

Sending a digital receipt

Triniteq Digital Receipts

ESTIMATED TIME 5 minutes

Triniteq Digital Receipts behaves like another printer on your POS. It captures the receipt as it is printed and offers the customer a copy by SMS or email instead. There is nothing for staff to learn beyond one extra choice at the end of a sale.

Before you start

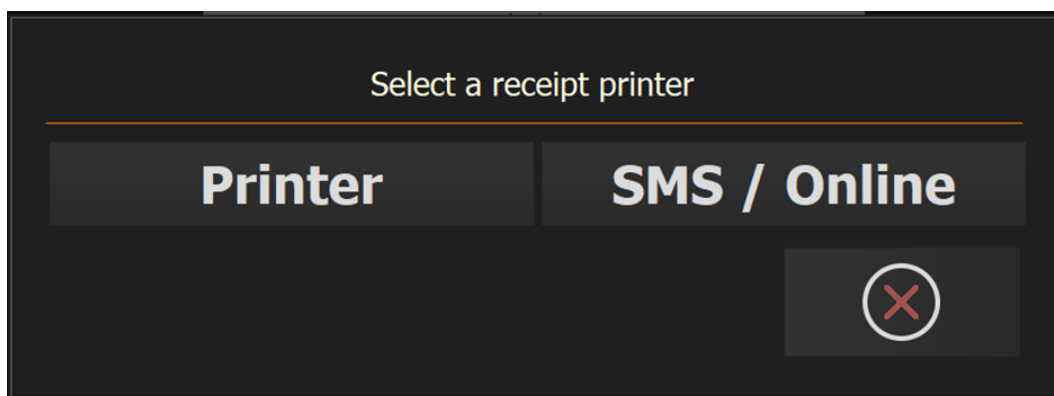
- Digital Receipts installed on your POS terminal — raise a ticket with Triniteq support to have it set up.
- The customer's email address or mobile number.

Sending a receipt

1

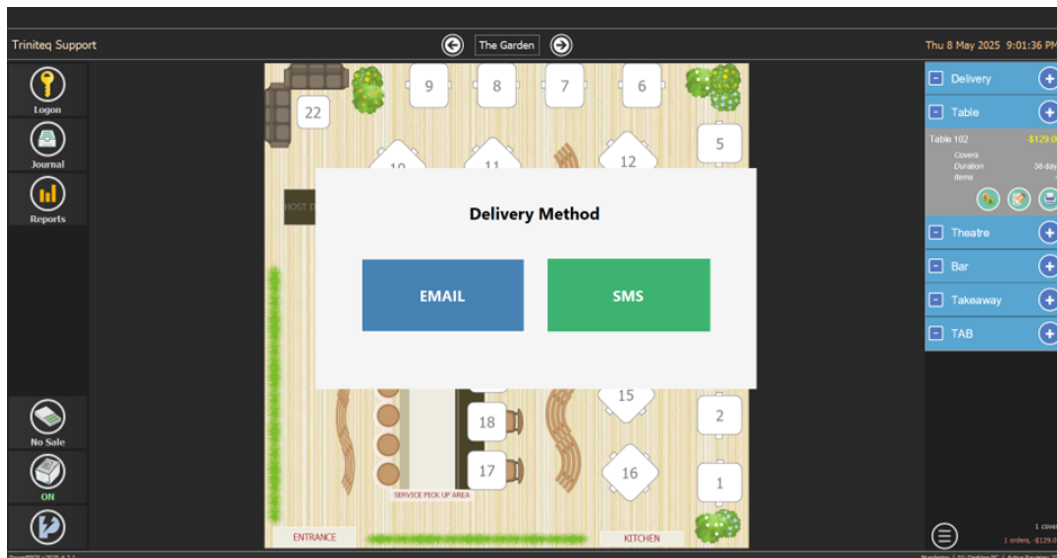
Print the receipt as usual

Carry on taking transactions exactly as you do now. When it comes to the receipt, PowerEPOS offers you the choice between printing it and **SMS/Online**.



