



Dear Valuable Customer,

You are a proud owner of Wep Billing Printer. Our machines are easy to operate, effortless & easy to maintain on low running costs. Enjoy our fantastic service spread across the country through well networked Authorized Service Providers. This Technical Communication guide will help you to operate the Machine easily and help you to diagnose and troubleshoot in case of any problem. Regarding any suggestion and feedback e-mail us at [rbp.support@wepindia.com](mailto:rbp.support@wepindia.com)



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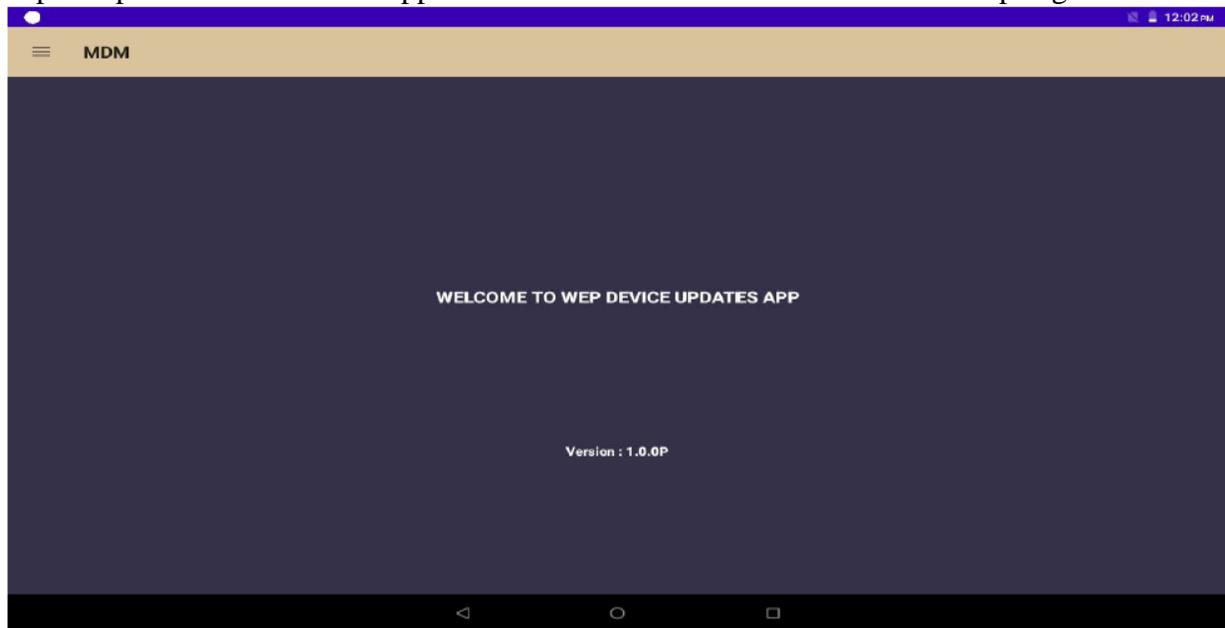


Technical Communication No.1  
Date of Release: 28<sup>th</sup> Oct 2020  
Models Covered: JOY POS Series

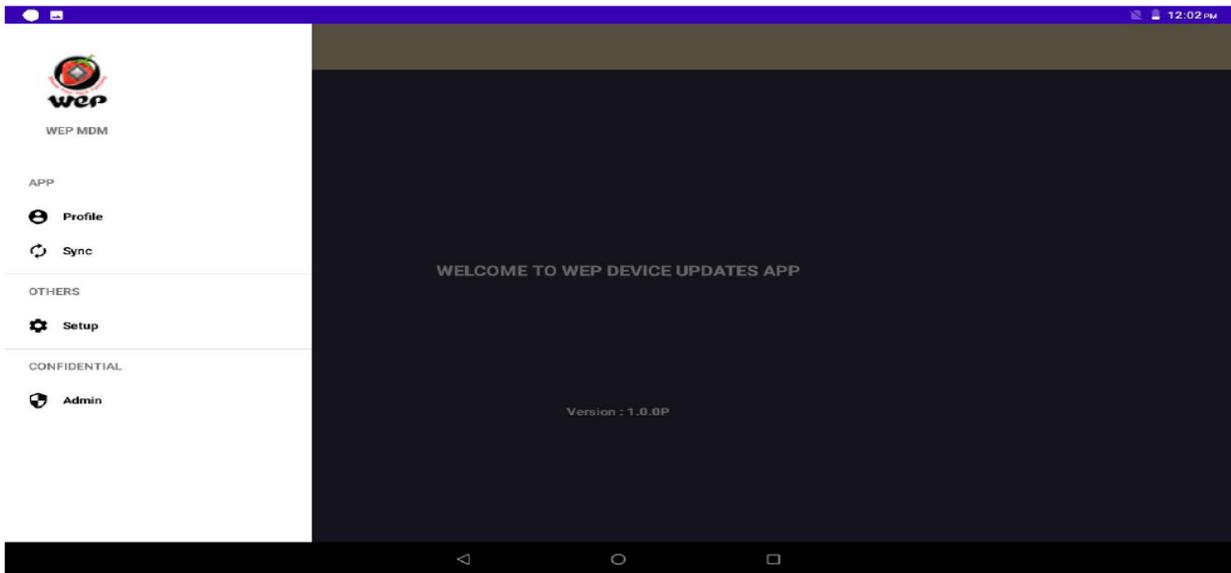
### **Registration process for WEP MDM Application (Launcher)**

**Introduction:** This Technical Communication covers the registration process of WEP MED Application. It helps in login creation and JOY POS application running. WEP MDM Application is used for providing updates for the JOYPOS. Internet Connectivity is mandatory for the entire process.

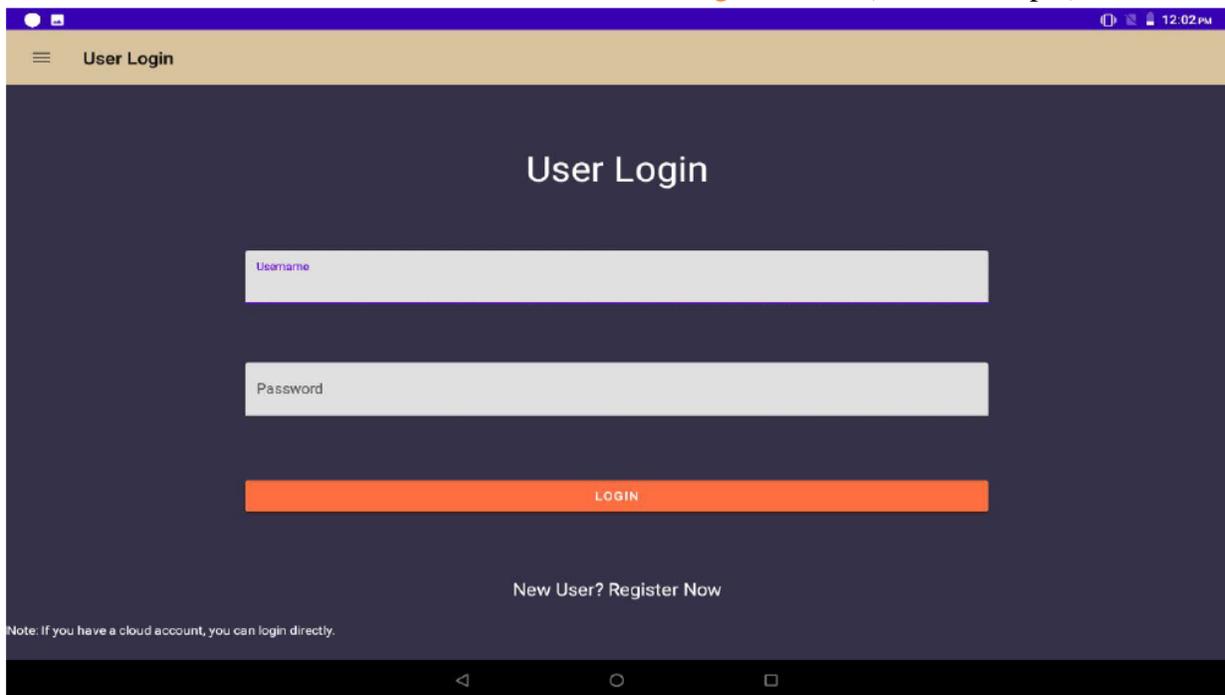
Step 1: Open the WEP MDM Application and Click on Menu Button in the Top Right Corner.



Step 2: Click on Profile



Step 3: If the customer already have a cloud account in WEP's Centralized Server (<https://pos.wepsol.in>) then the customer can directly log in using the username and password for the cloud account. Otherwise click on **New User? Register Now** (Move to Step 4).



Once the customer is Logged In successfully, then it will be directed to **USER REGISTRATION** page and the customer details will be auto-filled. (Go to next step)

Step 4: Fill all the details and select the Application Type.



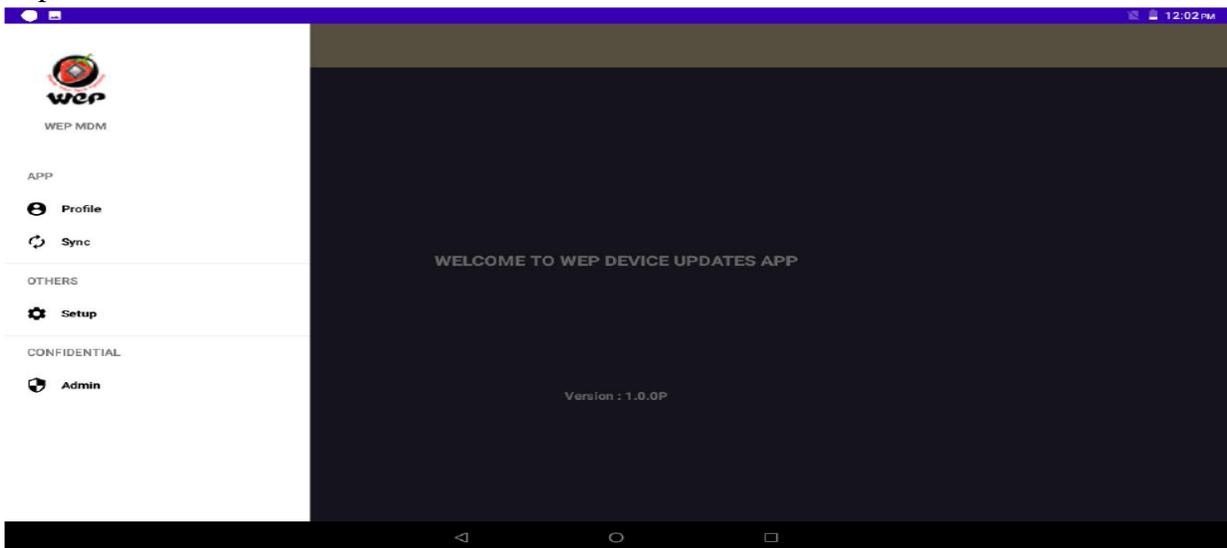
Please Note: You cannot change any details once entered and registered. also User is one time registerable. So, please take at most care while you enter the details.

**Note 1: Application Type once selected cannot be changed.**

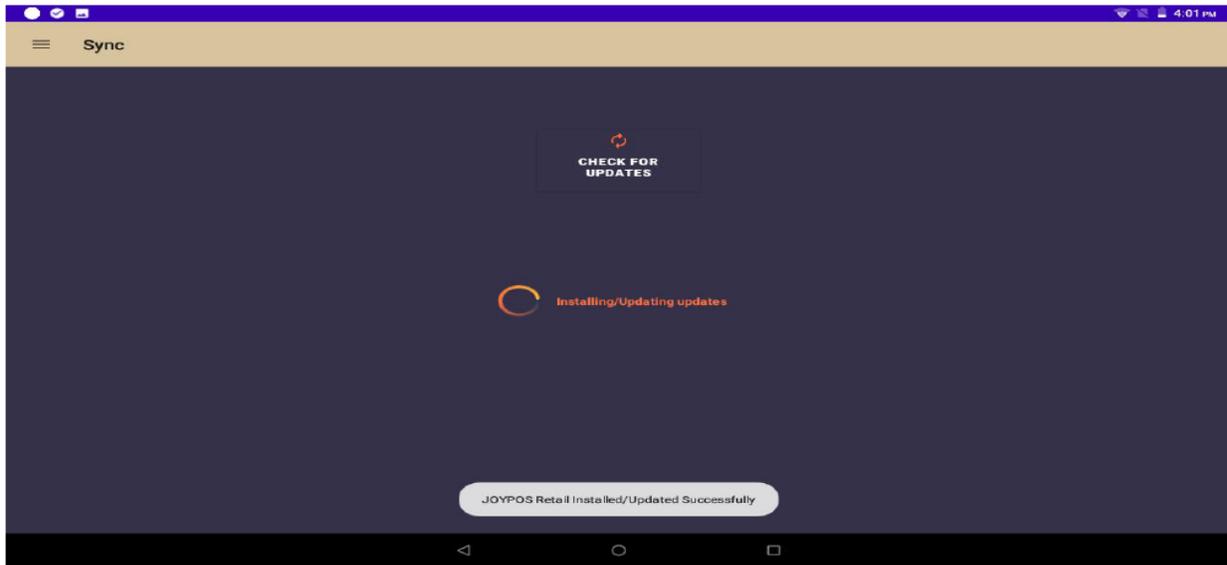
**Note 2: ASP/Sales Champ/Support Executives/Dealers should not enter their details in this page. Customer's details should be mentioned here.**

**If you are not entering customer's details, you will have to send back the device to the Factory.**

**Step 5: Click on Menu button and Click on SYNC**



**Step 6: Click on Check for Updates.**



Application updates and installation will be done through this module.

Technical Communication No. 2  
Date of Release: 06<sup>th</sup> Nov 2020  
Models Covered: JOY POS Series

### Weighted Bar-code Option in Joy POS Application

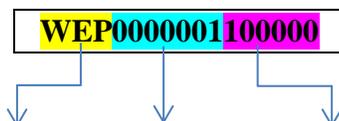
**Introduction:** In Joy POS Application, we have given choice of item code. This is given for weighted bar-codes. To configure the item with the weighing scale you need to enter "ITEM CODE". E.g. Two items are added to your Item Master

Serial No	Item Name
1	Potato
10	Onion

And you want to configure with a weight scale, then you must enter the item code and if the item code is 1, then the format of the item code is "0000001".

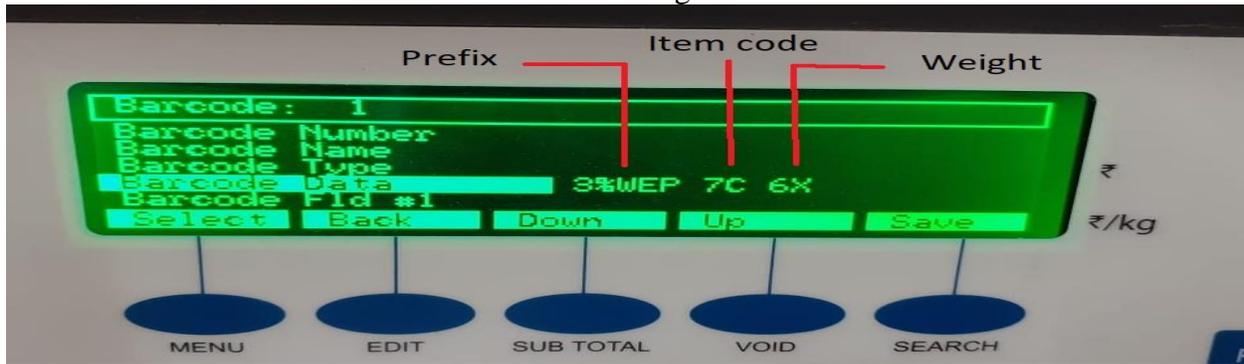
Item Code	Item Name
0000001	Potato
0000010	Onion

When you configure the database in a weighing scale then the first 3 digit is prefix, 7 digit Item Code, and then 6 digit Weight

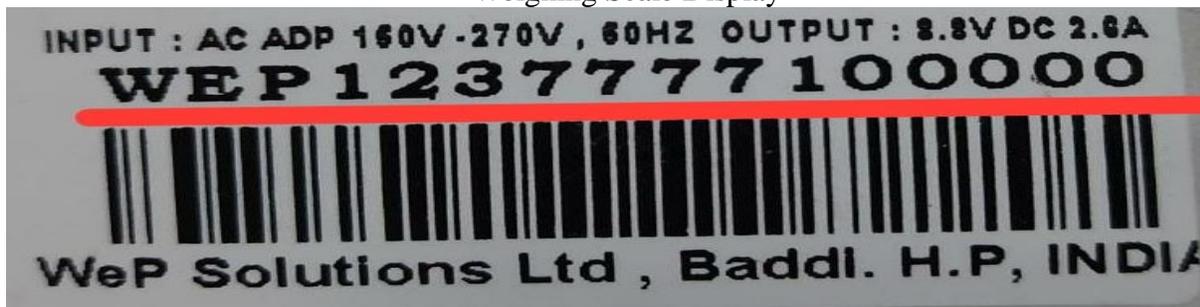




Prefix      Item Code      Weight



Weighing Scale Display



Barcode Format

Technical Communication No. 3

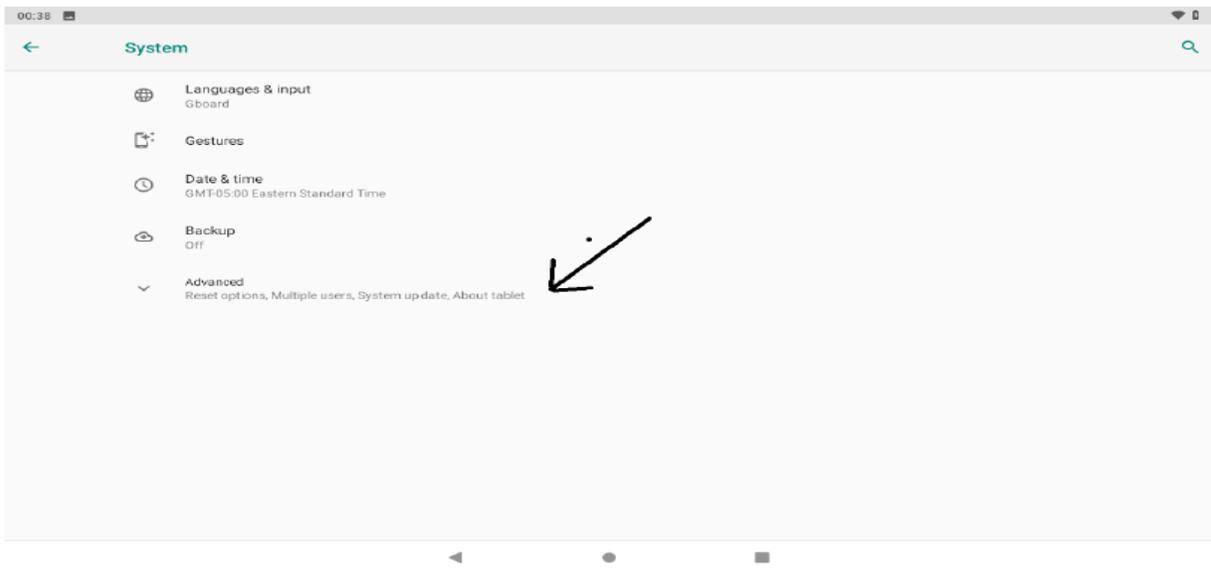
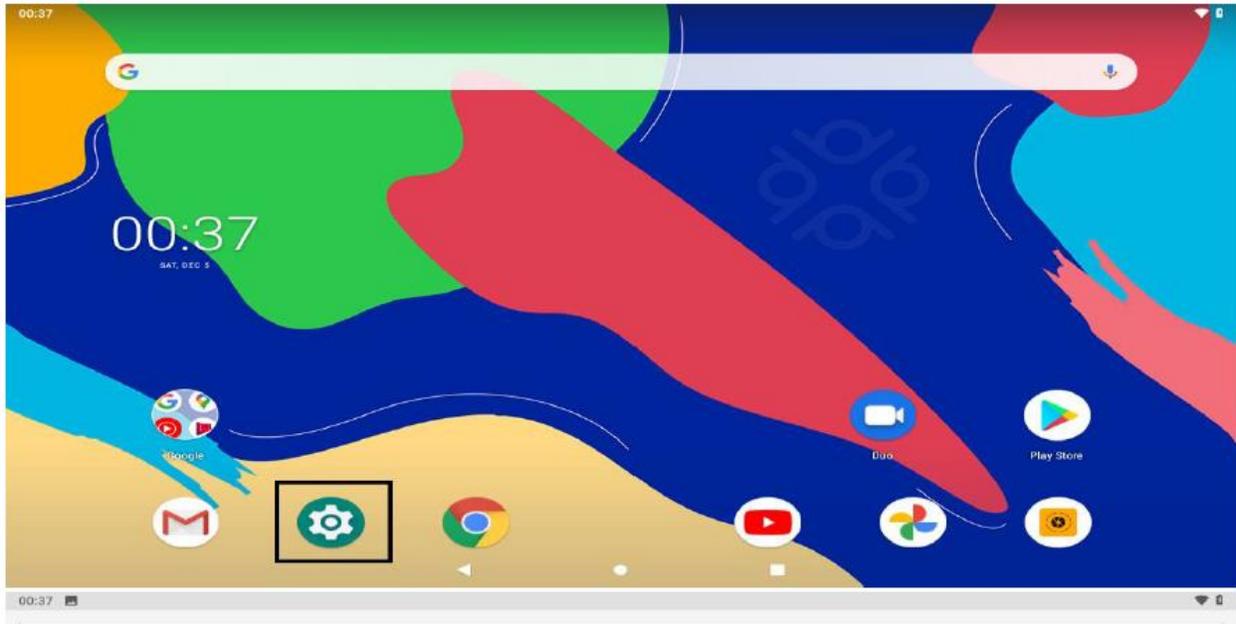
Date of Release: 05<sup>th</sup> Dec 2020

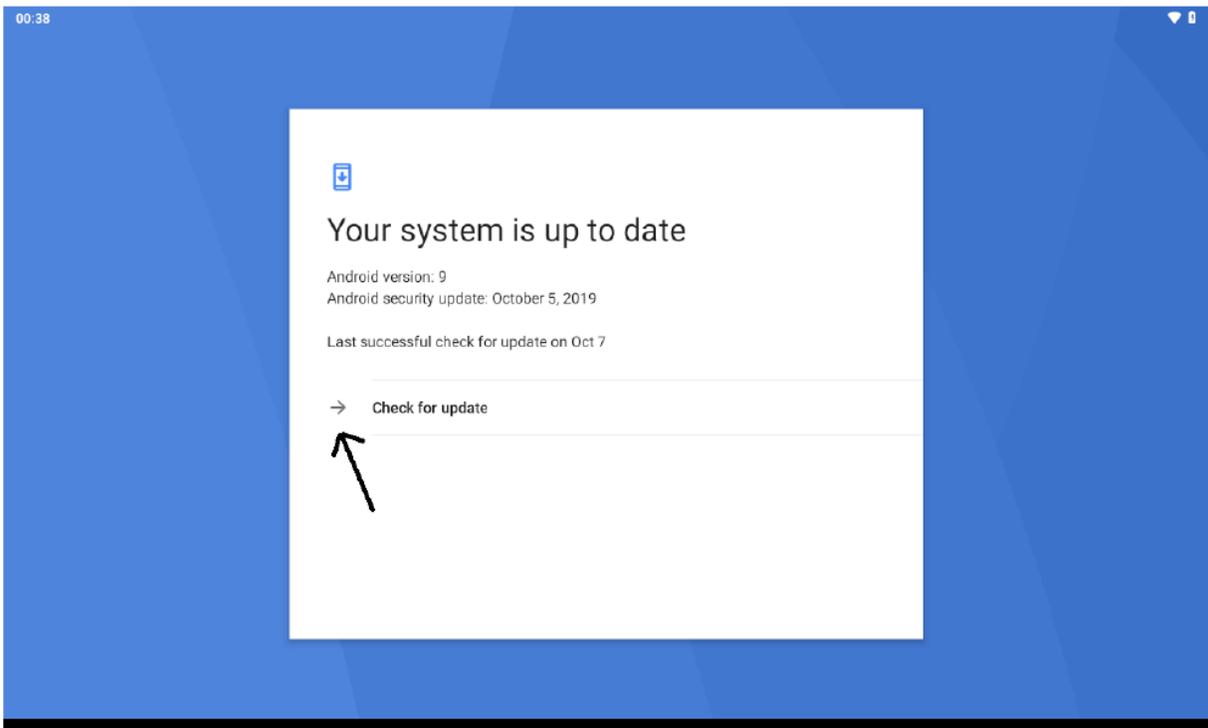
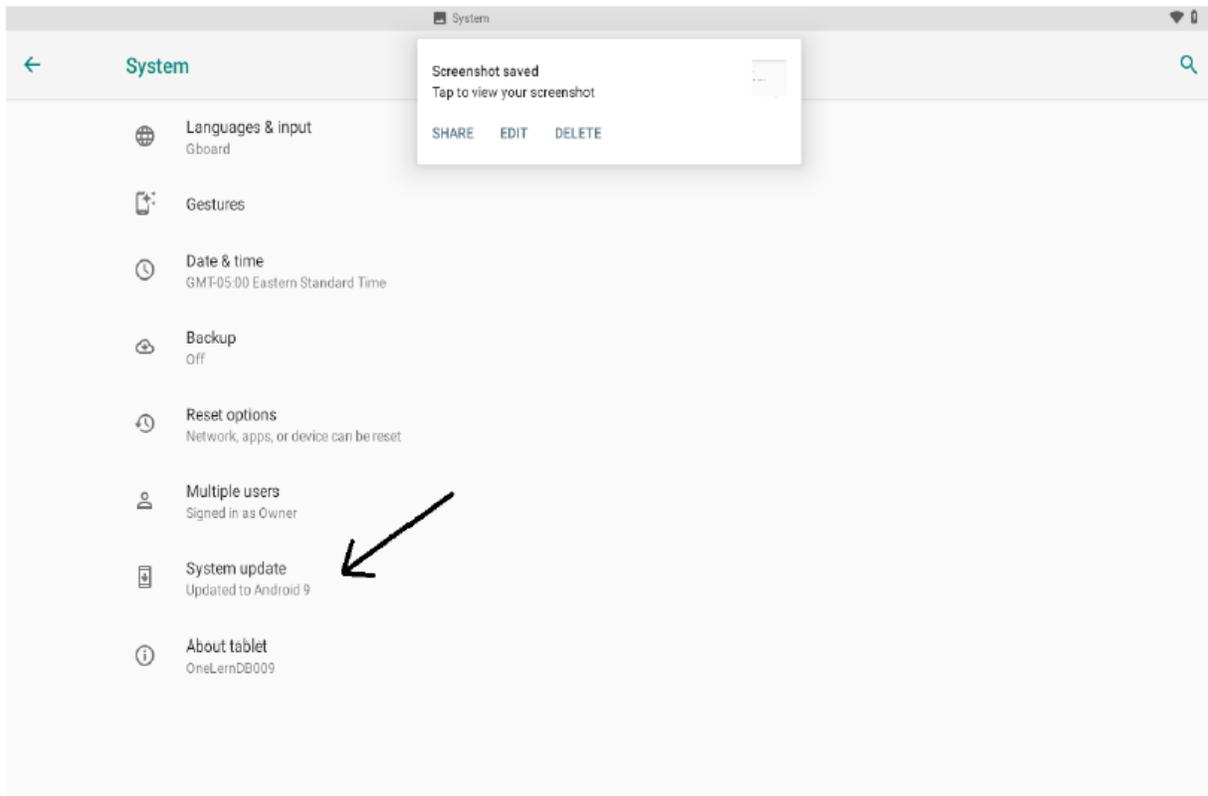
Models Covered: JOY POS Series

### Operating system updates to overcome Charging Issue in JOY POS

**Introduction:** This is to inform you that we have found solutions for charging related issue in new lot of JOY POS produced from Oct'20(20J) onwards. Please go through below steps to take System updates which will resolve charging issue in JOY POS

Go to Settings System → advanced → System Update → Check for update → take this update of 63.45 MB and restart the System







00:38



## System update downloading...

This is for test!

