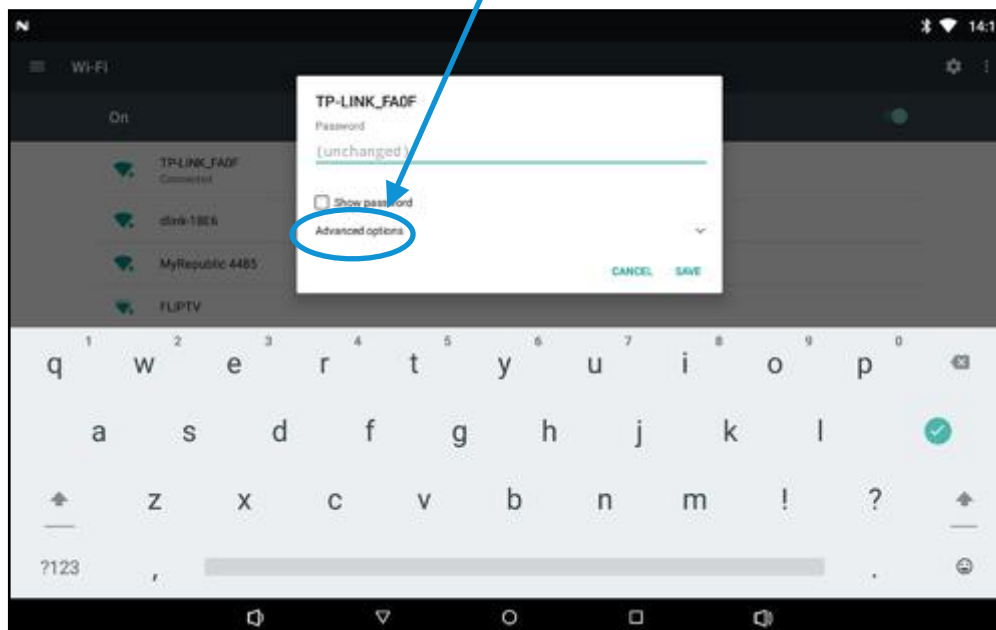
1. Press and Hold your I/P or WiFi network



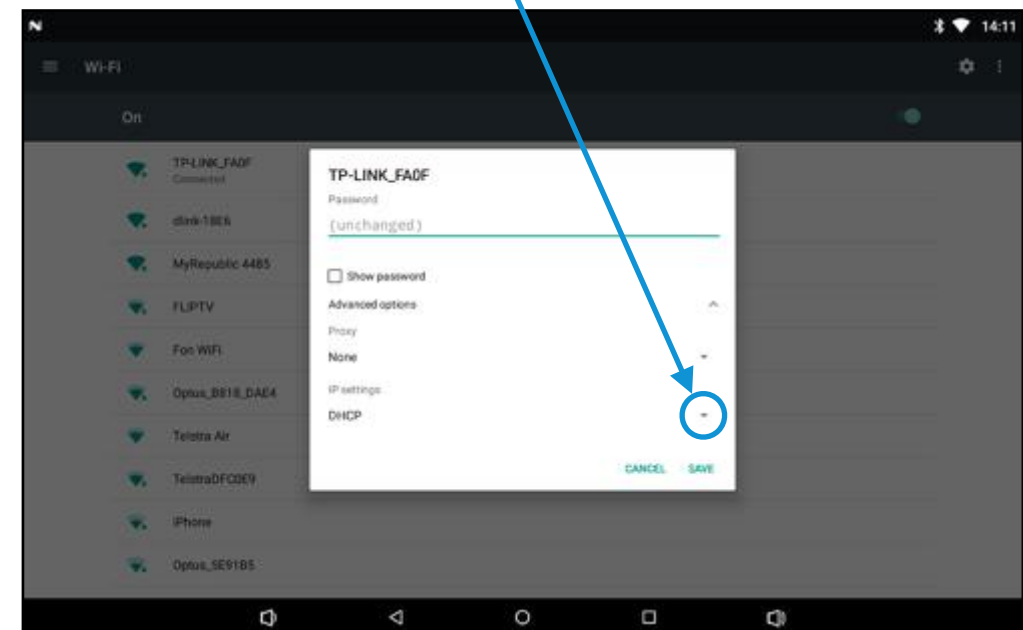
2. Select 'Modify Network'



3. Select 'Advanced Options'



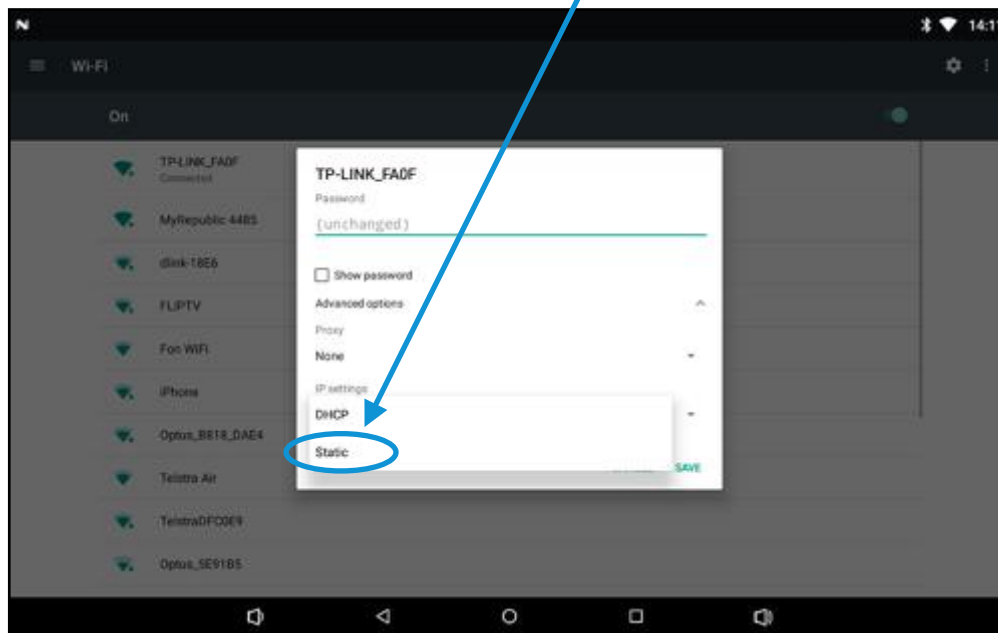
4. Select DHCP dropdown arrow



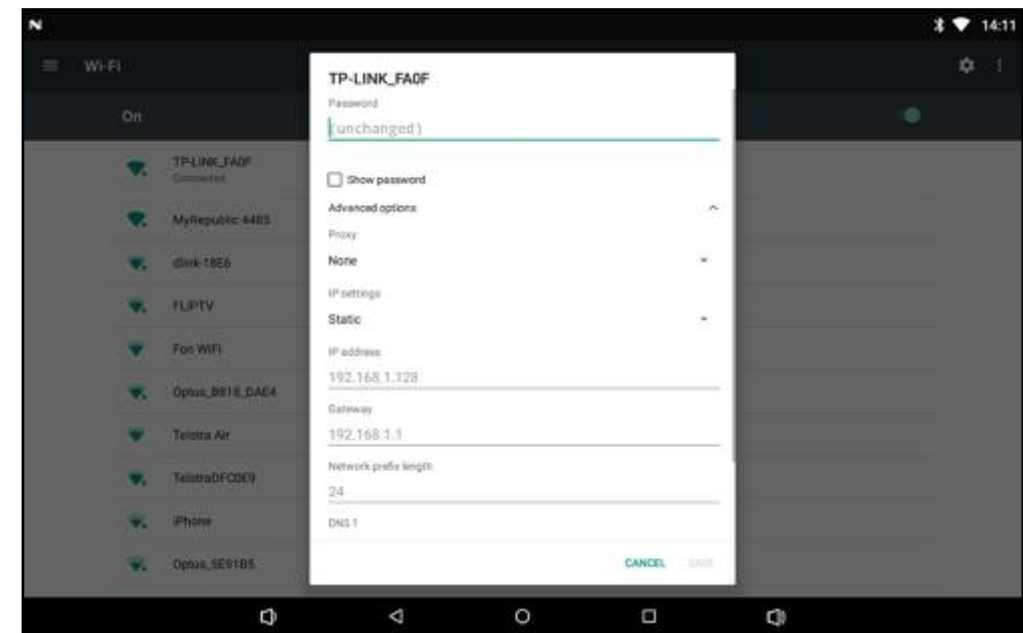
< Static I/P Address >



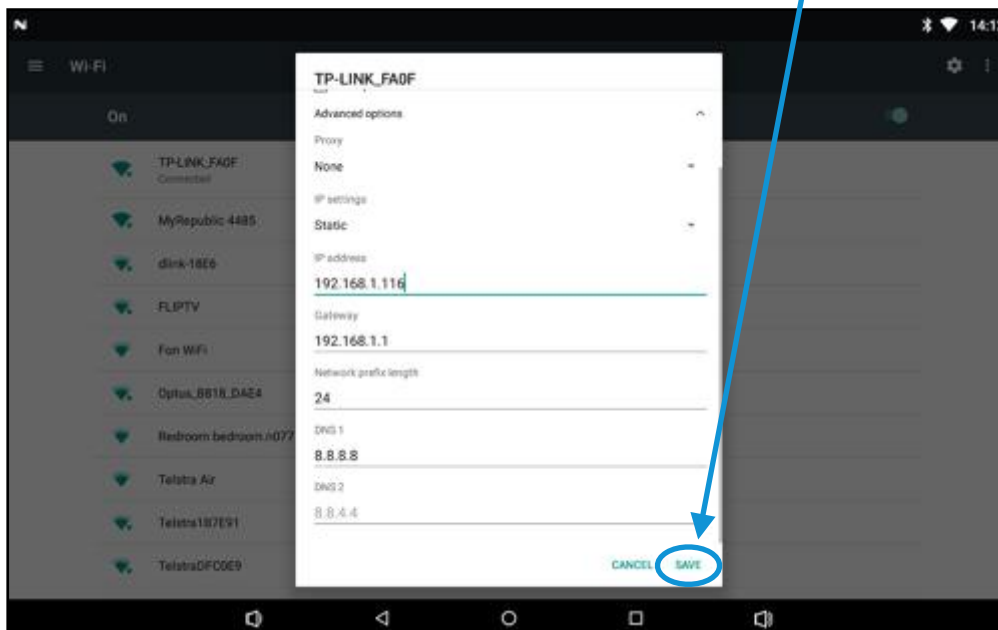
5. Select 'Static'



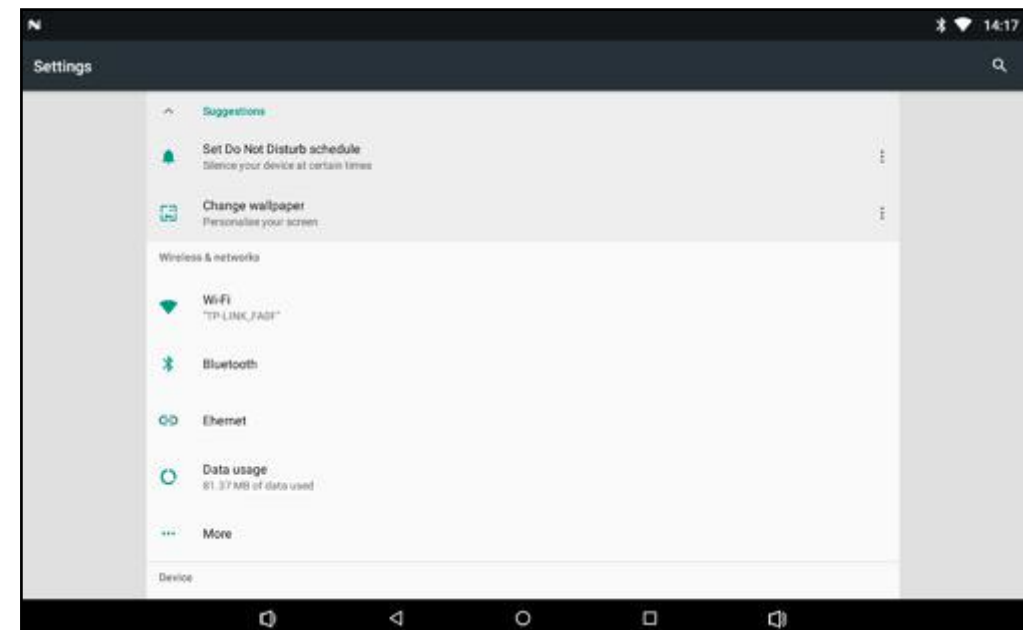
6. Screen should then look like this



7. Confirm I/P address and select 'Save'



8. Screen should then look like this





< registration >

< posIQ Registration >

Register Hardware Device



Open posIQ App and register your Android device

4:37 ⓘ

posIQ Cloud

iqgecko

Please enter your details

Device Name	Device Name	SPRT (example)
Device Details	Device Details	Printer Tablet 1 (example)
Agency Identifier	Agency Identifier	Your Agency (and listed in posIQ Cloud).
Merchant Identifier	Merchant Identifier	As set up by the Agency in posIQ Cloud
Store email	Store email	Note: The Store Email registered by the Agency in the posIQ Cloud is required as it is linked with the Device.

SUBMIT

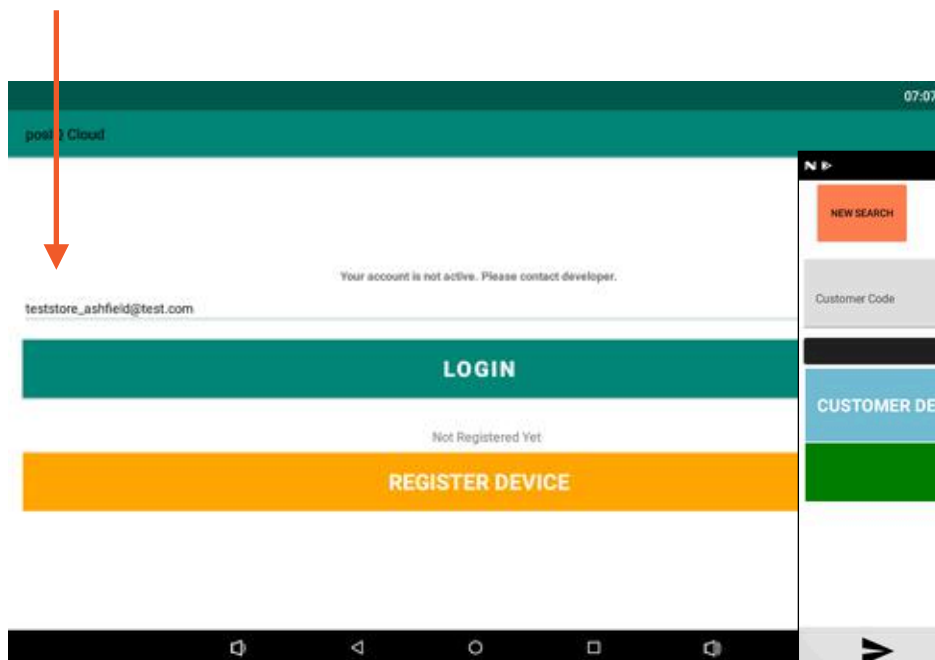
< posIQ Registration >

Test Credentials

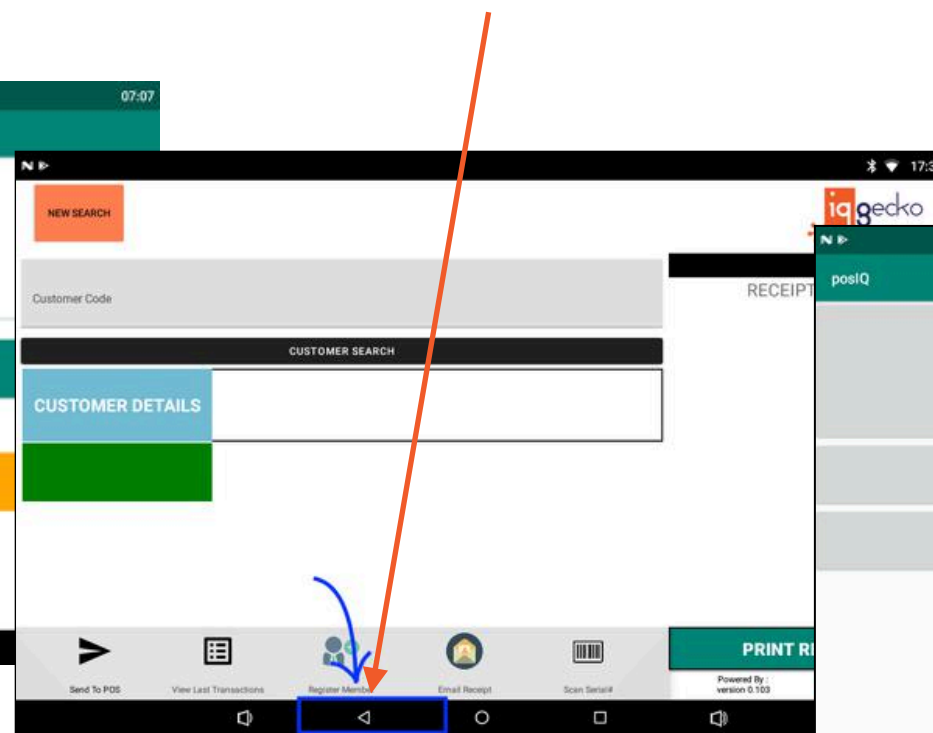


- 1 After your device has been authorised on the posIQ Cloud servers, log into the Device using the registered email address (Store email)
- 2 Restart posIQ app (close/open) and it should auto-log in
- 3 Follow the below steps in the posIQ settings to test credentials

