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

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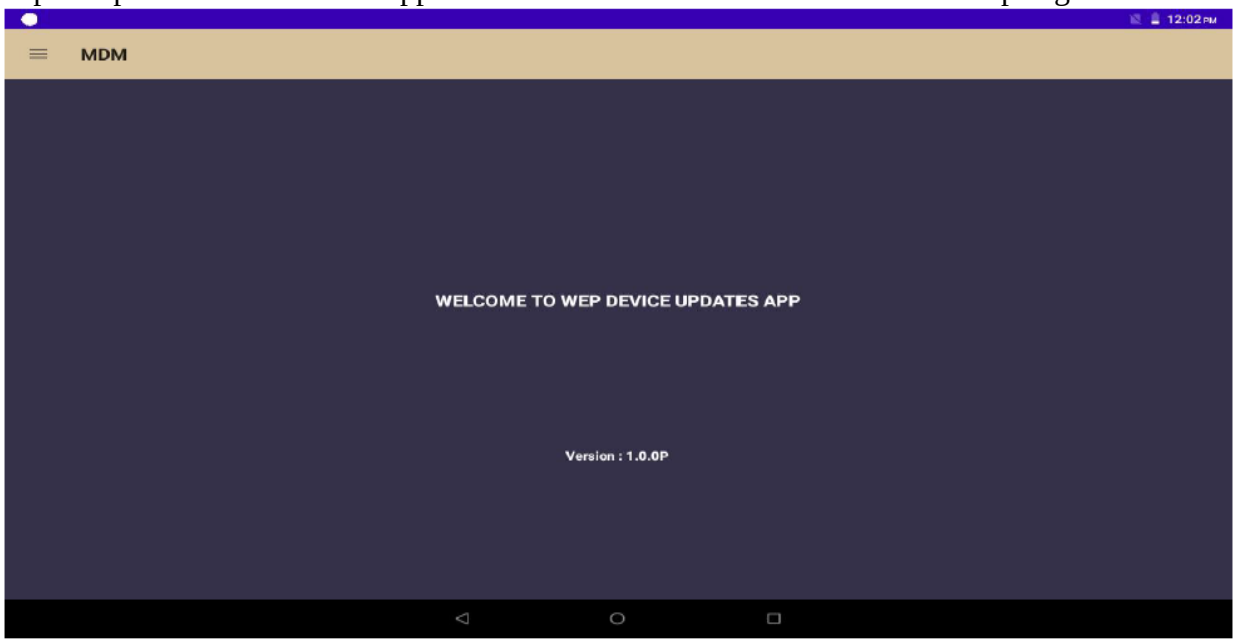
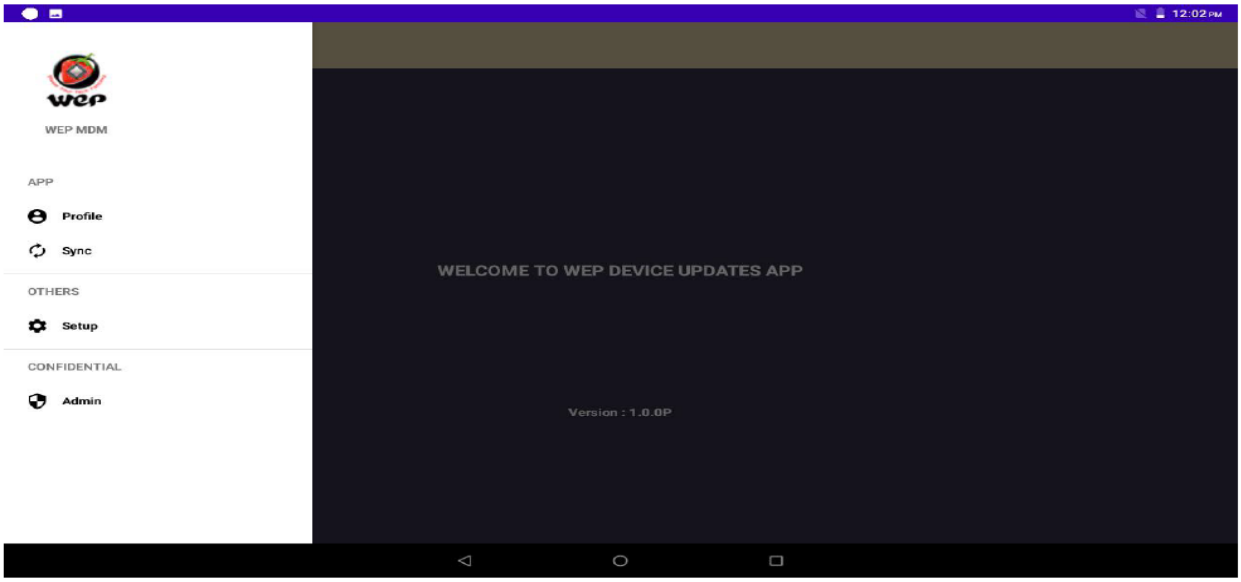
Technical Communication No.1
Date of Release: 28th Oct 2020
Models Covered: JOY POS Series