Update size: 63.92 MB

 **Pause**

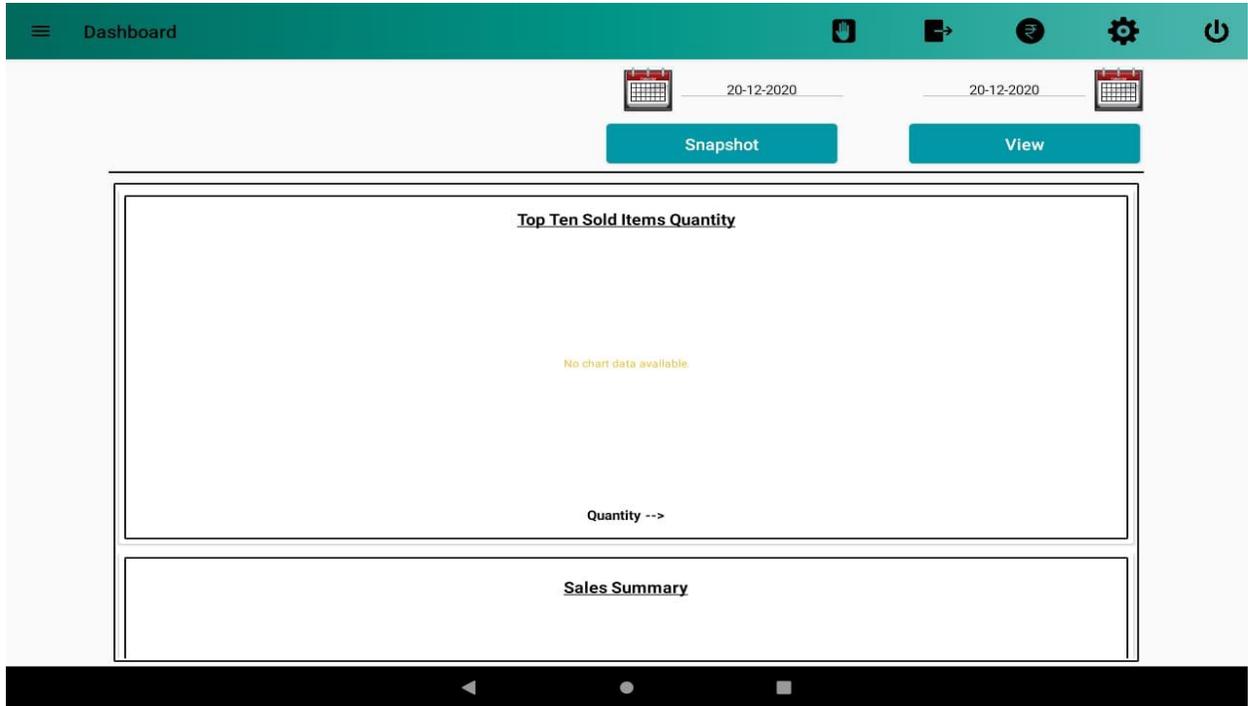


Technical Communication No. 4  
Date of Release: 19<sup>th</sup> Dec 2020  
Models Covered: JOY POS Series

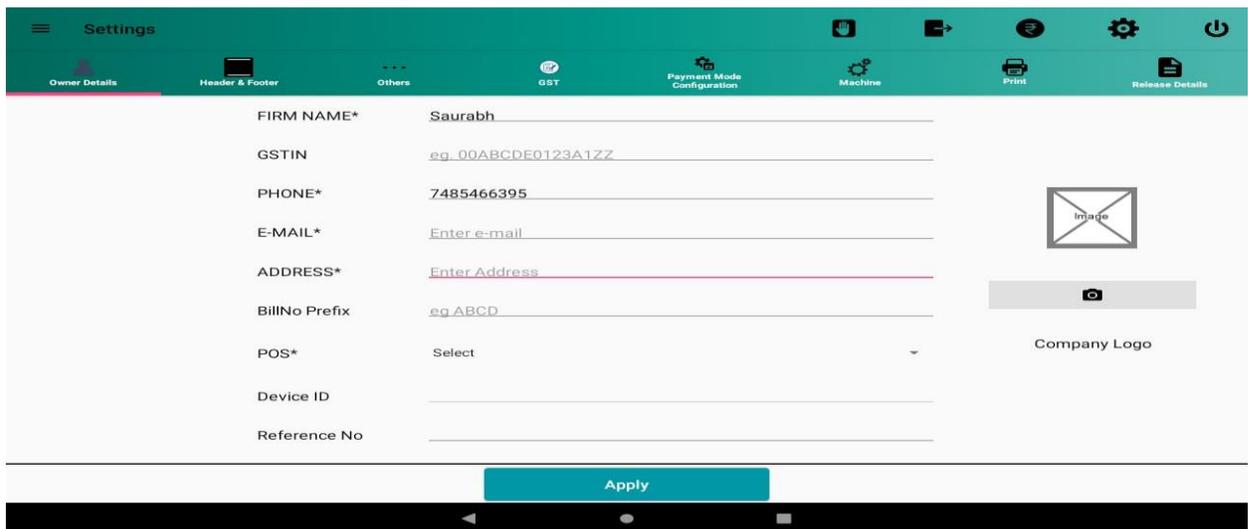
### Printer Configuration Process in Joy POS

**Introduction:** This technical communication covers the steps of Printer Configuration with JOY POS. It helps in making printer configuration while reconnecting it with JOY POS

1. Go to Joy POS application and Select for Settings section.

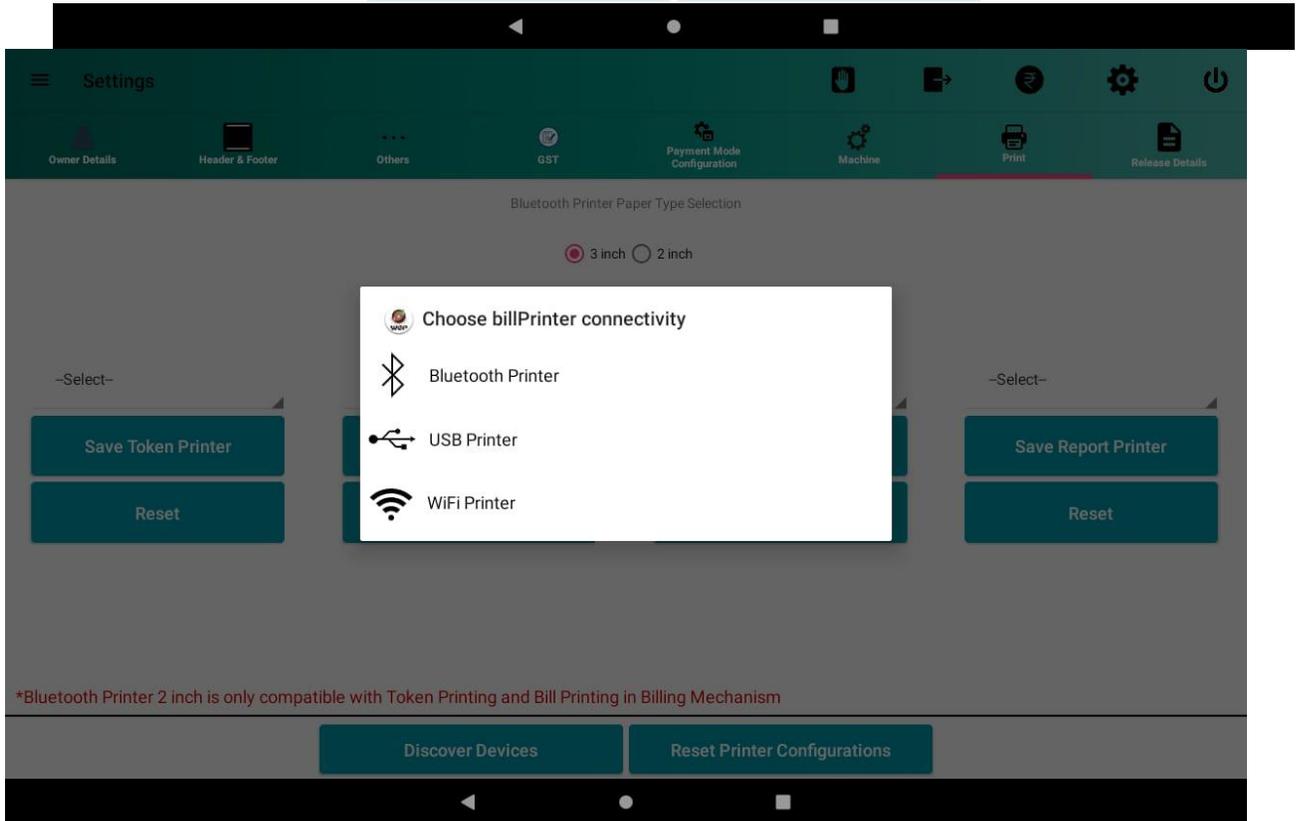
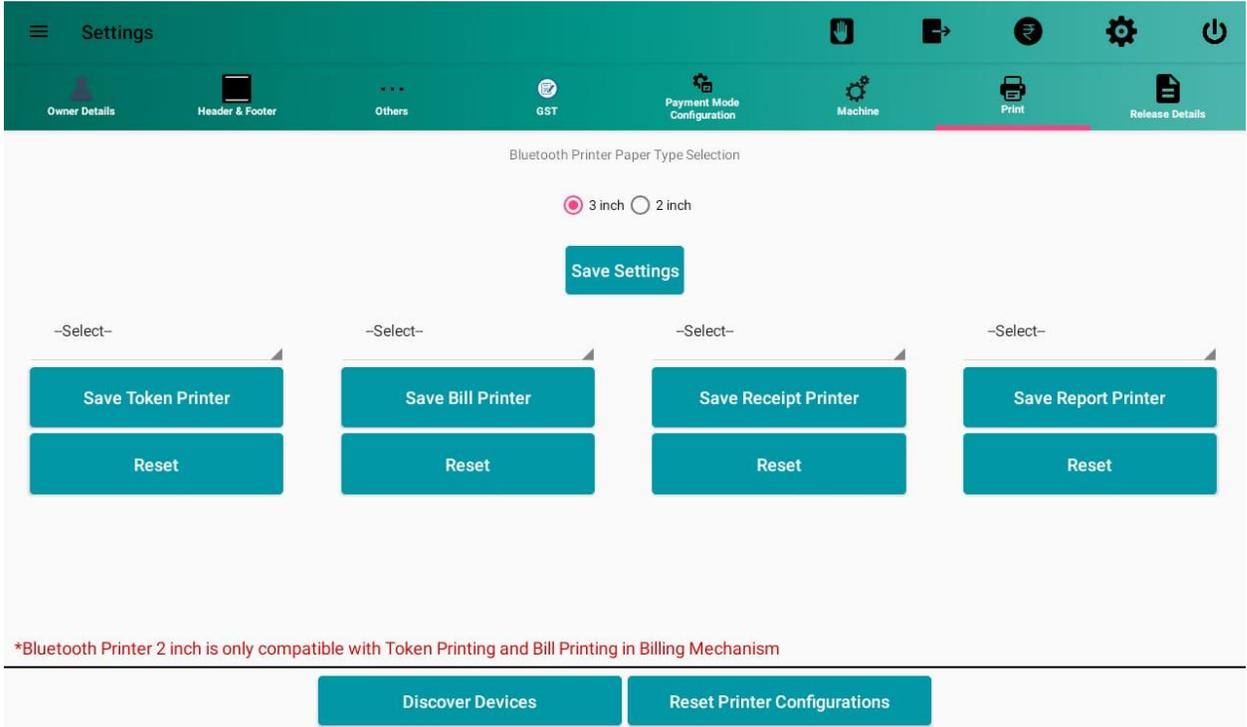


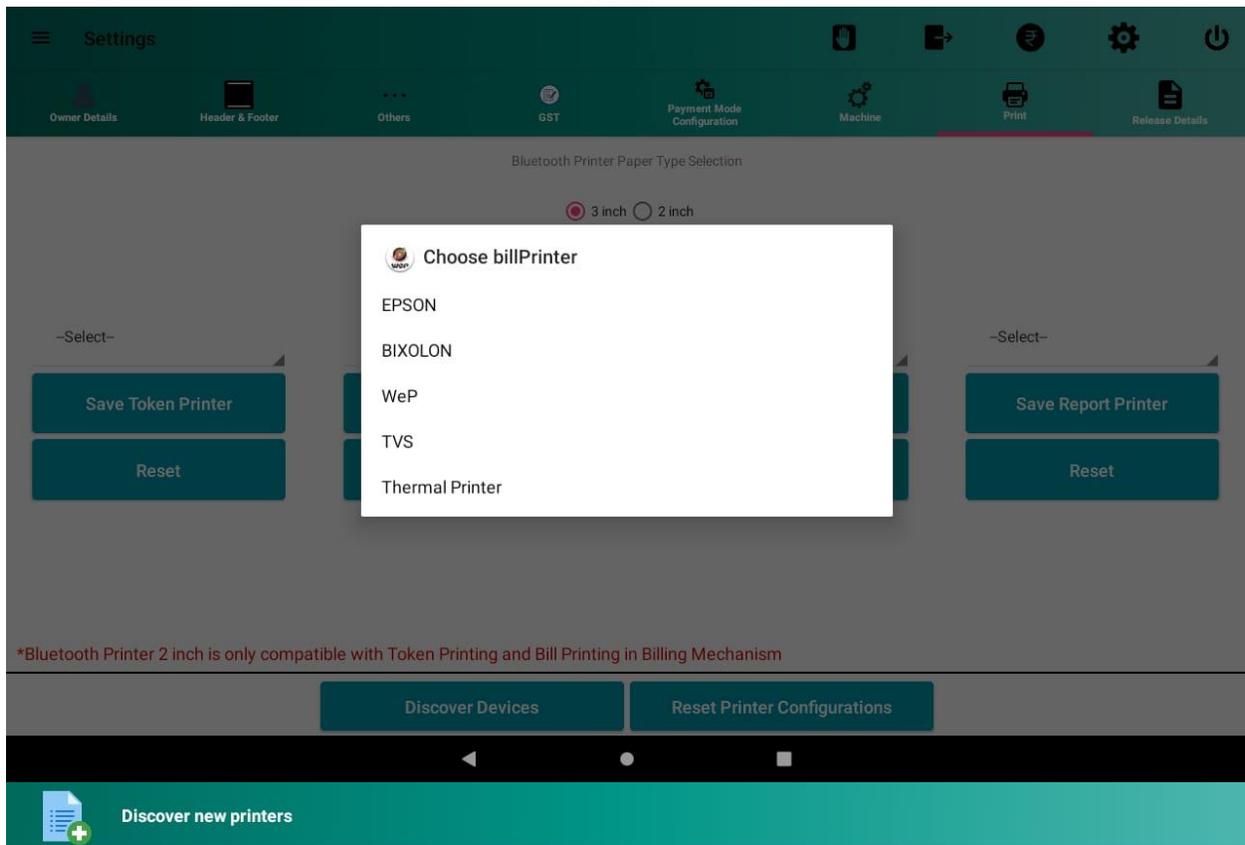
2. Select for Printer Icon under Settings section.





3. Go to discover devices and select for mode of connectivity and Device.





Gprinter USB Printer

/dev/bus/usb/002/033

4. Select Connecting device and make save option for all 4 options displaying below.



Bluetooth Printer Paper Type Selection

3 inch  2 inch

Save Settings

--Select-- Gprinter USB Printer-/dev/ bus/usb/002/033	--Select--	--Select--	--Select--
Save Token Printer	Save Bill Printer	Save Receipt Printer	Save Report Printer
Reset	Reset	Reset	Reset

\*Bluetooth Printer 2 inch is only compatible with Token Printing and Bill Printing in Billing Mechanism



Bluetooth Printer Paper Type Selection

3 inch  2 inch

Save Settings

Gprinter USB Printer-/dev/ bus/usb/002/033	Gprinter USB Printer-/dev/ bus/usb/002/033	Gprinter USB Printer-/dev/ bus/usb/002/033	Gprinter USB Printer-/dev/ bus/usb/002/033
Save Token Printer	Save Bill Printer	Save Receipt Printer	Save Report Printer
Reset	Reset	Reset	Reset

\*Bluetooth Printer 2 inch is only compatible with Token Printing and Bill Printing in Billing Mechanism



5. Save these settings and now your device is ready to print.



Technical Communication No. 5

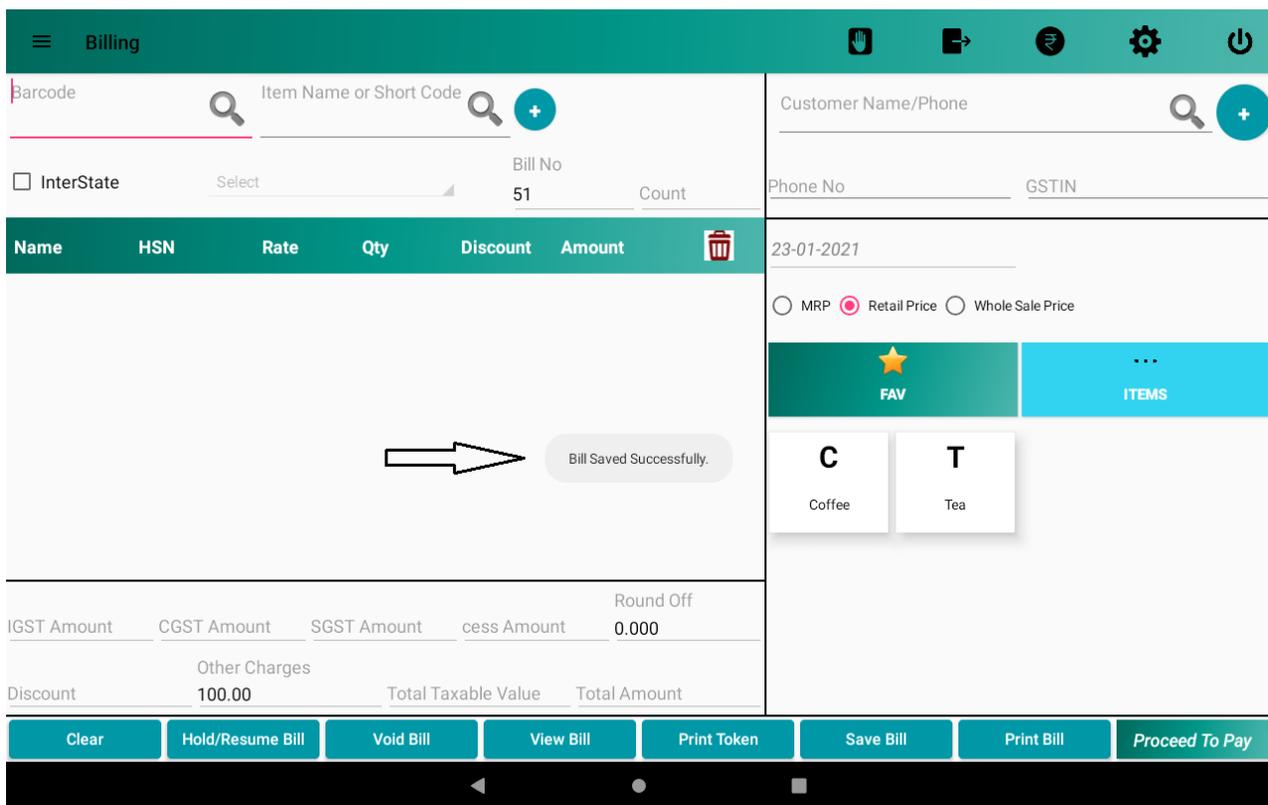
Date: 29<sup>th</sup> Jan 2021

Models Covered: JOY POS Series

### Troubleshooting guide for Printer Connectivity in JOYPOS

**Introduction:** In this technical communication we will cover, troubleshooting for issue of not getting print from external connected printer in JOY POS.

Let us understand how to troubleshoot the same while we are not able to get Printout from our external connected printer. In billing process sometimes, we face issue that our Printer is not providing a print and display shows as Bill Saved while providing a print command.



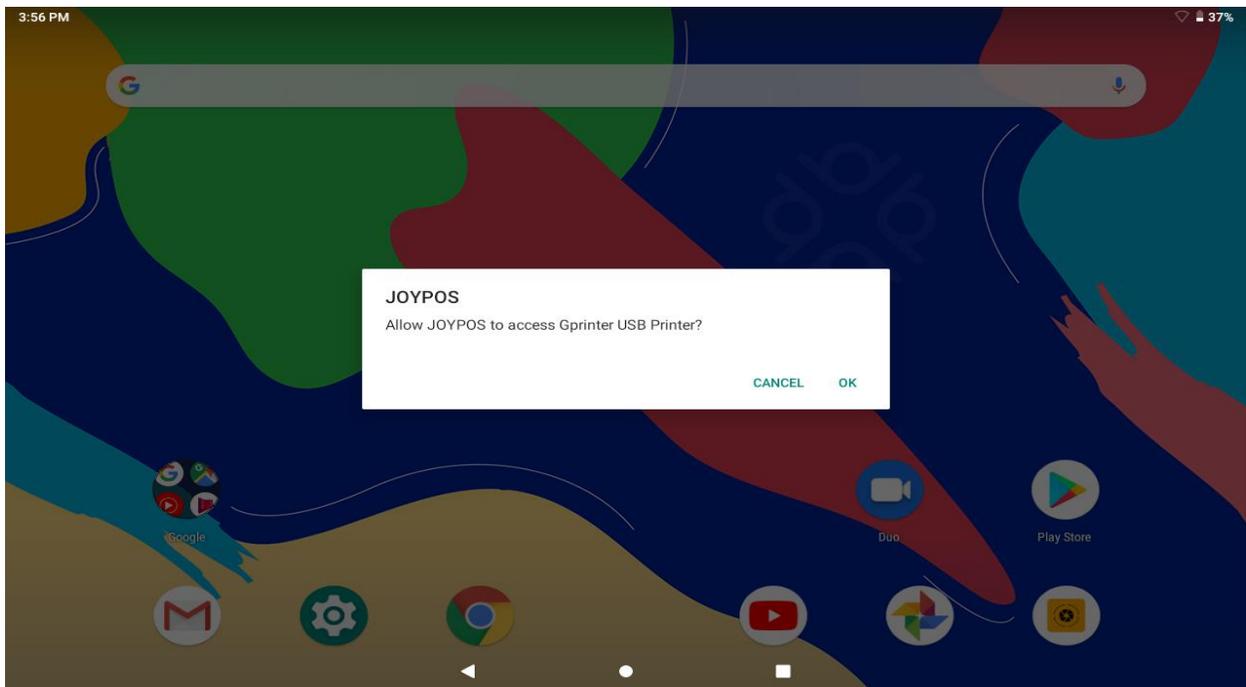
We can troubleshoot for this problem by checking below 2 parameters.