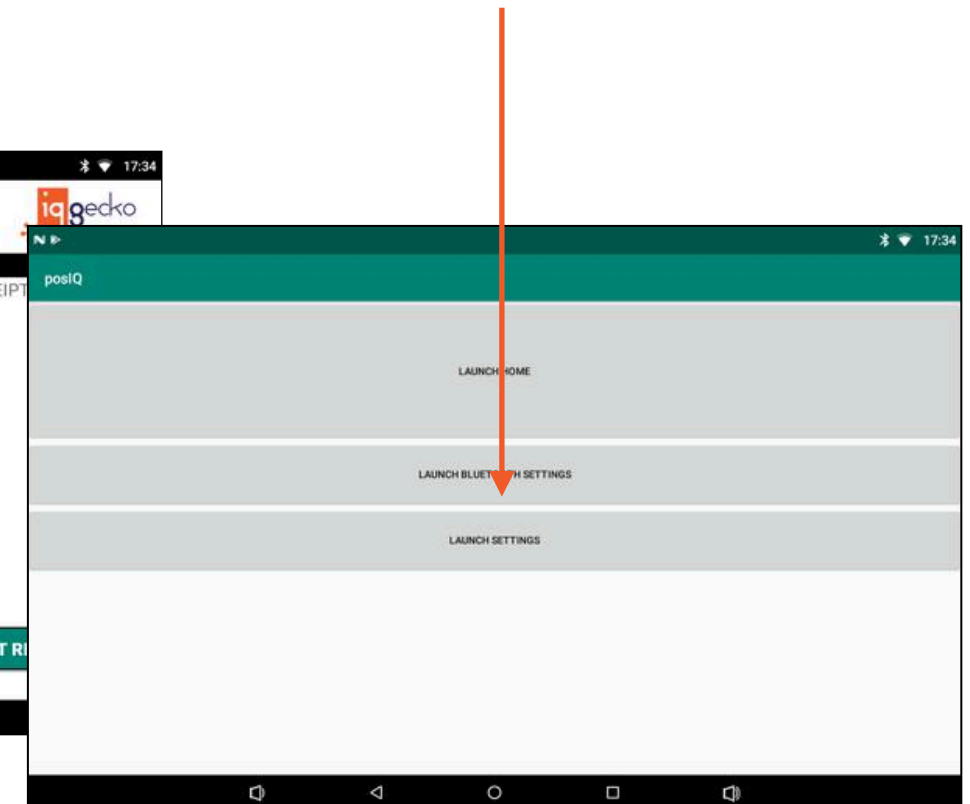
A. Log in with registered 'Store Email' address



B. Select 'Back' button



C. Select 'Launch Settings'



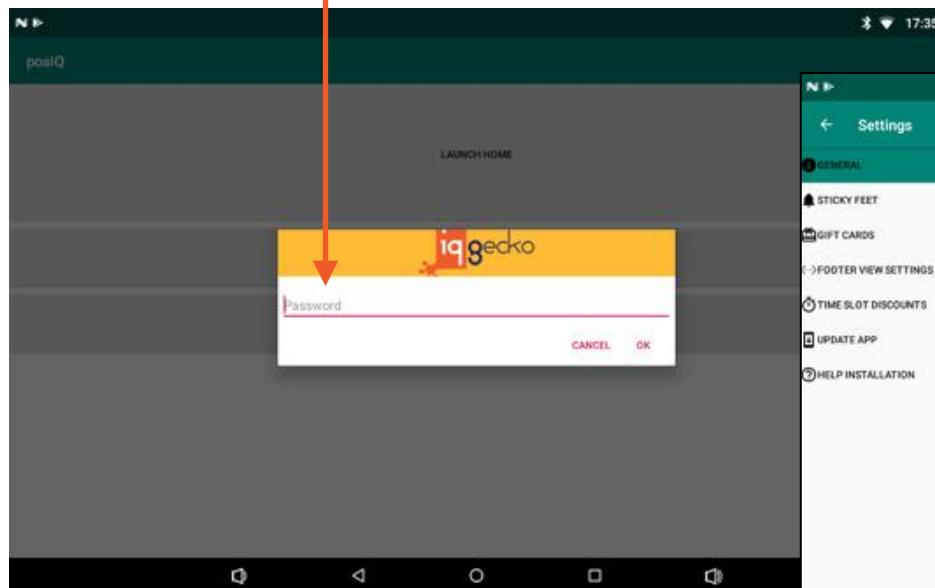
< posIQ Registration >

Test Credentials

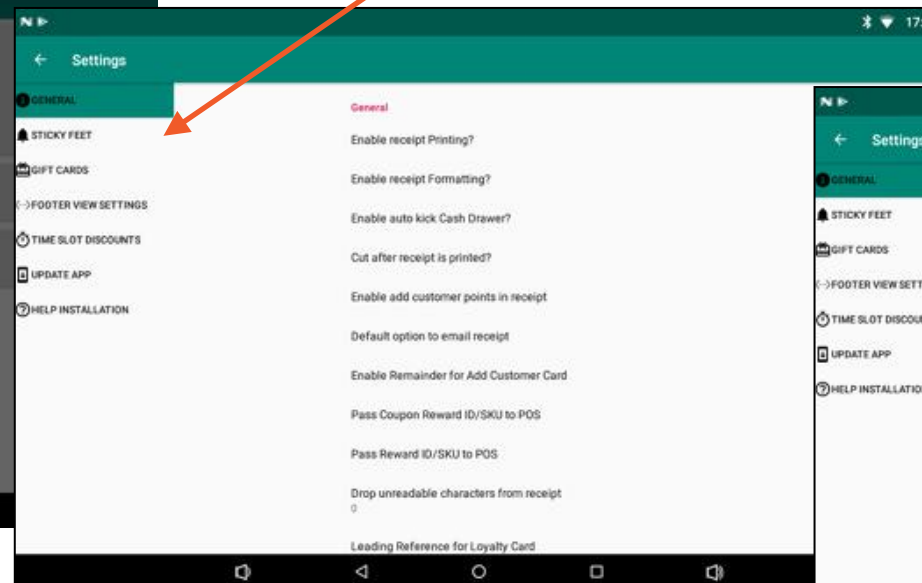


- 1 After your device has been authorised on the posIQ Cloud servers, log into the Device using the registered email address (Store email)
- 2 Restart posIQ app (close/open) and it should auto-log in
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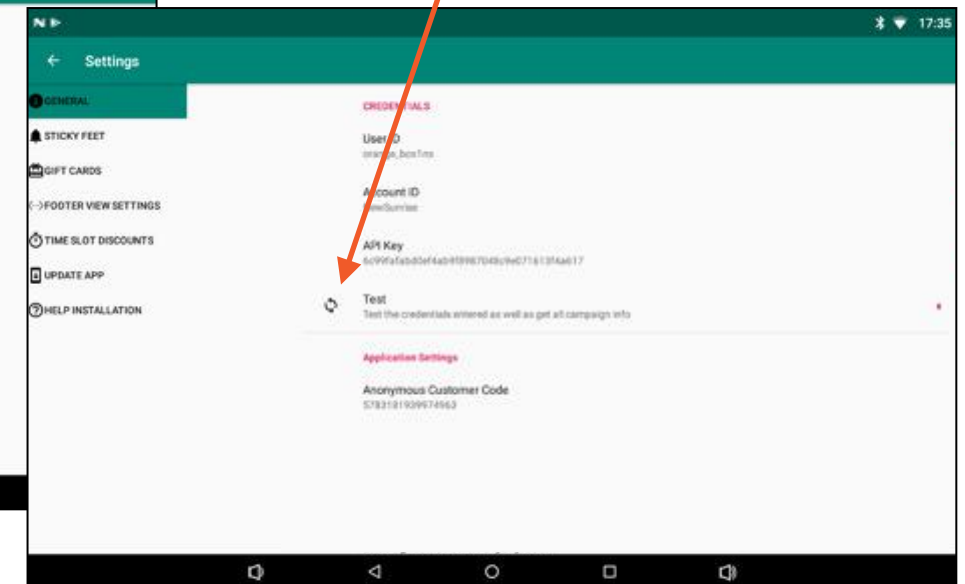
D. Login with **Password** (123456)



E. Select '**STICKYFEET**'



F. Select '**Test**'



< posIQ Registration >

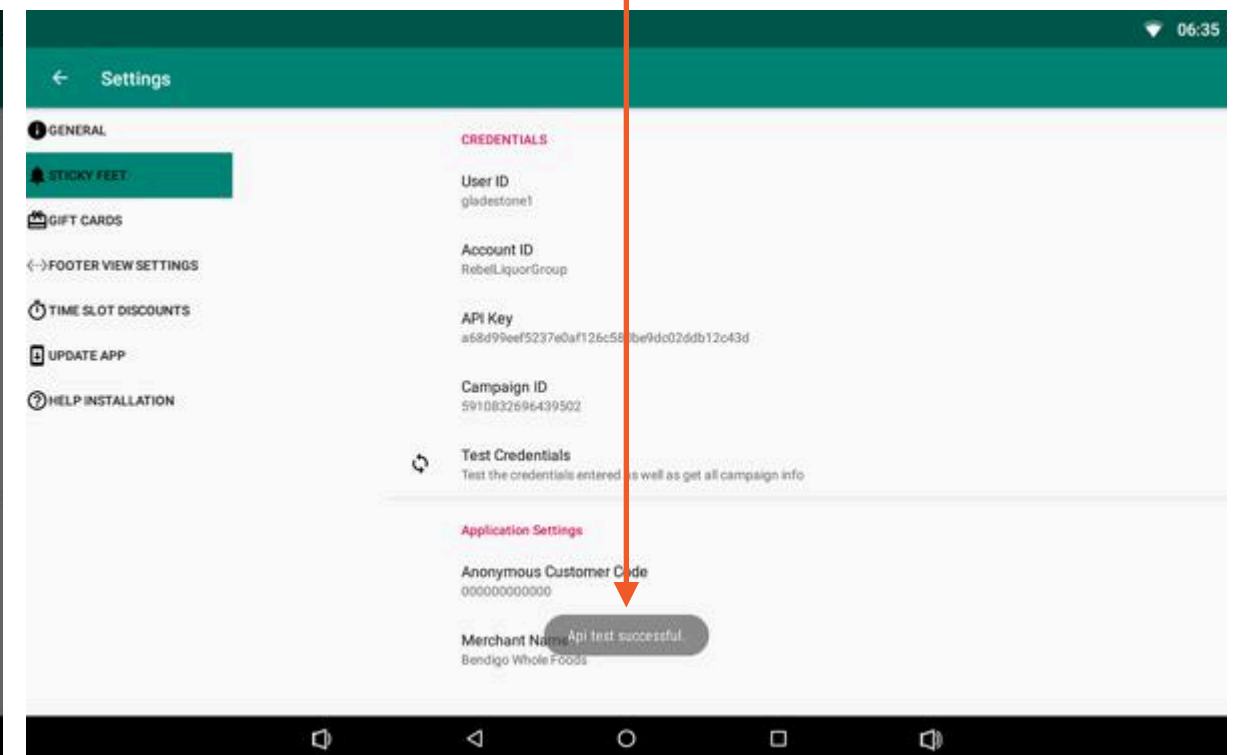
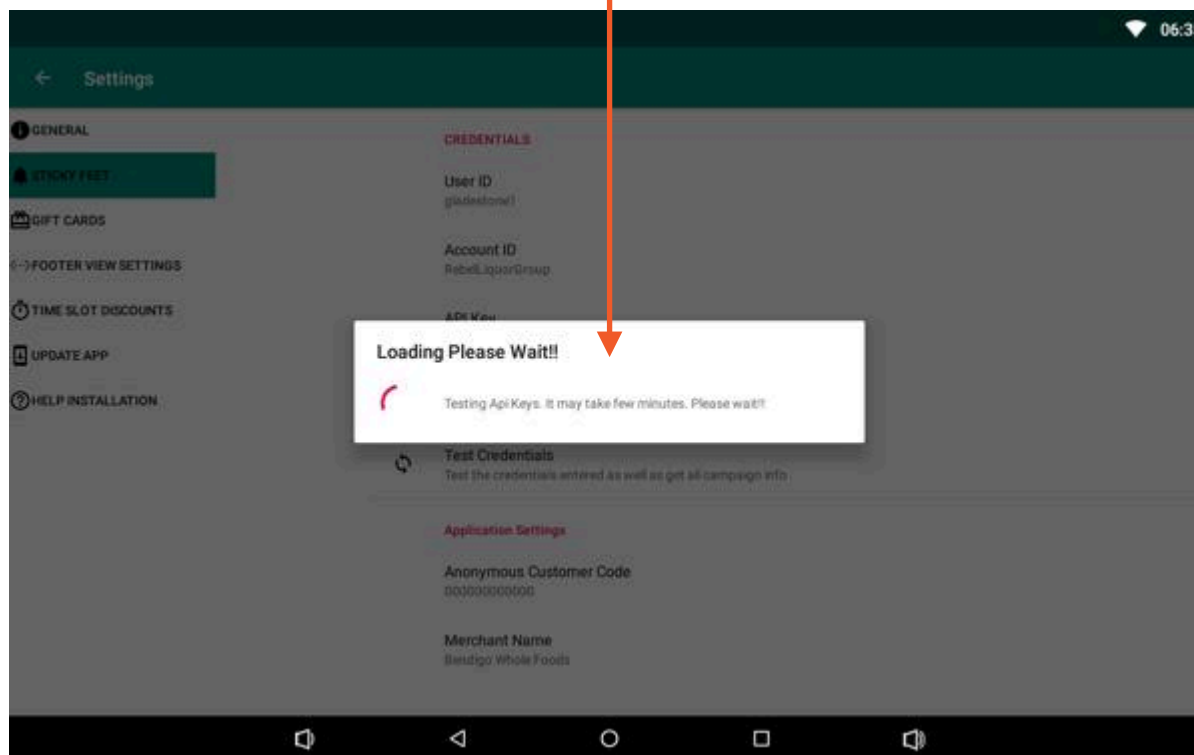
Test Credentials



- 1 After your device has been authorised on the posIQ Cloud servers, log into the Device using the registered email address (Store email)
- 2 Restart posIQ app (close/open) and it should auto-log in
- 3 Follow the below steps in the posIQ settings to test credentials

G. posIQ will test the API credentials
note: It may take a few minutes

H. 'API Test Successful' should display
note: If not successful then please review settings and/or contact your agency



< receipt printing >

< Print Workflow >

Receipts are printed to posIQ and then to the printer



- 1 POS printer receipt data is sent to posIQ via I/P address
- 2 posIQ displays the receipt information
- 3 posIQ uploads the receipt data to the member's account
- 4 posIQ prints to the receipt printer (receipt printer can be connected by USB or I/P)