Registration process for WEP MDM Application (Launcher)

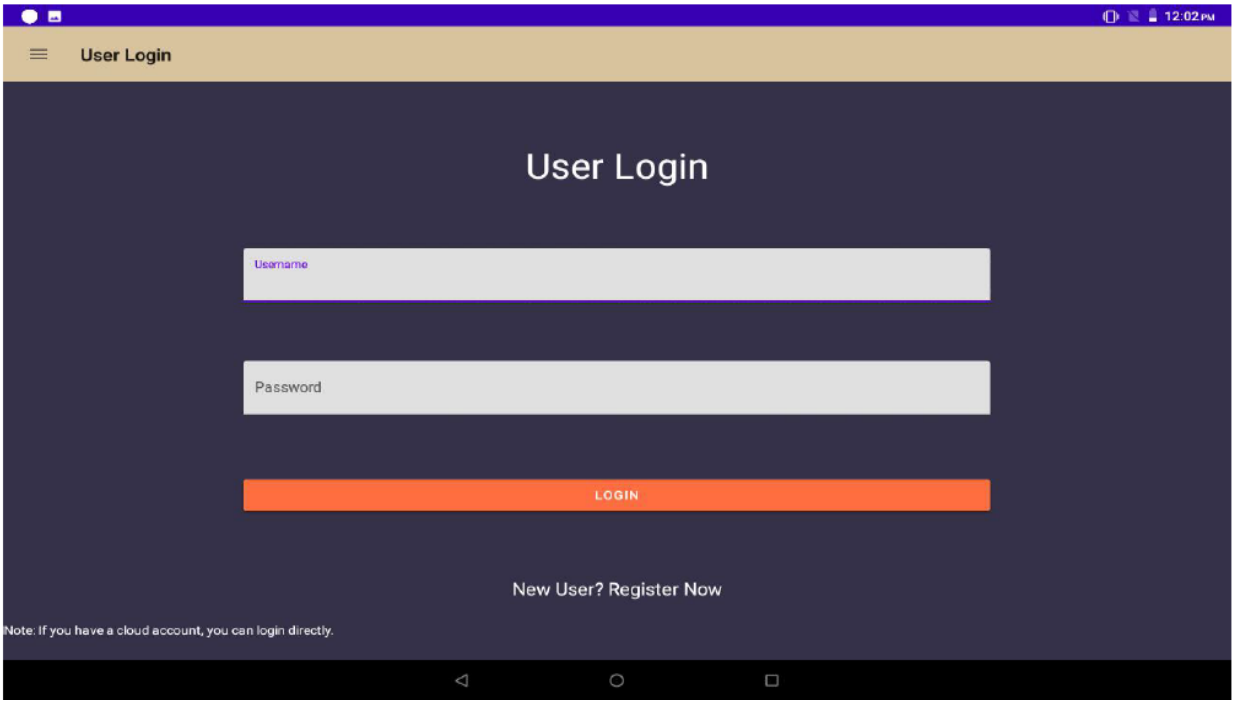
Introduction: This Technical Communication covers the registration process of WEP MED Application. It helps in login creation and JOY POS application running.
WEP MDM Application is used for providing updates for the JOYPOS. Internet Connectivity is mandatory for the entire process.
Step 1: Open the WEP MDM Application and Click on Menu Button in the Top Right Corner.



