

22 June 2020

To all our customers:

As you might have noticed we are in the process of growing our company's footprint into the rest of Africa. *Now what does this mean to you, our existing customer?* Well we will improve the POSitive Point of Sale product and you will be able to benefit from these changes. Some of the existing changes made were the integration into an online shop. We are also soon releasing Netcash QR payments which will allow your customers to pay you directly from their bank's mobile app ensuring that there is no physical touching of their bank cards.

What implications will these changes have on me? Sure, there will be changes, as with any other growth there must be changes to ensure service delivery. One of the most important changes we will enforce from 1 July 2020 is the creating of a Support Ticket whenever you need assistance from our support team. We are aware that it was easy to just pick up the phone and call Mariká whenever you had a question or query. Due to the pressure of a growing customer base we would like to allow Mariká and her team to provide all our customers with the same excellent service. If we do not manage the process you might be at the receiving end of bad service which we obviously not want.

To ensure you all are familiar with the POSitive Helpdesk, we have created an Appendix A which explains exactly how to use it.

We appreciate your assistance with this matter and assure you that our support will exceed your expectations.

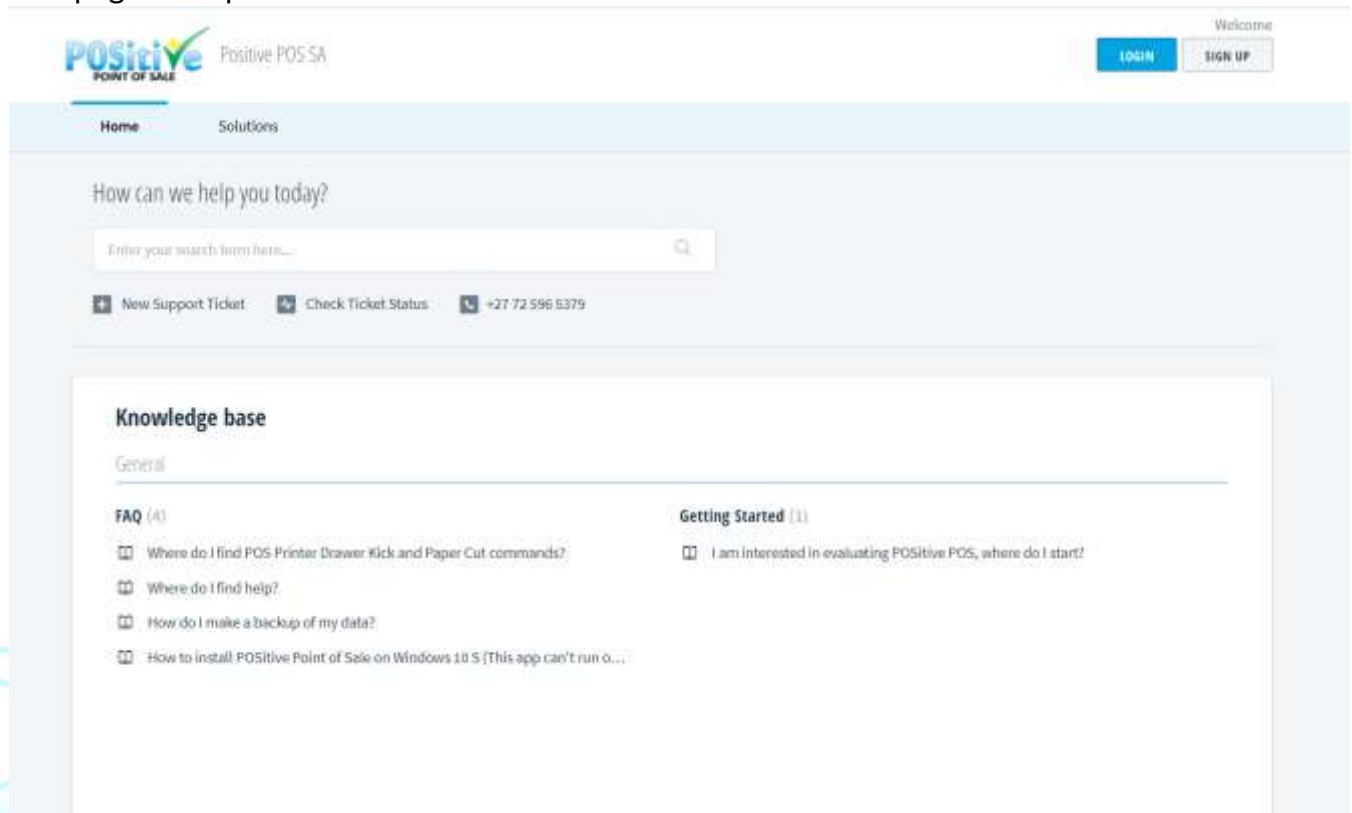
Regards

A handwritten signature in black ink, appearing to read "Dawie Martins".