< Receipt Printing >

Pointing the POS receipt printer to posIQ

POS must be set to

Always

Print

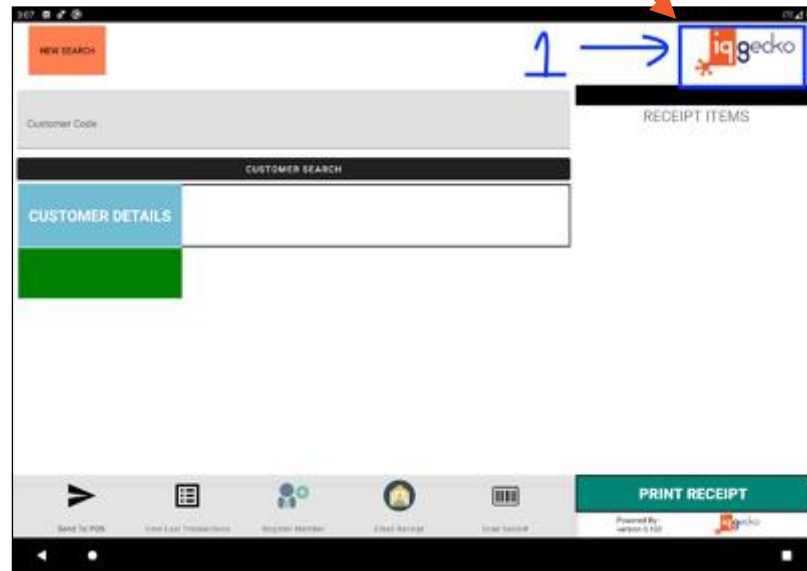


Setting the POS network receipt printer I/P address is a mandatory step

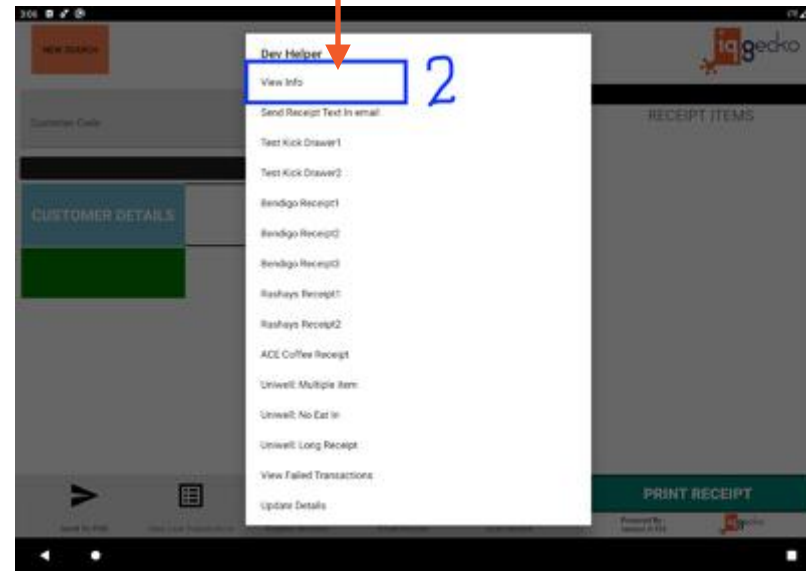
You can find the **posIQ** I/P address by pressing the logo in the top-right corner of **posIQ**

IMPORTANT: the POS must be set to 'Always Print' so that **posIQ** captures the transactions

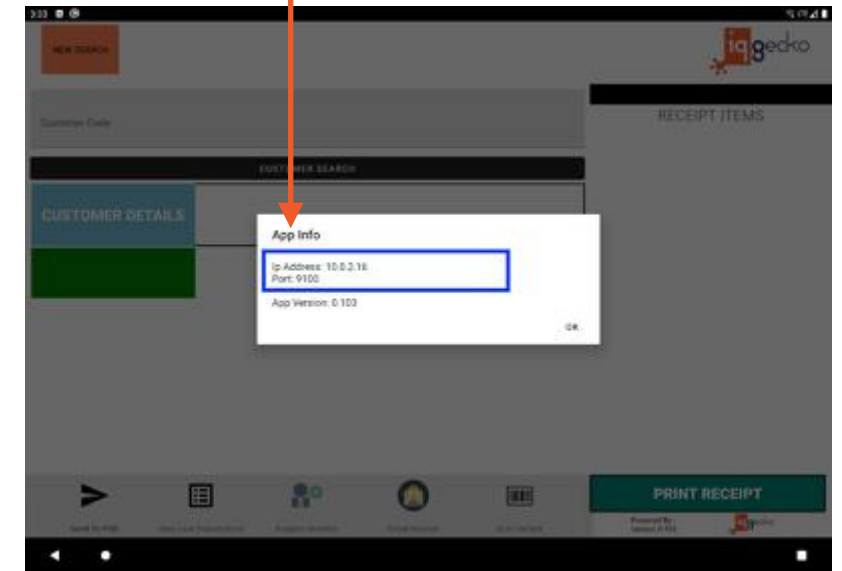
A. Press the logo
note: top right-hand of posIQ



B. Select 'View Info'



C. Note the posIQ I/P Address + Port



< Receipt Printing >

Pointing the POS receipt printer to posIQ



Below are the settings to be made on your POS

1. SNMP & LPR **Off**

2. Protocol set to 'Raw'

3. posIQ I/P address

4. Setup a new 'posIQ' printer

Configure Standard TCP/IP Port Monitor

Port Settings

Port Name: 192.168.1.186

Printer Name or IP Address: 192.168.1.186

Protocol: Raw LPR

Raw Settings

Port Number: 9100

LPR Settings

Queue Name:

LPR Byte Counting Enabled

SNMP Status Enabled

Community Name: public

SNMP Device Index: 1

OK Cancel

TEST POSIQ Properties

Security Device Settings Printer Commands Font Selection

General Sharing Ports Advanced Color Management

Always available

Available from 12:00 AM To 12:00 AM

Priority: 1

Driver: Generic / Text Only New Driver...

Spool print documents so program finishes printing faster

Start printing after last page is spooled

Start printing immediately

Print directly to the printer

Hold mismatched documents

Print spooled documents first

Keep printed documents

Enable advanced printing features

Printing Defaults... Print Processor... Separator Page...

OK Cancel Apply

< Receipt Printing >

Printing from posIQ to the receipt printer via the POS Print Driver ESC/POS App



1

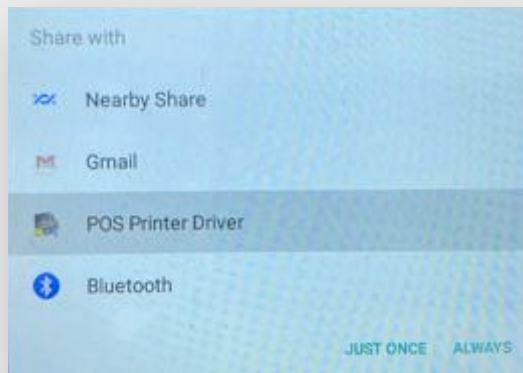
POS Printer Driver ESC/POS

<https://play.google.com/store/apps/details?id=com.fidelier.posprinterdriver>



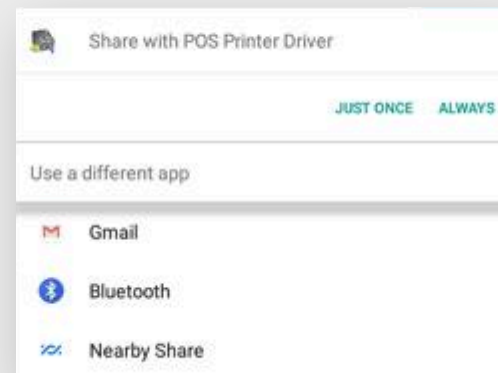
On posIQ open the 'POS Printer Driver' app.

2



Select 'POS Printer Driver' as your preferred printing method.

3

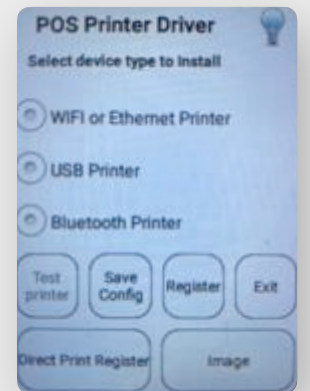


Set up the posIQ receipt printer by only selecting the POS Print Driver 'ALWAYS'.

4



Select 'Config' and then select your print connection type.



5



Select whether a **USB** or **WiFi/Ethernet** printer and follow the prompts.

6

Test that **posIQ** prints and reprints receipts when the **Print Receipt** button is pressed.





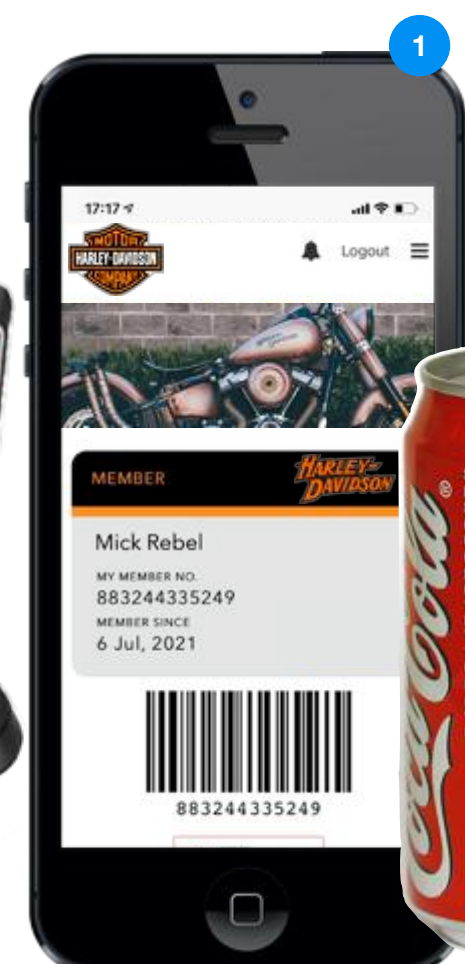
< sku data to pos >

< SKU Data Workflow >

Product and Reward SKUs are sent to the POS from posIQ



- 1 Whether scanned or done manually, member lookup requests are sent to the posIQ cloud (not the POS) and displayed on the posIQ terminal.
- 2 Product SKUs and Reward SKUs are sent to the POS via the **HID Cable^A** or **Bluetooth Dongle^B** or **ScanForward s/w^C**. ScanForward software is exclusively for for Microsoft powered POS.



HID Cable
Scanner > POS

< SKU data to POS >

Finding the HID Cable I/P Address



A. Scan your network to see all devices and their I/P addresses

IPv4 address	MAC address	Ping	Vendor
192.168.4.1	78:d6:d6:ac:6d:ed	●	eero inc.
192.168.4.20	00:11:32:94:9e:34	●	Synology Incorporated
192.168.4.21	78:d6:d6:aa:3f:6d	●	eero inc.
192.168.4.22	78:d6:d6:a8:be:0d	●	eero inc.
192.168.4.23	b6:f3:98:fe:1f:d7	●	
192.168.4.24	66:35:0f:98:73:db	●	
192.168.4.25	34:fd:6a:1f:77:4d	●	Apple, Inc.
192.168.4.26	d0:03:4b:35:d2:de	●	Apple, Inc.
192.168.4.27	c8:69:cd:2c:62:35	●	Apple, Inc.
192.168.4.28	88:4d:7c:86:cb:25	●	Apple, Inc.
192.168.4.34	3e:b5:68:ec:34:51	●	
192.168.4.35	82:5a:e2:1e:9a:83	●	
192.168.4.36	1a:80:69:01:2a:2a	●	
192.168.4.38	b0:0c:9d:8a:fd:e0	●	Quectel Wireless Solutions...
192.168.4.39	94:9f:3e:63:ba:27	●	Sonos, Inc.
192.168.4.40	94:9f:3e:63:ba:27	●	Sonos, Inc.
192.168.4.41	94:9f:3e:63:ba:27	●	Sonos, Inc.
192.168.4.44	f8:25:51:9d:ee:d9	●	Seiko Epson Corporation

B. Connect the HID Cable to your network with a Cat5 cable and plug the USB end into your POS

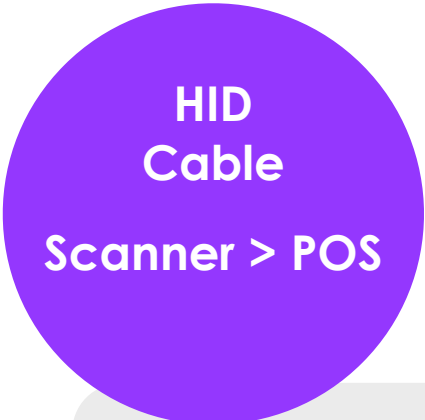


Ethernet to LAN

USB to POS

C. Scan your network again and see the newly added I/P address (in this example: 192.168.4.45)

IPv4 address	MAC address	Ping	Vendor
192.168.4.1	78:d6:d6:ac:6d:ed	●	eero inc.
192.168.4.20	00:11:32:94:9e:34	●	Synology Incorporated
192.168.4.21	78:d6:d6:aa:3f:6d	●	eero inc.
192.168.4.22	78:d6:d6:a8:be:0d	●	eero inc.
192.168.4.23	b6:f3:98:fe:1f:d7	●	
192.168.4.24	66:35:0f:98:73:db	●	
192.168.4.25	34:fd:6a:1f:77:4d	●	Apple, Inc.
192.168.4.26	d0:03:4b:35:d2:de	●	Apple, Inc.
192.168.4.27	c8:69:cd:2c:62:35	●	Apple, Inc.
192.168.4.28	88:4d:7c:86:cb:25	●	Apple, Inc.
192.168.4.34	3e:b5:68:ec:34:51	●	
192.168.4.35	82:5a:e2:1e:9a:83	●	
192.168.4.36	1a:80:69:01:2a:2a	●	
192.168.4.38	b0:0c:9d:8a:fd:e0	●	Quectel Wireless Solutions...
192.168.4.39	94:9f:3e:63:ba:27	●	Sonos, Inc.
192.168.4.40	94:9f:3e:63:ba:27	●	Sonos, Inc.
192.168.4.41	94:9f:3e:63:ba:27	●	Sonos, Inc.
192.168.4.44	f8:25:51:9d:ee:d9	●	Seiko Epson Corporation
192.168.4.45	68:27:19:88:ec:42	●	Microchip Technology Inc.