Step 2: Click on Profile

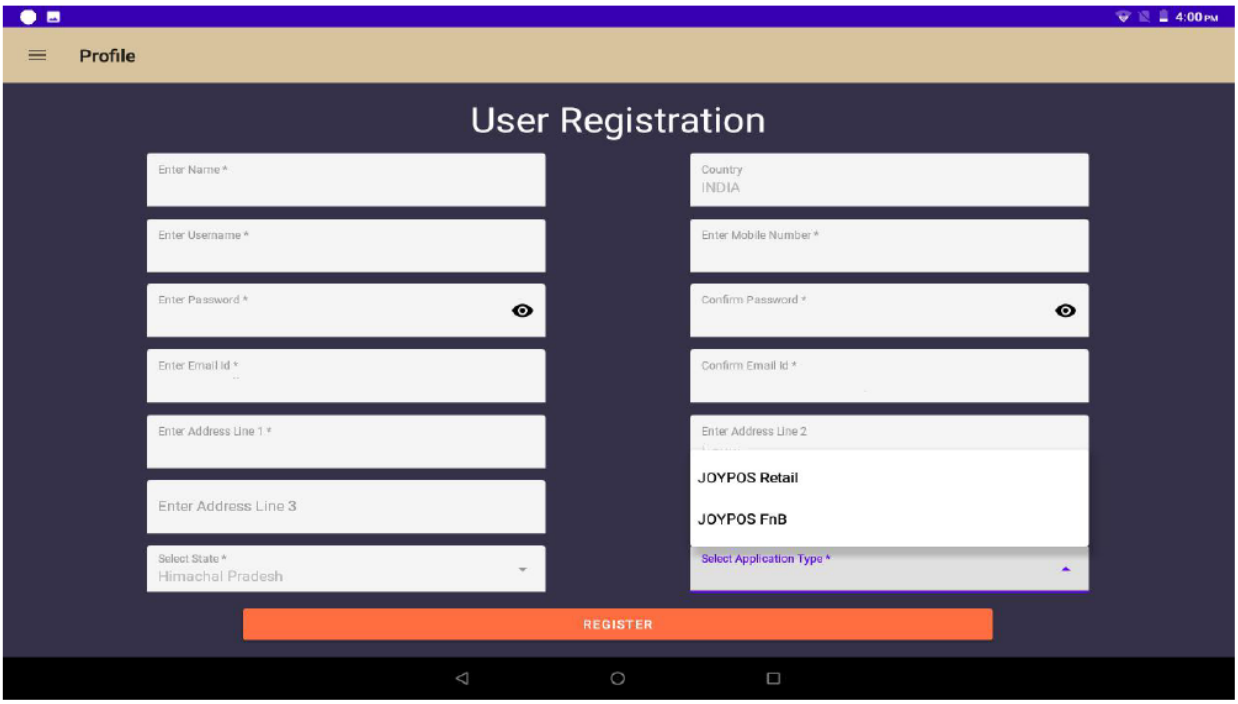


Step 3: If the customer already have a cloud account in WEP's Centralized Server (https://pos.wepsol.in) then the customer can directly log in using the username and password for the cloud account. Otherwise click on New User? Register Now (Move to Step 4).



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.