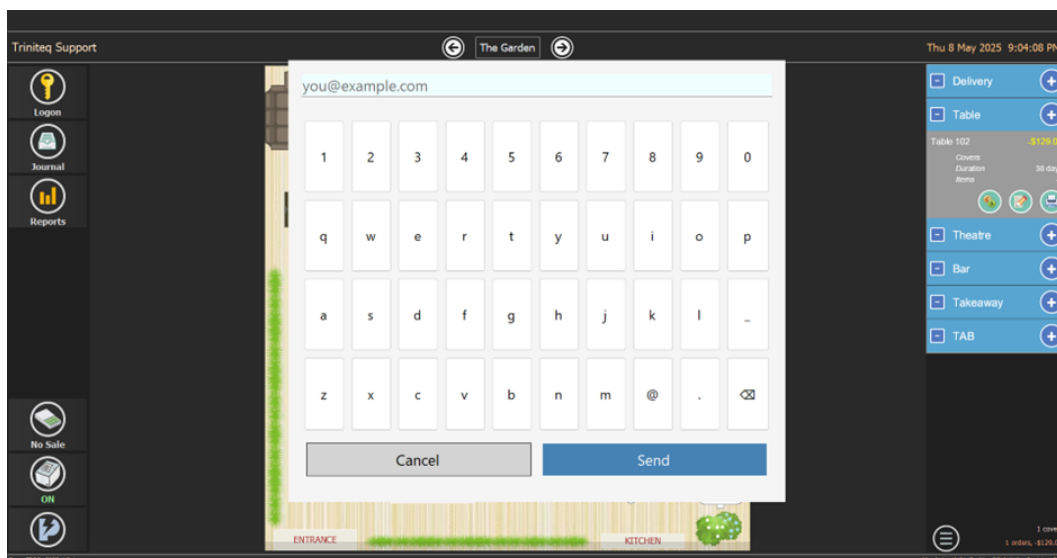
2 Choose email or SMS

Choosing **SMS/Online** hands the receipt to the Triniteq Digital Receipt Agent on the POS, which captures and formats it in the background. A prompt then asks how the customer wants it.



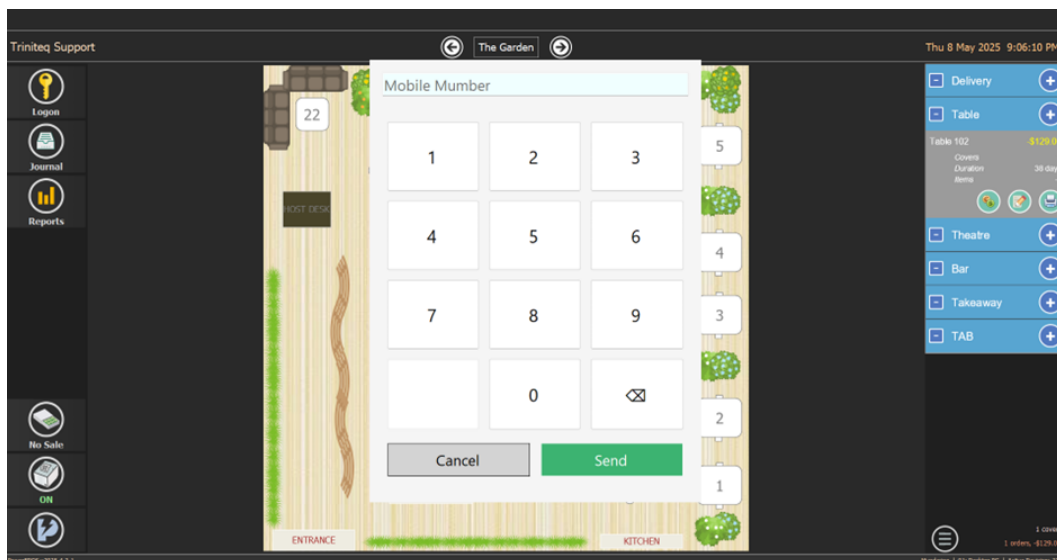
3 By email

Tap **Email**, enter the customer's address and press **Send**.