< SKU data to POS >

Setting the Static Address on the HID Cable



D. On your browser go to the newly added I/P address (in this example: 192.168.4.45)

E. Type in the newly added I/P address (in this example: 192.168.4.45)

F. Ensure that 'Static' and 'USB Keyboard Emulation' is selected (& other network information is correct)

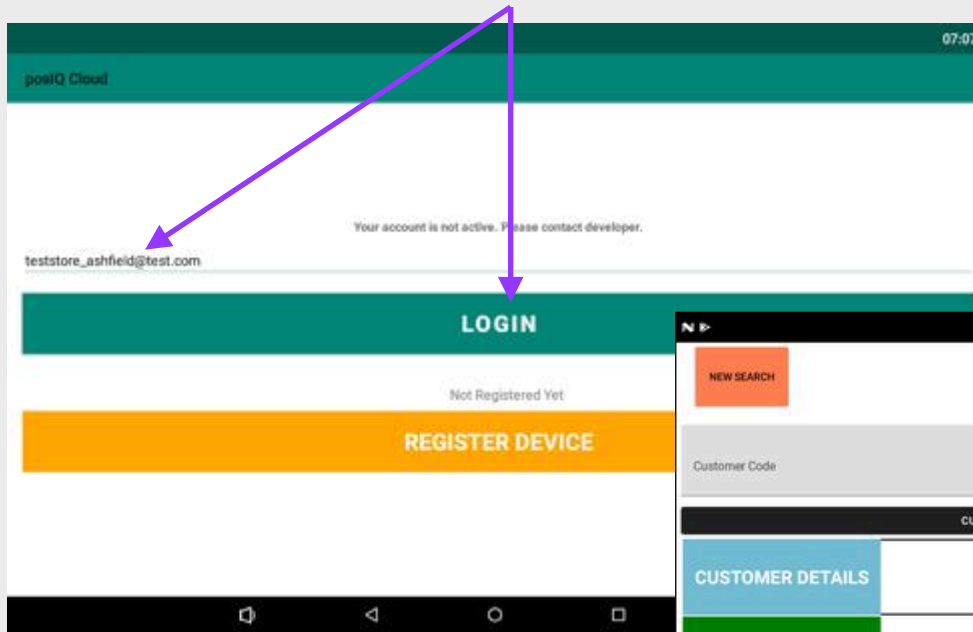
G. Select 'Save'. The HID Cable will restart displaying your settings

< SKU data to POS >

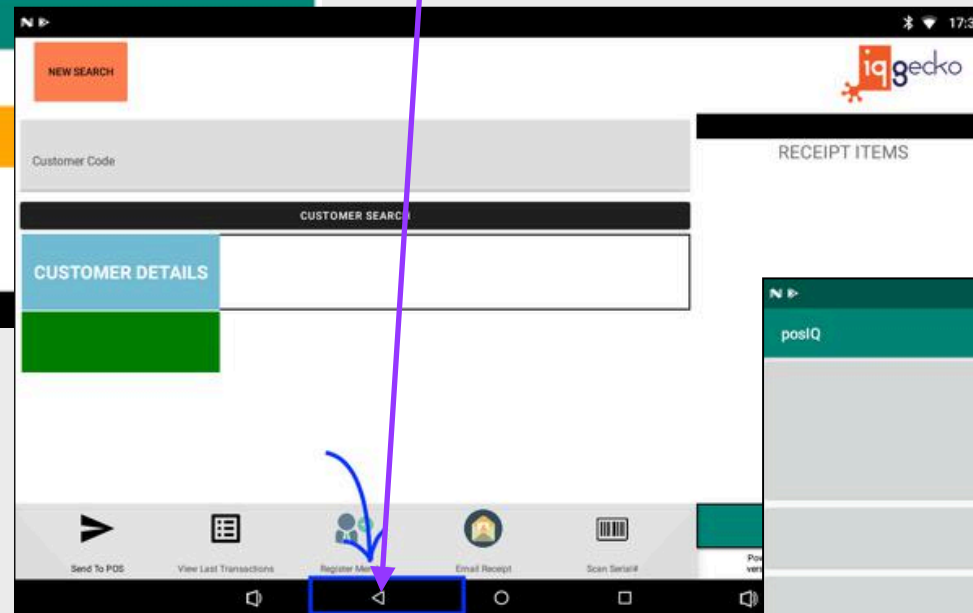
Configuring HID Cable I/P Details on posIQ



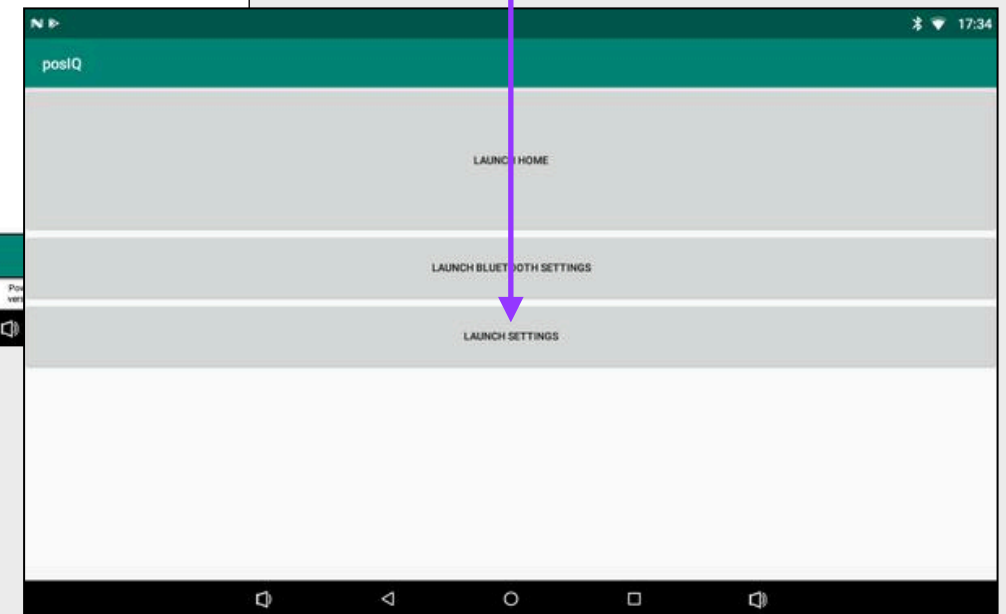
1. Log in with registered **Email Address**



2. Select '**Back**' button



3. Select '**Launch Settings**'

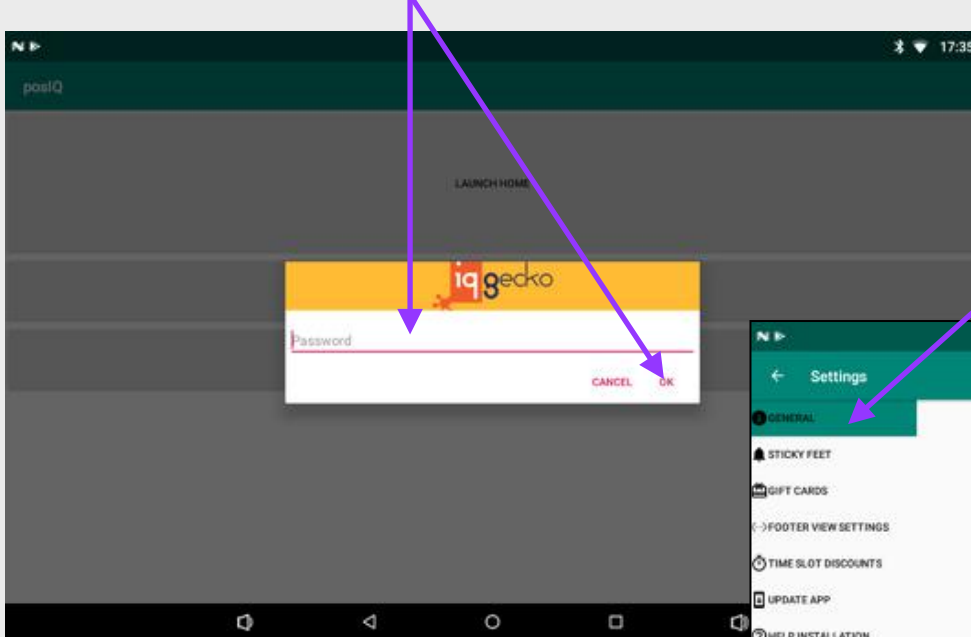


< SKU data to POS >

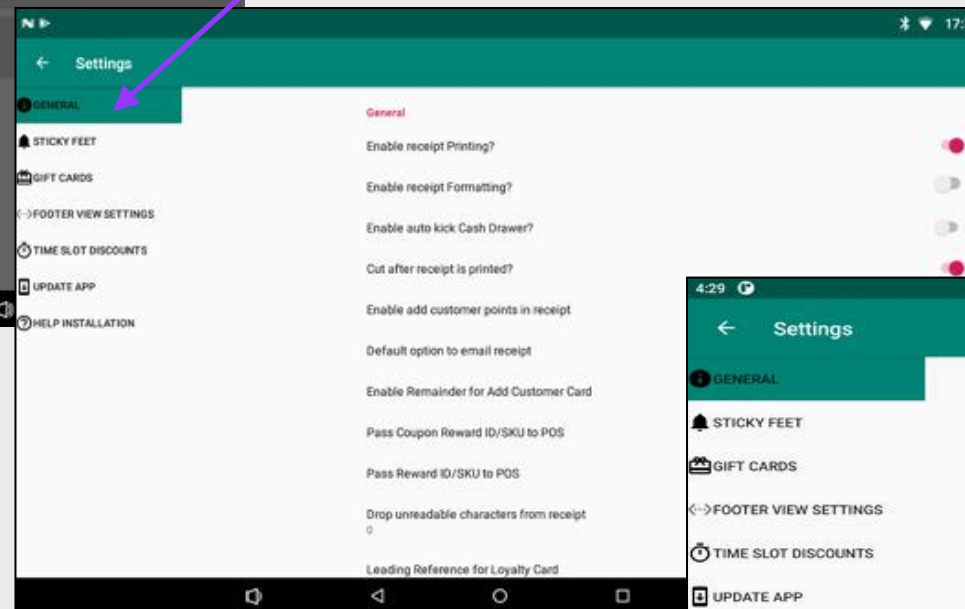
Configuring HID Cable I/P Details on posIQ



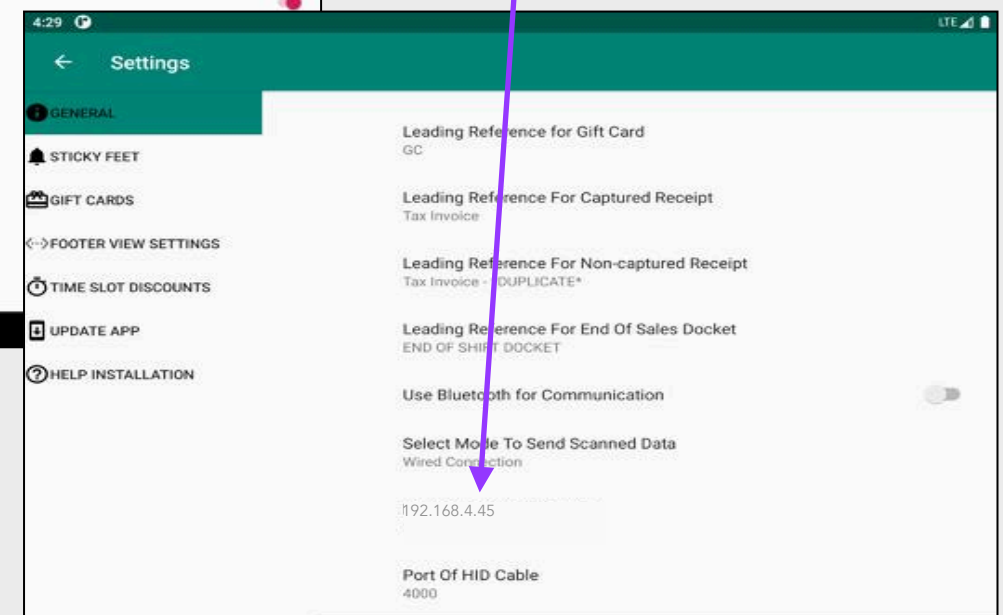
4. Login with **Password** (123456)



5. Stay in '**GENERAL**' settings area



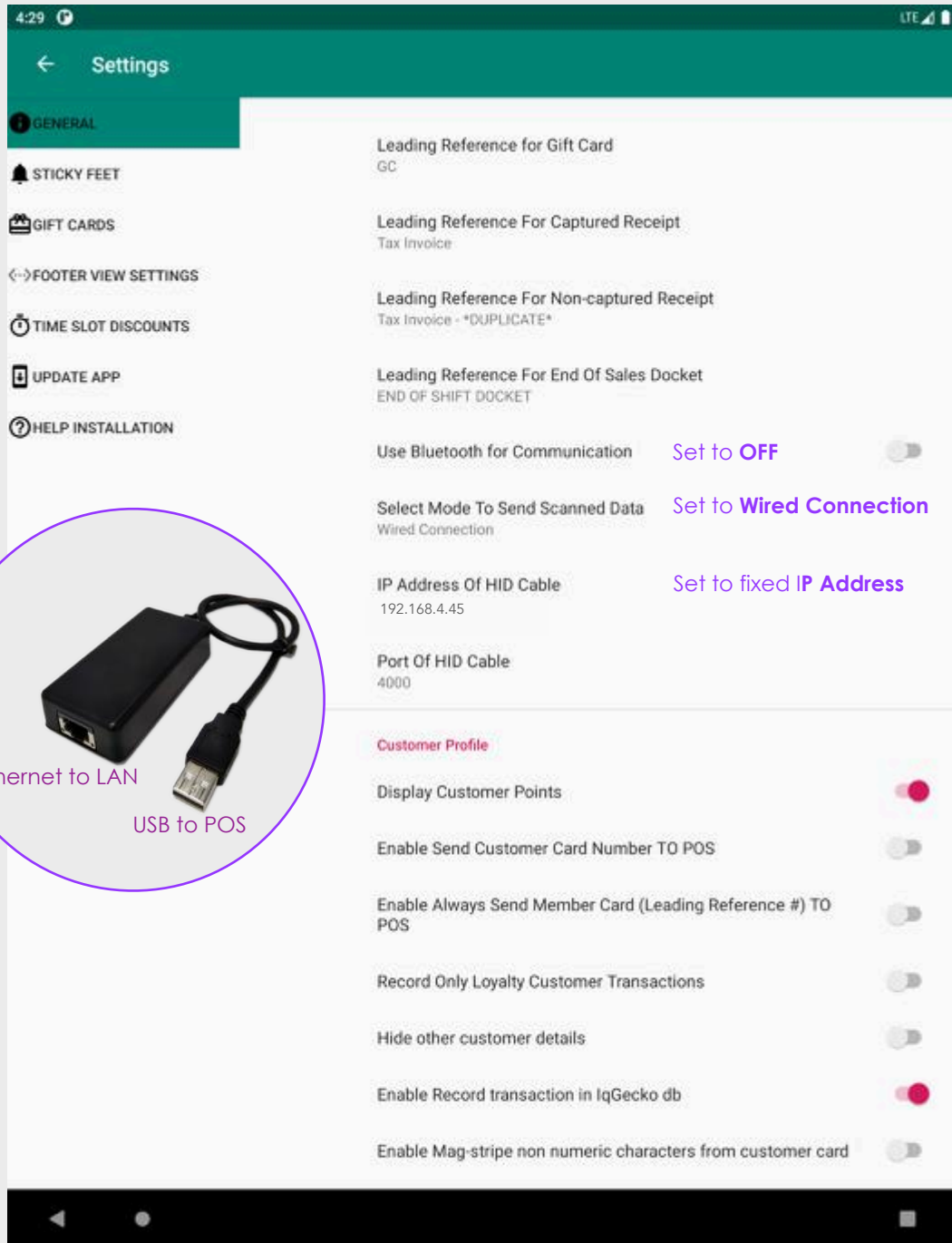
6. Scroll down to:
IP Address of HID Cable



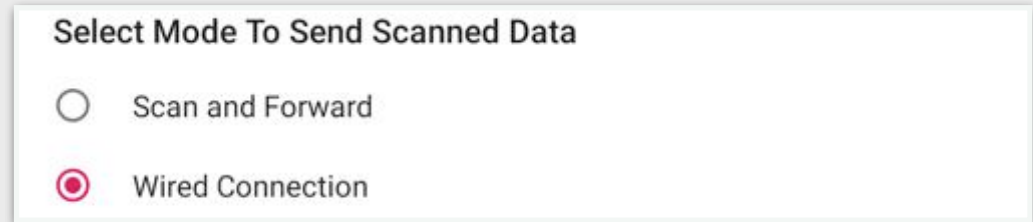
**HID Cable
Scanner > POS**

< SKU data to POS >

Configuring HID Cable I/P Details on posIQ.



