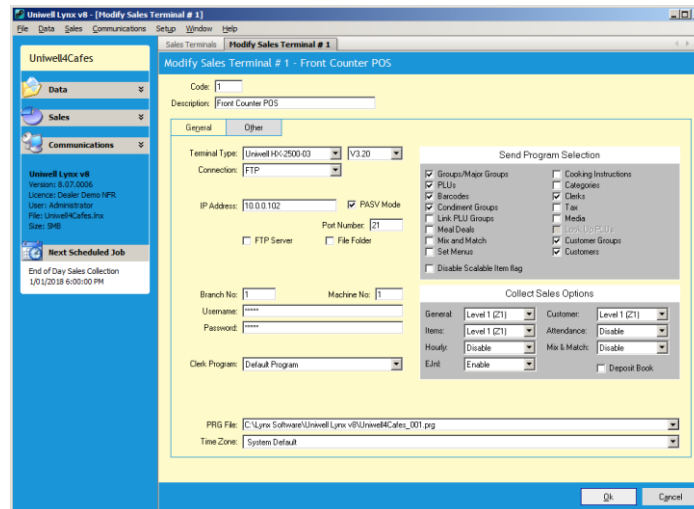


Topic: **INITIAL SETUP OF THE CUSTOMERS MODULE**

The optional Customers module of Uniwell Lynx integrates with the Customer account function of selected Uniwell POS terminals, allowing the user to manage customer contact details and analyse account activity, send statements and export data for promotional purposes.

FAQ What settings do I need to adjust to enable Uniwell Lynx to integrate with the Customer file in my POS terminals?

- Go to the Add/Modify Sales Terminals screen (found on the Data menu)
- Select Customer Groups and Customers in Send Program Selection
- Select EJnl and Customer in Collect Sales Options



FAQ How do I add new Customers to be sent to the POS terminals?

- Go to the Customers screen (found on the Data menu) and add or modify customer details
- The options on the Add/Modify Customers screen are directly related to settings in your Uniwell cash register
 - To find out whether these settings apply to the POS terminal model you are using and what each setting does, you will need to talk to your Uniwell POS support provider
- Note for Multi-Location users: You can choose whether to send specific Customers to all cash registers, or limit them to certain POS terminals in one specific Location

FAQ Are Customer account payments made at the POS terminal or at the back-office (in Uniwell Lynx)?

- This depends on the model of POS terminal you are using, and how you wish your system to function procedurally (please discuss this with your Uniwell POS support provider)
 - If customer balances and payments do not need to be accessed at the POS, we recommend using Uniwell Lynx for payment control
 - Your Uniwell POS support provider will need to configure your POS terminals and Uniwell Lynx software depending on what process you are using

FAQ Can I delete a Customer from my Uniwell Lynx database?

- No, not if the Customer has transactional history or an account balance
- Old Customers with a \$0.00 balance can be deleted after an Archive Data removes all old transactions

FAQ Under what circumstances would I enter Customer Adjustment transactions in Uniwell Lynx?

- Customer Adjustments are designed to make changes to the Customer Balance at the initial set up of your system (where Customers hold a previous balance), or for manually synchronising account balances in the event of data loss
- Customer balance changes due to Customer Transactions in Uniwell Lynx do NOT update the account balance as stored in the POS terminal(s)