1. Check for USB port connectivity.
2. Check for Printer configurations under setting segment.

**1. Check for USB port Connectivity-** If we are not able to get a print then 1<sup>st</sup> provable cause of failure could be connectivity issue between USB port of Docking Station and connectivity cable of Printer.



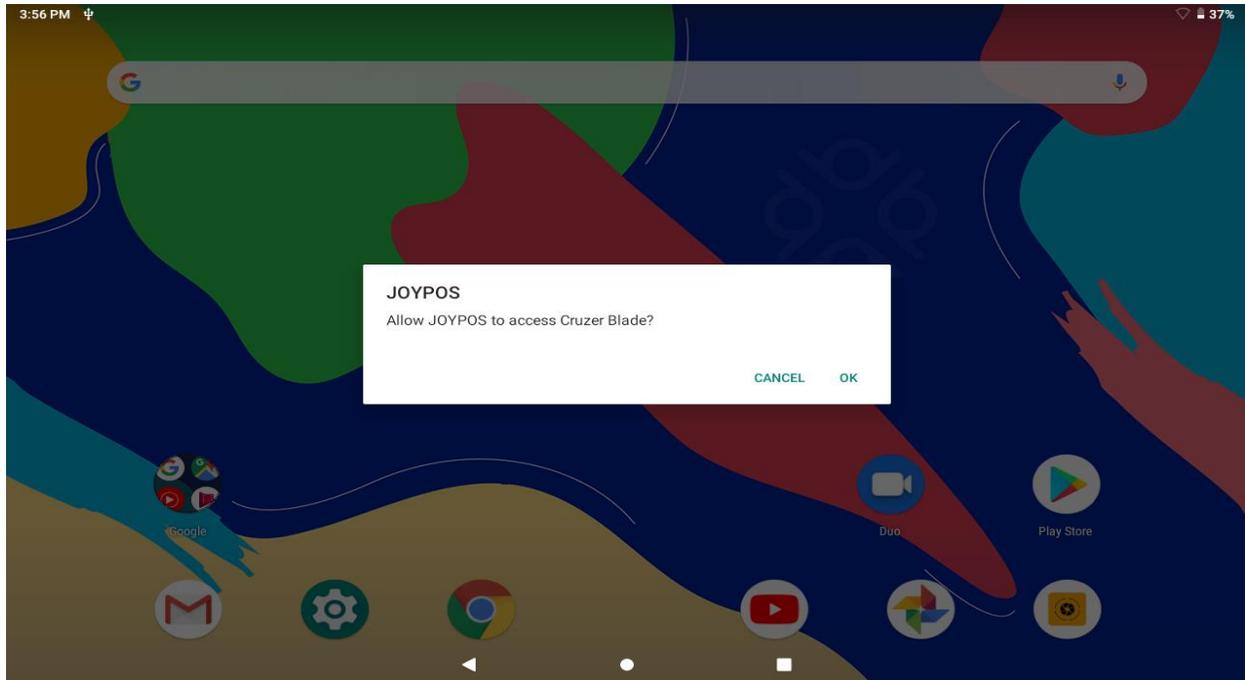
-Loose connection can cause error in connectivity, Remove USB cable and Reconnect it. If device shows details for connected device (displayed as below) Gprinter USB device, we have fixed the issue of USB port loose connectivity. Making selections for the same we can allow Printer to connect with JOY POS and it can provide a print.



-If after reconnections also it does not show for device details then we must check for its connectivity with different USB ports of Docking Station.



-to simulate either error due Printer connectivity cable or USB port we must check port connectivity with external device like SD card reader or Pen drive.

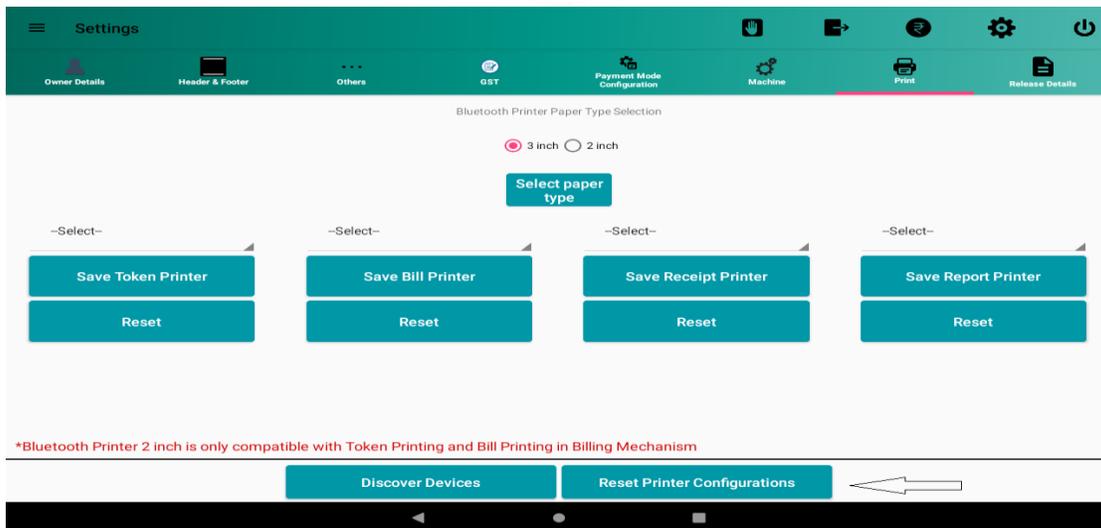


-If it shows connectivity for external device like SD Card or Pen drive then there is issue with connectivity of Printer. If again it doesn't show or discover any external device, then there is issue with Connectivity ports of Docking Station.

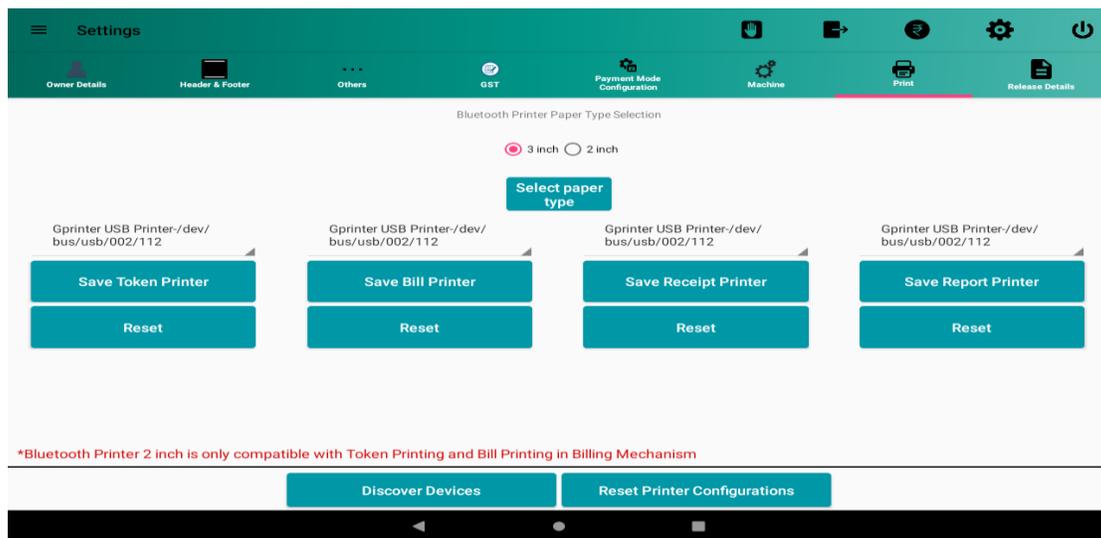
-USB ports don't work If our docking station gets fully discharge, then we must get it initially charged for 1-2hrs. It doesn't allow external device connectivity when getting charged from it fully discharge condition for initial 1-2 hrs.

**2. Check for Printer Configuration:** After connecting the device if we are not able to get a print then 2nd provable cause of failure could be printer configurations. We must check and make Printer configurations to troubleshoot the same. Go to Settings and select for Print section under the same.

-If printer is not configured then display will show as below. It will ask to select printer under Token, Bill, Receipt and Report pattern. This cause may occur if we have made selections for Reset Printer Configuration under print settings.



-To make printer configurations, we must discover device and made selections for connected Printer. Save all settings for Save Token Printer, Save Bill Printer, Save Receipt Printer and Save Report Printer. Now it will display detail for connected devices (Gprinter USB Printer-/dev/bus/usb/002/112)



Note- To get complete details of Printer configuration process, please go through technical communication No. 46 Printer configuration process for JOY POS. Regarding any Feedback and queries, kindly reach us on below:



Technical Communication No. 6

Date of Release: 27<sup>th</sup> Feb 2021

Models Covered: BP Emerge Series, BP 2100 Series, BP Plus Series

### How to update Item database in JOY POS Printer

**Introduction:** In this Technical communication we will come to that how can be add and modify item database in our JOY POS Printers.

**Item Database Entry to JOY POS Printer:** We can follow two procedures to add Item database, either we can add it manually in Device or we can add it through and External File.

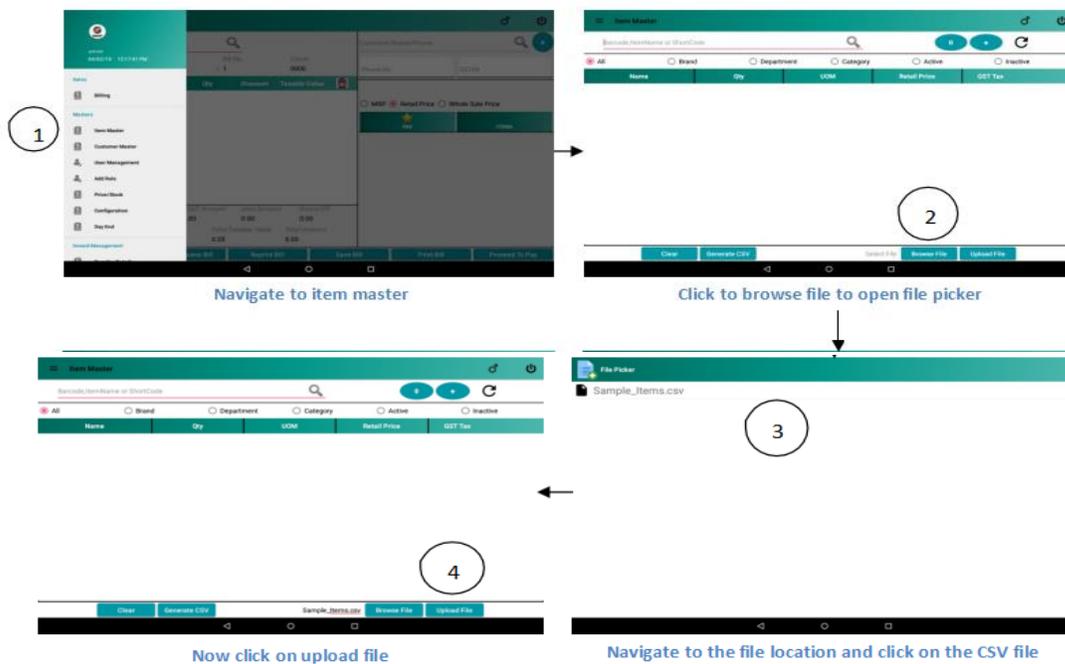
#### Working of Application:

Login to system for the first time using default credentials.

Use ID: admin

Password: admin, click on “Log in” button

Add Items – From CSV File:





Item Master

Barcode/ShortName or ShortCode

All 
  Brand 
  Department 
  Category 
  Active 
  Inactive

Name	Qty	UOM	Retail Price	GST Tax
ALDO BANGKIAN MASALA	325.2	BAG	25	6
ALDO SOBI	325.02	BAG	45	10
ALDO K1 TRAJU	325.5	BAG	12	10
ALDO MAYAM	345.8	BAG	10	6
ALDO METHR	355.7	BAG	12	6
ALDO SHMLA MIBICH	365.8	BAG	65.8	6
AMRITI WITH BARCH	375.5	BAG	10	6
ANRITAM FISH	385.6	BAG	80.6	10
CHAI	355.5	BAG	55.5	10
CHACHU	333.1	BAG	11	10
BHINDI MASALA	375.2	BAL	25	10
BIRYANI	325.22	BAL	18	10
BUTTER CHICKEN	335.5	BAL	67.8	6
CHAME	345.3	BAG	48.3	6
CHANA MASALA	355.7	JY	22.2	6
CHADATI	365.8	JY	24.8	6

All the items in CSV are now saved into database

### Item Addition manually:

1

Navigate to item master

2

Click on add button to add a new item

Item Information

Barcode	Item Short Name*	Item Long Name	Short Code
UOM*	Brand	Department	Category
Retail Price*	Unit	Whole Sale Price	
Qty	HSNCode	Discount%	Discount Amount

GST Tax Rates

GST Rate	GST Rate	GST Rate	Link Rate
3	6.00		

Image & Status

Item is added into database

Fill all the details



Add New Item

---

**Item Information**

Item Barcode  Item Code(7)  Short Name\* (30)  Item Long Name (70)  Short Code

UOM\*  Brand  Dept  Category

Retail Price\*  MRP  Whole Sale Price  Purchase Price  Minimum Stock

Qty  HSNCode  Discount%  Discount Amount  Incentive Amount

---

**Bulk Break (#)**

UOM2  UOM Conversion

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**GST Tax Rates**

CGST Rate  SGST Rate  IGST Rate  cess Rate  cess Amount  Additional cess Amount

---

**Image & Status**

#UOM Conversion e.g.: 1 bottle (BTL) = 750 ml (MLT)

Save
Clear
Close

Field	Description
Bar-code	Bar-code of the item.
Item Short Name*	Short name for an item. Items can be searched by short name (30 Character) .
Item Long Name	Long name for an item (70 Character).
Short Code	A Short code for item.
UOM	Unit of Measurement for item.
Brand	Brand to which that item belongs to. (Can be configured in configuration.)



Department	Department to which that item belongs to. (Can be configured in configuration.)
Category	Category of the item. (Can be configured in configuration )
Retail Price	Retail Price for the item.
MRP	MRP of the item.
Whole Sale Price	Whole Sale Price of the item (should not be less than MRP or Retail Price).
Minimum Stock	Minimum stock of the item. If minimum stock is greater than the quantity then the item will appear RED in color in Item List which indicates that that Item is running low on stock. Minimum stock for items uploaded from CSV will be zero by default.
Quantity	Present quantity of the item.
HSN code	HSN code for the item.
Discount Percent	Discount percent will be calculated according to retail price and MRP entered by user.

**Export Item Database for Changes:**

To save the backup of the device every time follow this step only>>

Open JOYPOS>> Enter user name & Password >> Go to Item master >> Click on Export CSV



Item Master

Barcode  Item Name or Short Code

180 + ↻ 🗑️

All  Brand  Dept  Category  Active  Inactive  Minimum Stock

Name	Qty	UOM	Retail Price	GST Tax	Mode
RUBBER PRINT SUIT	4.00	PCS	1500.00	0	Active
SABYASACHI DESIGNER	1.00	PCS	6000.00	0	Active
SABYASACHI DESIGNER SUIT	2.00	PCS	3500.00	0	Active
SABYASACHI DIGITAL PRINT	2.00	PCS	3000.00	0	Active
SATIN SILK BRIDAL SAREE	2.00	PCS	7800.00	0	Active
SATIN SILK BRIDAL SAREE 1	1.00	PCS	7000.00	0	Active
SATIN SILK BRIDAL SAREE 2	1.00	PCS	7500.00	0	Active
SATIN SILK WITH STONE WORK	0.00	PCS	3500.00	0	Active
SEAWENCE WORK SUIT	20.00	PCS	2000.00	0	Active
SILK DIGITAL PRINT	4.00	PCS	2000.00	0	Active
SILK EMBROIDERY SUIT	4.00	PCS	1500.00	0	Active
SILK HANDWORK SUIT	4.00	PCS	4000.00	0	Active
SILK MIVA WORK	2.00	PCS	3500.00	0	Active

Export CSV Clear Sample CSV Select File Browse File Upload File

click on Export CSV

Setting >> storage >> Files >> WeP\_Retail\_CSVs >> ExportitemsFromDatabase.csv File is Generated.

Save it and you can made the Changes in that CSV file.

**To Save DB fie (Complete Setting & database):**

To save the backup of the device every time follow this step only>>

Setting >> storage >> Files >> WeP retail >> Copy DB File and save it .

**Note:** If the account is sync with the cloud and you can edit/ delete anything after copying the DB file at your end then Changes will be done automatically in the Original Tablet (customer tablet).

**Never do Factory Reset in any Device**



Technical Communication No. 7  
Date of Release: 05<sup>h</sup> Mar 2021  
Models Covered: BP JOY POS Series

### Cloud Synchronization and Registration for JOY POS Printer

**Introduction:** A versatile android POS system with a bar-code scanner to run & grow a successful Retail and F&B business with cloud feature. In this Technical communications we will come to know that how can be make registration on Cloud application and can Synchronize Could application in our JOY POS Printers.

#### Cloud Sync:

To connect with cloud: go to other > do cloud sync > enable

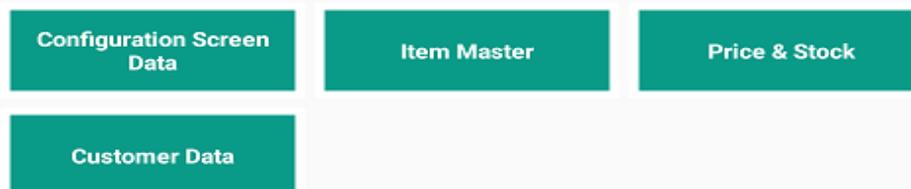
Cloud Sync	If enabled, user can upload local data to server.
------------	---

Owner detail >> ask for Device ID >> Enter Device id (device Id will be generated on the Cloud)

Link: <http://pos.wepsol.in/account/login>

#### Data Update on Cloud:

To Upload the Data on cloud>> In Master >> click on Download >> Now click on the data which you want to upload.





Technical Communication No. 8

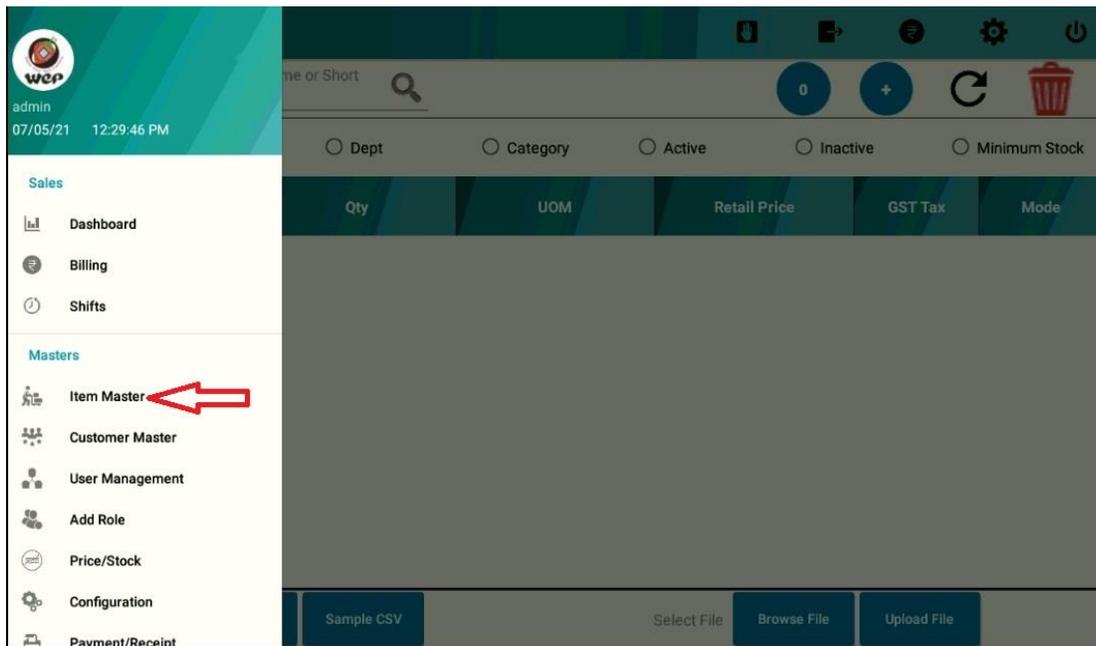
Date of Release: 26<sup>th</sup> Mar 2021

Models Covered: JOY POS Series

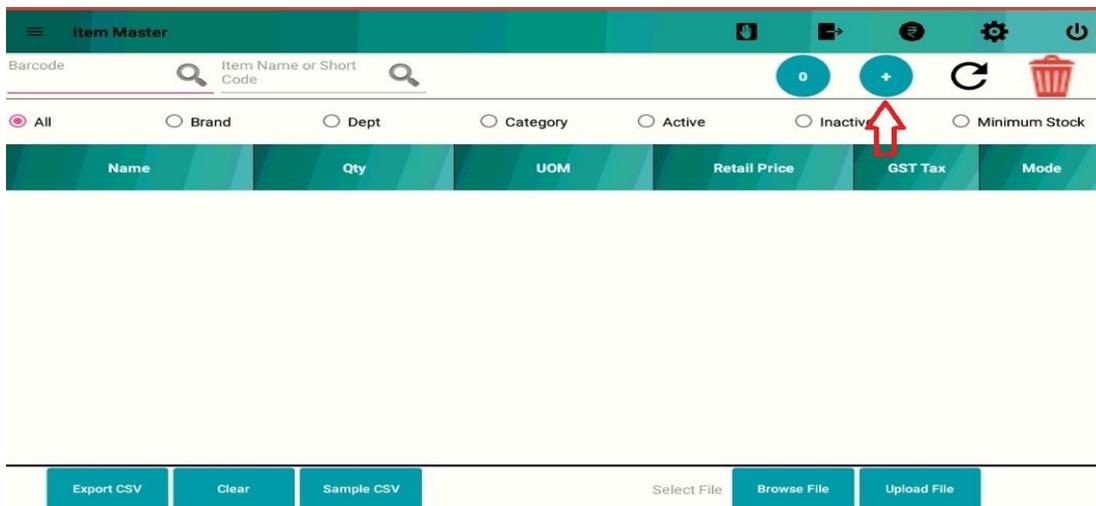
## JOY POS Item Database updating through Excel file.