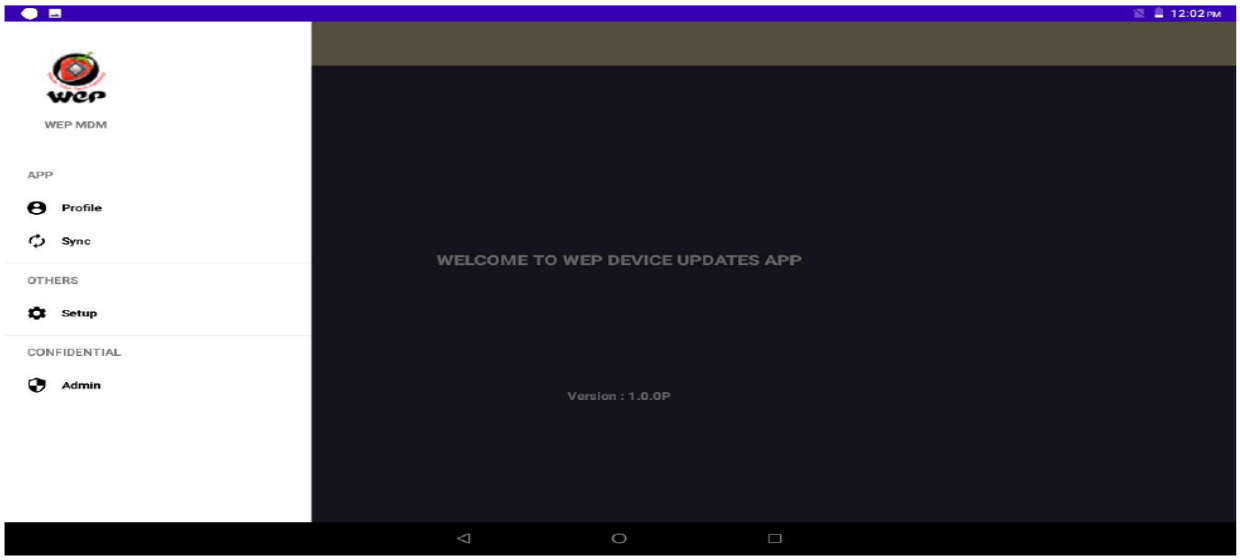
Please Note: You cannot change any details once entered and registered. also User is one time registerable. So, please take at most care while you enter the details.

Note 1: Application Type once selected cannot be changed.

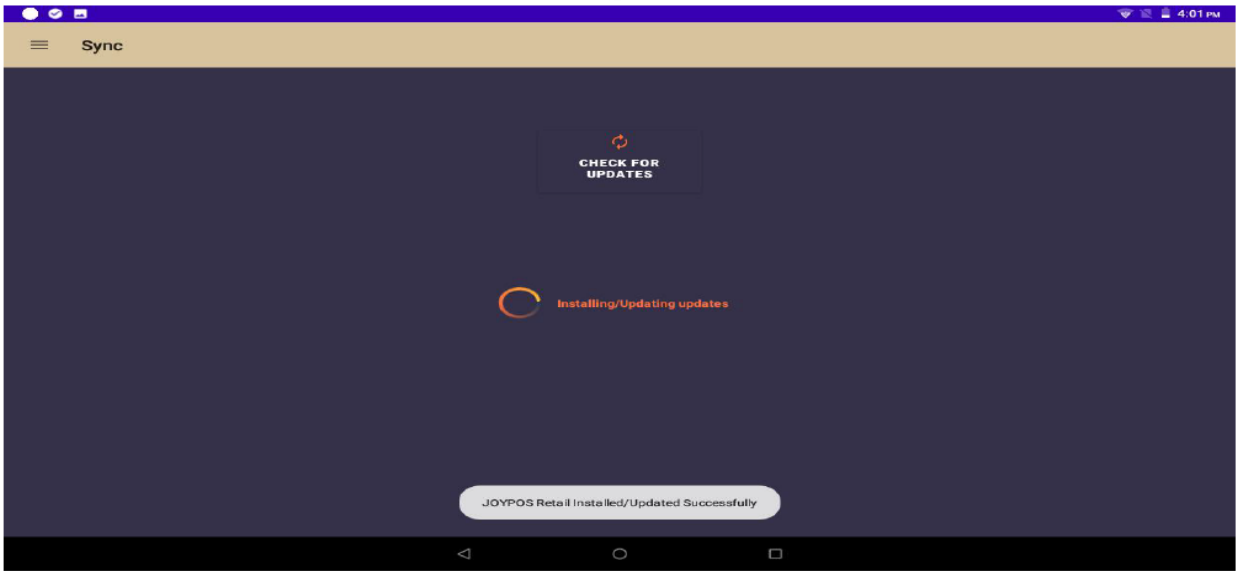
Note 2: ASP/Sales Champ/Support Executives/Dealers should not enter their details in this page. Customer's details should be mentioned here.

