FAQ's

Functions

Does POS system track phones by ESN?

This is called serialized tracking. When you enter an item in your inventory list it asks you how you want to track it. It can track by esn, imei or serial number.

Does POS system allow for scanners?

You can purchase our which has been tested with our system or if you have one already please email us the make and model and we will search out any required drivers.

Does POS system track inventory by location?

Our system allows you to track by dealer or location. This could be a store, kiosk or outside sales rep.

Does POS track transfers from one store to another?

We allow you to not only drop and drag items to transfer, but if they are phones it will automatically transfer the esn to the new location. Items are held in the "In Transit account" until they are received and checked in. This is all viewable by the individual stores and the TCManager.

Does POS reconcile all activations with carrier and/or master distributor commission reports?

It will generate spread sheets exactly the way you want to display the data. In addition it will import spread sheet data from the master agent or carrier and automate the reconciliation process.

Does system allow for returns?

It will not only return the item, but if you have a rma form and email it to us, we can make that form filled out automatically when a return is done. Asking all the important questions at the time of the return.

Does POS calculate commissions and rebates due from carriers at the time of sale?

We have a commission wizard that streamlines this process.

Does POS track employee hours?

There is a time-clock feature and if you have purchased our Quickbooks module it will automatically post to QB.

Does POS calculate employee sales commissions?

We have a very simple but flexible sales commission wizard. You can set up many types of commissions allowing you to give senior employees a different pay scale then part timers or new employees. Again, if you have our QB module it will automatically send it over.

Does system allow for remote management of item master?

You can remotely manage all of your items at once and make changes to one specific store or across you whole company.

How often will software be updated with new functions?

As often as necessary, however we will try to limit it to once a month. We are a service for the dealers. As new features are developed, we will make them available to everyone on our service. We thoroughly test each improvement before it is made available.

Technology

Does system require high-speed Internet connection?

After the initial synchronization, we only send new transactions and changes over the network. Dial up will works well. Obviously broadband is quicker and can be scheduled more frequently.

What happens to system when communication with server is lost?

Everything is always retained on the individual computers. In the event of a communication failure, the system caches the data until communication is re-established. There is no loss or transaction capability.

Do I lose data when computer crashes?

It is possible to lose some data. The data loss is limited to transactions processed since your last update. We recommend, updating at least three times daily if you are on dial-up or every 5 minutes if you have broadband.

How often is data synchronized with system?

Your choice and it can be done as often as you would like. We recommend, updating at least three times daily if you are on dial-up or every 5 minutes if you have broadband.

How often is data backed up?

Back-up occurs automatically every time you update. You have the feature in your tools so do it as often as you would like. In addition each computer that is within your company that is on our service has a back up of all of your stores as well. We recommend, updating at least three times daily if you are on dial-up or every 5 minutes if you have broadband.

How and where is data backed up?

Data is backed up on each POS in your network, and on the TCManager and at our server.

Wireless Sales Management System
www.wsmspos.com

What minimum configuration do I need for my computer to use your POS system?

TCManager and POS minimum system requirements:
- 500 MHz Pentium III or faster
- Windows 98 / ME / NT / 2000 / XP
- 64 MB RAM
- 1 GB available hard disk space
- 800 x 600 screen resolution or more
- Internet access through a reliable ISP, preferably a persistent connection (DSL, Cable, etc.)
- Antivirus software
- MS Office for imports / exports to Excel, etc. (optional)

For the POS:
- 1 PC dedicated to POS functionality
- 1 available USB port, serial port, or PS2 keyboard, for barcode scanner (optional).
- 1 available serial port for cash drawer (optional).

What hardware do I need to use the POS system?

To fully utilize the service you will need a cash drawer, bar code scanner and ink jet or laser jet printer in addition to a PC.

Can I review POS transactions remotely over the Internet?

Our system has web browser capability.

Security

How do you prevent unauthorized access to the system?

Everything is password protected and encrypted.

How do you prevent authorized employees from using protected functions in the system?

The administrator sets the security levels for each employee. Only the administrator can change this. This security level is set in the employee profile.

How do I know that my data is safe and secure on your server?

We don't have the password to your database, only you do.

QuickBooks

Does POS work with QuickBooks?

Our system is integrated with QuickBooks. It sends line item transaction detail for invoicing to QuickBooks. It also sends purchase order and payroll data to QuickBooks.

What versions of QuickBooks does your system work with?

Our POS works with QuickBooks Pro 2003.

Do I have to enter my current QuickBooks item master, chart of accounts, vendors and customers into your POS to start?

We have developed an automated process to help you accomplish this.

What information does your POS send to QuickBooks?

It sends line item transaction detail for invoicing to QuickBooks. It also sends purchase order and payroll data to QuickBooks.

How do I match information generated by your POS to my chart of accounts in QuickBooks?

Using our TCManager, you map all transaction types in the POS to your chart of accounts in QuickBooks.

How does POS integration handle multiple stores in QuickBooks?

Our POS allows for multiple locations. These locations are transferred to QuickBooks using the class specification.

Do you have a chart of accounts to optimize your integration with QuickBooks?

With input from CPA's and existing users, we have created a thorough chart of accounts, which maximizes the capabilities of our POS and allows for GAAP level reporting.

Training & Support

What training is included in my initial purchase of your system?

The purchase of your system entitles you to unlimited remote support required to get you up and running.

How long will it take an employee to learn how to use the POS?

It typically takes the primary user one week to be able to use most of the functionality of our system. Sales people are able to master their more limited scope of usage in much less time.

What on-going support is included in my monthly service fee?

Our monthly fee includes unlimited remote/telephone support for using our system. Support for hardware, and operating systems is available on a per use charge.

Do you have web-based self-help?

Our web based self-help is under development.

What are your hours for telephone support?

Our support hours are 8:00 am to 5:00pm Mountain Standard Time Monday thru Friday.

Do you support hardware?

We provide limited support for hardware only to the extent it is required to run our software.

Do you support windows?

We provide limited support for windows only to the extent it is required to run our software.

Do you support software that you don't sell?

We can not support software that we have not developed or sold.