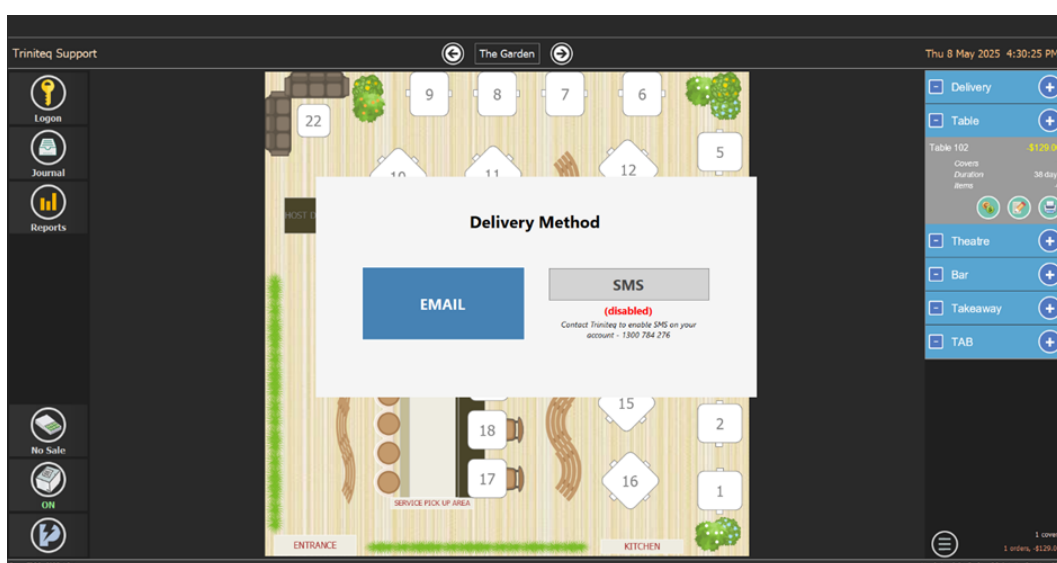
4 By SMS

Tap **SMS**, enter the customer's mobile number and press **Send**. Either format works: 044xxxxxxx or 6144xxxxxxx.



NOTE SMS can be switched off

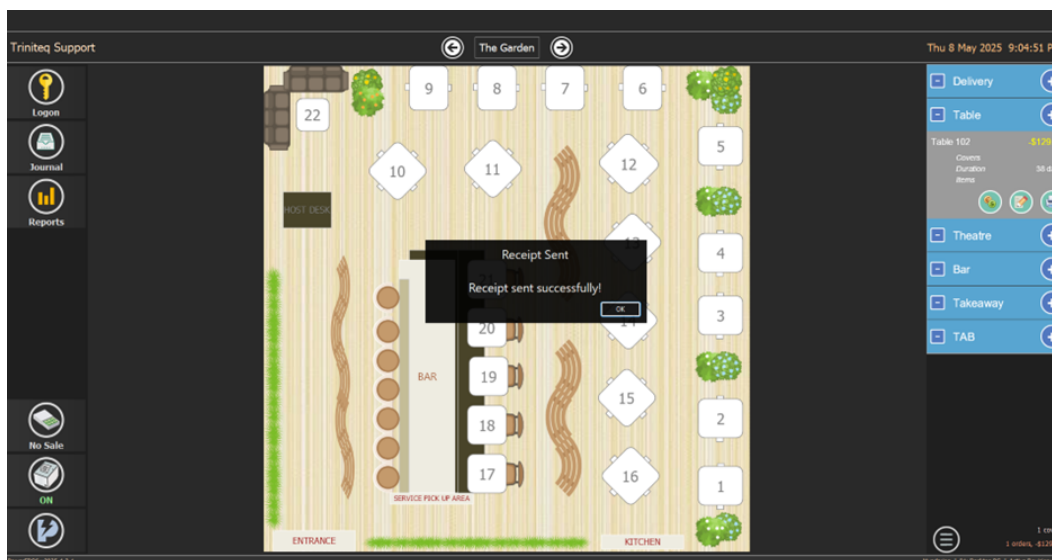
Some venues choose not to offer SMS. Where it is off, a message says so on screen. Raise a ticket with us if you want it turned on.