**Introduction:** In this technical communication we will go through the process of item database updating through excel format to JOY POS device

1. Log in to the Joy POS Retail application and go to the “item master”



2. Then click on the plus (+) sign.





3. Screen is asking for item details. Put the details as per the item. (\*) sign option mandatory.

**Add New Item**

**Item Information**

Item Barcode	Item Code(7) 1000001	Short Name* (30) apple	Item Long Name (70) apple juice	Short Code
UOM* PIECES (PCS)	Brand Select	Dept Select	Category Select	
Retail Price* 40	MRP 50	Whole Sale Price 35	Purchase Price 30	Minimum Stock 10
Qty 100	HSNCode	Discount% 20.00	Discount Amount 10.00	Incentive Amount

**Bulk Break (#)**

UOM2  
Select UOM Conversion

**GST Tax Rates**

CGST Rate 2.5	SGST Rate 2.50	IGST Rate 5.00	cess Rate	cess Amount	Additional cess Amount
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**Image & Status**

Browse Image Fav Active

UOM Conversion e.g.: 1 bottle (BTL) = 750 ml (MLT)

Save Clear Close

4. After adding the entire item click on the save.

**Item Master**

Barcode  Item Name or Short Code

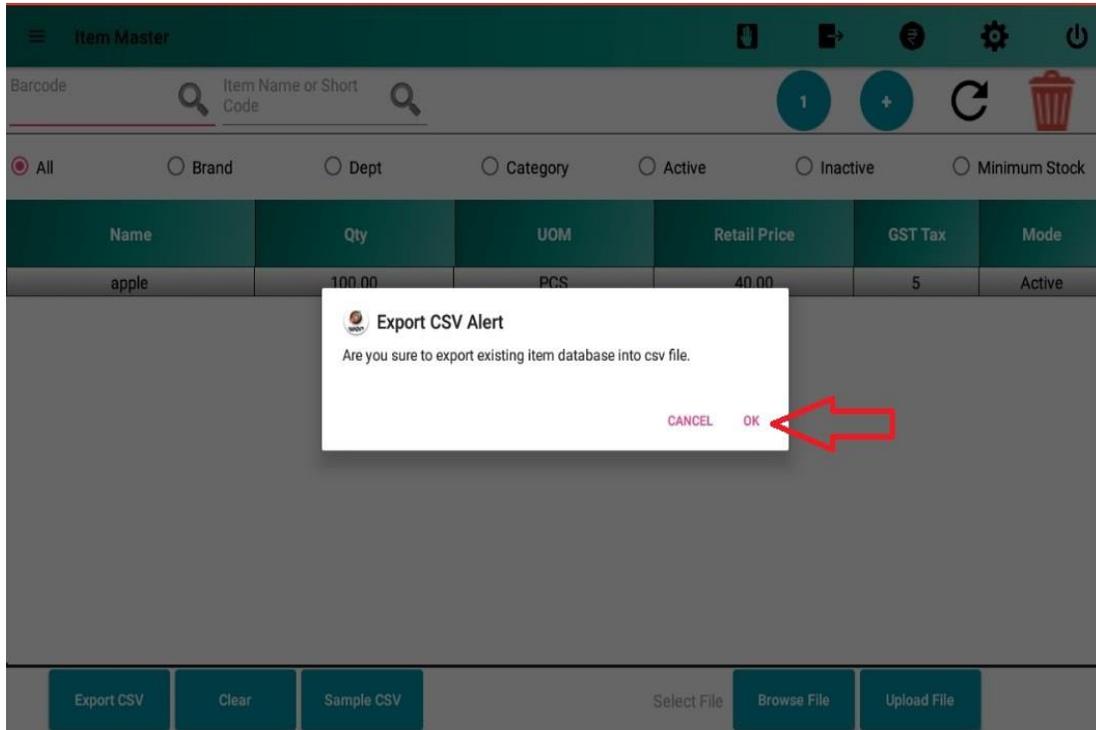
All  Brand  Dept  Category  Active  Inactive  Minimum Stock

Name	Qty	UOM	Retail Price	GST Tax	Mode
apple	100.00	PCS	40.00	5	Active

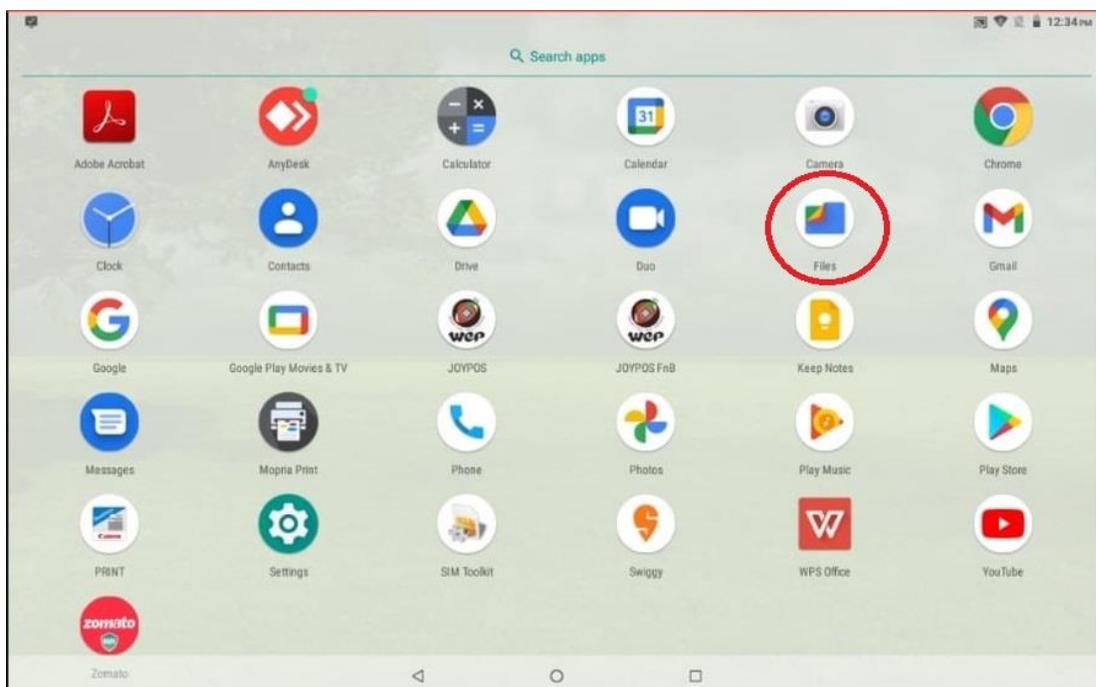
Export CSV Clear Sample CSV Select File Browse File Upload File



5. After that click on the “Export CSV”.

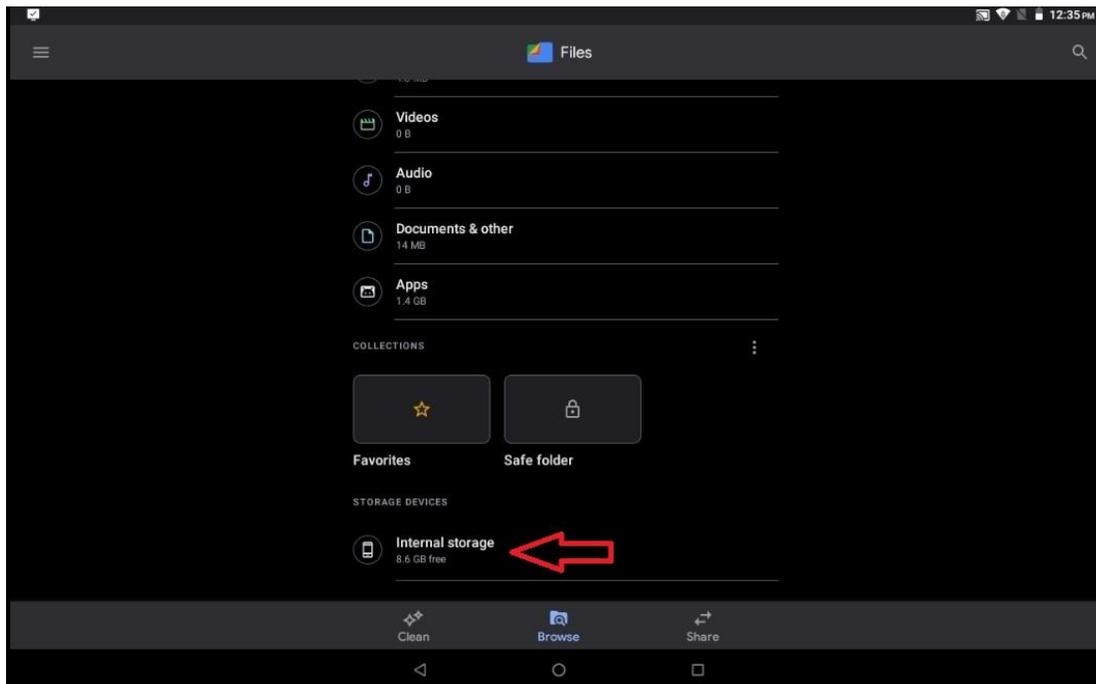


6. Click on the “ok”.

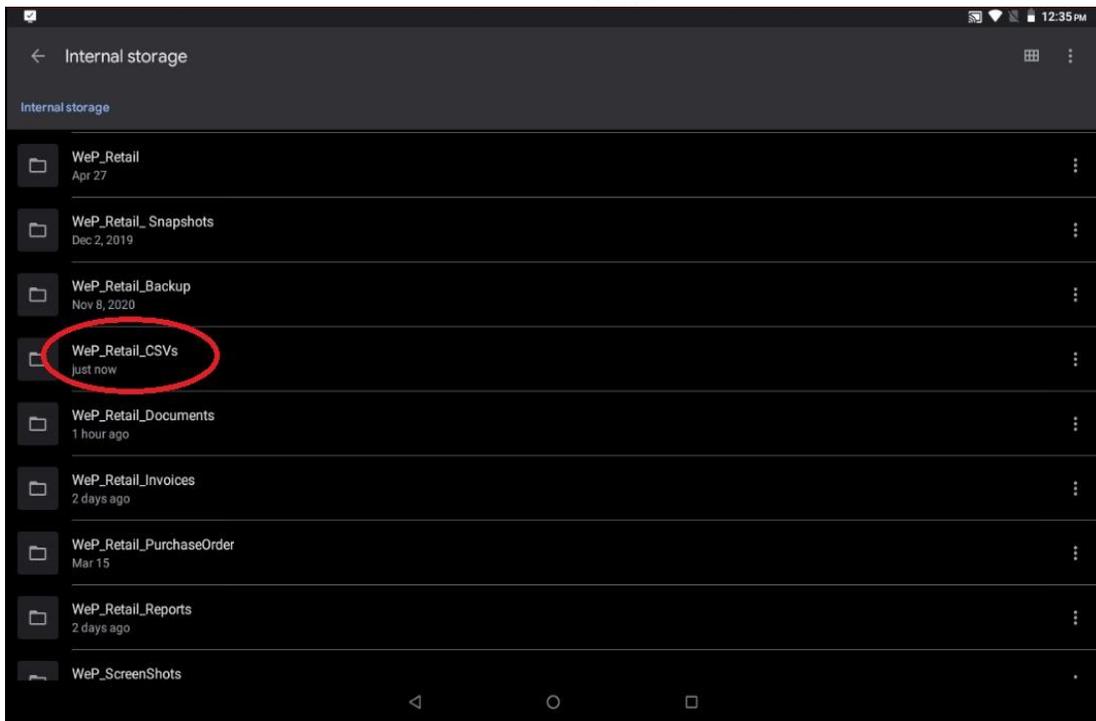




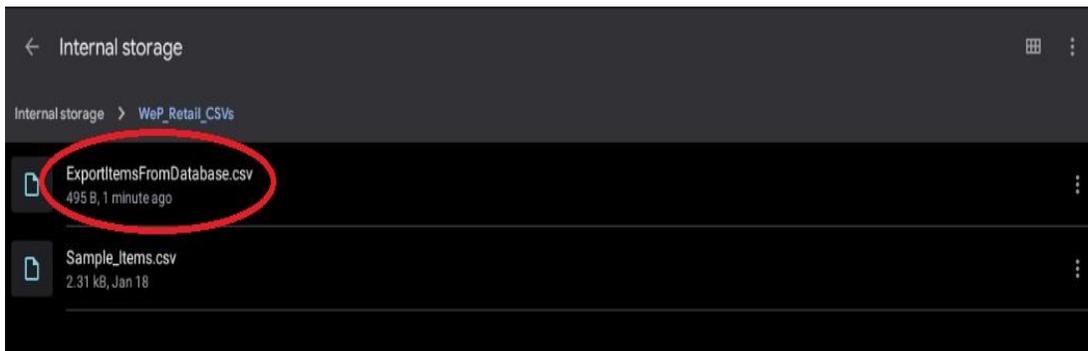
7. Go to “file” in main menu.



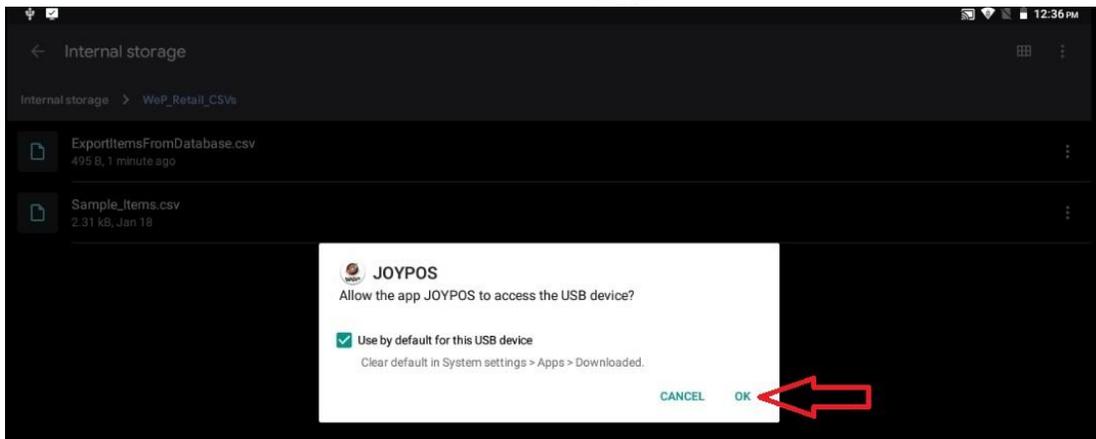
8. Go to Internal storage.



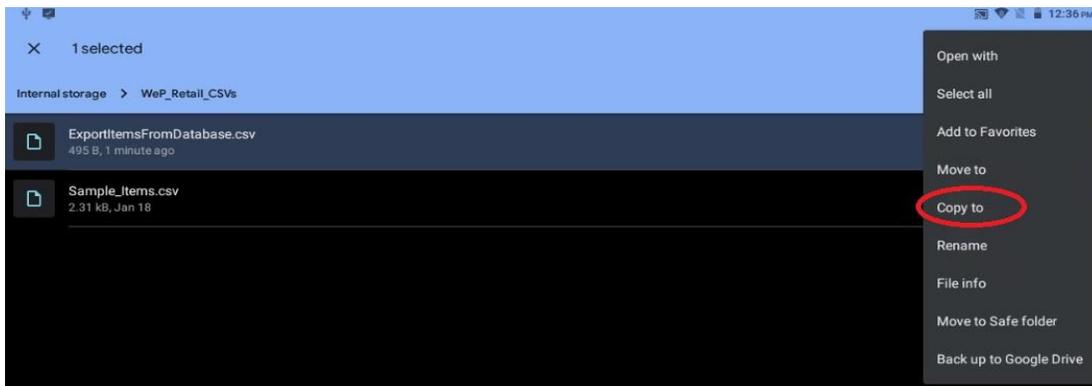
9. After that Go to the “Wep\_Retail\_CSV” folder.



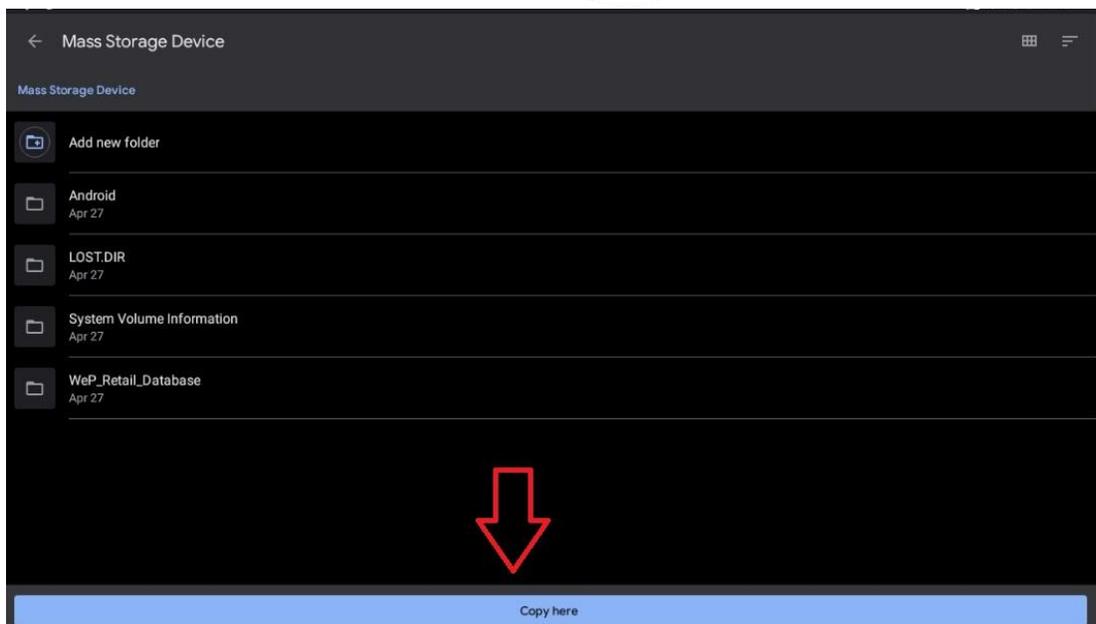
10. Item database file will be generate as a “ExportitemsFromDatabase.csv”..



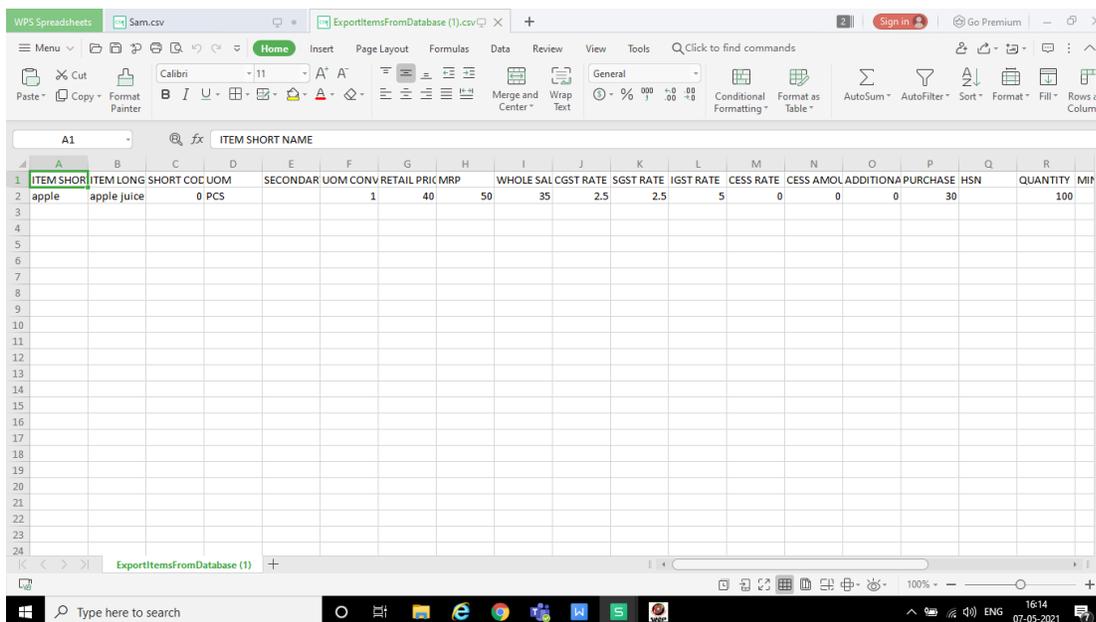
11. Connect a Pen drive with Joy POS and give the permission and click on “ok”.



12. Select the file and copy the file to pen drive.



13. Click on “Copy here”.



14. Open the Excel file and put the remaining data in Excel sheet.



WPS Spreadsheets | Sam.csv | ExportItemsFromDatabase.csv

Home | Insert | Page Layout | Formulas | Data | Review | View | Tools | Click to find commands

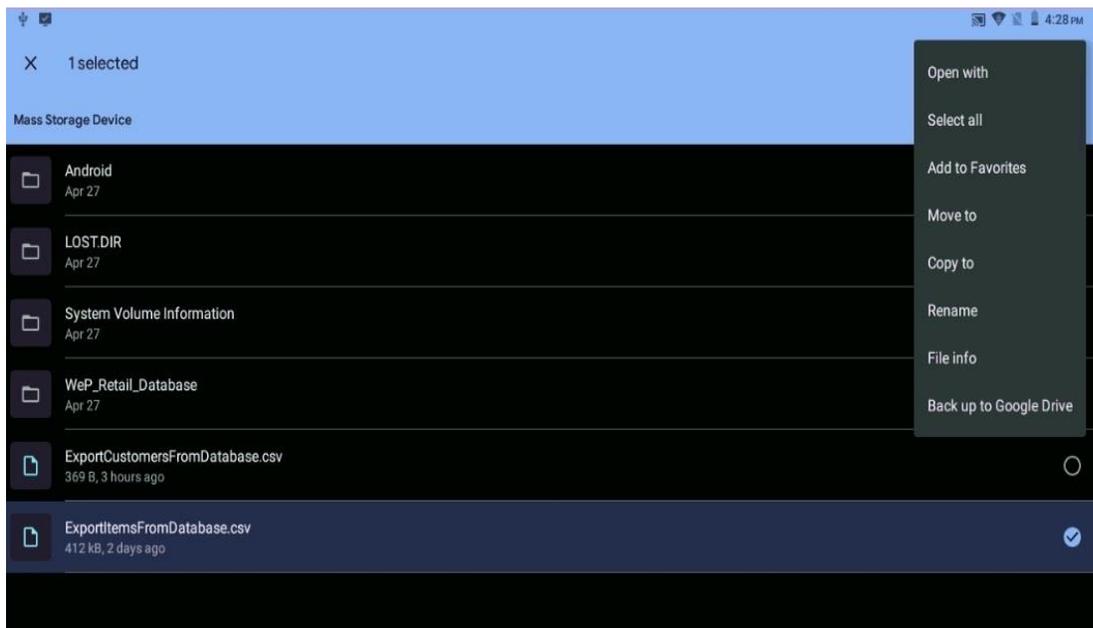
Calibri | 11 | A | A<sup>+</sup> | Merge and Center | Wrap Text | General | AutoSum | AutoFilter | Sort | Format | Fill | Rows | Columns

ITEM SHORT NAME	ITEM LONG NAME	SHORT CODE	UOM	SECONDAR UOM	CONV	RETAIL	PRIC	MRP	WHOLE SAL	CGST RATE	SGST RATE	IGST RATE	CESS RATE	CESS AMOL	ADDITIONA	PURCHA
GM L SIZE 01	GM L SIZE 01		1 PCS				150			0	0	0	0	0	0	0
GM L SIZE 02	GM L SIZE 02		2 PCS				150			0	0	0	0	0	0	0
GM L SIZE 03	GM L SIZE 03		3 PCS				150			0	0	0	0	0	0	0
GM L SIZE 04	GM L SIZE 04		4 PCS				150			0	0	0	0	0	0	0
GM L SIZE 05	GM L SIZE 05		5 PCS				150			0	0	0	0	0	0	0
GM L SIZE 06	GM L SIZE 06		6 PCS				150			0	0	0	0	0	0	0
GM L SIZE 07	GM L SIZE 07		7 PCS				150			0	0	0	0	0	0	0
GM L SIZE 08	GM L SIZE 08		8 PCS				150			0	0	0	0	0	0	0
GM L SIZE 09	GM L SIZE 09		9 PCS				150			0	0	0	0	0	0	0
GM L SIZE 10	GM L SIZE 10		10 PCS				150			0	0	0	0	0	0	0
GM L SIZE 11	GM L SIZE 11		11 PCS				150			0	0	0	0	0	0	0
GM L SIZE 12	GM L SIZE 12		12 PCS				150			0	0	0	0	0	0	0
GM L SIZE 13	GM L SIZE 13		13 PCS				150			0	0	0	0	0	0	0
GM L SIZE 14	GM L SIZE 14		14 PCS				150			0	0	0	0	0	0	0
GM L SIZE 15	GM L SIZE 15		15 PCS				150			0	0	0	0	0	0	0
GM L SIZE 16	GM L SIZE 16		16 PCS				150			0	0	0	0	0	0	0
GM L SIZE 17	GM L SIZE 17		17 PCS				150			0	0	0	0	0	0	0
GM L SIZE 18	GM L SIZE 18		18 PCS				150			0	0	0	0	0	0	0
GM L SIZE 19	GM L SIZE 19		19 PCS				150			0	0	0	0	0	0	0
GM L SIZE 20	GM L SIZE 20		20 PCS				150			0	0	0	0	0	0	0
GM L SIZE 21	GM L SIZE 21		21 PCS				150			0	0	0	0	0	0	0
GM L SIZE 22	GM L SIZE 22		22 PCS				150			0	0	0	0	0	0	0
GM L SIZE 23	GM L SIZE 23		23 PCS				150			0	0	0	0	0	0	0

ExportItemsFromDatabase

100% | 16:16 | 07-05-2021

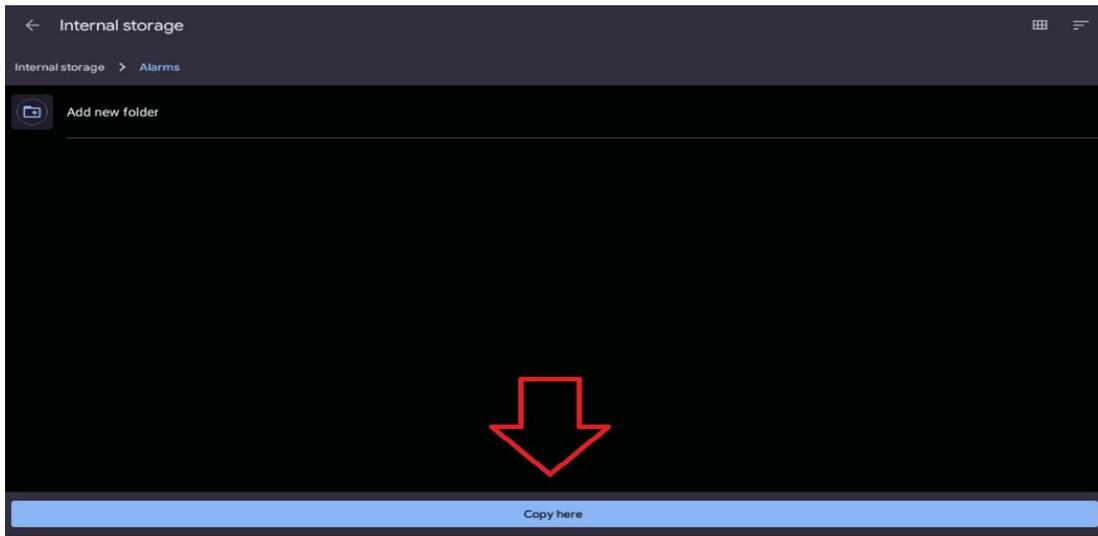
15. \*Item name should not contain any Special Characters.
  - \*Short name should be within 30 characters and long name should be within 70 char.
  - \*the sheet not contain same name with same retail price.
  - \*before saving the excel if barcode is there, make sure to select all barcode and change it to the number from General.
16. Save the excel file and copy it the pen drive and connect it with Joy Pos.