- A** Scroll down to **IP Address of HID Cable** setting
- B** Turn **OFF** 'Use Bluetooth for Communications'
- C** Turn ON 'Select Mode To Send Scanned Data' and select 'Wired Connection' when using the **SE100-U** Ethernet to Serial 'HID Cable'



- D** After setting up the **SE100-U** Ethernet to Serial & HID Cable, put the fixed 'IP Address of HID Cable' information in the Device

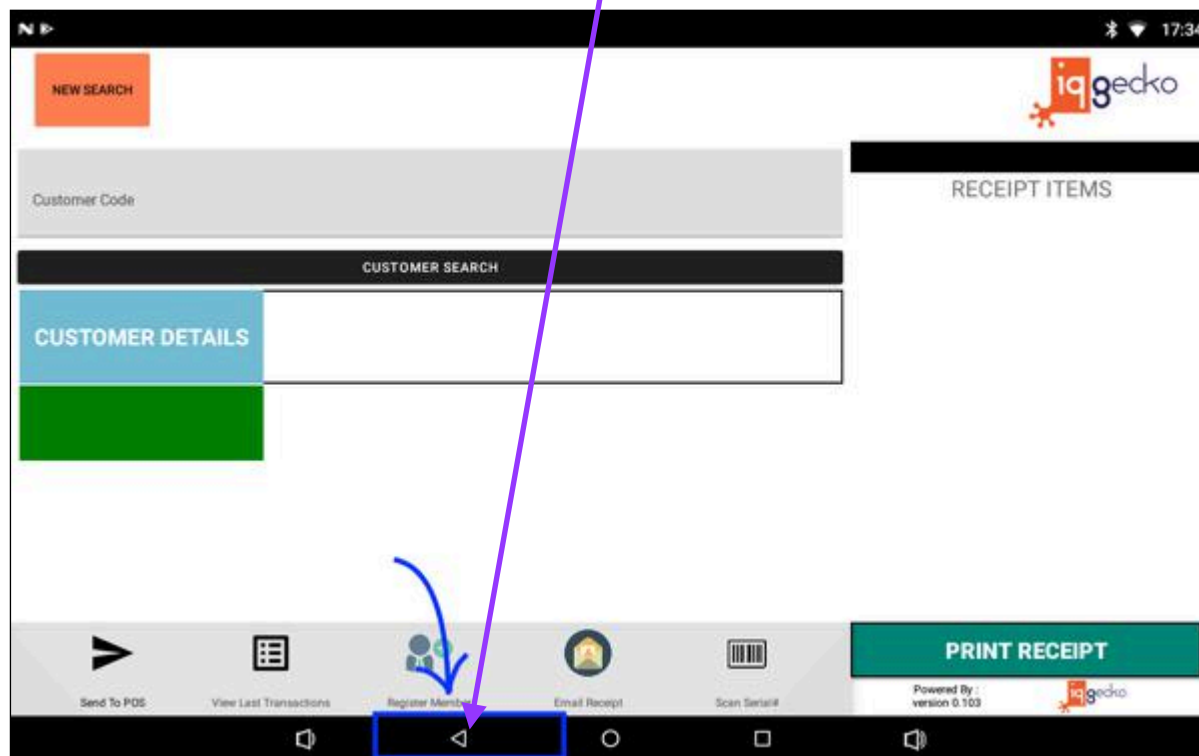


< SKU data to POS >

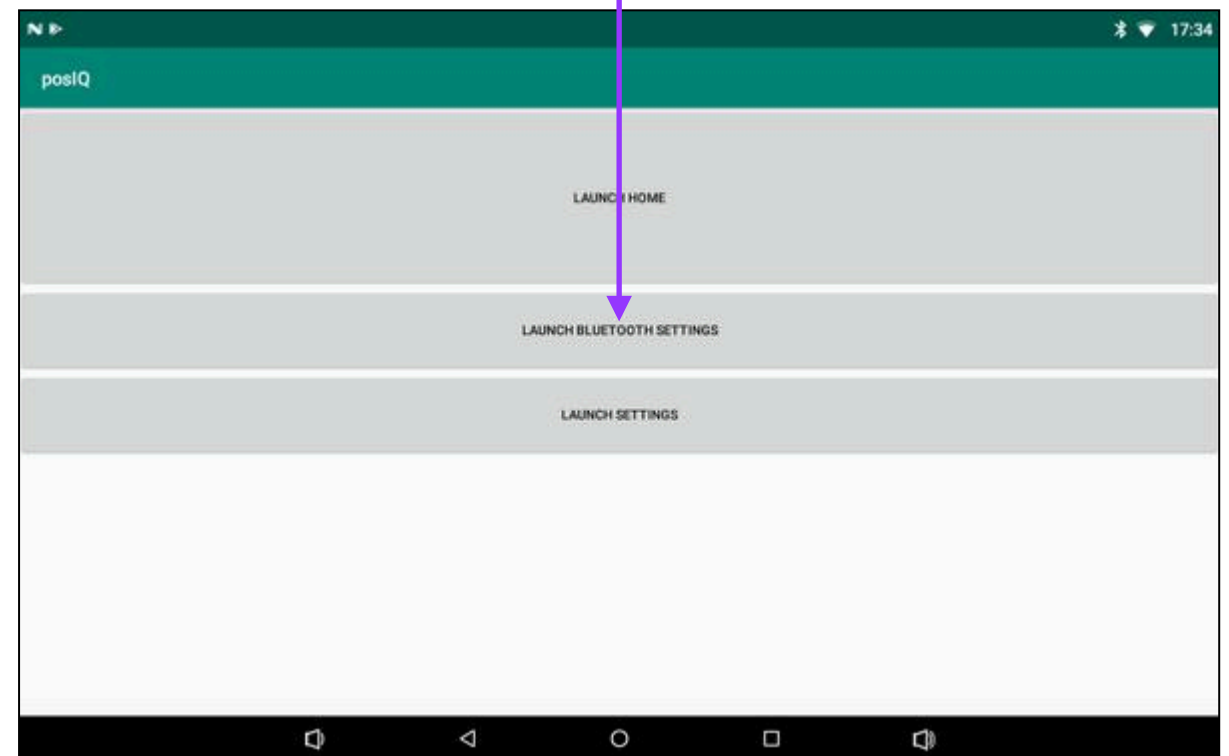
Configuring Bluetooth Dongle on posIQ



A. Select 'Back' button



B. Select 'Launch Bluetooth Settings'



Handy Hint 1:

When using the Bluetooth Dongle option, ensure that Bluetooth is also turned in the hardware settings of your device

Handy Hint 2:

Should the Bluetooth Dongle ever be unplugged/ disconnected, to reconnect it, simply plug it into your selected hardware device and then restart your **posIQ** App

Handy Hint 3:

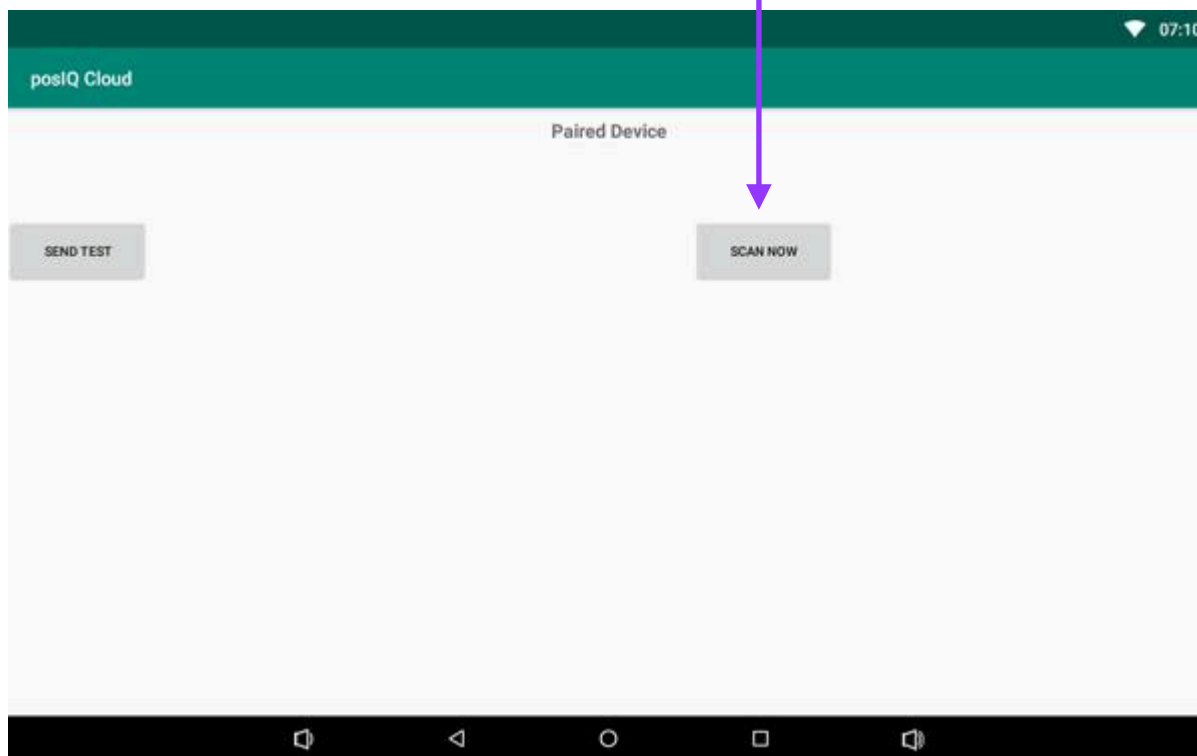
When successfully connected the BK100 bluetooth dongle light will go from Red from Green

< SKU data to POS >

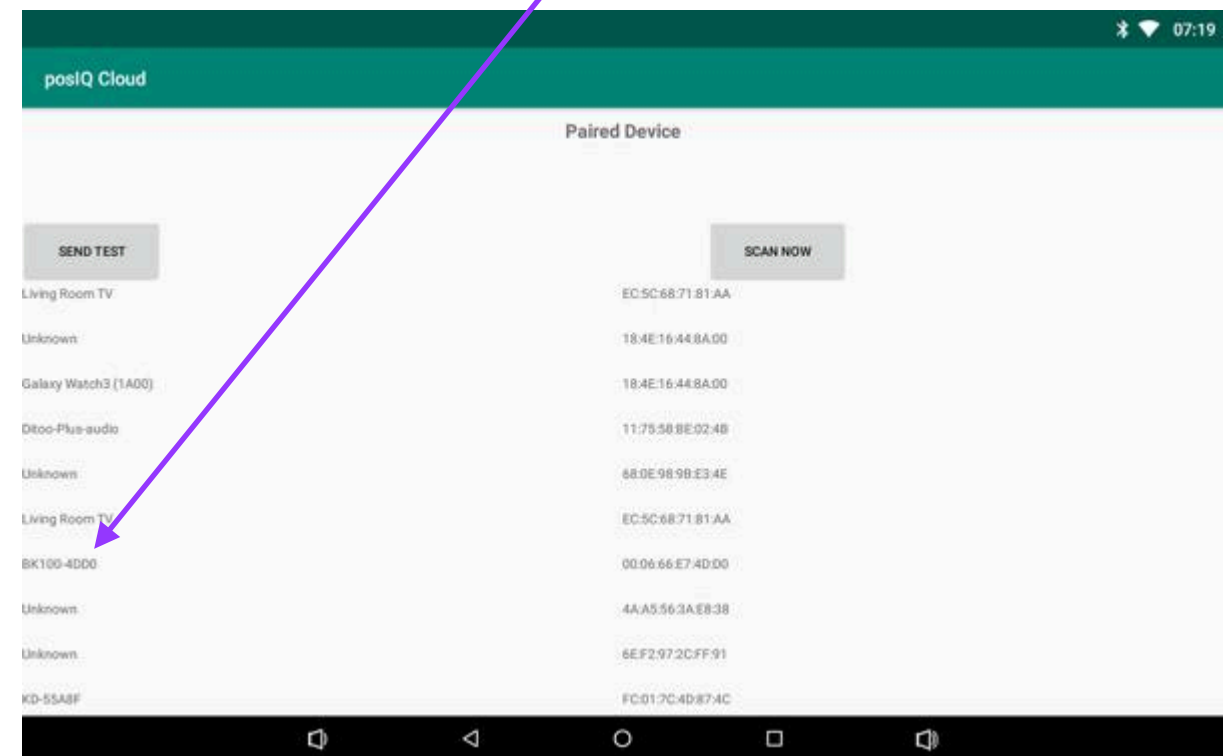
Configuring Bluetooth Dongle on posIQ



C. Press 'Scan Now'



D. Select 'BK100' option



Handy Hint 1:

When using the Bluetooth Dongle option, ensure that Bluetooth is also turned in the hardware settings of your device

Handy Hint 2:

Should the Bluetooth Dongle ever be unplugged/ disconnected, to reconnect it, simply plug it into your selected hardware device and then restart your **posIQ** App

Handy Hint 3:

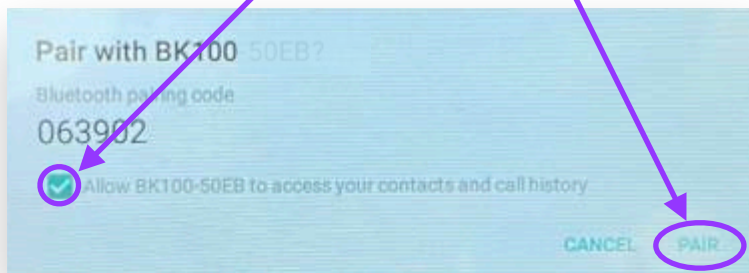
When successfully connected the BK100 bluetooth dongle light will go from Red from Green

< SKU data to POS >

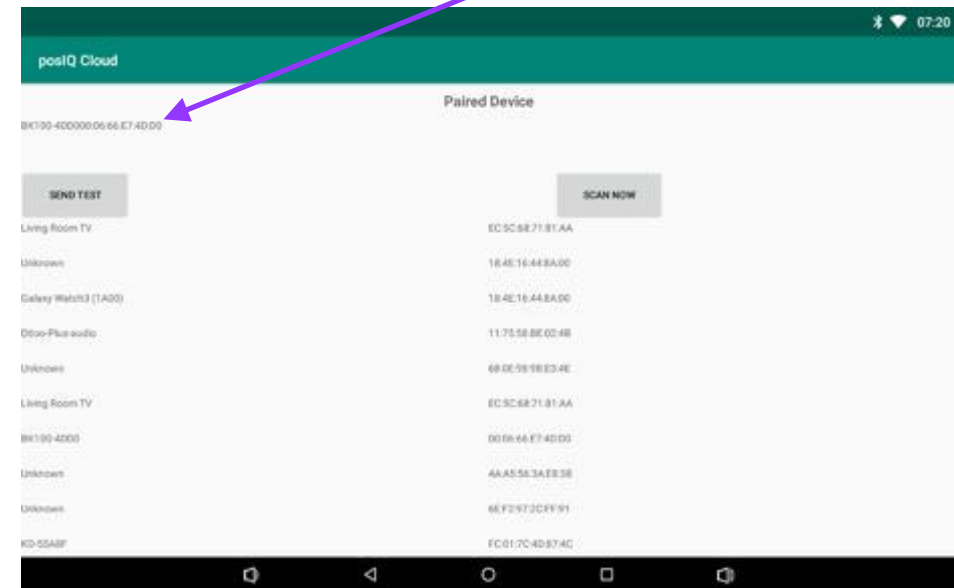
Configuring Bluetooth Dongle on posIQ



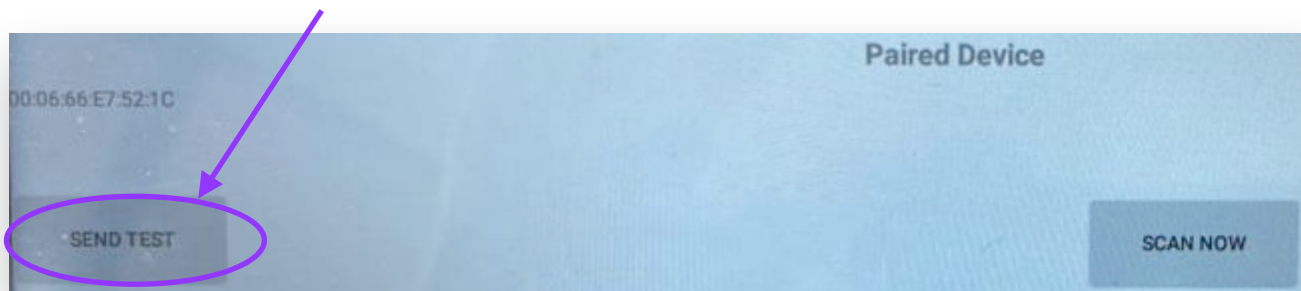
E. Select 'Allow' and 'Pair'



F. The 'BK100' bluetooth dongle will show as a 'Paired Device'



G. Test the connection by opening up a google search page on the device that the BK100 is plugged into and pressing 'Send Test' on the posIQ
 Note: A test of '1234' should be sent to the receiving device



H. When successfully connected the BK100 bluetooth dongle light will go from Red from Green



Handy Hint 1:

When using the Bluetooth Dongle option, ensure that Bluetooth is also turned in the hardware settings of your device

Handy Hint 2:

Should the Bluetooth Dongle ever be unplugged/ disconnected, to reconnect it, simply plug it into your selected hardware device and then restart your **posIQ** App

Handy Hint 3:

When successfully connected the BK100 bluetooth dongle light will go from Red from Green

ScanForward
Software
Scanner > POS

< SKU data to POS >

ScanForward software on POS



ScanForward - Connecting posIQ to the POS via network software.