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: 06th Nov 2020
Models Covered: JOY POS Series

Weighted Bar-code Option in Joy POS Application

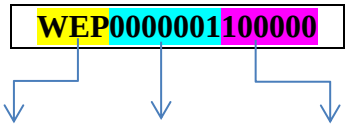
Introduction: In Joy POS Application, we have given choice of item code. This is given for weighted bar-codes. To configure the item with the weighing scale you need to enter "ITEM CODE". E.g. Two items are added to your Item Master

Serial No	Item Name
1	Potato
10	Onion

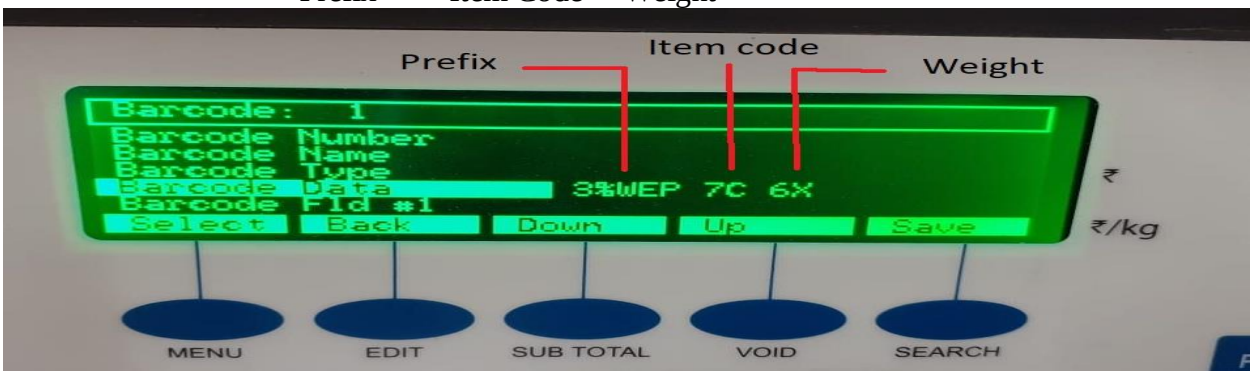
And you want to configure with a weight scale, then you must enter the item code and if the item code is 1, then the format of the item code is "0000001".

