

Setting up the TQ Receipt Agent

TQ Receipt Agent

ESTIMATED TIME 30 minutes

The TQ Receipt Agent is what turns a printed receipt into one the customer can be sent. It installs on the terminal, registers against the venue's organisation ID, and then appears to PowerEPOS as an ordinary printer. There are three parts to a setup: the account, the install, and the POS configuration.

Before you start

- Administrator access on the terminal.
- The venue name and an email address for the account.
- Whether the venue wants SMS receipts.
- Access to PowerEPOS System Manager, with permission to publish.

Creating the account

1

Register the venue

Go to the TQWebReceipt login page and provide the venue name, an email address and whether SMS receipts are wanted. An **organisation ID** is issued once the account exists — you need it to register each terminal.

Installing the agent

2

Run the installer

Download it from receipt.triniteq.com/agent_install and work through the prompts. It installs to **C:\PowerEPOS\TQ Receipt Agent**.

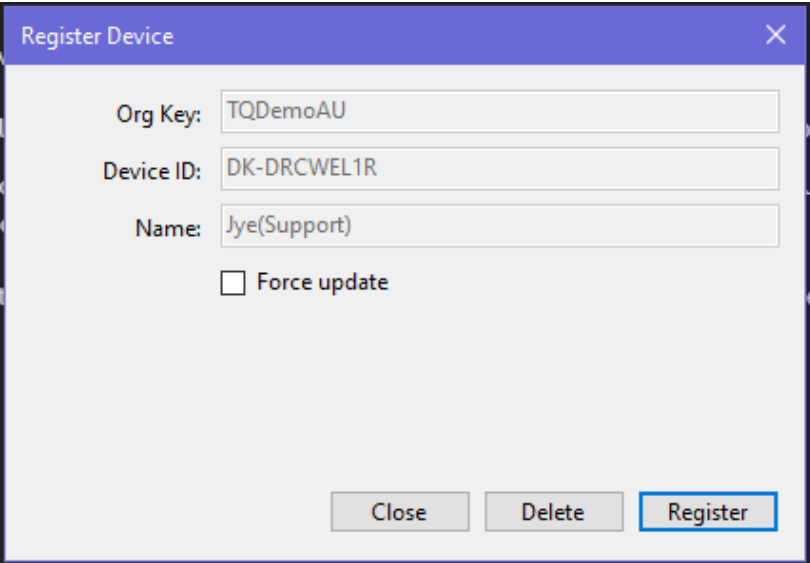
The installer carries .NET 9 with it, which is why it is a large download.

3

Register the terminal

The application starts itself after installation, and a shortcut is added to the common startup folder so it comes back after a reboot.

Find its icon in the system tray, right-click and select **Register**. Enter the organisation ID, and set the name to the terminal plus the venue — *VenueTerminalXX*.

A screenshot of a 'Register Device' dialog box. The dialog has a purple title bar with a close button (X) in the top right corner. It contains three text input fields: 'Org Key:' with the value 'TQDemoAU', 'Device ID:' with the value 'DK-DRCWEL1R', and 'Name:' with the value 'Jye(Support)'. Below these fields is a checkbox labeled 'Force update' which is currently unchecked. At the bottom of the dialog are three buttons: 'Close', 'Delete', and 'Register'. The 'Register' button is highlighted with a blue border.

Register Device

Org Key: TQDemoAU

Device ID: DK-DRCWEL1R

Name: Jye(Support)