Barcode scanned data along with other SKU/PLU information is sent from **posIQ** to network server to the POS.

ScanForward software is installed into a Microsoft PC (POS, Server, etc) on the network and designed to pass scanned data from posIQ to your POS.



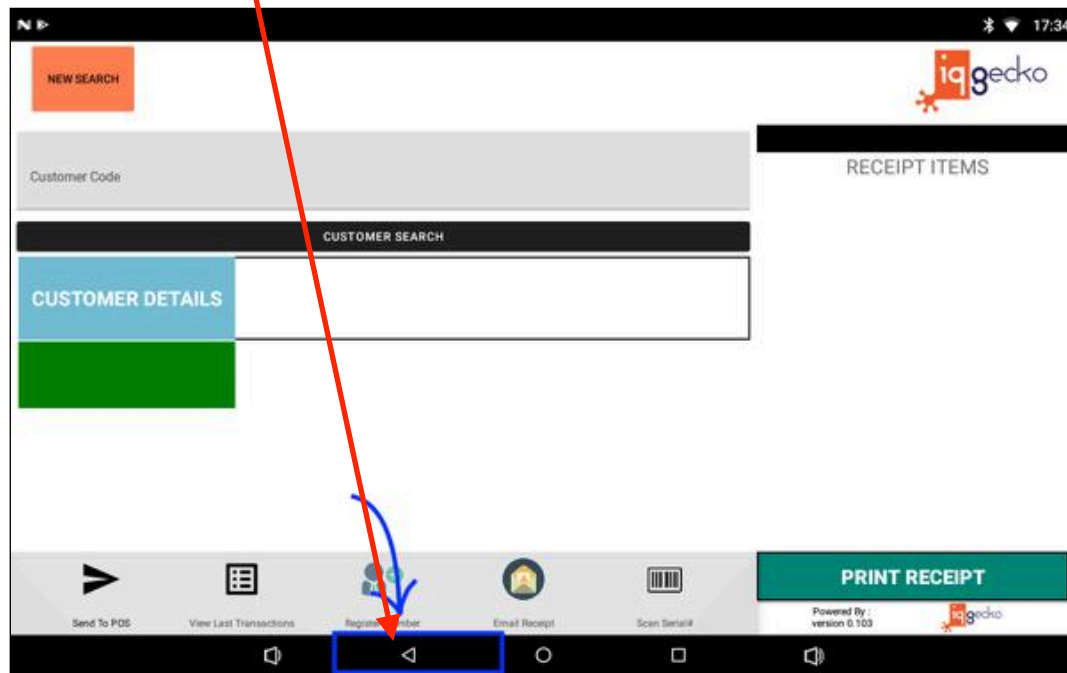


< posIQ settings >

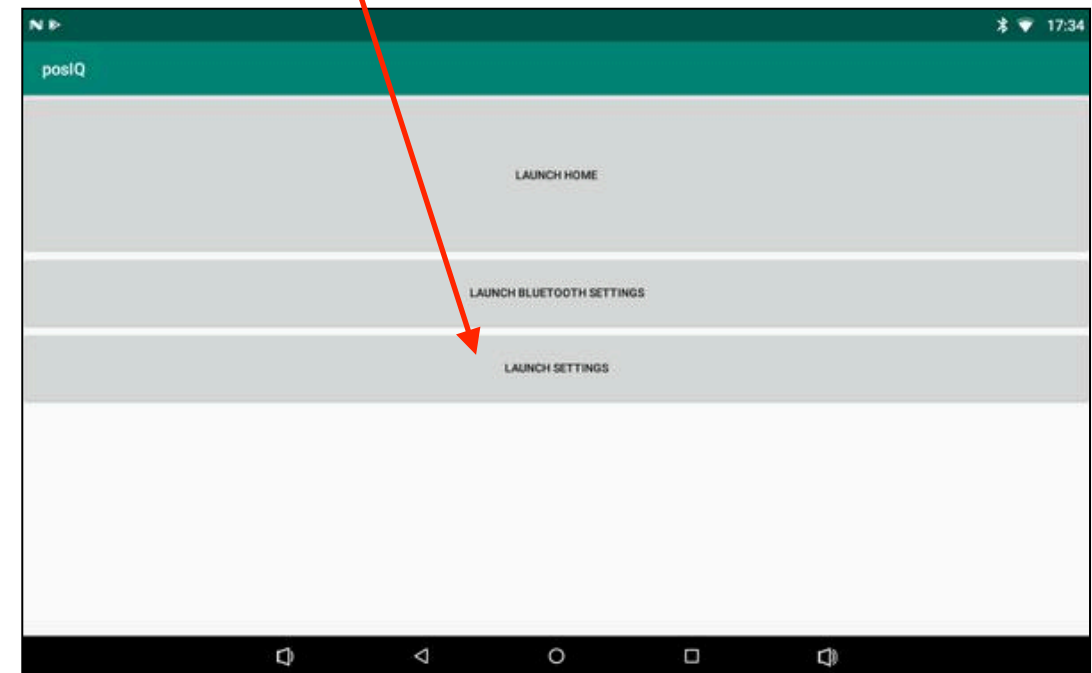
< posIQ Settings >



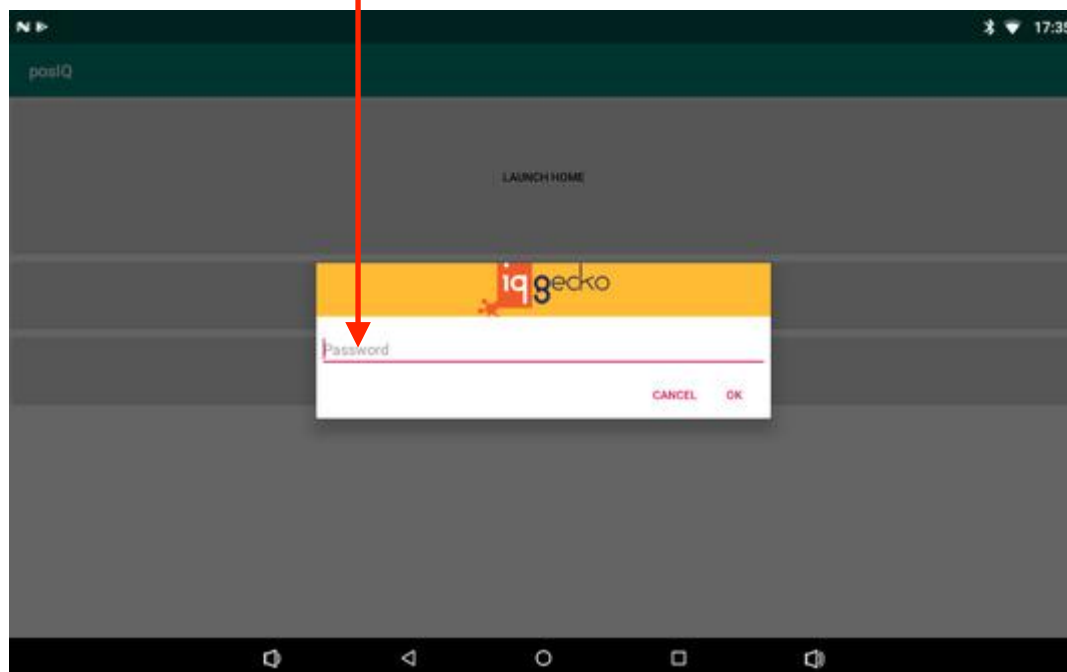
A. Select 'Back' button



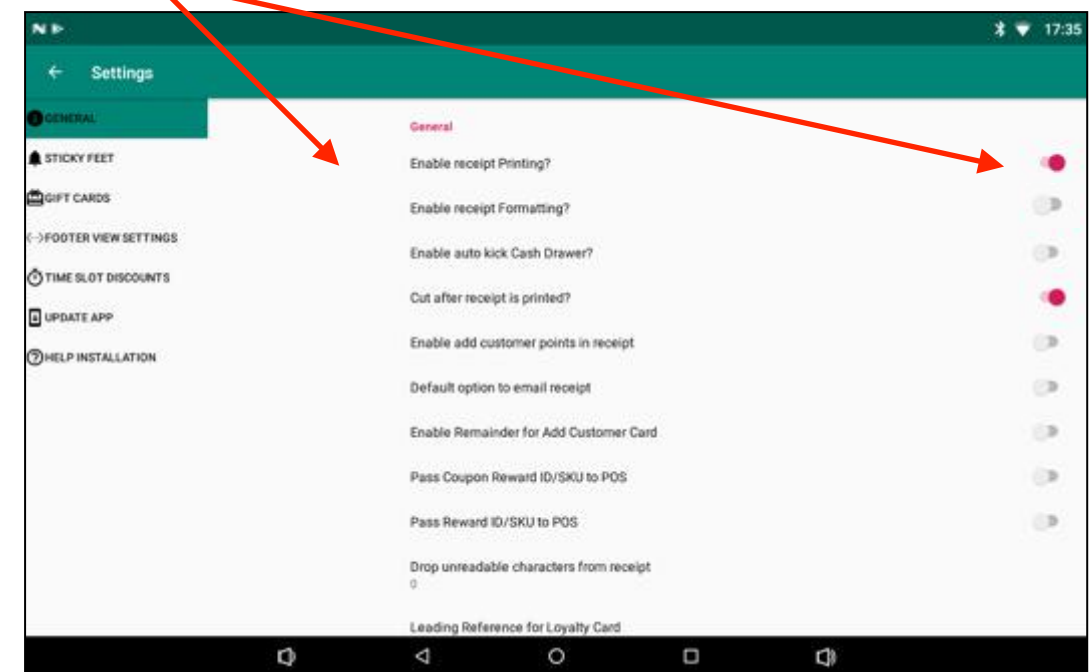
B. Select 'Launch Settings'



C. Login with **Password**. note: the default p/w is: 123456



D. Adjust setting preferences



< posIQ Settings >

General (1 of 2)



General	Description	Setting
Enable Print Receipt?	Automatically prints the receipt (as opposed to the clerk selecting the 'Print Receipt' button on posIQ whenever a receipt is requested).	ON
Enable receipt Formatting?	This adds custom formatting to a non-generic receipt to assist in changing the receipt font and styling.	ON
Enable auto kick Cash Drawer?	Sends a code after each transaction to open the Cash Drawer	OFF
Cut after receipt is printed?	If the POS does not send a code to cut the Receipt already, then posIQ can send a code to cut the receipt after each transaction	ON
Enable add customer points in receipt	Allows posIQ to also display the member points total on the receipt	OFF
Default option to email receipt	Automatically emails a digital receipt to the member without the clerk pressing the Email Receipt button on posIQ	OFF
Enable Reminder for Add Customer Card	Prompts the clerk to request a member card each time for every transaction which assists in customer awareness.	OFF
Pass Coupon Reward ID/SKU to POS	When a displayed Coupon Reward is selected by the clerk posIQ will send the Coupon Reward ID/SKU to the POS. Note: The Coupon Reward ID/SKU is set up in the IQ Gecko ClientToolBox.	ON
Pass Reward ID/SKU to POS	When a displayed Reward is selected by the clerk posIQ will send the Reward ID/SKU to the POS. Note: The Reward ID/SKU is set up in the IQ Gecko ClientToolBox.	ON
Drop unreadable characters from receipt	Allows for posIQ to ignore an designated amount of leading receipt data characters sent from the POS to posIQ.	0
Leading Reference for Loyalty Card	The first digits (numbers and symbols) that relate to member numbers. Unless otherwise setup in Customer Profile, the designated member Leading Reference numbers will look up and display member details on posIQ but will not send to POS.	IQ
Leading Reference for Gift Card	The first digits (numbers and symbols) that relate to Gift Card numbers. Unless otherwise setup, the designated Gift Card Leading Reference numbers will look up and display Gift Card details (# & \$) on posIQ but will not send to POS.	GC
Leading Reference for Captured Receipt		example: Tax Invoice
Leading Reference for Non-captured Receipt		example: Tax Invoice- *DUPLICATE*
Leading Reference for End Of Sales Docket		example: END OF SHIFT DOCKET
Use Bluetooth for Communications		OFF
Select Mode To Send Scanned Data	<div data-bbox="990 1671 1778 1841"> <p>Select Mode To Send Scanned Data</p> <p><input type="radio"/> Scan and Forward</p> <p><input checked="" type="radio"/> Wired Connection</p> </div>	ON
IP Address OF HID Cable	<div data-bbox="1437 1804 2134 1952"> <p>IP Address Of HID Cable</p> <p>192.168.4.45 (in this example)</p> <p>CANCEL OK</p> </div>	example: 192.168.4.45
Port of HID Cable		example: 4000

< posIQ Settings >

General (2 of 2)



Customer Profile	Description	Setting
Display Customer Points	Allows the displaying of customer points on posIQ.	ON
Enable Send Customer Card Number To POS	Allows for the sending of the member numbers to lookup and display the customer on posIQ and also send the member number to the POS.	OFF
Enable Always Send Member Card (Leading Reference#) to POS	Where posIQ normally does not send member numbers to the POS, this allows.	OFF
Record Only Loyalty Customer Transactions	Captures only member transactions as opposed to every transaction.	OFF
Hide other customer details	If set to 'Off' it will not display member Award and Rewards	OFF
Enable Record transaction in IQ Gecko db	Must be on to capture receipt data.	ON
Enable Mag-stripe non numeric characters from custom card	Allows for the magnetic stripe cards swiped through a reader to send non-alpha-numeric content such as ; and / and ?.	OFF
Show Expiry Date	Allows for a member's listed expiry date to be displayed.	OFF
Enable add points to customer	Allows the clerk to manually add points to a member via posIQ	OFF
Enable Add Serial Numbers	Allows the clerk to scan a serial number (or make a comment) which is both added to the receipt and uploaded to the IQ Gecko cloud database	OFF
Enable View Last Transactions	Allows the clerk to view the last 10 x sales line items captured.	ON


Configure POS	Description	Setting
IP Address of POS	The POS I/P Address is used by posIQ in conjunction with ScanForward software to send all non-member scanned data (can of Coke, etc) as well as any Reward ID/SKU to the POS.	example: 192.168.0.15
Port Number configured in POS as printer	As the POS needs to print to posIQ so that posIQ can capture transactions, posIQ needs to be configured as the receipt printer.	example: 192.168.0.25

Receipt Email Password Setup	Description	Setting
Enter Receipt Email address	<i>NOTE: this can be setup in the posIQ security section and pushed to each posIQ as it logs in. Required settings to send members digital receipts.</i>	business@gmail.com
Enter Receipt Email password	<i>NOTE: this can be setup in the posIQ security section and pushed to each posIQ as it logs in. Required settings to send members digital receipts.</i>	example: business123

< posIQ Settings >

StickyFeet



StickyFeet	Description	Setting
User ID	<i>NOTE: this can be setup in the posIQ security section and pushed to each posIQ as it logs in.</i>	example: IQrestaurant
Account ID	<i>NOTE: this can be setup in the posIQ security section and pushed to each posIQ as it logs in.</i>	example: JoesCafe
API Key	<i>NOTE: this can be setup in the posIQ security section and pushed to each posIQ as it logs in.</i>	example: d868jgcugeudge8wgdibufwduwgd87ewidiu
Campaign ID	<i>NOTE: this can be setup in the posIQ security section and pushed to each posIQ as it logs in.</i>	example: 353739377530179
Test Credentials 	<i>Allows for easy testing confirmation of the above credentials</i>	

Application Settings	Description	Setting
Anonymous Customer Code	<i>Used when the merchant wishes to capture every transactions as all non-member transactions are allocated to 'Anonymous'</i>	000000000000
Merchants Name	<i>Sets up the OCR reading of the receipt to the specific design of a member and or POS vendor.</i>	example: Uniwell