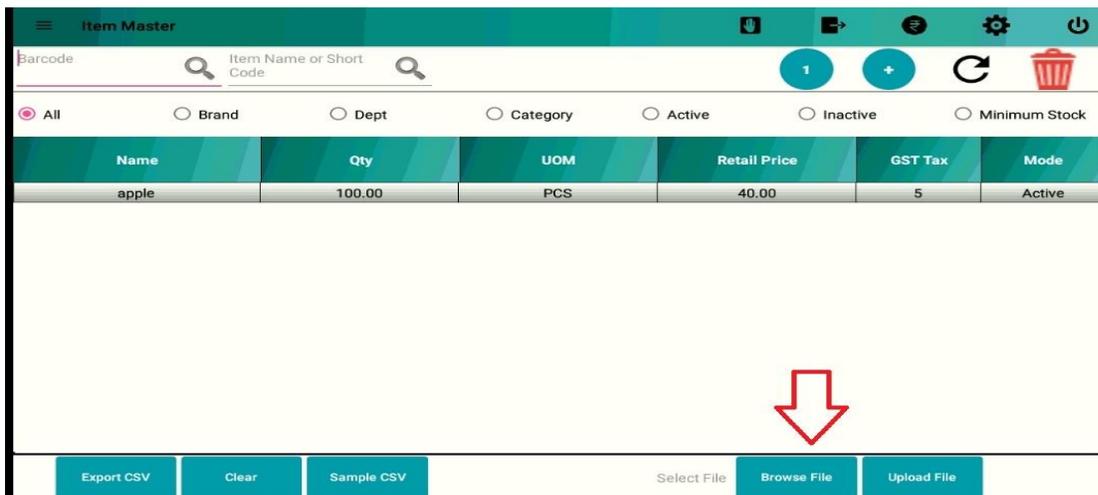
17. Copy this excel file to internal Storage.



18. Select any file to in Internal storage.



18.click “Copy Here”



19.Go to the Joy POS application, after that go to the item master and click on the “Browse file” and select the item database file from storage..



Item Master

Barcode  Item Name or Short Code

All  Brand  Dept  Category  Active  Inactive  Minimum Stock

Name	Qty	UOM	Retail Price	GST Tax	Mode
apple	100.00	PCS	40.00	5	Active

Export CSV Clear Sample CSV ExportItemsFromDatabase.csv Browse File Upload File

20. Now click on Upload file.

100.00 PCS 40.00

**Replace Item**

Are you sure you want to Replace all the existing Items and their linkage to the suppliers, if any

CANCEL **OK**

21. Click on "ok".

**Processing**

Importing CSV Data. Please wait...

22. Screen will be loading for few minutes depends upon your item list...



Item Master

Barcode  Item Name or Short Code

4284 + ↺ 🗑️

All  Brand  Dept  Category  Active  Inactive  Minimum Stock

Name	Qty	UOM	Retail Price	GST Tax	Mode
ALC KURTI XL 100	0.00	PCS	100.00	0	Active
ALC KURTI XL 110	0.00	PCS	110.00	0	Active
ALC KURTI XL 120	0.00	PCS	120.00	0	Active
ALC KURTI XL 130	0.00	PCS	130.00	0	Active
ALC KURTI XL 140	0.00	PCS	140.00	0	Active
ALC KURTI XL 150	0.00	PCS	150.00	0	Active
ALC KURTI XL 160	0.00	PCS	160.00	0	Active
ALC KURTI XL 170	0.00	PCS	170.00	0	Active
ALC KURTI XL 180	0.00	PCS	180.00	0	Active
ALC KURTI XL 190	0.00	PCS	190.00	0	Active
ALC KURTI XL 200	0.00	PCS	200.00	0	Active
ALC KURTI XL 210	0.00	PCS	210.00	0	Active
ALC KURTI XL 220	0.00	PCS	220.00	0	Active

Export CSV Clear Sample CSV Select File Browse File Upload File

23. After some time the total items are will be uploaded.

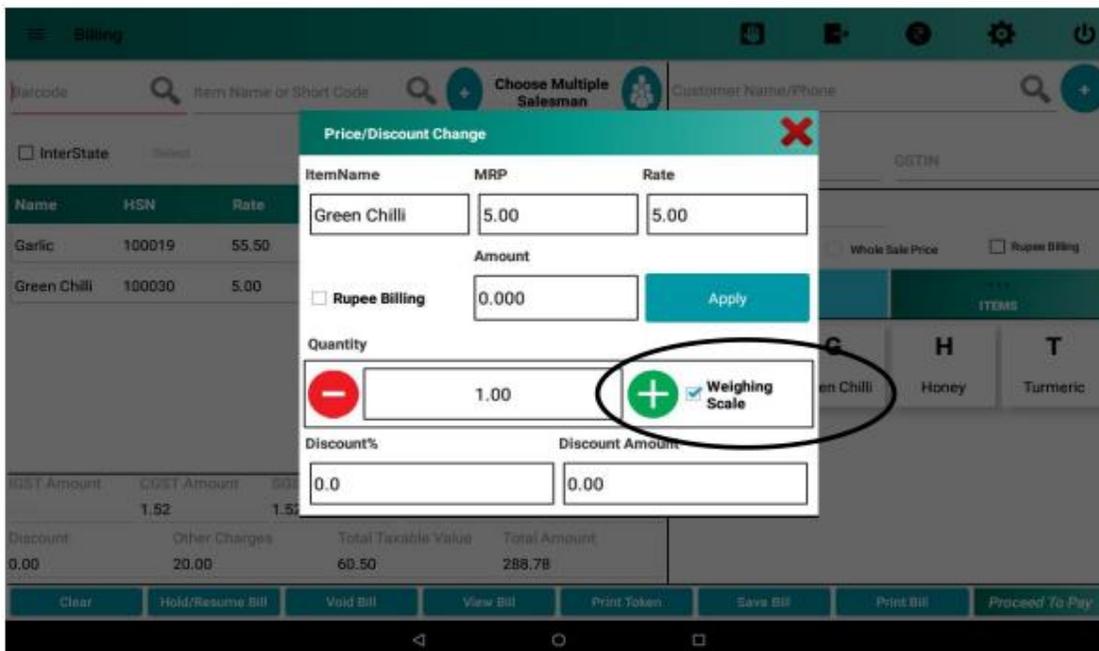


Technical Communication No. 9  
Date of Release: 09<sup>th</sup> Apr 2021  
Models Covered: JOY POS Series

## Weighing Scale Connectivity to JOY POS

**Introduction:** We can add item quantity directly to our billing table with the help of weighing scale connectivity. In this technical communication we will go through weighing scale connectivity and billing process through Weighing scale connectivity.

1. Connect weighing scale to Docking station of JOY POS User Utility Setup for BP JOY POS device.
2. Make selection for its Baud Rate of the weighing scale should be 9600 to transfer correct data to the application.
3. Make configurations to receive weight/quantity in decimals from the weighing scale.



Item quantity can be added from weighing scale connected to the tablet. After above configurations and weighing scale connectivity to the docking station, then put the weight on weighing scale and add the item into order table.



Item will automatically take the weight/Quantity from weighing scale. If weighing scale's reading is 0.000 (or there is not weight on weighing scale) then quantity added for the item will be 1 by default. To explicitly change the weight/quantity of an item then just simple tap on the item that is already added in order list and click on weighing scale check box.



Technical Communication No. 10

Date of Release: 17<sup>th</sup> Jul 2021

Models Covered: JOY POS Series

## Steps to be followed while using Cloud services with JOY POS

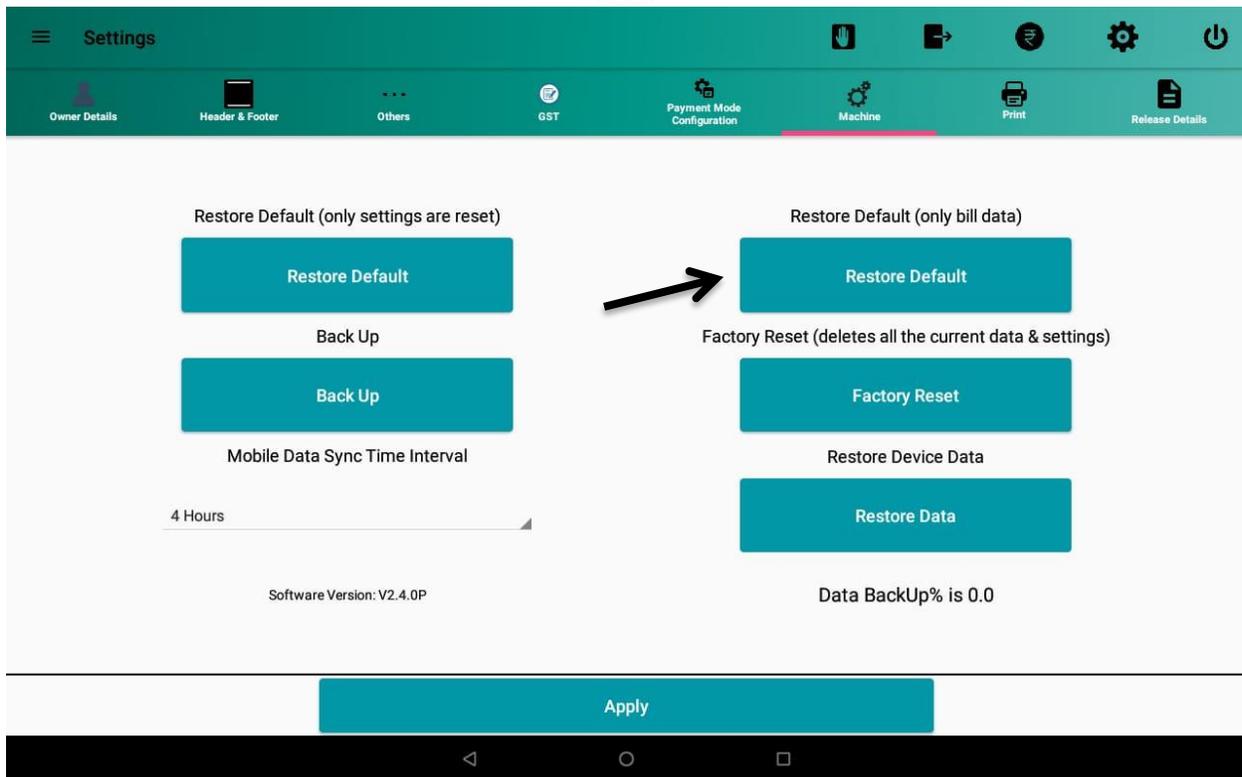
- If you want to use cloud services “Cloud Sync” option should always be “enable”. If cloud sync option is disabled or internet not working and changes are done in cloud or device there will be a miss-match in the data.
- Whenever you sync database in device from cloud server, then you should preferably update the data from cloud and download it to the device.

**NOTE: Preferably for Customers who maintain stock over cloud.**

The screenshot shows the 'Settings' screen in the JOY POS application, specifically the 'Others' tab. The interface is organized into a grid of settings, each with a radio button to toggle between 'Enable' and 'Disable'. A red arrow points to the 'Cloud Sync' option, which is currently set to 'Enable'. Below the settings grid is a large teal 'Apply' button. The top navigation bar includes icons for Home, Back, Currency, Settings, and Power. The bottom navigation bar shows standard Android navigation icons.

Setting Name	Current State
Date and Time	Auto
Price Change	Enable
Bill with Stock	Disable
Bill No Daily Reset	Enable
Owner's Details Print	Enable
Bill Amount Round off	Enable
Sales Man ID Display	Disable
Expiry Date	Enable
Tax	Forward
Discount Type	Billwise
Apply Discount (Forward Tax-Billwise)	Pre Tax
MRP-Rate Price Difference Print	Disable
Fast Billing Mode	Items
Reward Points	Disable
Jurisdictions Print	Disable
Cumulative Billing	Enable
Open Price	Disable
Share Bill	Enable
Training Mode	Disable
Item's Name Print In Bill	Short Name
Print Item Wise Discount In Bill	Disable
Standalone Status	Enable
Multiple Salesman Bill Amount	Disable
Rupee Billing Display	Disable
Quick Access Qty	Enable
Cloud Sync	Enable
Bulk Break	Enable
Shift End	Disable
Print User Name	Enable
Delete Option (Items, Customers and Suppliers)	Enable

- If you are doing restore defaults in the device or changing the Item database, there will be no reports for the data deleted from the device. The new item database will replace the existing database hence the reports related to the existing database will also be lost on both at device and on cloud server.



- If you change the settings of Cloud Sync option from disable to enable, then data of last billing date will be uploaded to cloud server.
- If you are using cloud services and are making changes in device date to a previous date/next date, it can lead to data mismatch.
- When trying to edit data from device, kindly ensure the device is connected to good internet connectivity, failing to do so may result in data related inconsistency.
- If “**manual day end**” option is disable device should be connected to internet when logging in to the application the next day. And if “**manual day end**” option is enable, then device should be connected to internet while changing date.
- If you recently made some changes in Price and Stock on cloud and update is not reflecting in the device level, then please restart the application and then check the same.
- For smooth Stock update, make sure to restart the application every billing day.
- If you wants to sync stock in the device from cloud, you will have to disable “Automatic Stock Download” option from settings. Stock miss-match may happen if this setting is Enabled.



- If you are using cloud services to maintain stock, then firstly upload all stock related data by clicking on “Upload data and resume service” option that appears in the pop-up message on screen after login (in every date change). If you don’t use cloud services to maintain stock, then click on “Resume anyway” option.
- If you are maintaining stock, then you should enable “Bill with Stock” option from device.



## User Management in JOY POS application

**Introduction:** In JOY POS series we can assign different users to operate the Application. In this technical communication we will go through the process of User Management and to assign their roles for Application usage.

1. Login to JOY POS application as its Manager login.

User Name

Password

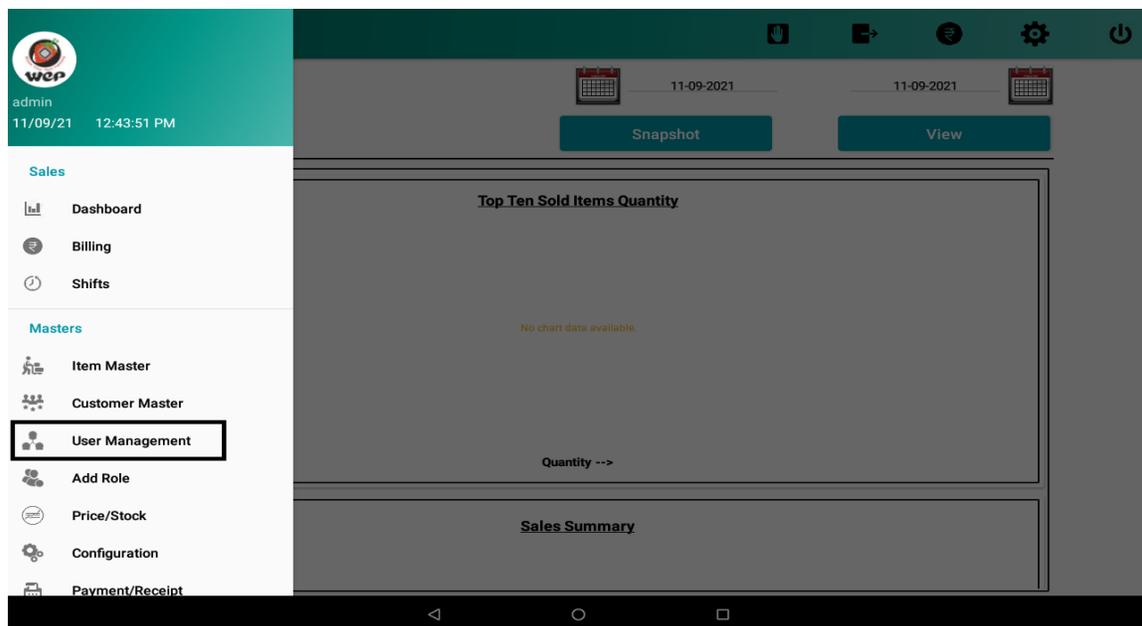
Remember Me

Log In Exit

[Forgot Password?](#)

Software Version: v2.3.7P

2. Select for User management under Task bar selection





3. Fill up the required field for new user configurations.

**User Management**

Name\*

Mobile\*

Login\*

Password

Role\* Select

Designation Active

Aadhar

Email Id

Address Info

S.No	Name	Role	State
1	admin	Manager	Active
2	ABC	Operator	Active

Submit Clear

4. We have to fill mandatory fields mentioned as below.

**User Management**

Name\*

Mobile\*

Login\*

Password

Role\* Select

Designation Accountant Active

Aadhar Operator

Email Id Salesman

Address Info

S.No	Name	Role	State
1	admin	Manager	Active
2	ABC	Operator	Active

Submit Clear

5. We have assigned the User successfully.



6. After assigning an the we have to add required roles for particular file. Go to **add roll** under task bar of JOY POS application.

Role Name	Permissions
Operator	Billing: <input checked="" type="checkbox"/>
	Shifts: <input type="checkbox"/>
	Item Master: <input checked="" type="checkbox"/>
	Customer Master: <input type="checkbox"/>
	User Management: <input type="checkbox"/>
	Add Role: <input type="checkbox"/>
	Price/Stock: <input checked="" type="checkbox"/>
	Configuration: <input checked="" type="checkbox"/>
	Payment/Receipt: <input type="checkbox"/>
	Supplier Details: <input type="checkbox"/>
	Supplier Item Linkage: <input checked="" type="checkbox"/>
	Business Order: <input checked="" type="checkbox"/>

7. We can provide role permissions to different users as per their responsibilities.

Role List	Access Permission for Role
Manager	Enter Role Name
Accountant	Operator
Operator	Billing: <input checked="" type="checkbox"/>
Salesman	Shifts: <input type="checkbox"/>
	Item Master: <input checked="" type="checkbox"/>
	Customer Master: <input type="checkbox"/>
	User Management: <input type="checkbox"/>
	Add Role: <input type="checkbox"/>
	Price/Stock: <input checked="" type="checkbox"/>
	Configuration: <input checked="" type="checkbox"/>
	Payment/Receipt: <input type="checkbox"/>
	Supplier Details: <input type="checkbox"/>
	Supplier Item Linkage: <input checked="" type="checkbox"/>
	Business Order: <input checked="" type="checkbox"/>



Technical Communication No. 12  
Date of Release: 20<sup>th</sup> Nov 2021  
Models Covered: JOY POS Series

## Updates for JOY POS Applications

**Introduction:** Dear Customers in JOY POS series we are providing application updates with an interval of time as per feedback and requirements from our customer.

In this Technical note we go through the process that how we can take updates for JOY POS application in devices. This technical note also contains the details for latest updates given in this updated version of application.

### Updates given in JOY POS Retail v2.4.6P

1. Bill Wise Discount integrated in Respective Report.
2. Total Quantity display in the billing screen for particular bill
3. Minimum Stock report integrated in Inventory reports
4. Changes in the Bill no. retrieved and saved mechanism.

### Updates given in JOY POS FnB v2.4.4P

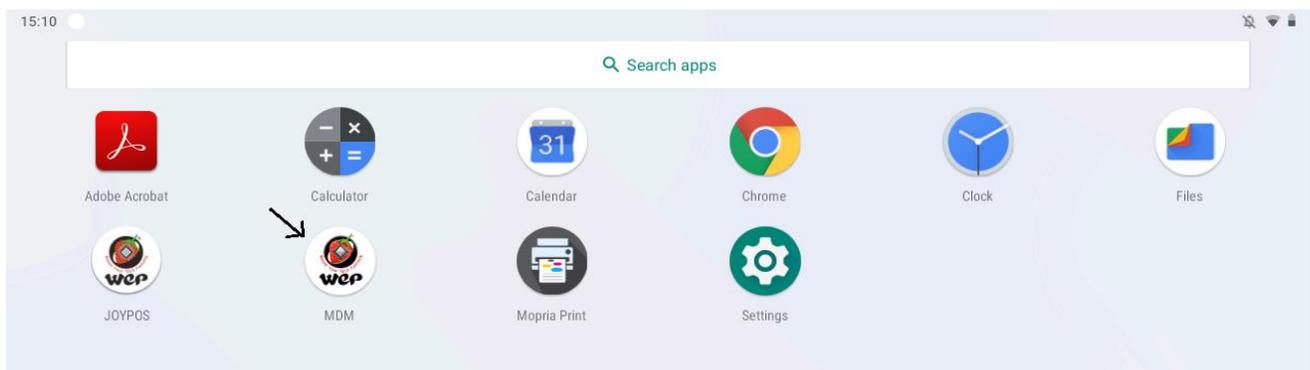
1. Bill Wise Discount integrated in Respective Report.
2. Total Quantity display in the billing screen for particular bill
3. Minimum Stock report integrated in Inventory reports

### Fixes:

- In Dine-in bill screen, All KOT items which has already been converted in bill, keep printing in Preview bill mode.

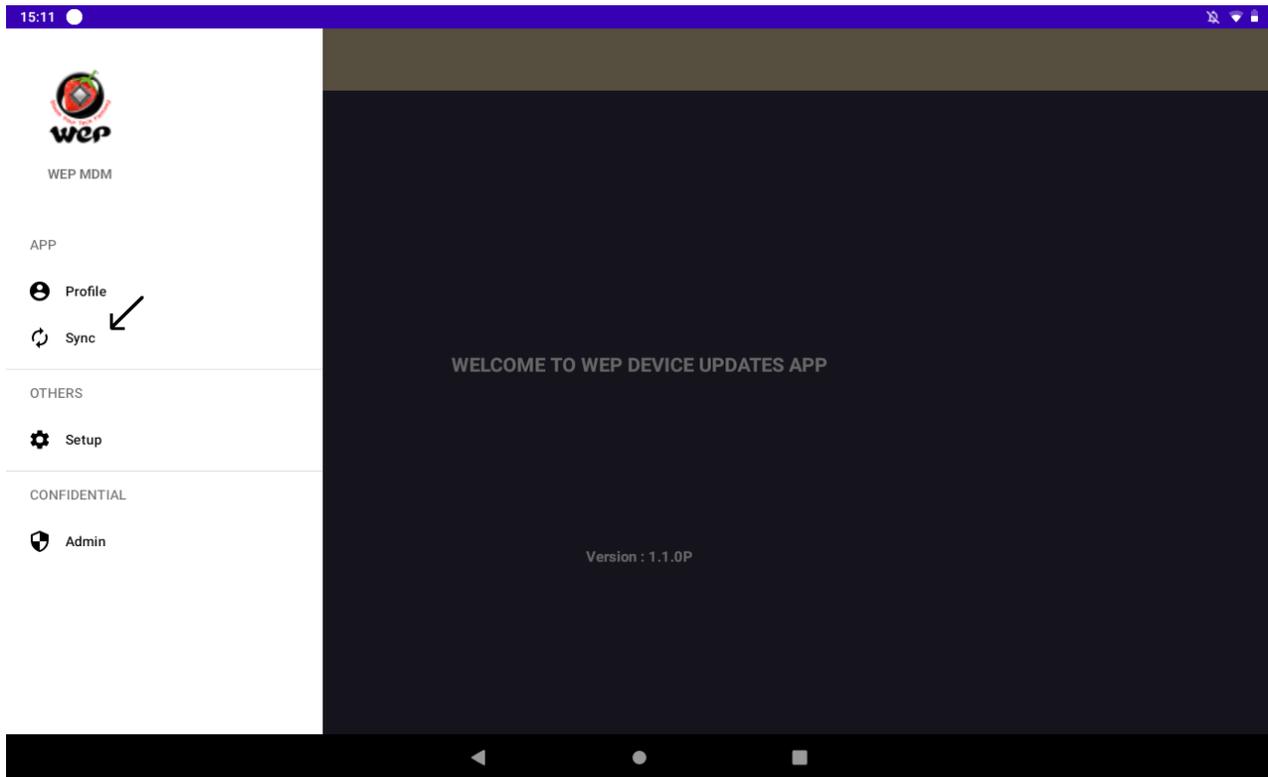
### Procedure to get Application updates in JOY POS device.