If it works, and if it does not

A confirmation appears on screen and clears itself after three seconds; tapping **OK** dismisses it straight away.

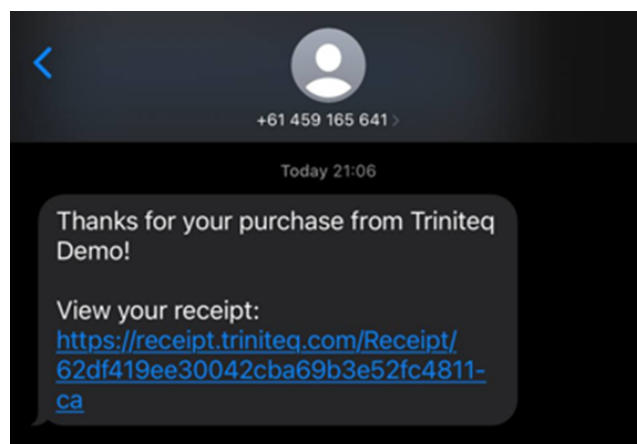
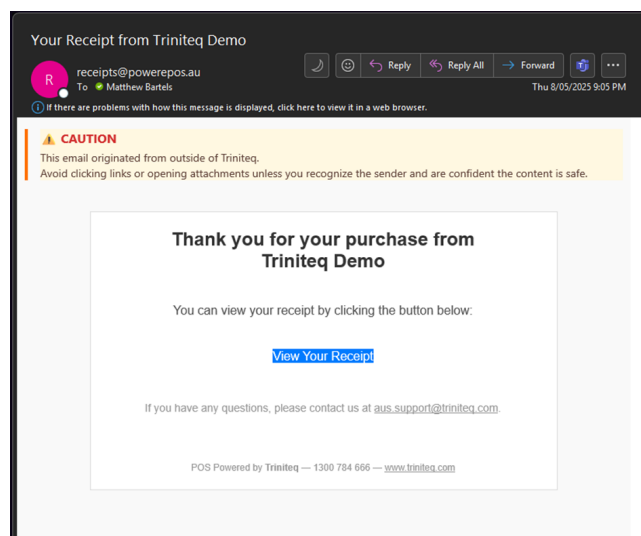
If something goes wrong, a message says so. The receipt is saved on the terminal and Triniteq support can send it again later — nothing is lost.

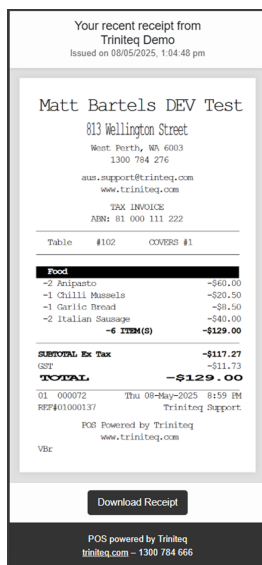


What the customer gets

The receipt is uploaded to the Triniteq cloud server, and the customer receives either an email from receipts@powerepos.au titled *Your Receipt from [venue name]*, or an SMS from Triniteq, PowerEPOS or a standard mobile number. Either way it carries a link that opens the receipt in a web browser.

Receipts stay online for six months, and the receipt page tells the customer so.





5

Need a hand? Contact Triniteq Support

NEED A HAND? CONTACT TRINITEQ SUPPORT

Phone **1300 784 276**

Email **support@triniteq.com**

Our support team is here to help.