< posIQ Settings >

Gift Card



Gift Card Settings	Description	Setting
Enable Gift Card Feature	<i>Allows for Gift Cards to be sold and redeemed via posIQ. Note: requires the Gift Card campaign to be activated and Gift Card values and ID/SKU data to be listed in the ClientToolBox</i>	OFF
Auto send Gift Card number to POS	<i>For solutions such as Uniwell POS the Gift Card leading reference setting in posIQ is intentionally not set to read the Gift Cards as we pass through the Gift Card number to the POS to manage through the IQ-Python solution.</i>	OFF

< posIQ Settings >

Footer



Footer View Settings	Description	Setting
Enable Register Customer	<i>Gives the ability for the clerk to register the customer on posIQ. Noting that when this is done the newly registered member's last name is their password.</i>	OFF
Auto send Gift Card Number To POS	<i>For solutions such as Uniwell POS the Gift Card leading reference setting in posIQ is intentionally not set to read the Gift Cards as we pass through the Gift Card number to the POS to manage through the IQ-Python solution.</i>	OFF
Enable Scan Serial Number	<i>Allows the clerk to scan a serial number (or make a comment) which is both added to the receipt and uploaded to the IQ Gecko cloud database</i>	OFF
Enable Gratitude Email	<i>Automatically sends the 'Gratitude email' that has been pre-configured in ClientToolBox to the member after a sales transaction.</i>	OFF
Enable Send email receipt	<i>Activates the 1-press send Email button on posIQ which allows the clerk to email a receipt to the member</i>	ON

< posIQ Settings >

Time Slot



Time Slot Discount	Description	Setting
Use time Slot Discounts?	<i>Turns on the capability for posIQ to auto-amend product points based on product description (ex: 0 points for Benson & Hedges cigarettes)</i>	OFF
Time Slot Discount Rebate	<i>A Gift Card campaign needs to be selected if Time Slot Discount is to be used to auto-reduce a product price. Using a 'Happy Hour' example, posIQ can write a \$1 discount amount to a dedicated Gift Card campaign and then use that \$1 Gift Card value to pay for a portion (or all) of the item.</i>	
Select File	<i>posIQ requires a file loaded with all discounted items as well as the discounted amounts and the times and dates of that the discounts are to be applied.</i>	



< member engagement >

< Member Engagement >

Screen and Buttons



Select **New Search** button to go to manually Member Lookup mode and to clear other modes

Select **Customer Code** button to manually enter in the member number

NOTE: When using a scanner posIQ will auto-look up the loyalty member and/or gift card

Select **View Last Transactions** button to view the Members previous 10 x purchases

If your POS was not in the correct mode to accept SKU data, select **Send to POS** to resend

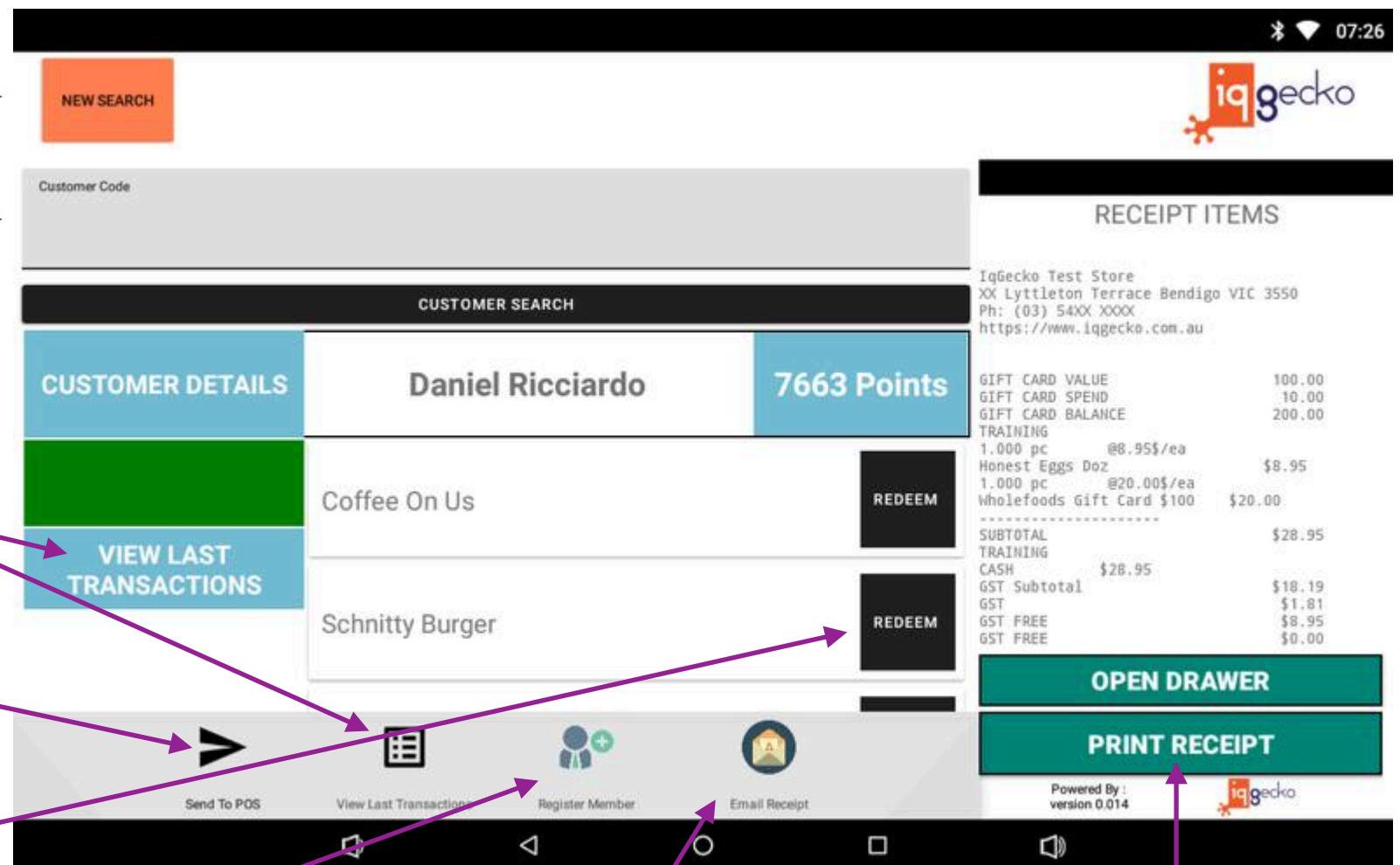
When a member has achieved a set points amount a **Redeem** button is displayed. When pressed the points are deducted and, when requested) the product PLU is sent to POS

The **Register Member** button to manually register the member is **not active** as privacy rules require 2-factor authentication

Select **Email Receipt** button after the transaction is complete and the receipt is displayed on posIQ if you wish to email the receipt to the members registered email address

NOTE: To activate this feature, in posIQ settings it must be ON and your company Mail credentials need to be set up

Select **Print Receipt** button if you wish to print the customer receipt



< Member Engagement >

Scanner Lookup



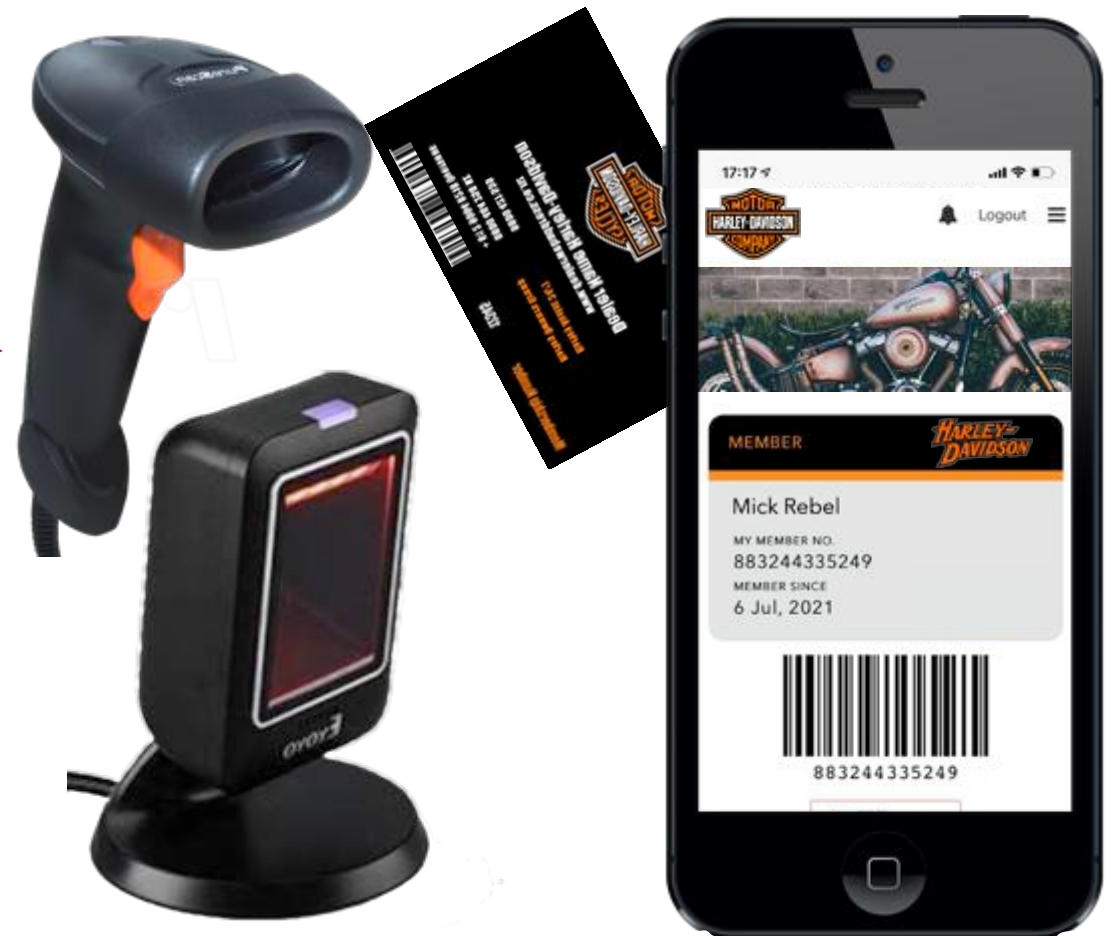
< Magnetic Stripe Reader >

- To lookup a member via posIQ, ensure your POS is in the 'member lookup' mode and swipe the member card on the new magnetic stripe reader that is attached to the outside of the POS magnetic stripe reader



< Scanner Reader >

- To lookup a member via posIQ, ensure your POS is in the 'member lookup' mode and have the member scan their digital member card on the scanner that is attached to posIQ



< Member Engagement >

Manual Lookup



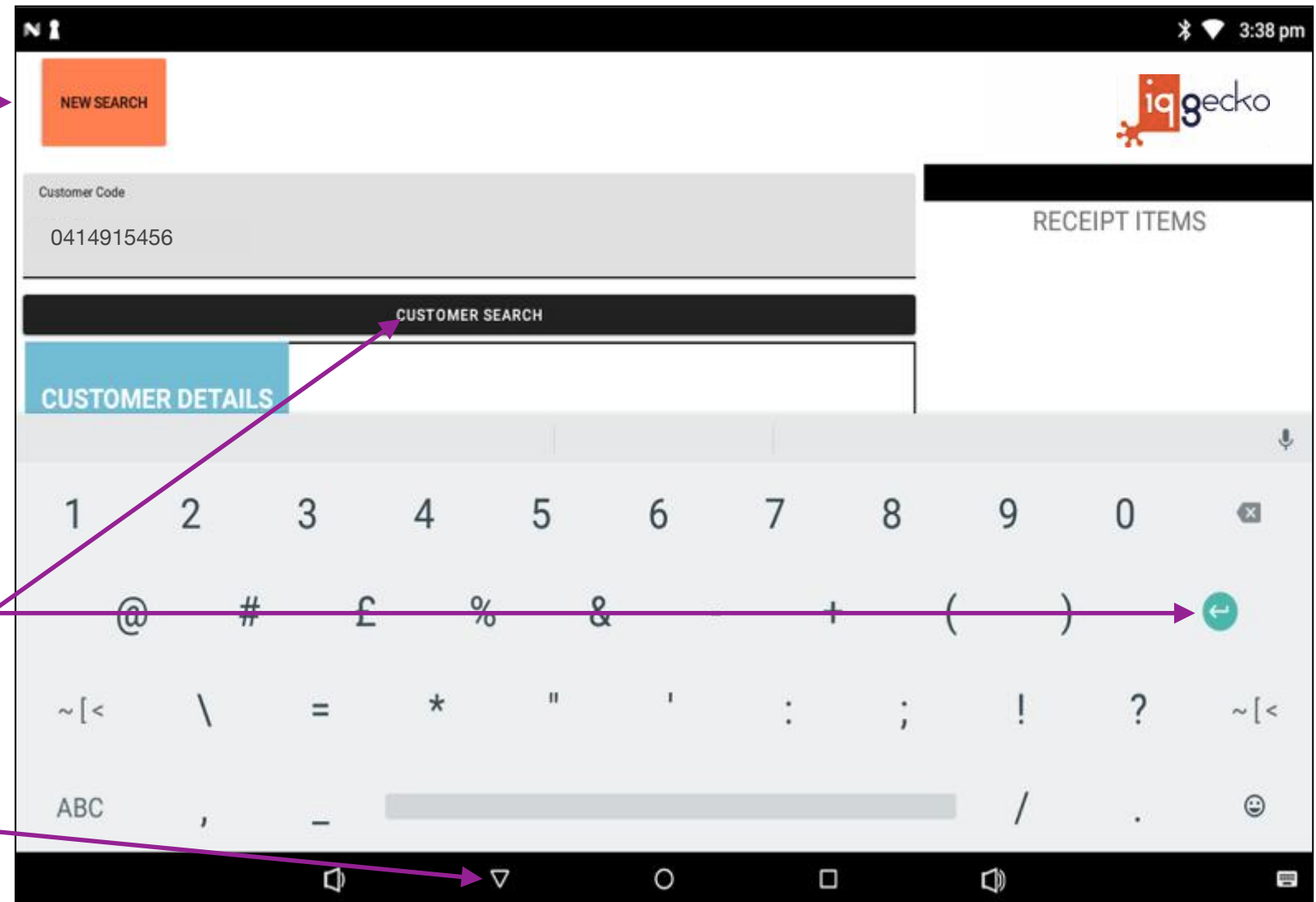
You can manually clear a member search by selecting **New Search** button

Manually look up a Member by pressing in the '**Customer Code**' section. A keyboard will popup where you can enter in their Card# or Mobile#

NOTE: When looking up a unique card number or mobile number you must use the exact same number that is registered to the member. (ex: 0414915456)

To search the card or mobile number press either the keyboard 'Enter' key or the '**Customer Search**' bar. Both will also close the keyboard screen

If it does not automatically close, when finished with the keyboard pops up screen, press the '**Down**' button



< Member Engagement >

Redeeming Rewards



- **posIQ** will display the available rewards once the level(s) have been achieved
- When selecting the **Redeem** button, the specified member points are automatically deducted and the Reward is documented on the platform
- When the Rewards has a **Reward ID** PLU/SKU has been set up in StickyFeet, then the Reward ID PLU/SKU is sent to the POS when the Reward is redeemed

Reward Levels				
Points	Reward Description	Reward ID	Dates Available	Quantity Available
100	Muffin (with a Coffee)		Unlimited	Unlimited
200	Coca Cola 1.25ML	9300675001113	Unlimited	Unlimited
300	Mocha Cappuccino		Unlimited	Unlimited

[Add Another Reward Level](#)