☐ Force update

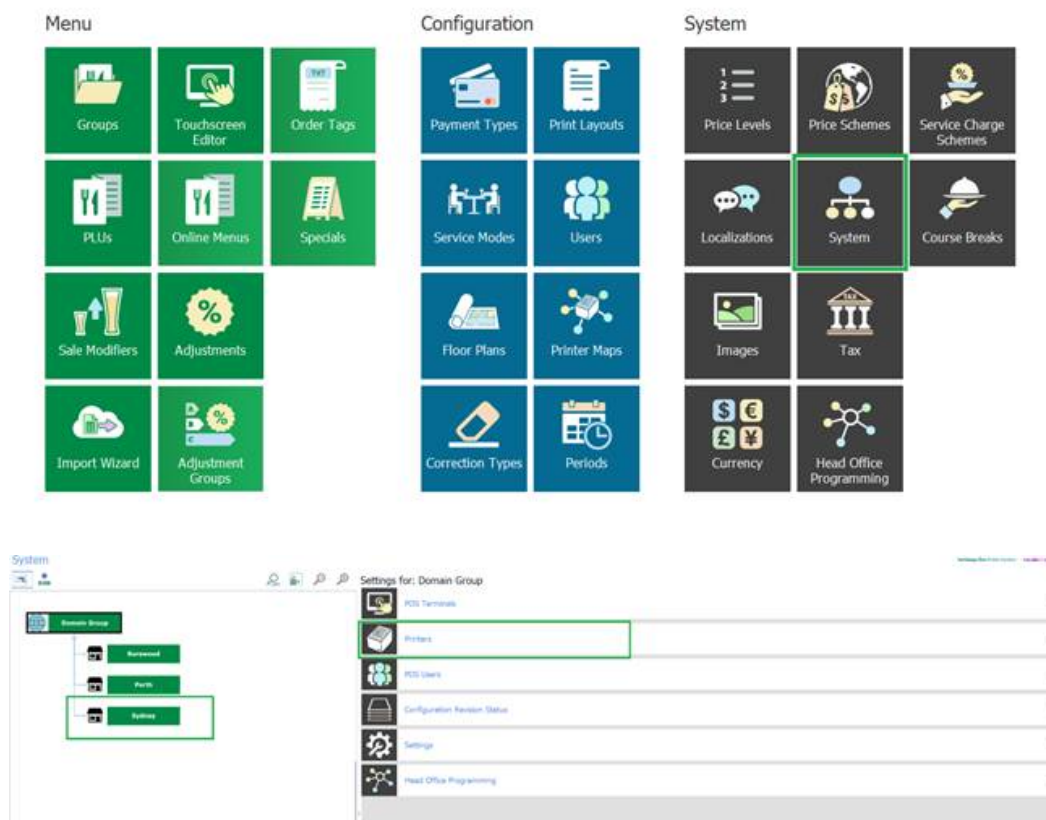
Close Delete Register

Configuring the POS

4

Open the outlet's printers

In PowerEPOS System Manager, go to **System**, choose your outlet, and open **Printers**.



5

Insert the printer

Insert a new printer, configure it to the setup you have been given, and save it.



