

Me&U Not sending orders to POS

We have been advised by Me&U that they confirm orders when payment is received on their end and it has confirmed a connection to the POS server, if the POS Server has no connection to the targeted POS the transaction will still go through, but not be sent to the targetted POS and therefore not print receipts.

In our case if the POS server has no connection to POS85 orders will be held in a queue, to release this queue a connection has to be established and a call to IdealPOS made to release the queue for immediate solution, otherwise it does happen in time (can be anywhere from 20-45 mins from experience).

Current solution from Me&U and their general solution for all businesses is if the connection goes down and Me&U orders are being accepted but not received to POS is to either:

1. Stop allowing orders on Me&U admin and manually write down accepted orders for kitchen/stations.
 - Follow up with call to IdealPOS to release the queue when connection is reestablished, this is so end of day totals will match from Me&U etc. **Tickets will print when this happens so coordinate with Commercial so they don't cook double orders.**
 - Place ordering back online and commence normal trade

Stop allowing orders, refund all accepted orders on Me&U and ask customers to come to the front to make their orders.

- Test Me&U ordering when connected back and place online if all is working.

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