1. Select for MED application in JOY POS device.

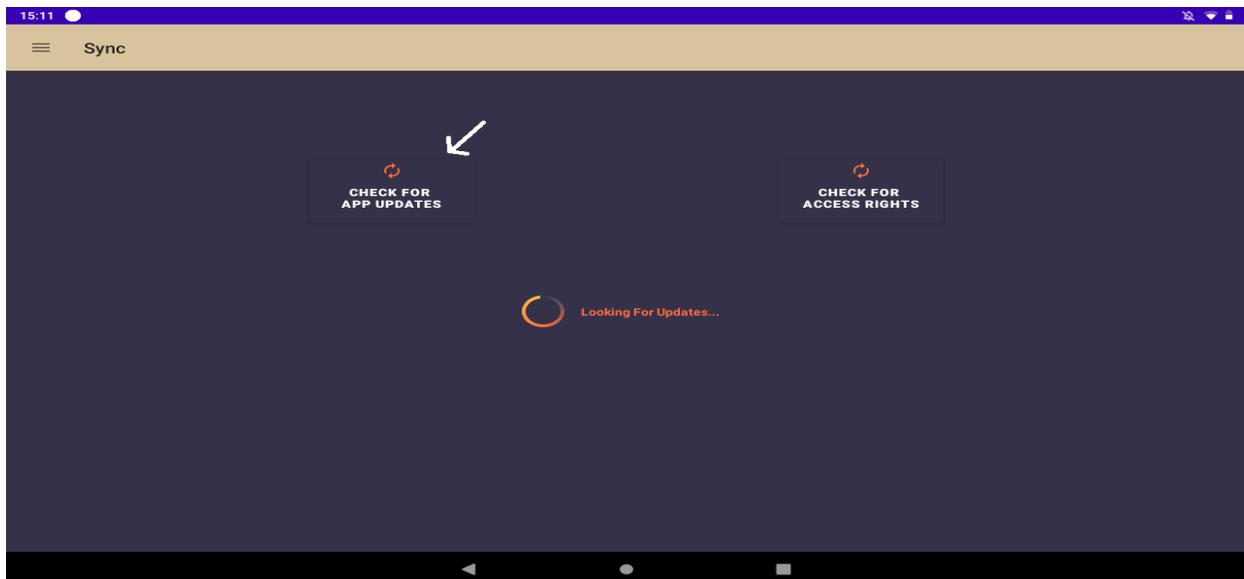




2. Now go to Sync section under WEP MED application.



3. MDM application will show an option as Check for Updates & Check for Access Right. Take application updates by selecting Check for updates.



4. We have successfully taken updates for JOY POS application.



5. Verfiy the same on login screen of JOY POS application, Where is shows for latest version of application.

User Name  
admin

Password

Remember Me

Log In      Exit

[Forgot Password?](#)

Software Version: v2.4.6P



Technical Communication No. 13

Date of Release: 14<sup>th</sup> Jan 2022

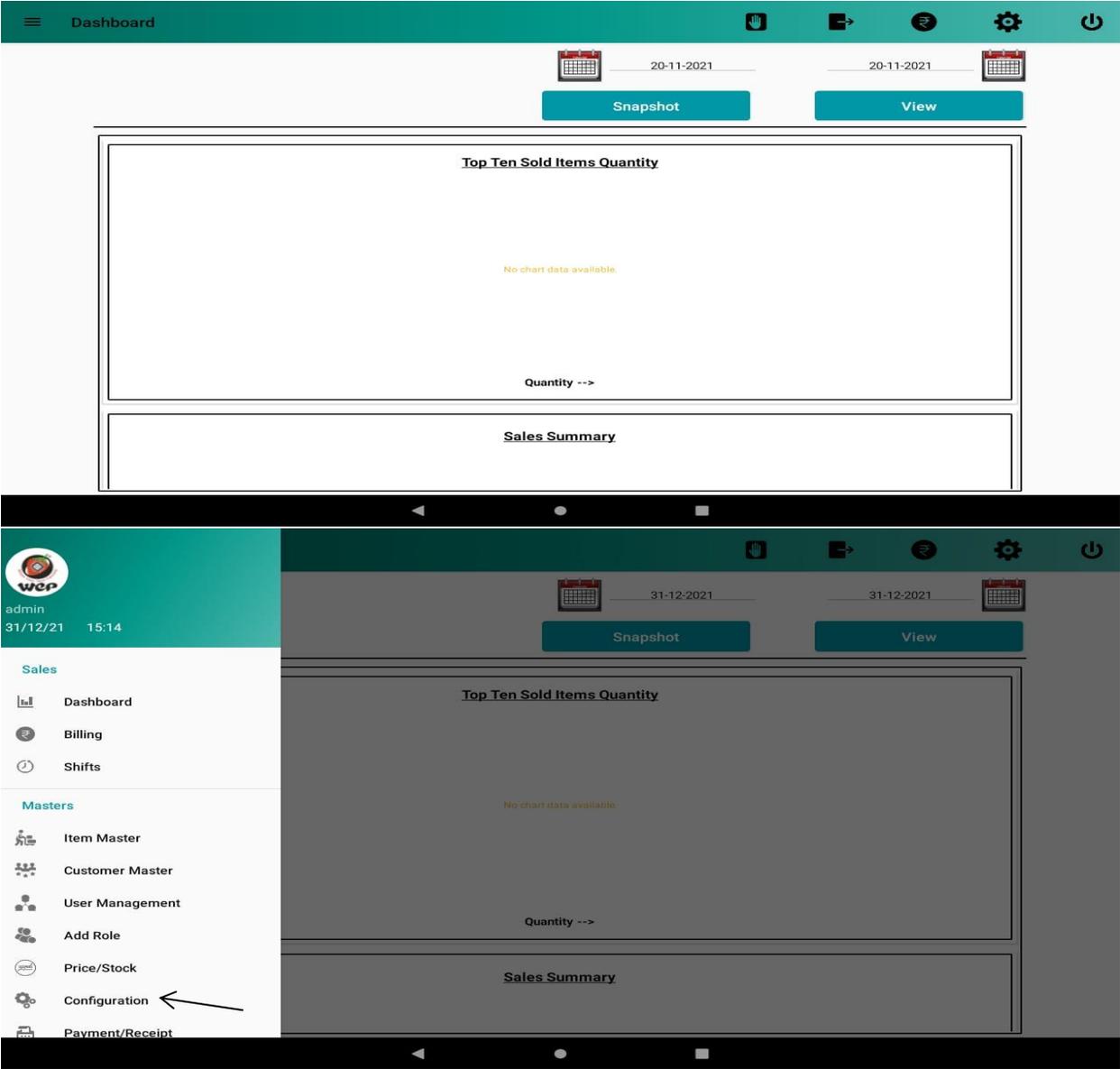
Models Covered: JOY POS Series

### Payment mode configurations Process

**Introduction:** In JOY POS application we are providing a feature of payment option printing for our users. User can select different mode of payments like CASH, GOOGLE PAY, PHONE PAY, etc. This technical note contains the process of payment mode configuration and its usage for billing process.

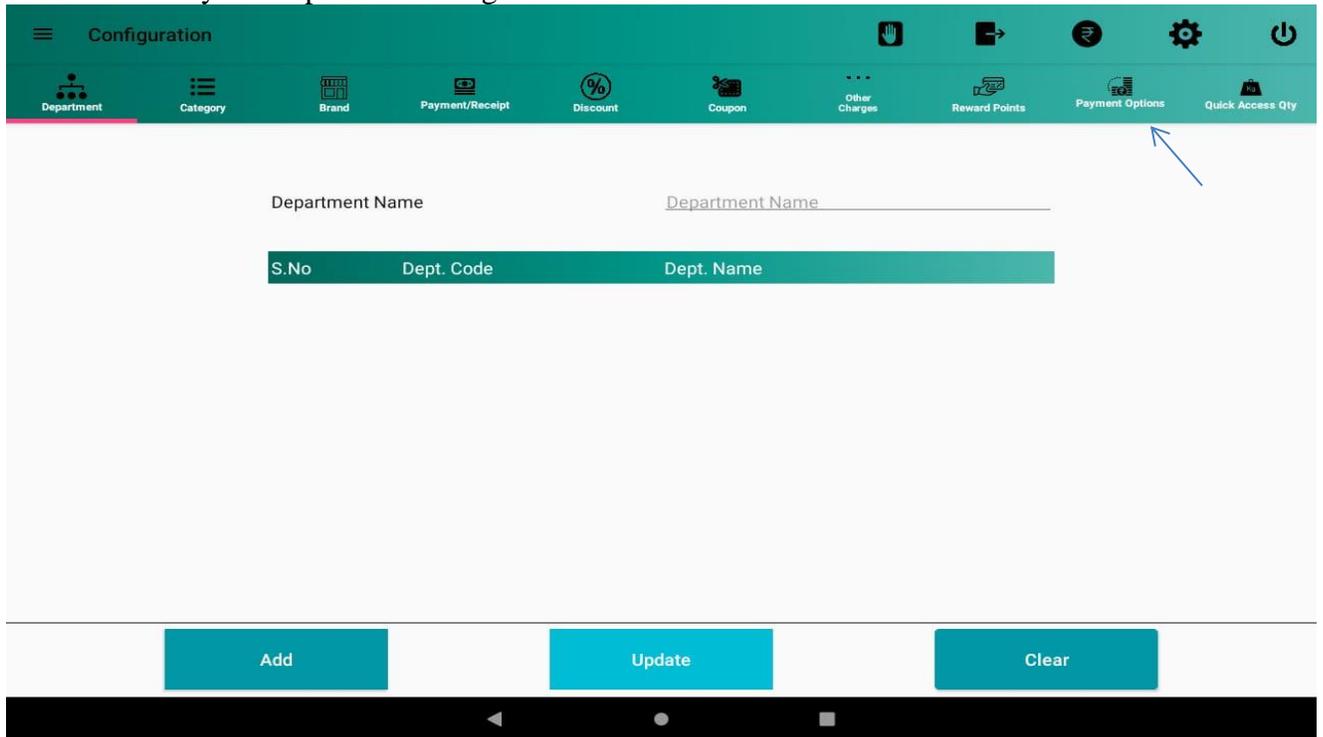
**Procedure to configure payment mode option:**

- 1. Go to JOY POS application and select for its configurations.

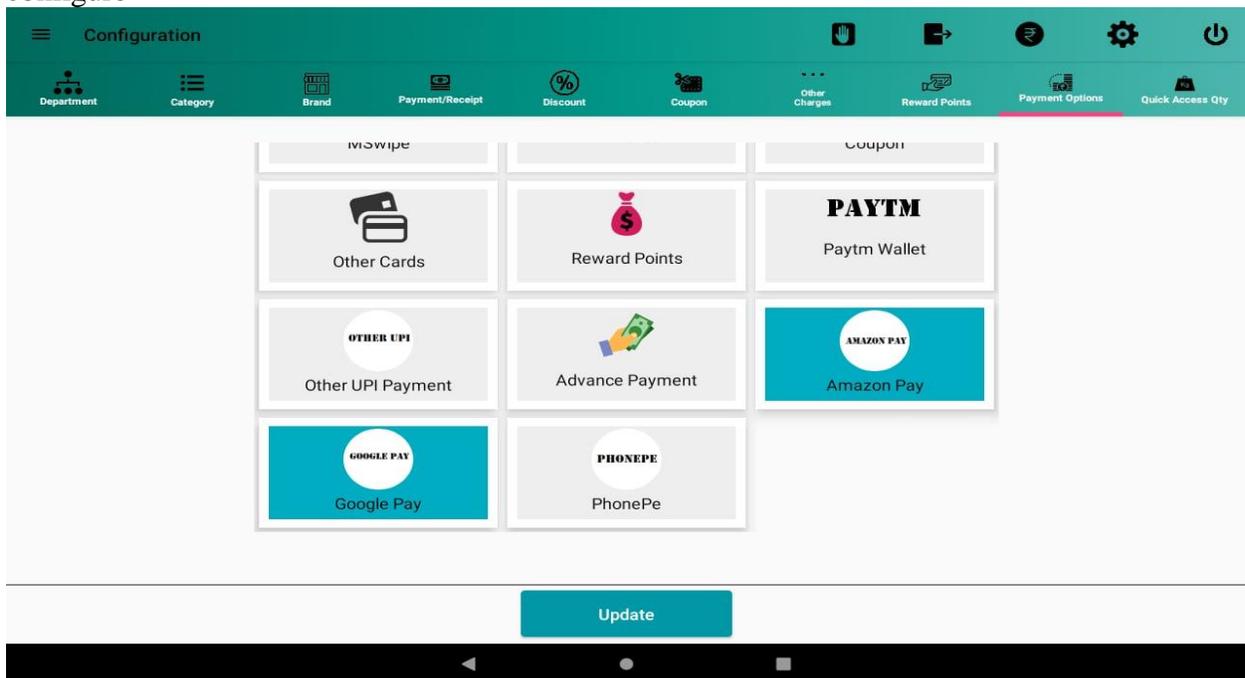




2. Select for Payment option in Configuration section.

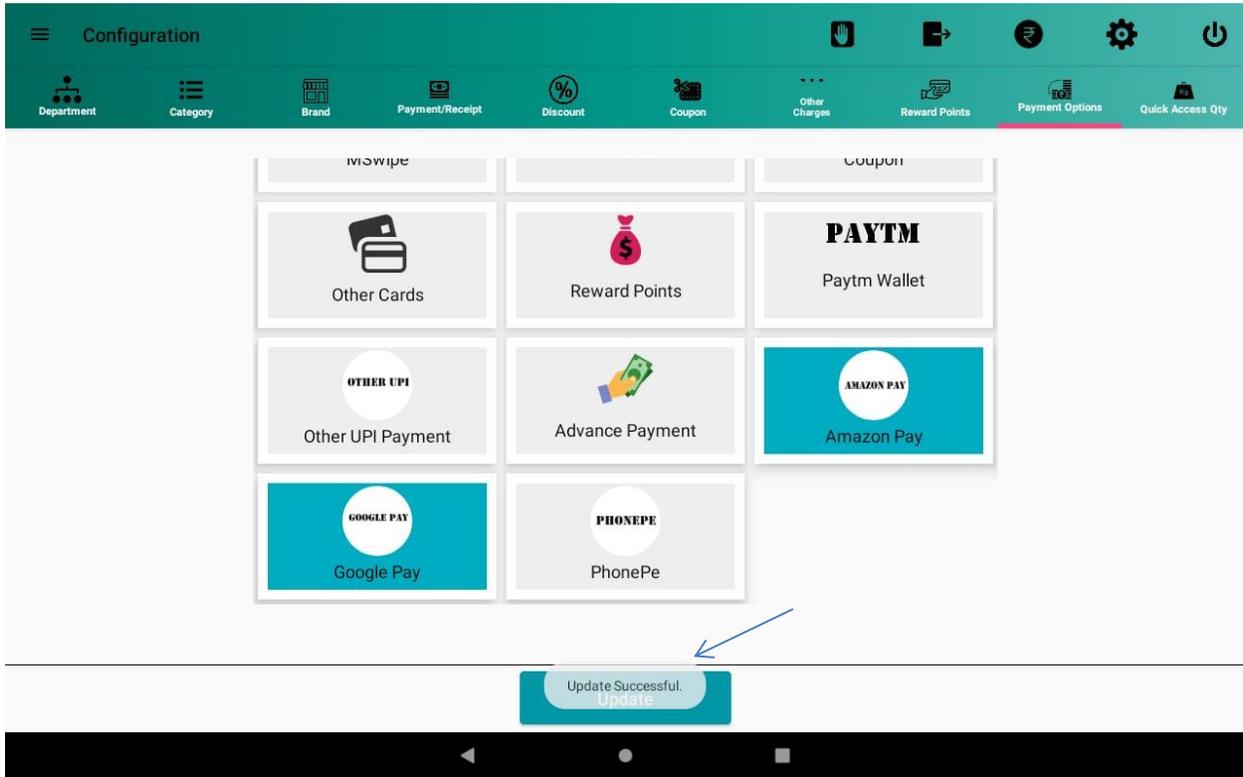


3. Under Payment Option we have given different criteria for payment mode selection like Paytm, Google Pay, Phone Pay etc. User can select the options which one are required to configure

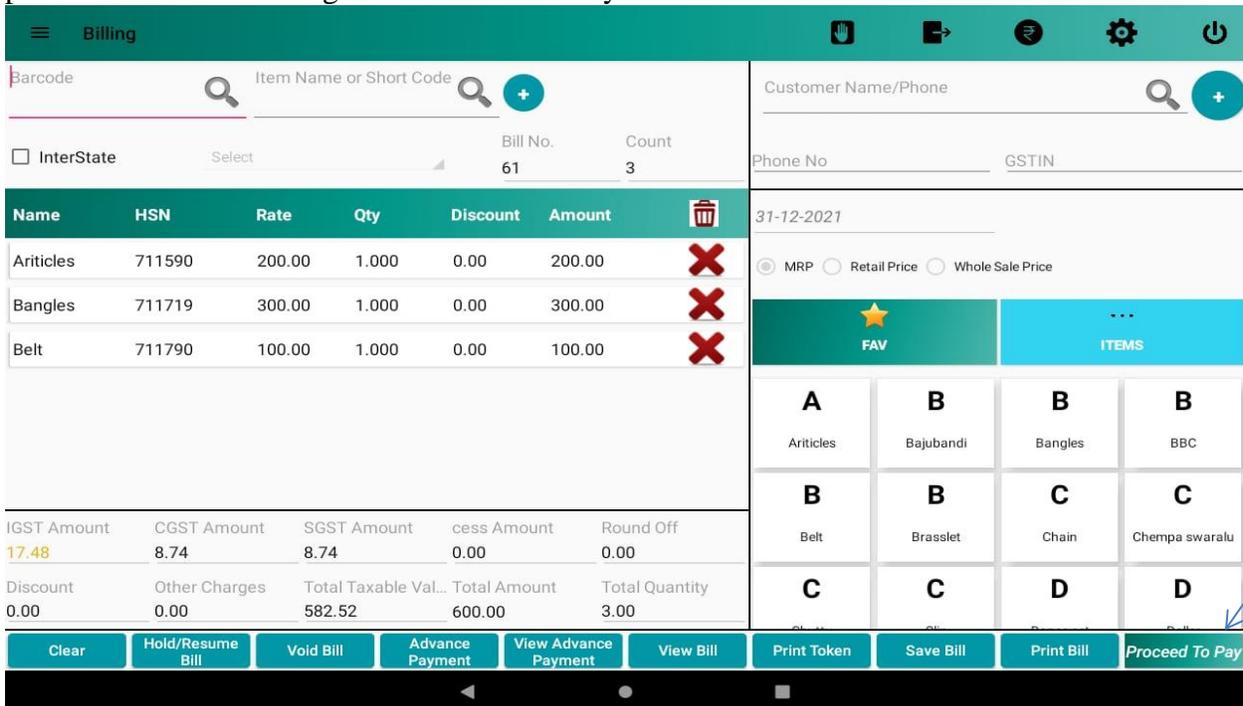




4. Select the required payment options and click on update to get it updated for billing process.



5. We have successfully configured the payment options and now it can be used for billing process. Make a bill and go with Proceed to Pay.





6. Here we can select for the mode of payment as per user requirements.

**Proceed To Pay**

Payment Details		Payment Modes*		
Taxable Value	582.52			
Tax Amount	17.48	Cash	Credit Customer	Discount
Discount	0.00			
Other Charges	0.00			
Round Off	0.00			
<b>Bill Amount</b>	<b>600.00</b>			
				
		Amazon Pay	Google Pay	
<b>Due Amount</b>	<b>+600.00</b>	No of Bill Prints		
<b>Total Paid Amount</b>	<b>0.00</b>	1		

7. We can also split these payments for 2 or more than 2 mode of payments.

**Proceed To Pay**

Payment Details		Payment Modes*		
Taxable Value	582.52			
Tax Amount	17.48	Cash	Credit Customer	Discount
Discount	0.00			
Other Charges	0.00			
Round Off	0.00			
<b>Bill Amount</b>	<b>600.00</b>			
Cash	300.00			
Amazon Pay	300.00	Amazon Pay	Google Pay	
<b>Due Amount</b>	<b>0.00</b>	No of Bill Prints		
<b>Total Paid Amount</b>	<b>600.00</b>	1		



Technical Communication No. 14  
Date of Release: 14<sup>th</sup> May 2022  
Models Covered: JOY POS Series

### Steps to get JOY POS device Sr. No.

**Introduction:** While performing troubleshoots process in JOY POS devices. We have to get the details for JOY POS device Sr. No. This technical communication will guide us how to get the details about JOY POS device Sr. No.

Below is the process to get device Sr. No. for JOY POS.