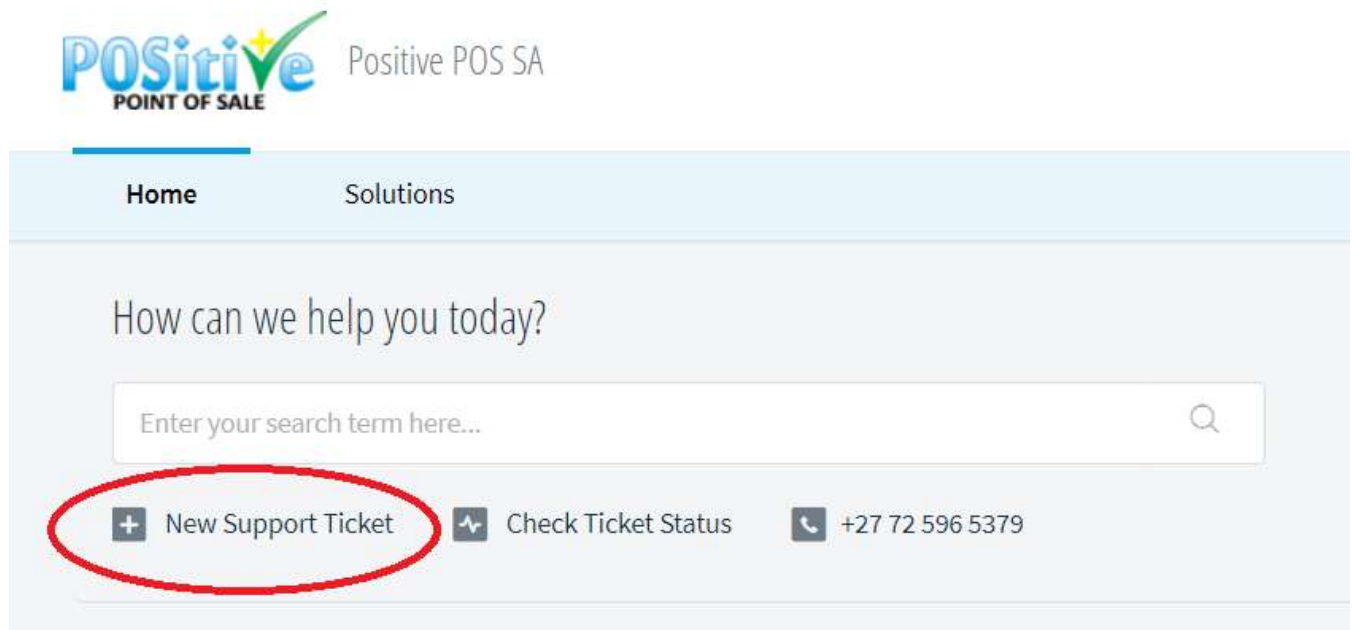
Dawie Martins
General Manager

Annexure A:

1. To log in to the POSitive Point of Sale Helpdesk click on this link:
<https://positivesa.freshdesk.com/support/home>
2. This page will open.



3. Click on the **+** next to **New Support Ticket**



4. Complete the following form

Positive POS SA

POINT OF SALE

Positive POS SA

LOGIN

SIGN UP

Home

Solutions

Submit a ticket

Requester *

customer@retailer.co.za

Mr VIP Customer

Subject *

I am installing a new POS and I am getting an error

Description *

B

I

U

The error is: This app can't run on your PC

I bought a new PC from my local PC shop and it came with Windows 10.

Please can you assist?

You can call me on 055 555 7575

Error.jpg (21.28 KB) -

+ Attach a file

☒ I can reproduce this *

Steps to reproduce the problem

Double click the downloaded installation file

Expected Behaviour

Program should install

Related articles...

I am interested in evaluating POSitive POS, where do I start?

click on the downloaded installation file and select "Run as administrator". Follow ... Open POSitive POS, Open the online help at:

Where do I find help?

The Positive POS helpfile can be found here: <http://helpfile.co.za>

How to install POSitive Point of Sale on Windows 10 S (This app can't run on your PC


When you get the following error during installation of POSitive Point of Sale: ... you purchased the new Windows 10 S which is

Where do I find POS Printer Drawer Kick and Paper Cut commands?

You can get it here: <http://keyhut.com/popopen.htm> The most common Drawer

5. Enter all the information marked with Red on the left in the form. Once you start typing the Subject you will see the Helpdesk system will try to match existing Frequently Asked Questions (FAQ) to your query. In the above example the one marked in Red on the right matches with the problem logged. By clicking on the FAQ, you can see possible resolutions.
6. Or you can click on the **I'm not a robot** checkbox and then click the **SUBMIT** button

☐ I'm not a robot


reCAPTCHA
[Privacy](#) - [Terms](#)

SUBMIT

CANCEL

7. One of our friendly support persons will respond to your ticket or give you a call.
8. **PS: Always include your number**