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

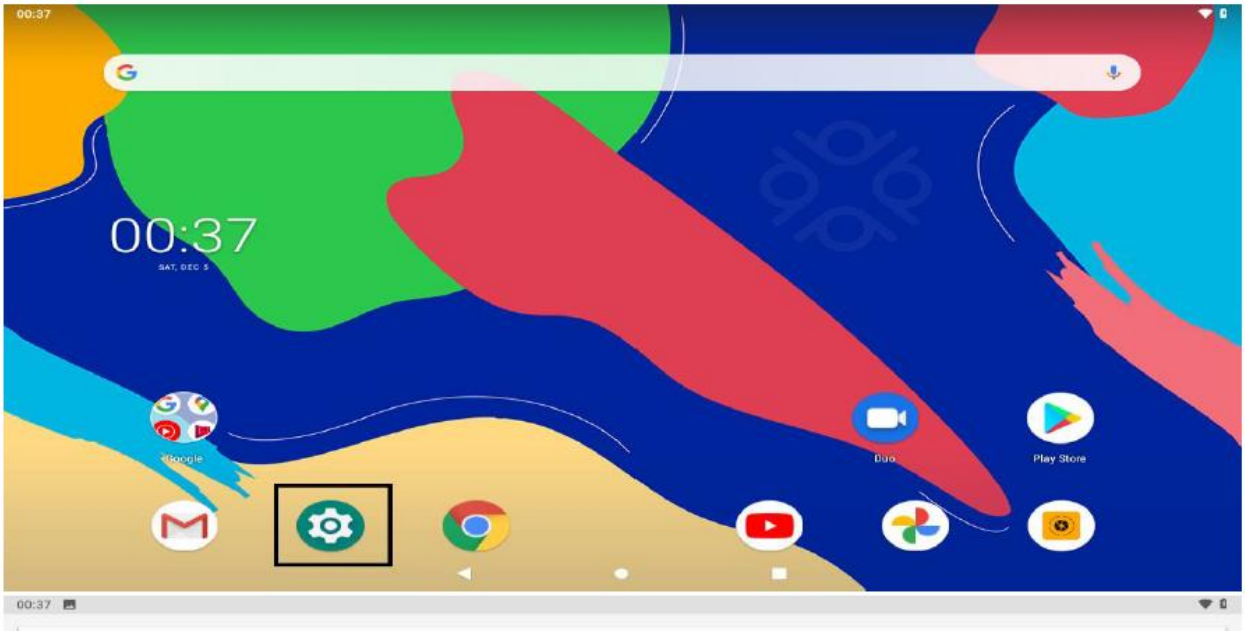
Barcode Format

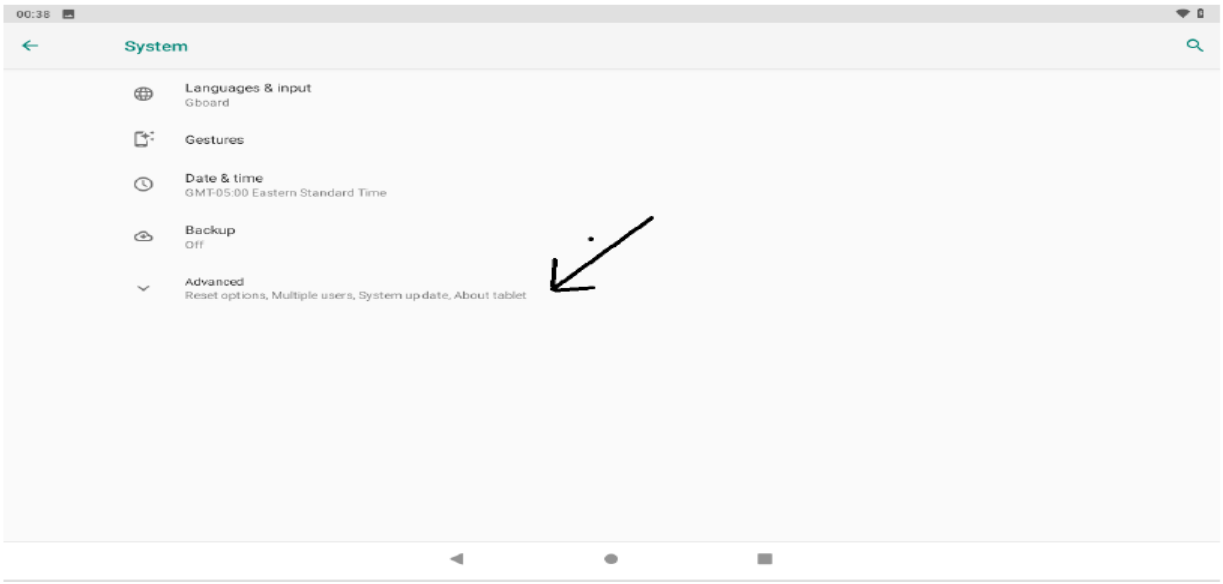
Technical Communication No. 3
Date of Release: 05th Dec 2020
Models Covered: JOY POS Series