1. Go to Menu section and select for the Settings application.

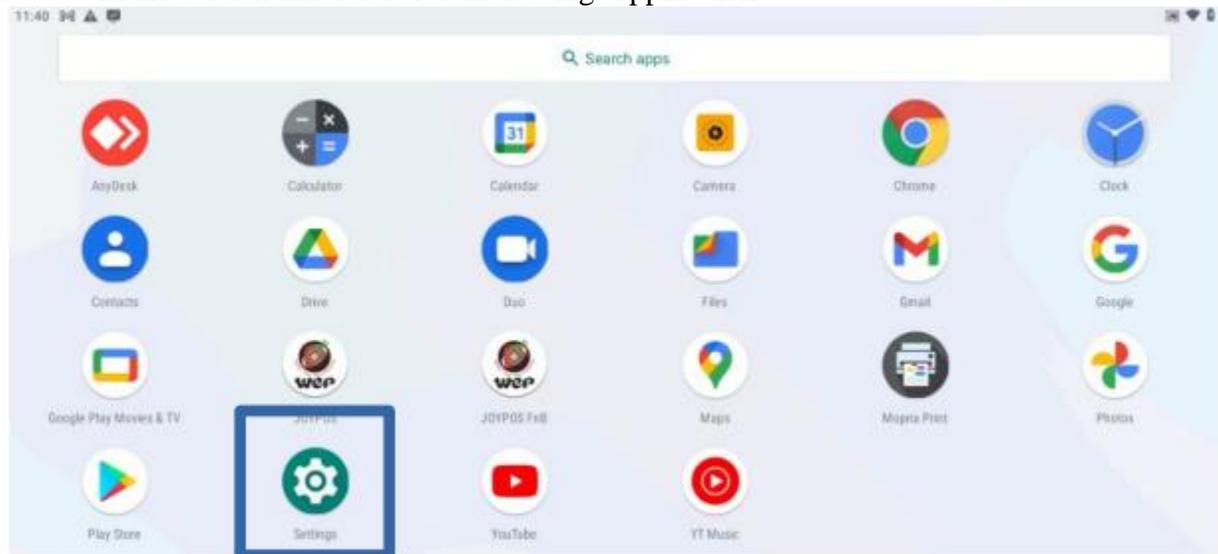


FIG 1 Selecting Settings application from the menu

2. Select System option from the list (scroll down to the last option).

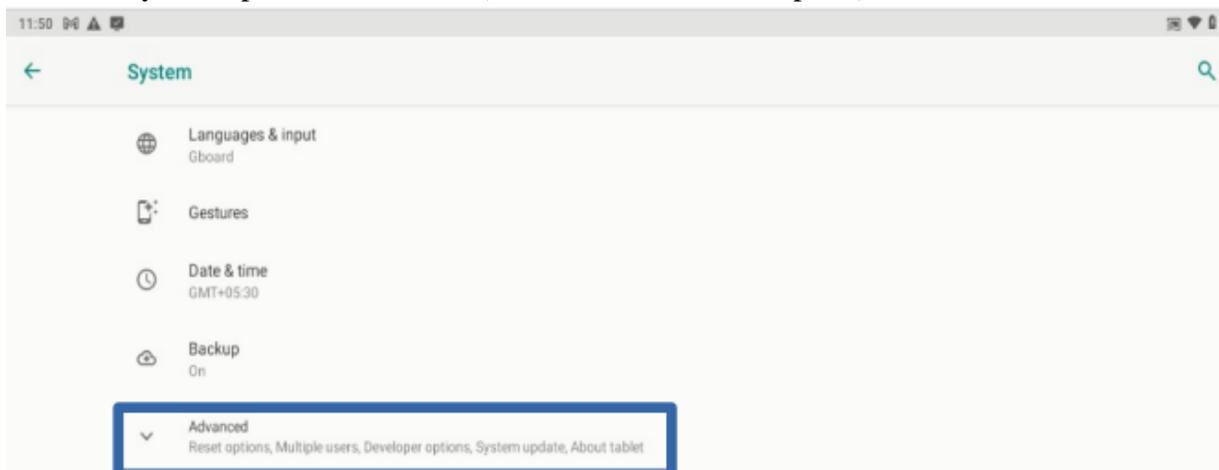


FIG 3 Selecting Advanced option from System menu



3. Click on Advanced option in System menu.

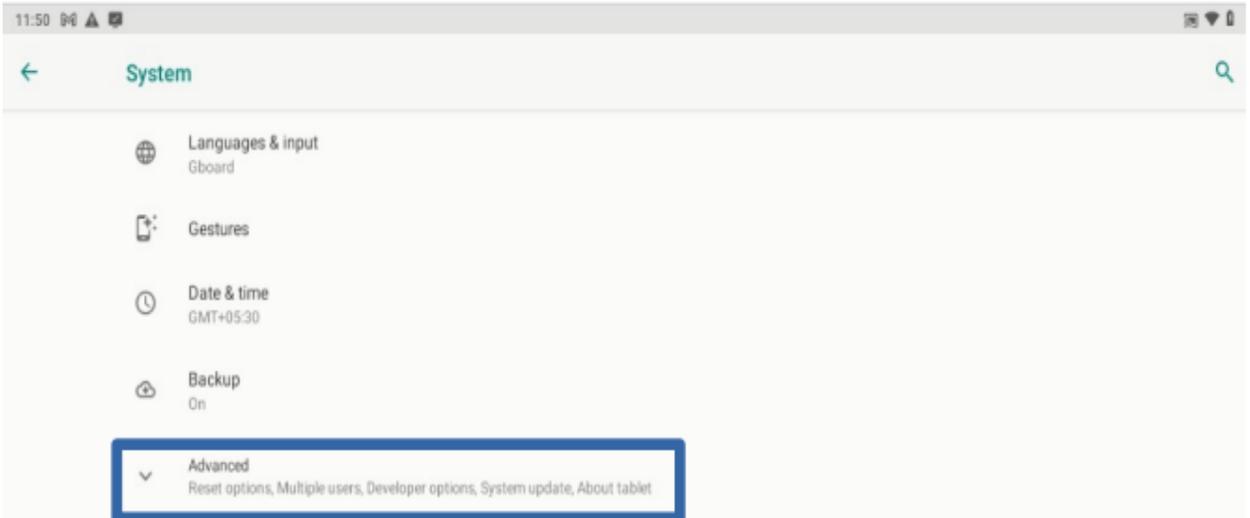


FIG 3 Selecting Advanced option from System menu

4. Click “About tablet” option in System menu.

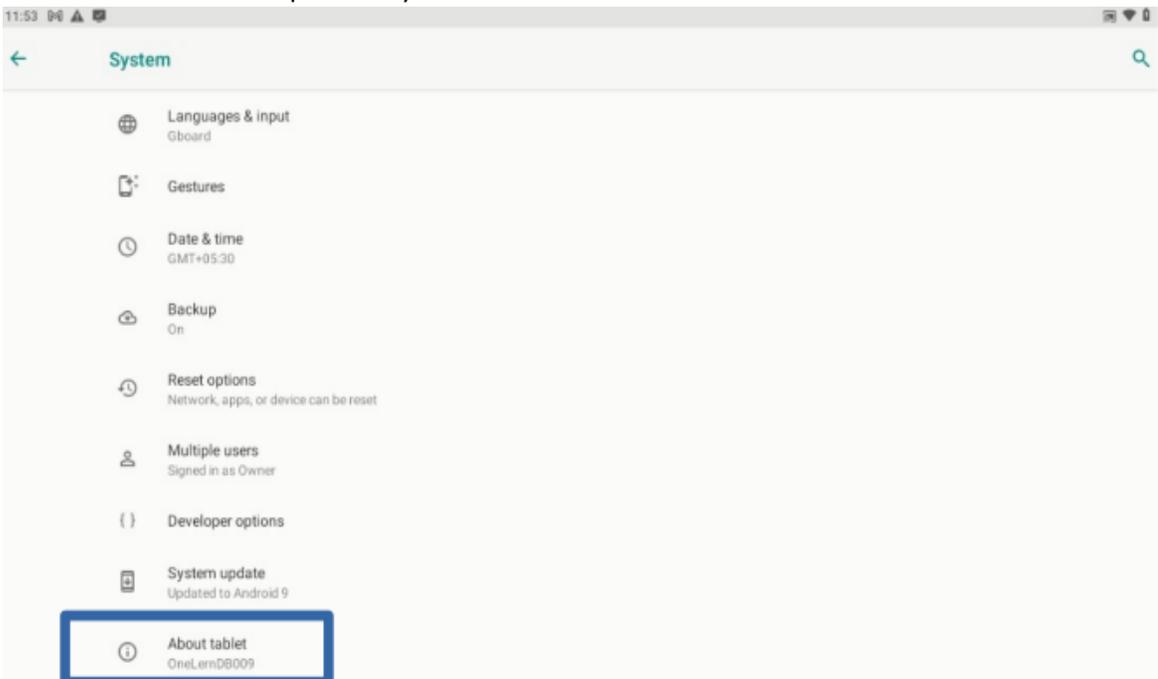


FIG 4 Selecting About tablet from System menu



5. Click “Model & hardware” in About tablet menu

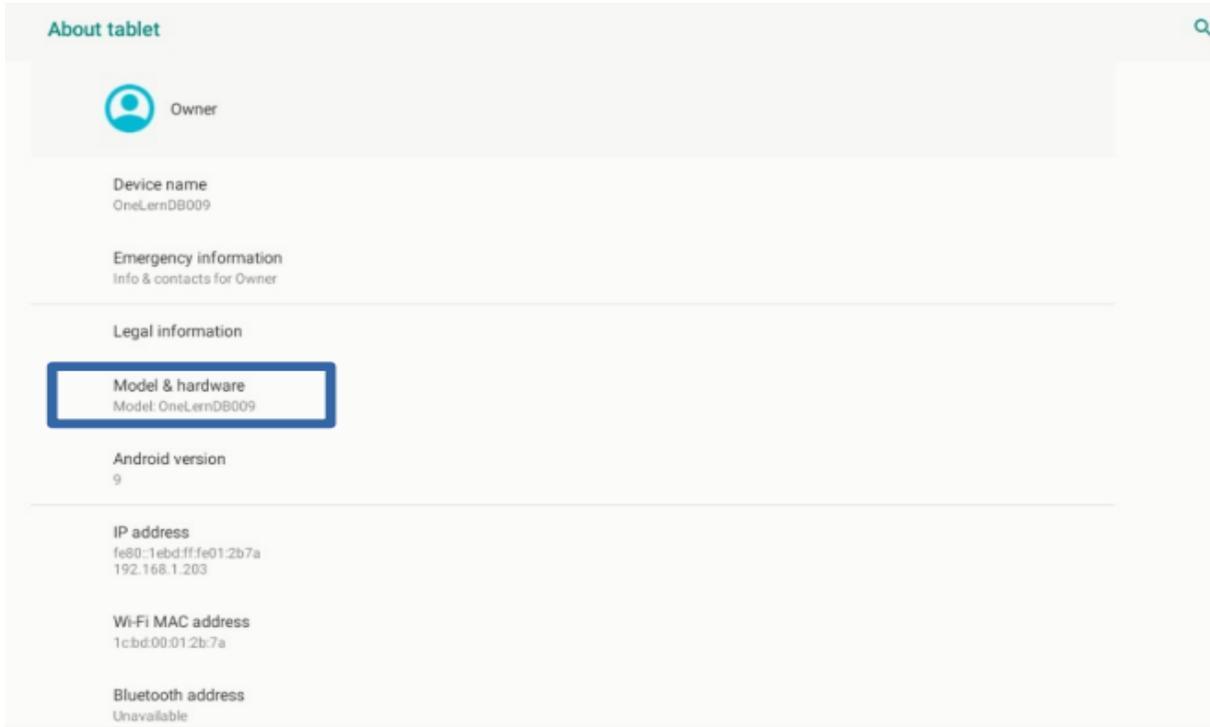
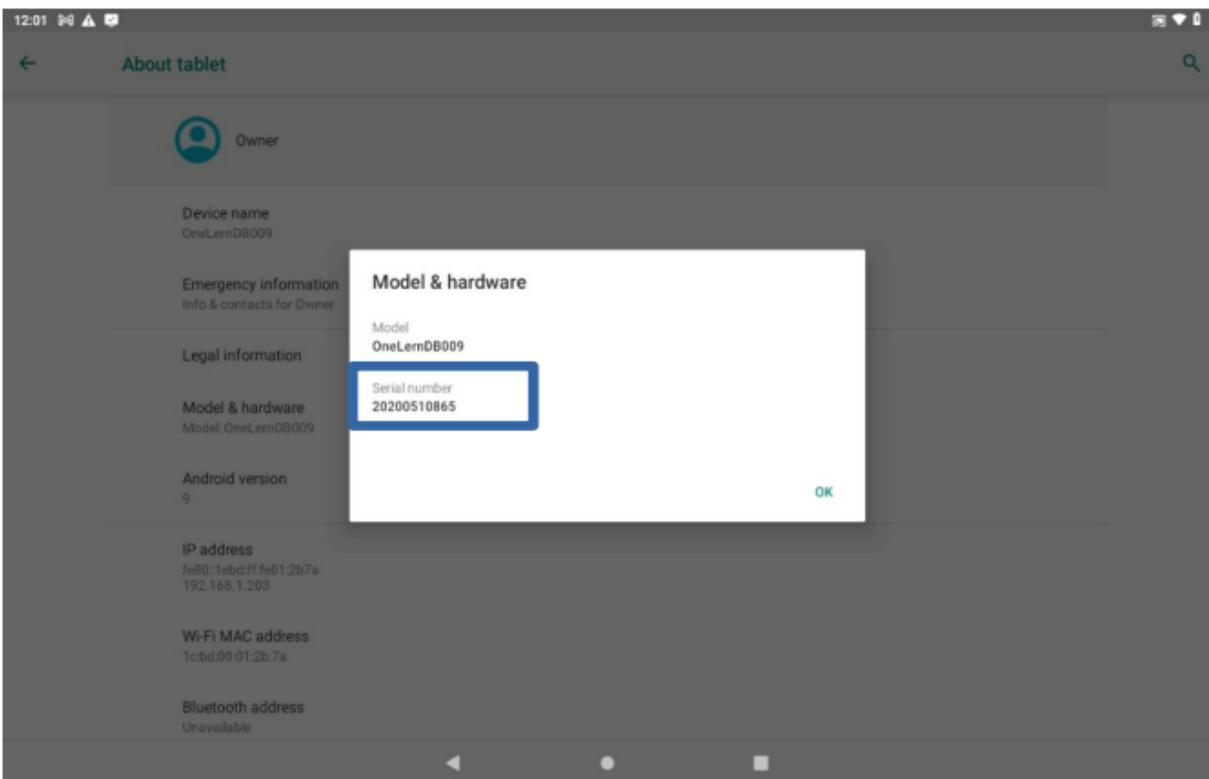


FIG 5 Selecting Model & hardware from About tablet menu

6. Device Sr. No. for JOY POS is displayed below.





Technical Communication No. 15  
Date of Release: 16<sup>th</sup> Jul 2022  
Models Covered: JOY POS Series

### Logo File insertion to JOY POS Device

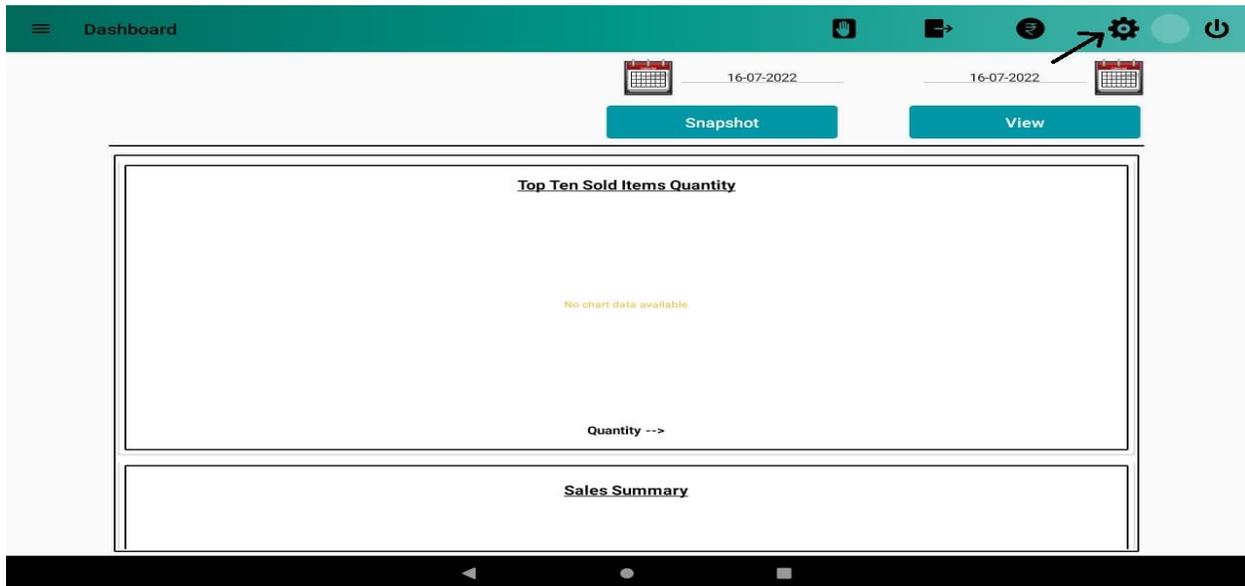
**Introduction:** In our JOY POS printers, We are providing a feature to print organization logo while taking a Printer. User can add a logo file device as per requirements and also can make changes for the same. This technical note will guide us that how we can insert a logo file to JOY POS device.

1.Go to JOY POS application and login into it through Username & Password:

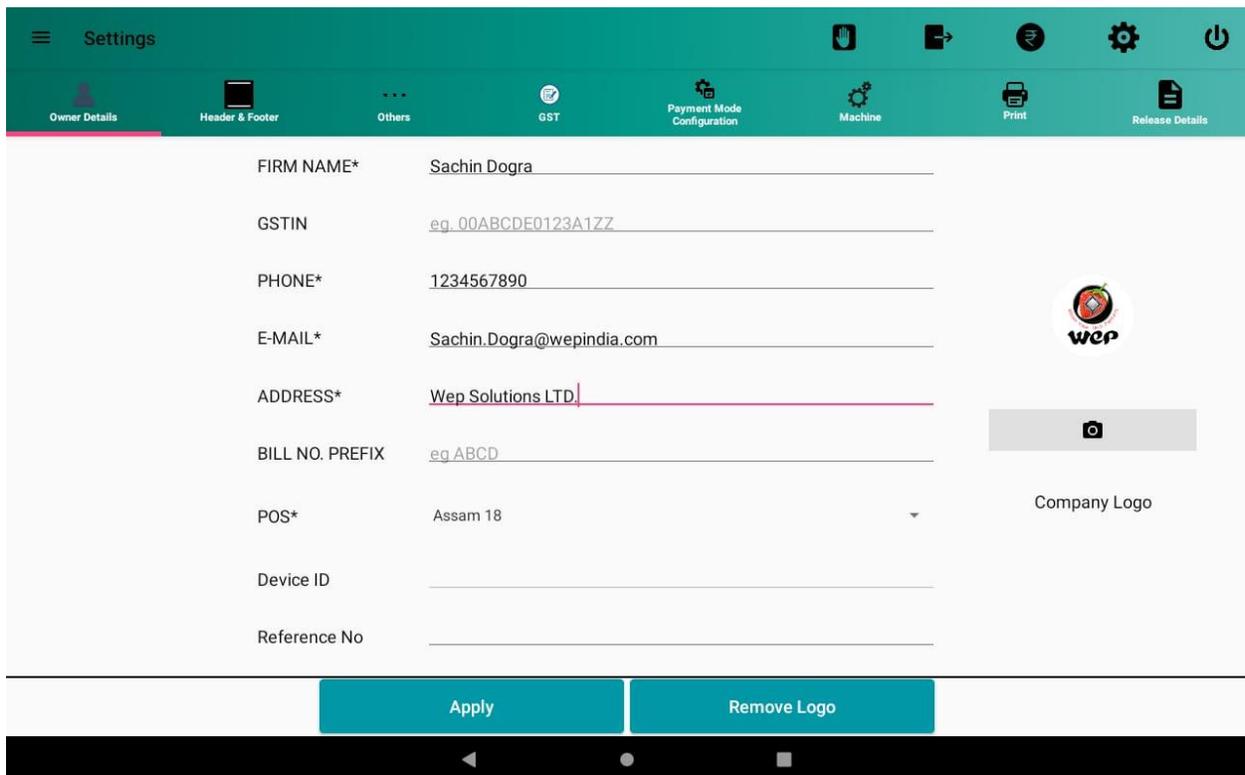
The screenshot displays the login interface of the JOY POS application. At the top center is the WEP logo, which includes a strawberry and a microchip, with the text "Empower Your Tech Future" and "wep" below it. On either side of the logo are circular icons: an information icon (i) on the left and a help icon (?) on the right. Below the logo, there is a "User Name" input field, followed by a "Password" input field with a visibility toggle icon. Underneath the password field is a "Remember Me" checkbox. At the bottom of the form area, there are two teal buttons: "Log In" and "Exit". Below these buttons is a link for "Forget Password?". At the very bottom of the screen, the text "Software Version: v2.5.1P" is displayed. The bottom edge of the image shows a black navigation bar with standard Android navigation icons.



2. Select for the settings under Dashboard section of JOY POS application.



3. Go to the logo section, and select the required file from the Device storage.





**File Picker**

- Alarms
- Android
- DCIM
- Download
- Movies
- Music
- Notifications
- Pictures
- Podcasts
- Ringtones
- WeP\_logs
- WeP\_Retail
- WeP\_Retail\_CSVs

Navigation bar: back, home, recent apps

**File Picker**

- wep-logo-footer.png

Navigation bar: back, home, recent apps



Settings

Owner Details Header & Footer Others GST Payment Mode Configuration Machine Print Release Details

FIRM NAME\* Sachin Dogra

GSTIN eg\_00ABCDE0123A1ZZ

PHONE\* 1234567890

E-MAIL\* Sachin.Dogra@wepindia.com

ADDRESS\* Wep Solutions LTD

BILL NO. PREFIX eg ABCD

POS\* Assam 18

Device ID

Reference No

Company Logo

Apply Remove Logo

Logo file inserted to device Successfully, Same will be print on header section of Bill Print.



Technical Communication No. 16  
Date of Release: 27<sup>th</sup> Aug 2022  
Models Covered: JOY POS Series

## Updates for JOY POS Applications

**Introduction:** Dear Customers in JOY POS series we are providing application updates with an interval of time as per feedback and requirements from our customer. This technical having the details for latest updates given in this updated version of JOY POS applications.

### **JOYPOS FnB v2.4.10P includes:**

#### **Integrations:**

- a) Upload Outward Item master.
- b) Outward Price and Stock Upload and Download.
- c) Kitchen Configuration Download.
- d) Automatic and Manual Day end stock reflection on Cloud.
- e) Integration of Items and Price and Stock upload on Cloud Activity Monitor in the reports modules to upload all the data.

### **JOYPOS Retail v2.5.2P includes:**

#### **Integrations:**

- 1) Provided options for Add Item and Replace Item when adding items using csv in Item Master Module.
- 2) Removed limitation of downloading Items from server when trying to use two-way stock in sync with cloud.
- 3) Add Mode will add and update Items already present in Item Master, Replace Items will delete existing items in Item Master Module and insert items from item csv.

### **Centralized Server includes:**

#### **Integrations:**

- A) Developed Kitchen configuration Module with all required functions in Configuration for WeB App.
- B) Provided mechanism to down kitchen configuration for device level FnB Application.
- C) Integrated mechanism to upload additional Device settings for FnB Application to server.
- D) Added Stock report for FnB.
- E) Developed FnB Item Upload mechanism to server and further to stock and device group.
- F) Developed soft delete mechanism for items in stock report on server when items are deleted on device and uploaded to server both for FnB and R.
- G) Fixed issue of item details not updating on server level when uploading Item csv from device twice and selecting the replace mode.
- H) Integrated mechanism for updating items on server level for FnB on basis of Item Name, UOM, Rate 1.



Technical Communication No. 17  
Date of Release: 01st Nov 2022  
Models Covered: JOY POS Series

## Updates for JOY POS Applications

**Introduction:** Dear Customers in JOY POS series we are providing application updates with an interval of time as per feedback and requirements from our customer.

This technical note having the details for latest updates given in this updated version of JOY POS applications.

### **JOYPOS FnB v2.4.12P includes:**

Integrations:

1. Active/Inactive Entity Setting integrated for Minimum Stock Report and Outward Stock Report.
2. Integrated authorization for reducing stock for items in Price and Stock Module.
3. Integrated SMS status report.
4. Integrated Advance Payment amount field display in View Advance Payment.

### **JOYPOS Retail v2.5.4P includes:**

Integrations:

1. Integration of SMS Status Report.
2. Integration of allotting reward points for Sales man while billing and reflecting same in reports

### **Centralized Server includes:**

Integrations:

1. Implement Customer Name, Phone number uniqueness constraint for Customer updation.
2. Customer Passbook module related changes.
3. Integrated Customer Passbook upload API.



Technical Communication No. 18  
Date of Release: 11<sup>th</sup> Nov 2022  
Models Covered: JOY POS Series

## Updates for JOY POS MDM

**Introduction:** Dear Customers in JOY POS devices we are providing updates with an interval of time as per feedback and requirements from our customer. This technical note having the details for latest updates given in this updated version of JOY POS MDM.

### MDM v1.3.0P includes:

1. Play Store application will be available as default application.
2. Play Store, Chrome & JOYPOS application will be available in the device only after the user registration.
3. User will be able to install all the 3<sup>rd</sup> party application in the device.
4. App Manager Module is introduced in the application to uninstall applications available in the device.
5. App Manager Module is password protected with the credential that has been given at the time of User Registration.
6. Chrome & Play store application will also be removed along with JOYPOS while performing Device Return from WMS.
7. Minor UI related Bug fixes.



Technical Communication No. 19  
Date of Release: 12<sup>th</sup> Jan 2023  
Models Covered: JOY POS Series

## Updates for JOY POS MDM

**Introduction:** Dear Customers in JOY POS devices we are facing problem in customer registration while installing the device. It was showing registration failed and we have to try for 2-3 times to make customer registrations. We have updated our MDM application and now it is operating fine with this latest version of **MDM 1.3.2P**

### User Registration

Enter Name *	Country INDIA
Enter Username *	Enter Mobile Number *
Enter Password * <input type="password"/>	Confirm Password * <input type="password"/>
Enter Email Id *	Confirm Email Id *
Enter Address Line 1 *	Enter Address Line 2
Enter Address Line 3	Enter City *
Select State * <input type="text"/>	Select Application Type * <input type="text"/>

Username and Password will be required as credentials to open App Manager

**REGISTER**



Technical Communication No. 20

Date of Release: 11<sup>th</sup> Mar 2023

Models Covered: JOY POS

## Updates for JOY POS Retail Application

**Introduction:** Dear Customers in JOY POS series we are providing application updates with an interval of time as per feedback and requirements from our customer.

This technical note having the details for latest updates given in this updated version of JOY POS retail applications.

### JOYPOS Retail v2.6.2P includes:

#### Integrations:

1. Provided a setting UPI QR Code Print Option in Other Settings sub module.
2. Created a sub module within settings by name of QR Code Configuration for configuring the settings associated with printing UPI QR Code types in printing.
3. UPI QR Code printing is provided as a feature in Single Bill print, 2 or 3 copy bill printing, Exchange Bill Printing, Duplicate Bill Printing.
4. In case of 2 copies bill or 3 copies Bill print UPI QR Code will print only on the first printed bill.
5. Other than bill, UPI QR Code printing will work for Advance Payment Receipt and Duplicate Advance Payment Receipt.
6. UPI QR Code printing will also work for Customer deposit amount receipt printing.

#### Limitations:

- UPI QR Code printing has been integrated for all printers in peripheral feasibility list with the exception of TVS printer due to certain integration related limitations.
- At the printing of QR code or logo in Bluetooth printer, printing speed will be reducing in order to printer QR code correctly.
- In case of 2-inch printer, Maximum QR code size is 45% which needs to be used for proper fitting of QR code in printing.
- In case of EPSON printer, when QR code size is 93% or larger, sound of printing of printer at the time of printing of QR code may change.
- In case of EPSON printer, in case of 2 or 3 copy bill print UPI QR Code shall print on all bills getting printed.
- When configuring UPI QR Code in Settings if all inputs are not provided correctly and if mandatory settings are not provided then in that case an incorrect UPI QR Code may get printed or it may not get printed at all.
- QR code area needs to be held straight, lightened properly, aligned with phone camera.