Customer Code

NEW SEARCH

iqgecko

RECEIPT ITEMS

CUSTOMER SEARCH

CUSTOMER DETAILS Daniel Ricciardo 7663 Points

Muffin (with a Coffee) REDEEM

Coca Cola 1.25ML REDEEM

VIEW LAST TRANSACTIONS

OPEN DRAWER

PRINT RECEIPT

Send To POS View Last Transactions Register Member Email Receipt

Powered By : version 0.014 iqgecko

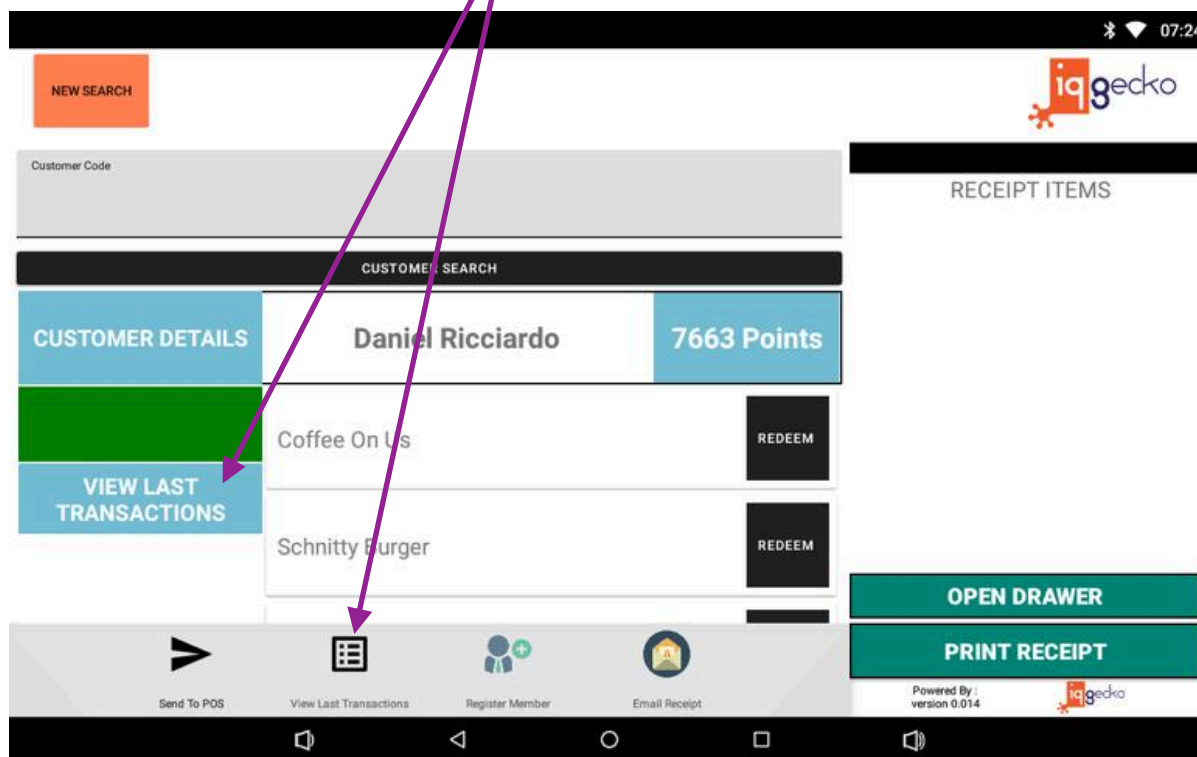
< Member Engagement >

Last TEN (10) items purchased



A. To have a snapshot view into a members previous ten transactions, after looking up the member select '**View Last Transactions**'

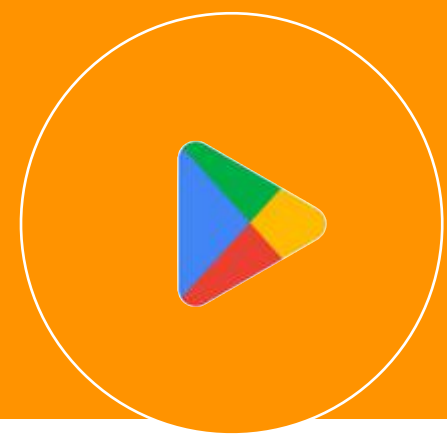
B. To leave 'View Last Transactions' and return back to the posIQ home page select either '**Back**' button



Customer Transaction History

Date	Description	Amount
2021-06-24	Member Discount (10%) -	0
2021-06-24	Flat White	0
2021-06-24	Eggs on Sourdoug	0
2021-06-23	Member Discount (10%) -	0
2021-06-23	Berry Smoothie	0
2021-06-23	Margherita Pizza	0
2021-06-23	Parmy	0
2021-06-23	Berry Smoothie	0
2021-06-23	Garlic Bread	0
2021-06-21	Cappuccino	0

posiQ



< app update >

< App Update >

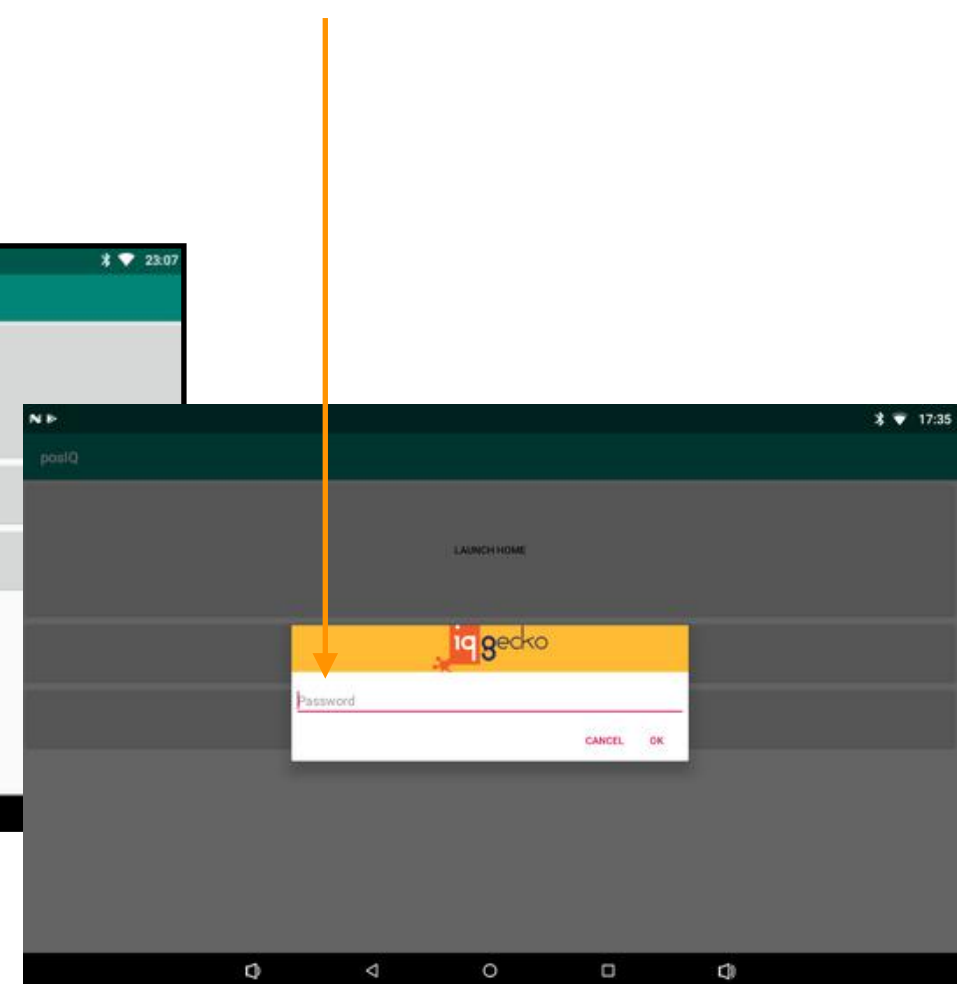
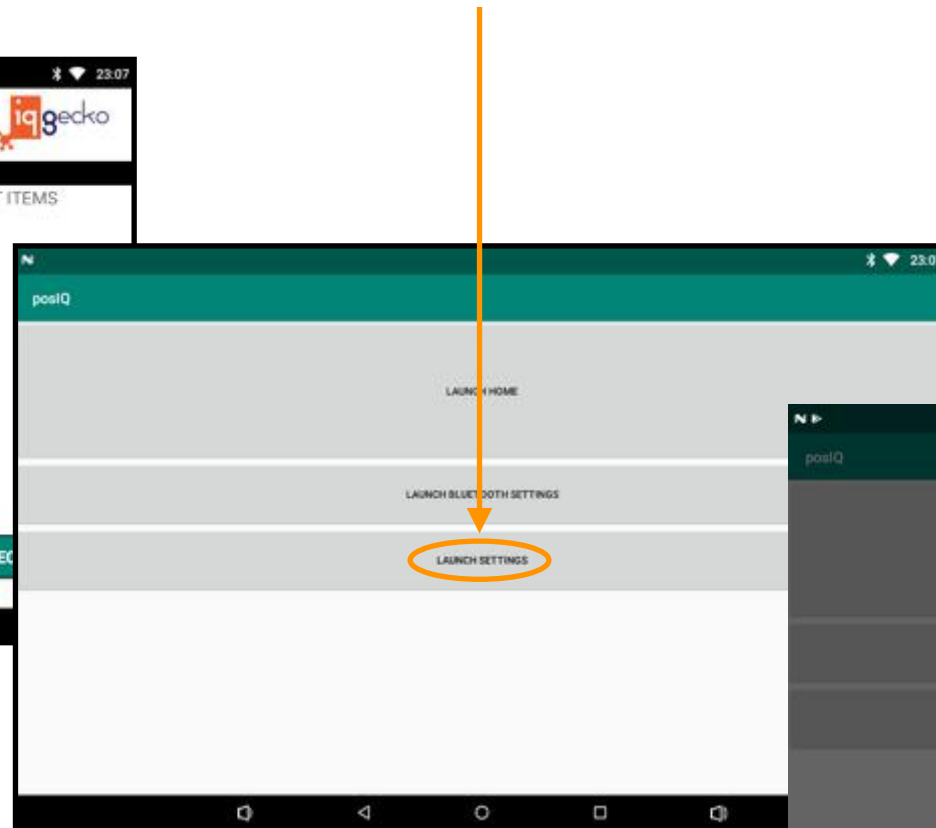
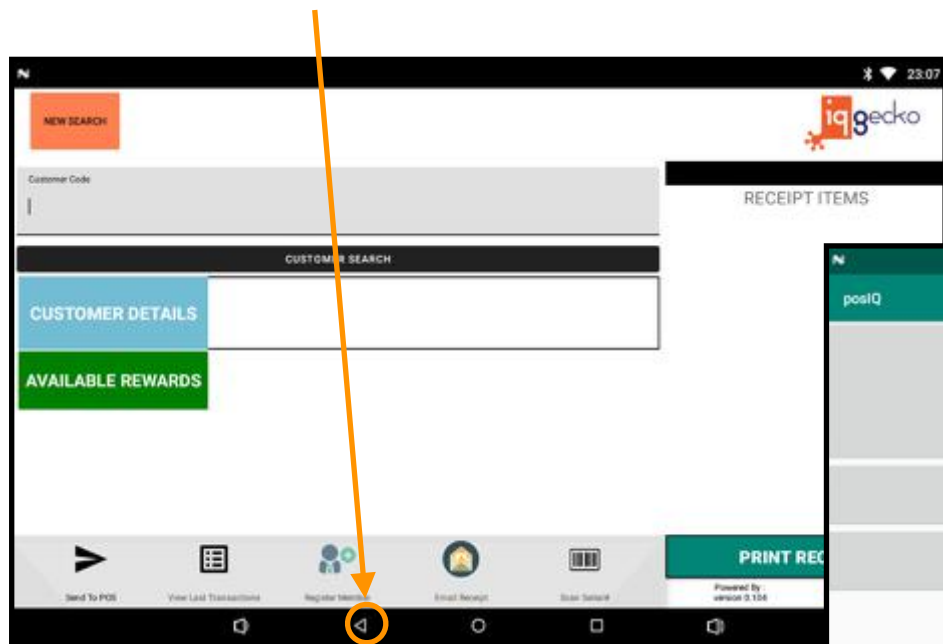
Updating the App



A. Select 'Back' button

B. Select 'Launch Settings'

C. Login with Password (123456)



< App Update >

Updating the App



D. Select **'Update App'** which will open the Google Play Store

E. The Google Play Store and allow you to **'Update'** if there is one available

F. Once updated **'Open'** the latest version of the posIQ app

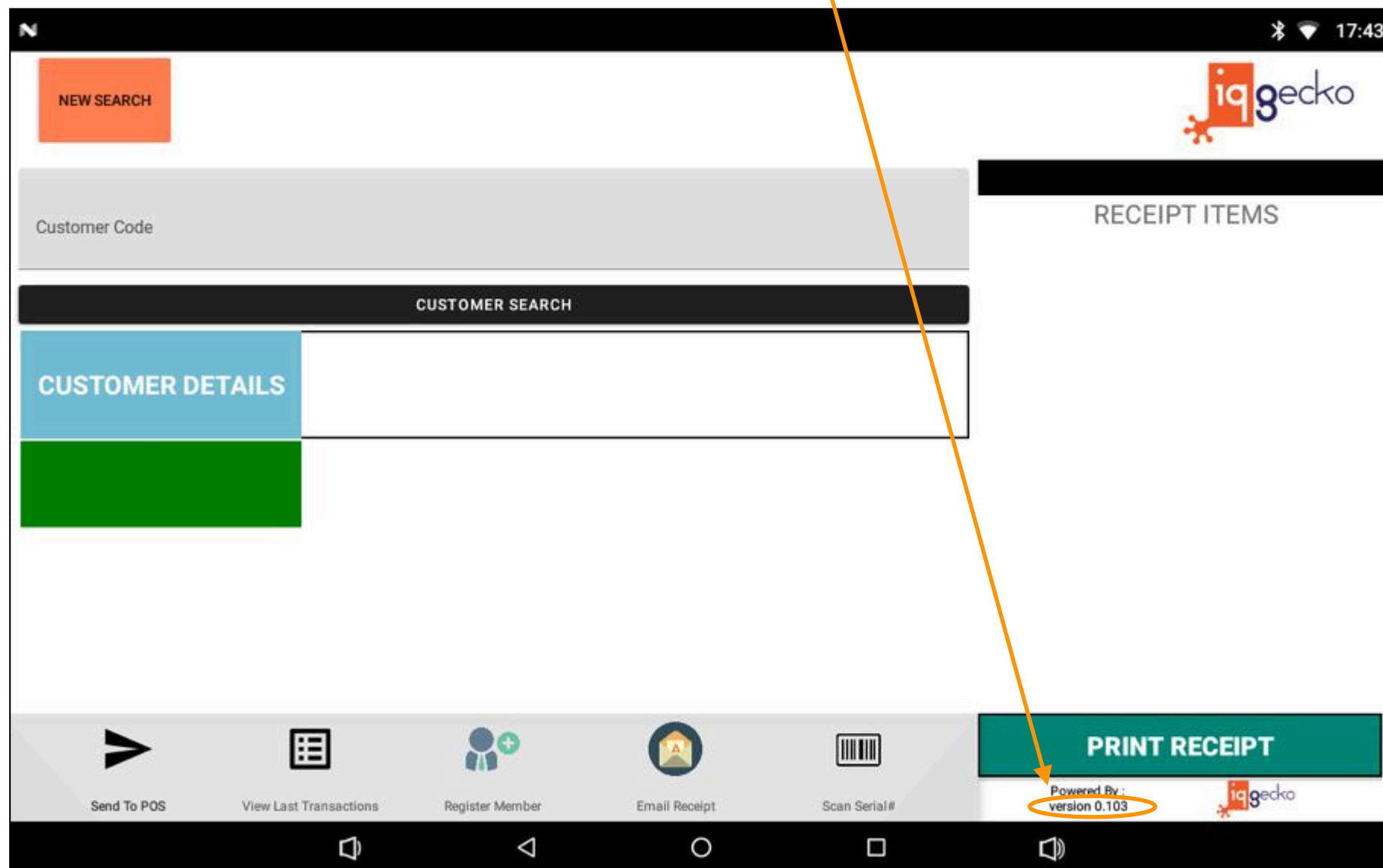
The image shows a sequence of three screenshots from an Android phone, illustrating the steps to update the posIQ app. The first screenshot shows the 'Settings' app with the 'UPDATE APP' option highlighted in the left-hand menu. The second screenshot shows the Google Play Store page for the posIQ app, with the 'Update' button highlighted. The third screenshot shows the same Google Play Store page, but with the 'Open' button highlighted. Orange arrows connect the steps from left to right, indicating the flow of the process.

< App Update >

Updating the App



G. The posQ app will then opens using the newest app version





MILLIONS* OF LOYAL CUSTOMERS

(OK! MAYBE NOT MILLIONS, BUT LOTS AND LOTS)

2 5 9 9 9 9 9 9 8



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