

#12 - POS “COMMUNIQUÉ” HELP DESK INFORMATION

Help Desk Information - Revised – June 26, 2014

If you have any issues with the new POS, depending on your issue, please phone or email one of the contacts below:

- For problems with regard to the network, user IDs, Windows issues and errors, network problems, VNC access and software, contact CFMWS IS Division at: ticket@cfmws.com followed immediately by a phone call to: ITSS Support Line 1-866-615-9284
- For problems with Posera Hardware

Posera Hardware is defined as the following:

- Pole Display
- Receipt Printer
- HP Screen and POS Workstation / Cash Drawer
- Bar Code Scanners

Tripp-Lite UPS Battery Pack

- Maitre'D Software

- Live support Posera help desk: 0800 - 1800hrs eastern time. Phone 1- 888- 404-2662, option 1.
- 1800 - 2300hrs eastern time: Phone 1-888-404-2662, option 260. Leave a message and somebody from help desk will phone back within 15 minutes.
- 2300 – 0800hrs eastern time. No support at this time.

Helpdesk – Posera – non urgent matters – questions/concerns - send email to : support@posera.com
please cc Peggy Smith on all emails

For problems with your Chase PaymentTech, contact help desk number 1-800-265-5158

- Any problems with batch closing, credit and debit transactions (from the PIN Pad to the clearing house) and PIN Pad faults. Posera handles the part of the transaction that occurs within Maitre'D, so there is a bit of a gray area here. If you are not sure, you can call Posera first and they will refer you to Chase if required.

If you wish to talk to other Messes that are using the POS you can find them all in the Community Gateway website

<http://www.cfcommunitygateway.com/en/index.asp>

Remember I am always here to help. Questions/concerns on the new POS, email you question to me. It's better to email as if I cannot answer I will get the answer and then possibly add to our POS Communiqué for other messes. Smith.peggy@cfmws.com or 1-613-401-9509