- QR code area should be placed within the scanner box area
- In case of Bluetooth printer, when logo or QR code is used with 2 copy bill and No. of bill prints (proceed to pay), all bills will not be printed due to memory constraints of printer.
- Size of QR code printed will vary in all printers.
- Minimum 25% size needs to be set for proper scanning and printing of QR code for Bluetooth printers.
- At time of printing of QR code, printer can take a half second pause to print QR code



Technical Communication No. 21

Date of Release: 25<sup>th</sup> Mar 2023

Models Covered: JOY POS

## QR Code integration steps to JOY POS Retail application

**Introduction:** In **JOY POS Retail** application we have integrated a new feature of QR code printing with Bill. User can take a print of QR code during its billing Operations. This technical note contains the steps of QR code integration with JOY POS Retail.

1.Login to the JOY POS retail application.

User Name  
admin

Password  
.....

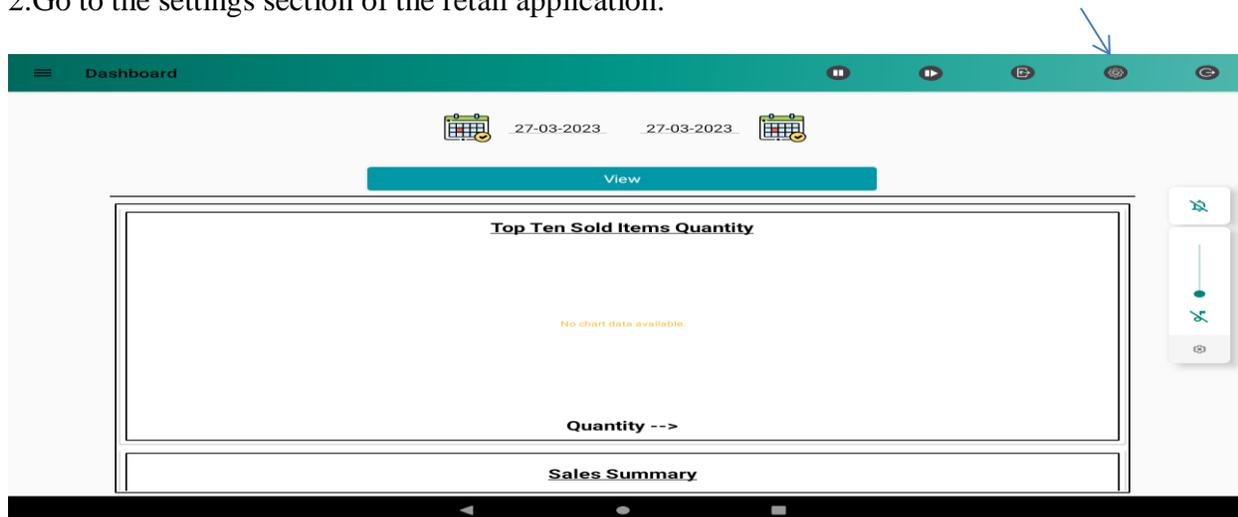
Remember Me

Log In      Exit

[Forgot Password?](#)

Software Version: v2.6.2P

2.Go to the settings section of the retail application.





3. Go to the QR Code configurations under application settings and provide the required details.
  - a) Merchant UPI User Name : Can be provided as Shop name or user name.
  - b) Merchant VPA : Provide the UPI ID details of the Merchant.
  - c) Selection of Dynamic UPI QR Code provides the exact bill amount once we scan the QR code.
  - d) Section of Static UPI QR code doesn't provides the bill amount and customer has to put the required amount for payment processing.

Settings

Owner Details Header & Footer Others GST Machine Print Release Details QR code Configuration

Static UPI QR Code  Dynamic UPI QR Code

Merchant UPI User Name: Vinod Kumar

Merchant VPA: vk9912575-1@okaxis

QR Code Print Size: 50%

Note:-

- 1) Merchant User Name and Virtual Payment Address is used when carrying out the UPI transaction and is a mandatory field.
- 2) Ideal UPI QR code print size is 50%
- 3) UPI QR codes are generated by ZXing (Zebra Crossing 3rd party Library). The library is listed under Apache License v2.0 and terms of commercial use could be understood from below provided links.

<https://www.apache.org/licenses/LICENSE-2.0.html> <https://github.com/zxing/zxing/wiki/License-Questions>

Apply

4. Go to the others section under settings and enable UPI QR code Print.

Settings

Owner Details Header & Footer Others GST Machine Print Release Details QR code Configuration

Bill No Daily Reset:  Enable  Disable

Owner's Details Print:  Enable  Disable

Bill Amount Round off:  Enable  Disable

Sales Man ID Display:  Enable  Disable

Header Print Bold:  Enable  Disable

Automatic Stock Download:  Enable  Disable

Exchange Bill Print Option:  Enable  Disable

UPI QR Code Print Option:  Enable  Disable

MRP-Rate Price Difference Print:  Enable  Disable

Fast Billing Mode:  Items  Dept/Items  Dept/Categ/Items  Brand/Items

Reward Points:  Enable  Disable

Display Inactive Entities in Reports:  Enable  Disable

Bill Amount Font Options:  Bold  DH  Bold + DH

Share Bill:  Enable  Disable

Training Mode:  Enable  Disable

Item's Name Print In Bill:  Long Name  Short Name

Print Item Wise Discount In Bill:  Enable  Disable

Standalone Status:  Enable  Disable

Display Discount Message:  Enable  Disable

Two Copy Bill Print:  Enable  Disable

Cloud Sync:  Enable  Disable

Bulk Break:  Enable  Disable

Shift End:  Enable  Disable

Print User Name:  Enable  Disable

Delete Option (Items, Customers and Suppliers):  Enable  Disable

Print Customer Address:  Enable  Disable

Print Reward Points:  Enable  Disable

Apply

5. Now our device is ready to generate QR Code once we proceed for the billing operations.



Technical Communication No. 22  
Date of Release: 23<sup>rd</sup> Apr 2023  
Models Covered: JOY POS

## Updates for JOY POS Retail & FnB Application

**Introduction:** Dear Customers in JOY POS series we are providing application updates with an interval of time as per feedback and requirements from our customer.

This technical note having the details for latest updates given in this updated version of JOY POS retail applications.

### JOYPOS FnB v2.5.1P includes:

#### Integrations:

- Integrated a filter in customer master's module to filter customers who have credit amount.
- Integrated sharing mechanism for Bill Soft-copy and expenditure message via whatsapp third party application in Billing and View Bill module.
- Integrated mechanism to set an item as favorite on long pressing an item in billing screen in billing screen item list.
- Integration of Total Amount display in the secondary screen of ELANADA Device.

#### Bug Fixed:

- a) Application crash issue fixed while printing 100 qty and above with the cumulative setting disabled in TH 400+ printer.
- b) UI fixes in Login and report download module.
- c) Fixed issue of item getting billed even when its qty. reaches 0 with settings Bill with Stock enabled.

### JOYPOS Retail v2.6.3P includes :

#### Integrations:

- Integrated a filter in customer master's module to filter customers who have credit amount.
- Integrated sharing mechanism for Bill Soft-copy and expenditure message via whatsapp third party application in Billing and View Bill module.
- Integrated mechanism to set an item as favorite on long pressing an item in billing screen in billing screen item list.
- Integration of Total Amount display in the secondary screen of ELANADA Device.



**Bug Fixed:**

- a) Fixed issue of item wise discount getting applied to all items in the billing item list when removing a single item from list.
  
- b) Fixed Issue of Bill getting canceled in Proceed to Pay module when exiting the application or pressing the home button.

**Note:-**

- Whatsapp needs to be installed by owner from play store as it will not be installed in JOY POS as default.
- Whatsapp functionality has been tested with whatsapp version: 2.23.6.76



Technical Communication No. 23  
Date of Release: 13<sup>th</sup> May 2023  
Models Covered: JOY POS

### **Updates for JOY POS Retail & FnB Application**

**Introduction:** Dear Customers in JOY POS series we are providing application updates with an interval of time as per feedback and requirements from our customer.

This technical note having the details for latest updates given in this updated version of JOY POS Retail & FnB application.

#### **JOYPOS Retail v2.6.4P includes :**

Integrations:

- Integrated switch to mark an item eligible for reward points calculation in item add and item edit sub module.
- Integrated filter in item masters to filter out items eligible to take part in reward point calculation.
- Integrated item specific reward point related calculation for all billing screens for all types of billing sequences.
- Integrated item specific reward point related calculation for Hold and resume sub module in Counter Sales billing Screen.

#### **JOYPOS FnB v2.5.2P includes :**

Integrations:

- Integrated switch to mark an item eligible for reward points calculation in item add and item edit sub module.
- Integrated filter in item masters to filter out items eligible to take part in reward point calculation.
- Integrated item specific reward point related calculation for all billing screens for all types of billing sequences.
- Integrated item specific reward point related calculation for Hold and resume sub module in Counter Sales billing Screen.

Bug Fixes:

- Fixed issue of reward point not calculating when bill is resumed in counter sales billing screen and further billed



Technical Communication No. 24  
Date of Release: 24<sup>th</sup> May 2023  
Models Covered: JOY POS

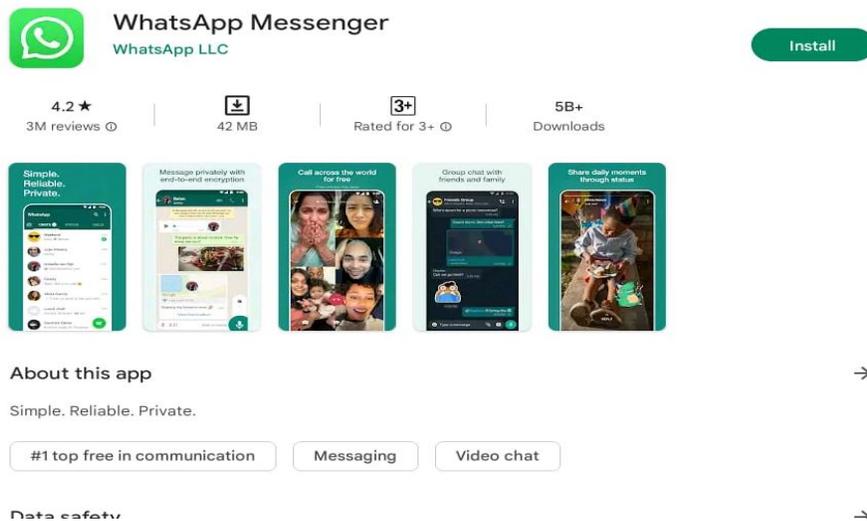
## Whatsapp messenger facility in JOY POS

**Introduction:** Dear Customers in JOY POS series we are providing application updates with an interval of time as per feedback and requirements from our customer.

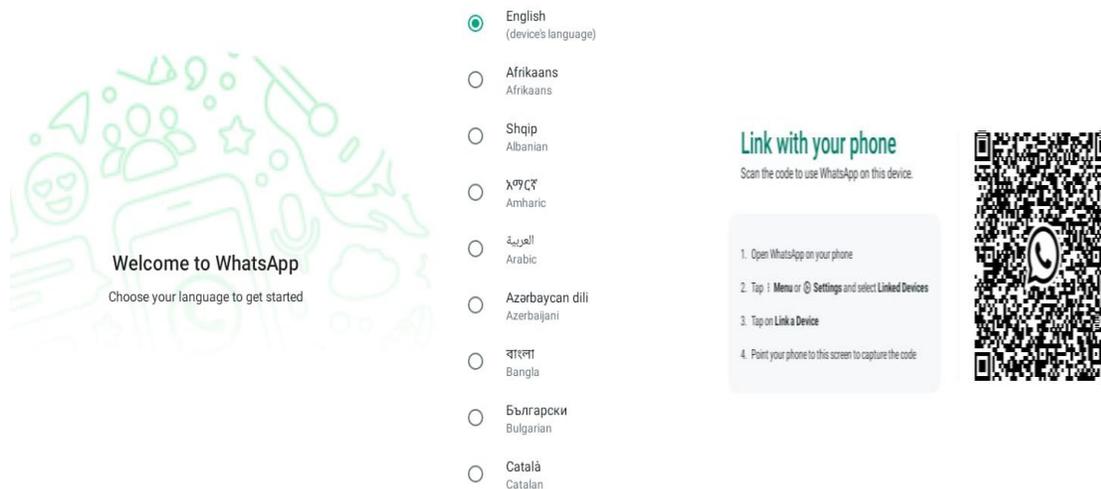
Today we are here with New Technical update for JOY POS.

In JOY POS, now we can send the billing messages to the customer through whatsapp also. This technical note will help you the get the procedure to do so.

1. Install the whatsapp messenger application from play store of your JOY POS device.

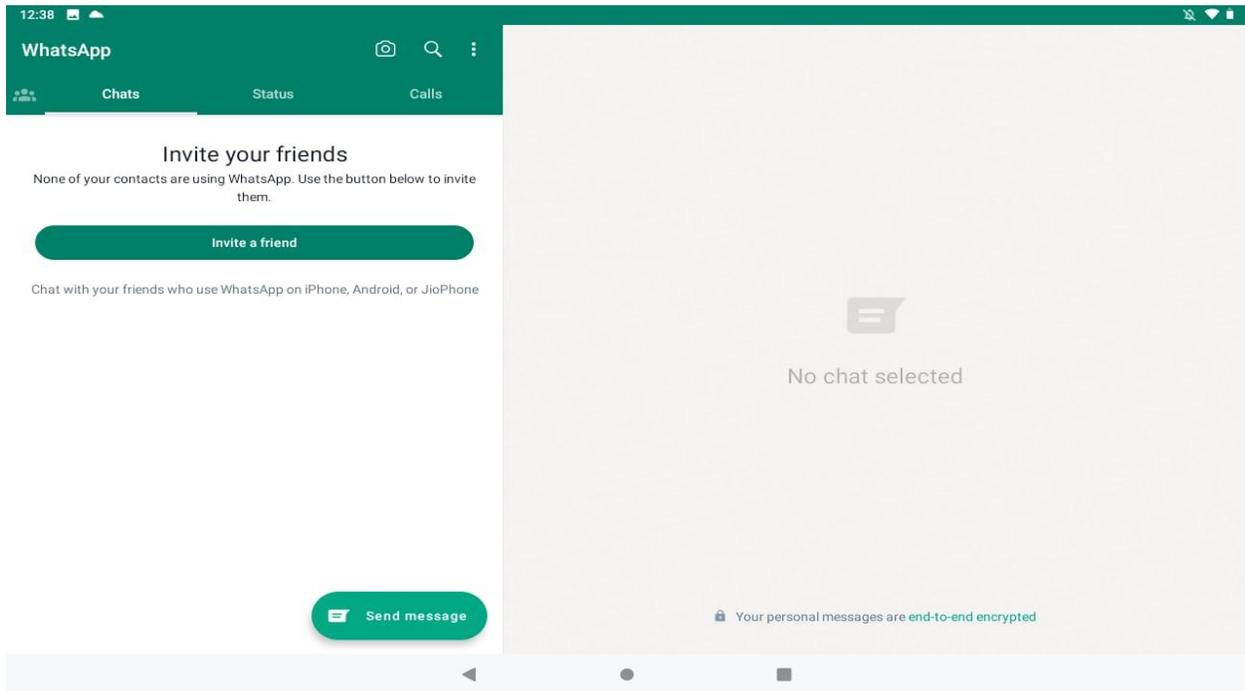


2. Open the whatsapp messenger and link your existing whatsapp by scanning the given QR code.

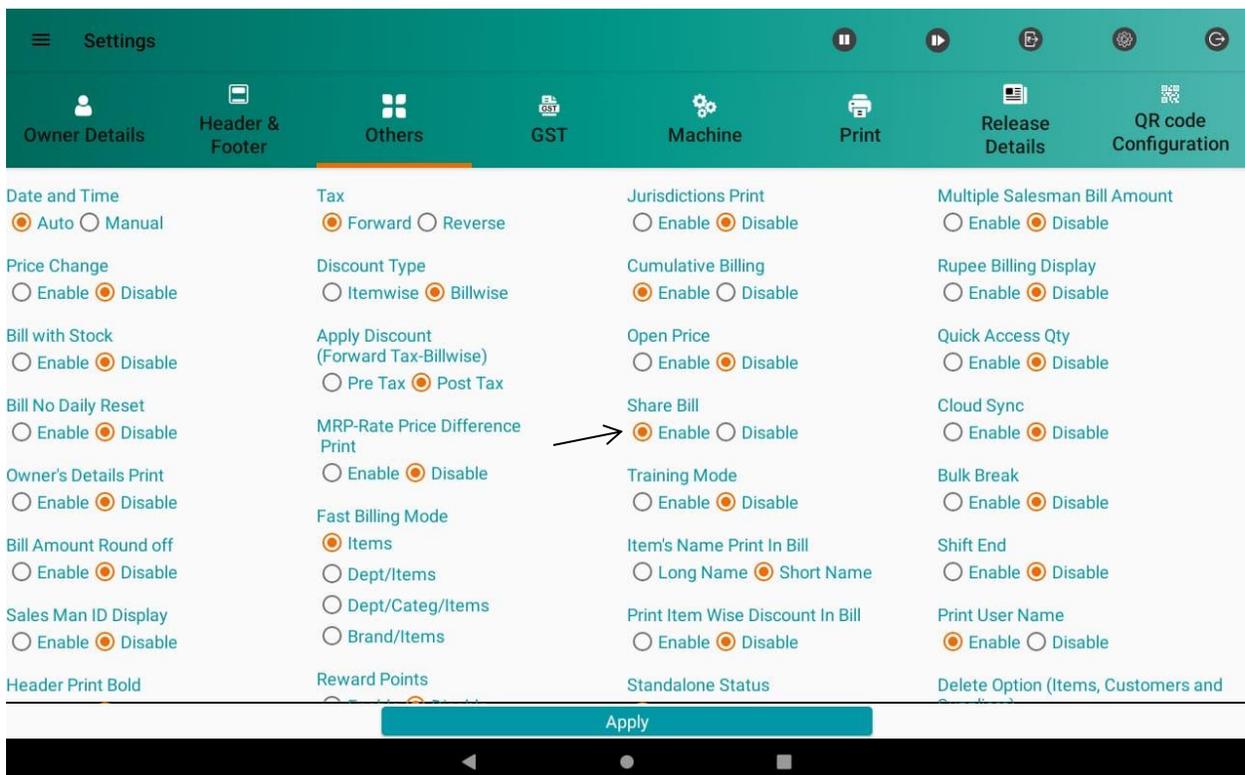




3. We have successfully installed and linked the whatsapp messenger with our JOY POS device.



4. Go to the JOY POS application and enable the setting of Share Bill.





4. Go to billing segment and create a bill.

The screenshot shows the 'Billing' application interface. At the top, there are navigation icons and a 'Billing' header. Below the header, there are input fields for 'Barcode', 'Item Name/Short Code', and 'Customer Name/Phone'. A 'Bill No.' field shows '3' and a 'Count' field shows '3'. There is a date field set to '27-05-2023' and radio buttons for 'MRP', 'Retail Price', and 'Whole Sale Price'. A 'Fav' button with a star icon and an 'Items' button with a three-dot menu icon are visible. Below these are four item cards: 'Garlic', 'Green Chilli', 'Honey', and 'Turmeric'. A table lists the items with columns for Name, HSN, Rate, Qty, Discount, and Amount. A summary table at the bottom shows tax amounts and totals. At the very bottom, there is a row of action buttons: Clear, Hold/Resume Bill, Void Bill, Advance Payment, View Advance Payment, View Bill, Print Token, Save Bill, Print Bill, and Proceed To Pay.

Name	HSN	Rate	Qty	Discount	Amount
Garlic	100019	55.50	1.000	0.00	163.28
Green Chilli	100030	5.00	1.000	0.00	105.50
Honey	100023	67.80	1.000	0.00	176.19

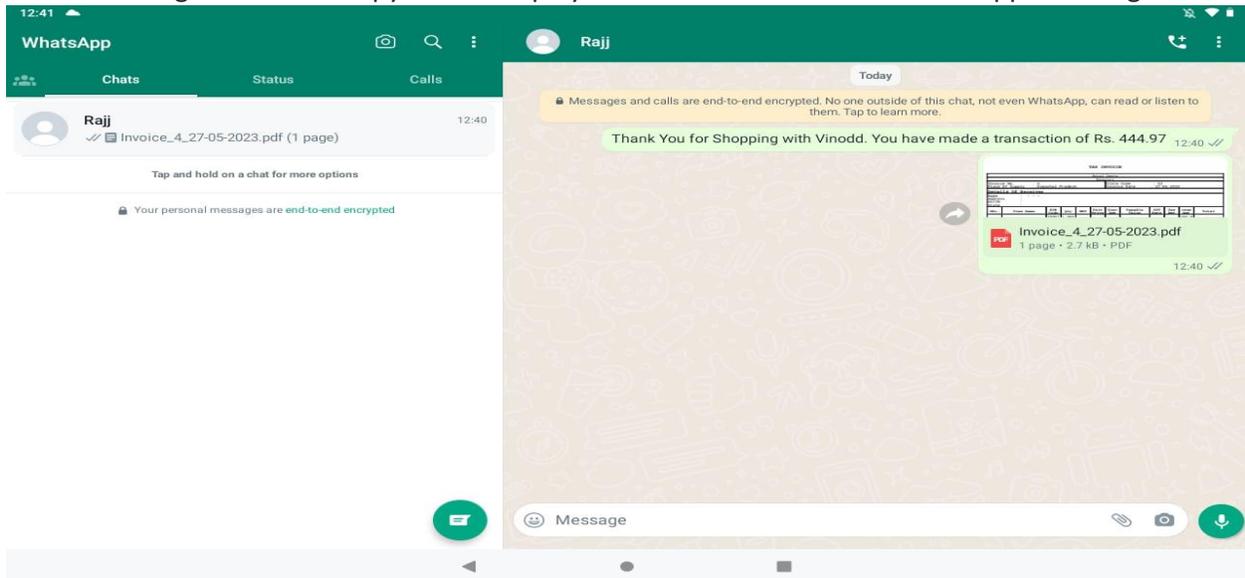
IGST Amount	CGST Amount	SGST Amount	cess Amount	Round Off
6.42	3.22	3.22	310.25	0.00
Discount	Other Charges	Total Taxable Va...	Total Amount	Total Quantity
0.00	0.00	128.30	444.97	3.000

5. When we will proceed to print bill, application will ask us to choose for Invoice share as a Text message or Bill soft copy. User can provide the inputs as per requirements

The screenshot shows the same 'Billing' application interface as above, but with a 'Share Invoice' dialog box overlaid in the center. The dialog box has a title 'Share Invoice' and three options: 'SMS', 'Email', and 'Whatsapp'. The 'Whatsapp' option is selected with a checkmark. There are input fields for 'Mobile:' and 'Email:'. The 'Mobile:' field contains the number '9805419612'. Below the input fields, there are two radio buttons: 'Text Message' (selected) and 'Bill Soft Copy'. At the bottom of the dialog box, there are 'Cancel' and 'Send' buttons. The background application interface is dimmed.



6. Text message or bill soft copy will be displayed as shown below in the whatsapp messenger.



**TAX INVOICE**

Retail Centre											
Bangalore											
Invoice No. : 4						State Code : 02					
Place Of Supply : Himachal Pradesh						Invoice Date : 27-05-2023					
Details Of Receiver											
Name : - - -											
Address :											
GSTIN :											
State :											
SNo.	Item Name	HSN Code	Qty	MRP	Unit Price	Disc Amt	Taxable Value	GST Rate	Tax Amt	cess Amt	Total
1	Garlic	100019	1.0KGS	55.50	55.50	0.00	55.50	5.00	2.78	105.00	63.28
2	Green Chilli	100030	1.0PAC	5.00	5.00	0.00	5.00	5.00	0.26	100.25	5.51
3	Honey	100023	1.0KGS	70.00	67.80	0.00	67.80	5.00	3.40	105.00	76.20
<b>Sub Total</b>			<b>3.000</b>		<b>128.30</b>	<b>0.00</b>	<b>128.30</b>		<b>6.44</b>	<b>310.25</b>	<b>144.99</b>
<b>Total Invoice Amount in Words:</b>							<b>Total Amount Before Tax</b>			<b>128.30</b>	
Four Hundred Forty Four Rupees and Ninety Seven Paise Only							<b>Total CGST</b>			<b>3.22</b>	
							<b>Total SGST/UTGST</b>			<b>3.22</b>	
							<b>Total IGST</b>			<b>0.00</b>	
							<b>Total cess</b>			<b>310.25</b>	
							<b>Tax Amount: GST</b>			<b>6.44</b>	
							<b>Other Charges</b>			<b>0.00</b>	
							<b>Total Amount After Tax</b>			<b>144.99</b>	
							<b>Total Invoice Amount</b>			<b>444.97</b>	
							<b>Cash Payment</b>			<b>444.97</b>	

Thank You  
Visit Again

Regarding any Feedback and queries, kindly reach us on below:

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