SMS/Online

Revision: Current

Settings for: Entire System | Locale: Common

General
Flags

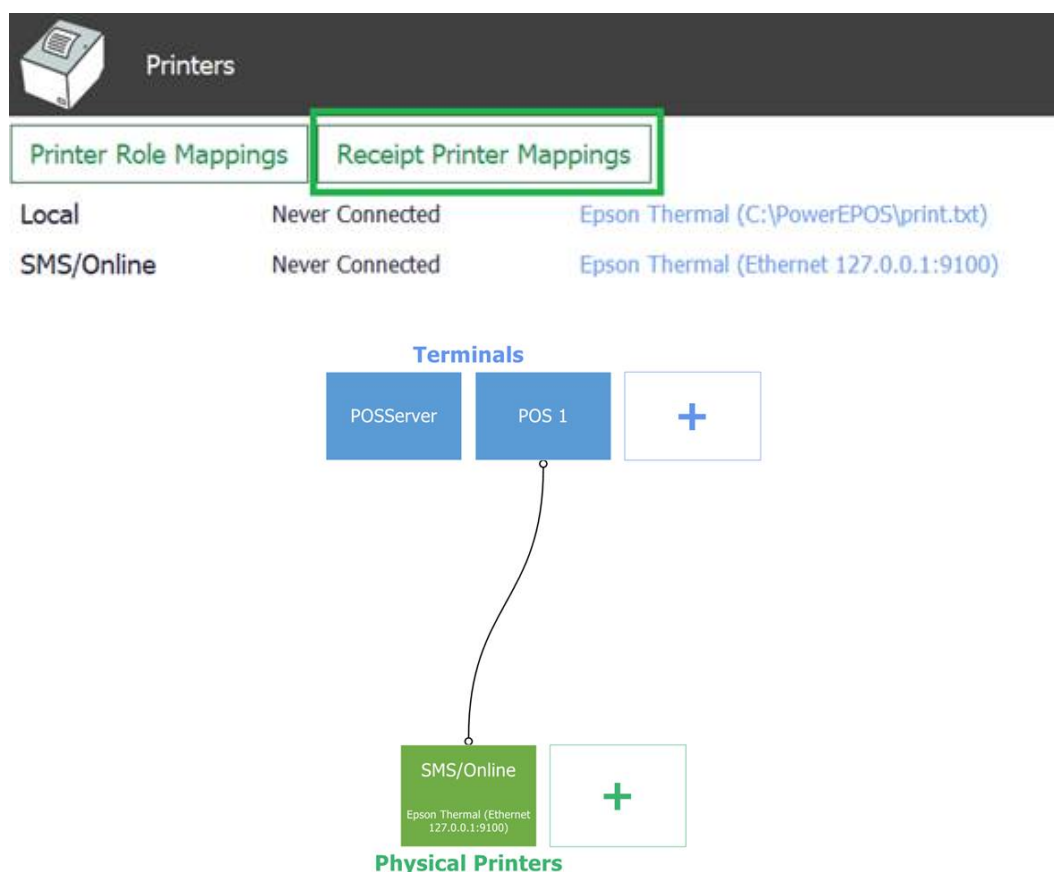
Name: SMS/Online
Outlet: Sydney
Backup to: [None]
Language: English
Interface Type: Ethernet
IP Address: 127.0.0.1 Port: 9100
Class: Epson Thermal
Protocol: ESC / POS Width: 42
Receipt Layout: TQAU Receipt
KP Layout: TQAU - Element KP Docket
Extra Feed Lines: 0

Delete
Save
Close

6

Map it to the terminals

Select **Receipt Printer Mappings** and make sure the terminals that should use this printer are selected. Then save and publish.



Using it on the POS

7

Print, then choose email or SMS

On the POS, choose to print a receipt. A preview appears; select **Print**, then choose **Email** or **SMS**. An on-screen keyboard comes up for the address or the number, and a confirmation appears once it has gone.

View Receipt 



Print

TAX INVOICE

Table #14 COVERS #1

Food

1 Lamb Shanks \$30.00

1 Lasagne \$30.00

1 Parmigiana \$30.00

3 ITEM(S) \$90.00

SUBTOTAL Ex Tax \$81.82

GST \$8.18

TOTAL **\$90.00**

01 000000 Fri 09-May-2025 10:05 AM

REF#01000034 Triniteq Support

POS Powered by Triniteq

www.triniteq.com

Delivery Method

EMAIL

SMS

support@triniteq.com

1	2	3	4	5	6	7	8	9	0
q	w	e	r	t	y	u	i	o	p
a	s	d	f	g	h	j	k	l	_
z	x	c	v	b	n	m	@	.	

Cancel
Send

When something goes wrong

- **Resetting the password** — in the Register window, tick **Force Update** and register again. The configuration is kept and a new password is set.
- **Decommissioning a device** — in the Register window, select **Delete**. That removes the registration both on the terminal and online.
- **A corrupted POS configuration** — delete the contents of **C:\Users\<currentuser>\AppData\Local\TQReceiptAgent** and configure it again.
- **Managing devices centrally** — the cloud portal lists every registered device, and can blacklist, block or delete them.



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Need a hand? Contact Triniteq Support

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Phone **1300 784 276**Email **support@triniteq.com**

Our support team is here to help.