VENTURE EPoS

Dear Customer,

Please find the below contact details on how to book a support ticket with our team. We would advise placing this next to the EPoS Terminal

1. E-mail support@ventureepos.com
2. Send us a WhatsApp message on 0800 772 0842 (QR Code Below)
3. Calling us on 01423 80 60 80 or 0800 772 0842.

Options 1 and 2 are preferred to allow us to speed up your request as our WhatsApp number and support e-mail address are integrated with our ticketing system.

WhatsApp – you won't automatically receive an automated response saying the ticket has been logged, but you will receive an e-mail if this is connected to your account. Please note, that every message is logged into the same ticket within 24 hours. If you don't receive a response within 48 working hours, then please give us a call. Scan the QR to send us a WhatsApp message.

Please note our opening hours below, we will respond to all support enquiries during these opening hours. Weekend and out-of-hours cover is available to **system critical issues only**. Details of this are on the next page.

Monday – Thursday: 9:00 am – 5:30 pm

Friday: 9:00 am – 4:30 pm

Need Till Rolls or Consumables then look no further, scan this QR Code!

EPoS, The EPoSsibilities Are Endless

T: 01423 80 60 80
E: info@ventureepos.com
W: www.ventureepos.com

Out Of Hours Support

Should you require out-of-hours support, then please e-mail support@ventureepos.com or WhatsApp message us on 0800 772 0842. This is monitored outside of our opening hours. Ringing the office outside of our support hours will simply leave a voicemail, and may not be picked up until the following working day.

Please note, that out-of-hours support will only be prioritised if the issue is deemed 'System Critical'. Any other issues that aren't deemed 'System Critical' will be dealt with between our opening hours and a support ticket will be raised.

What is deemed System Critical? System Critical means you physically can't use the EPoS system. However, most issues may be resolved by a simple reboot, don't worry, the system is designed to re-boot all software applications. Please note, that we can't be responsible for any onsite power or network-related problems, these aren't monitored by us and can't be supported. Please note, that programming queries aren't deemed 'System Critical'.

Please Read The Following!

If you have an out-of-hours support issue please **DON'T** e-mail us saying '**The till has gone down'**. This simply does not help us resolve your support issue and won't be deemed 'System Critical'. We will need specific details about what the actual issue is, so please bear this in mind when sending your support query.

If you do have to log a support call, please follow the below steps and report the answers in your support e-mail. This will help us determine if your query is 'System Critical'. Please include the following:

1. What exactly can't you do with the system/ what is the fault? Are there any error messages showing, if so, what are they? If there is an error message of 'No Answer ID#1 (or another number). This is a network issue and out of our control. This error means that the till can't communicate with the other till on the network. If the till is offline, check all the network cables and connections.
2. Is there a power fault? If so, have you checked all the power cables and re-seated the power cable? From past experience, this is usually the problem. If you have more than one till which works, change the power packs around to see if it's a power pack fault or till fault.
3. Anything Card machine integration errors will be either down to the internet (would show a server error) or a check for device error (you would need to speak to Dojo/PaymentSense regarding this)

Remember. The more detail you include the quicker we can resolve the issue. What have you tried to do to fix the problem before e-mailing?

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