

ONBOARDING FAQ

Q: Who is foreUP integrated with for credit card processing?

A: foreUP is currently integrated with worldpay, stripe

Q: How will training be handled?

A: training will be done via zoom with your customers success manager. They will schedule out various training sessions with you and your team to learn how to use the software.

Q: Who should be involved in the training?

A: We recommend you have your managers on the training but anyone is welcome to join. We have found that it works best to have your managers learn the system and then have them train your team on how to use the software.

Q: What new hardware am I required to purchase from foreUP?

A: The hardware that you will need to order directly from foreUP are receipt/kitchen printers and any credit card processing device. These are coded uniquely to our system.

Q: How can I order my hardware?

A: You can order hardware from our website: foreUPhardware.com

Q: Do I have the ability to limit what my employees can and cannot see within the software?

A: Yes, you can create employee profiles with permission levels for various action items within the system.

Q: Will foreUP export out my old customer data for me?

A: No, we will help you import your data into our system and try to give you pointers on exporting out your data but we cannot export out your data for you in your old system.

Q: Will foreUP help me set up my network?

A: No, although we will help as much as we can we cannot set up your network for you. It is recommended that you have an it expert help you out with that if needed.

Q: How often do trainings happen during the setup process?

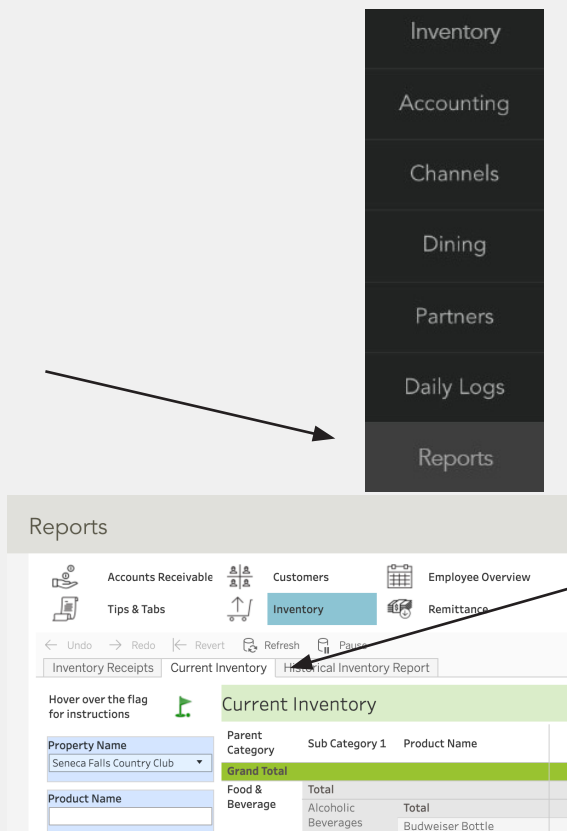
A: That is determined by you and your customer success manager. Typically you will have 1-3 hour long trainings per week as you are being set up.

Q: Will foreUP create my employee profiles for me?

A: No, they will create a few for you and then show you how you can create the rest on your end.

INVENTORY

This is the export of ALL Inventory items.



3) Select Inventory from the top report banner.

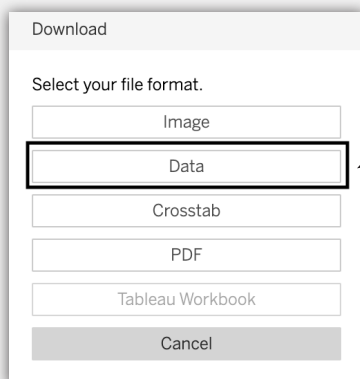


4) Select the Current Inventory tab.

5) Select any item cell (it highlights the cell blue) then select the same cell to de-select. This is needed in order to have the Download Data option in the next step.



7) Click Download button upper left.



8) Click Data.

9) Select the Full data tab.

10) Click Show all columns.

11) Click Download all rows as text file. It will default to .csv.

12) Name the file "Club Name Inventory Export".

13) Save in the Teesnap Export folder that you created.