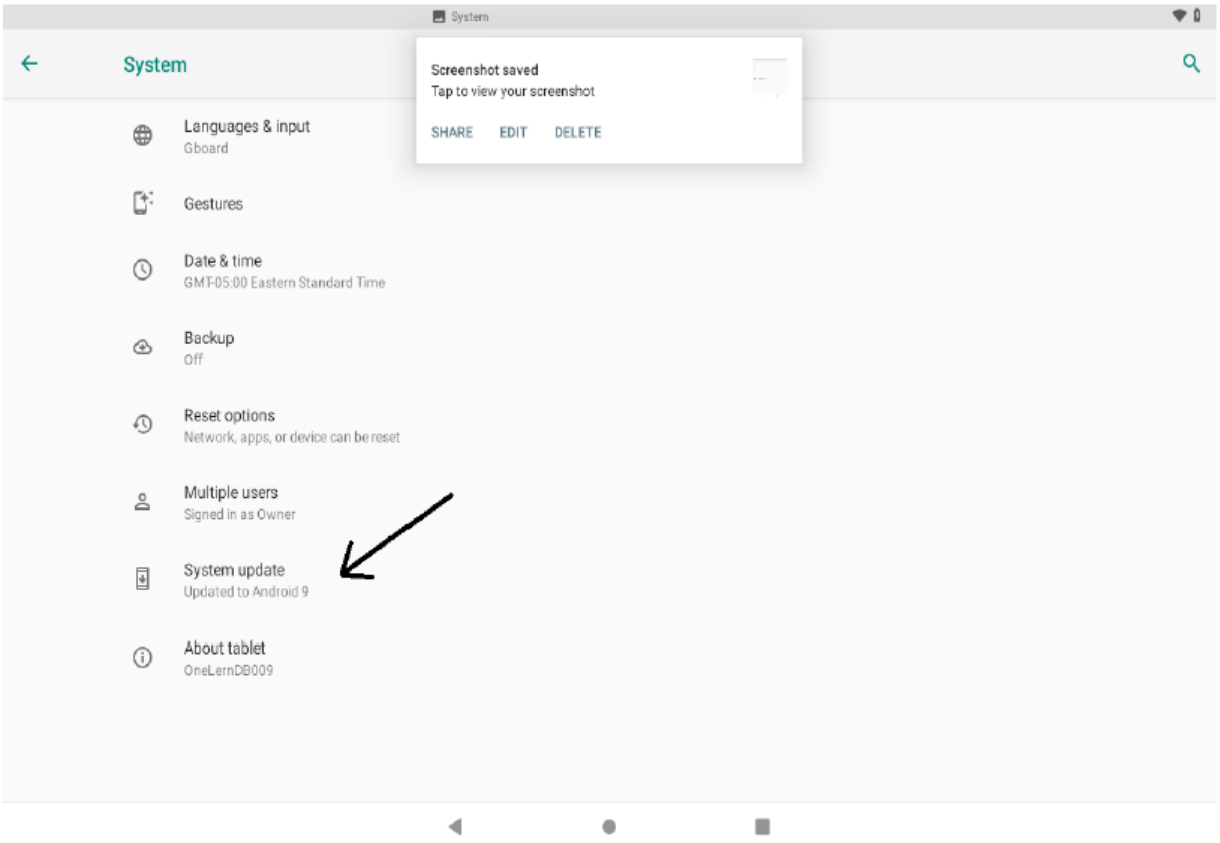
Operating system updates to overcome Charging Issue in JOY POS

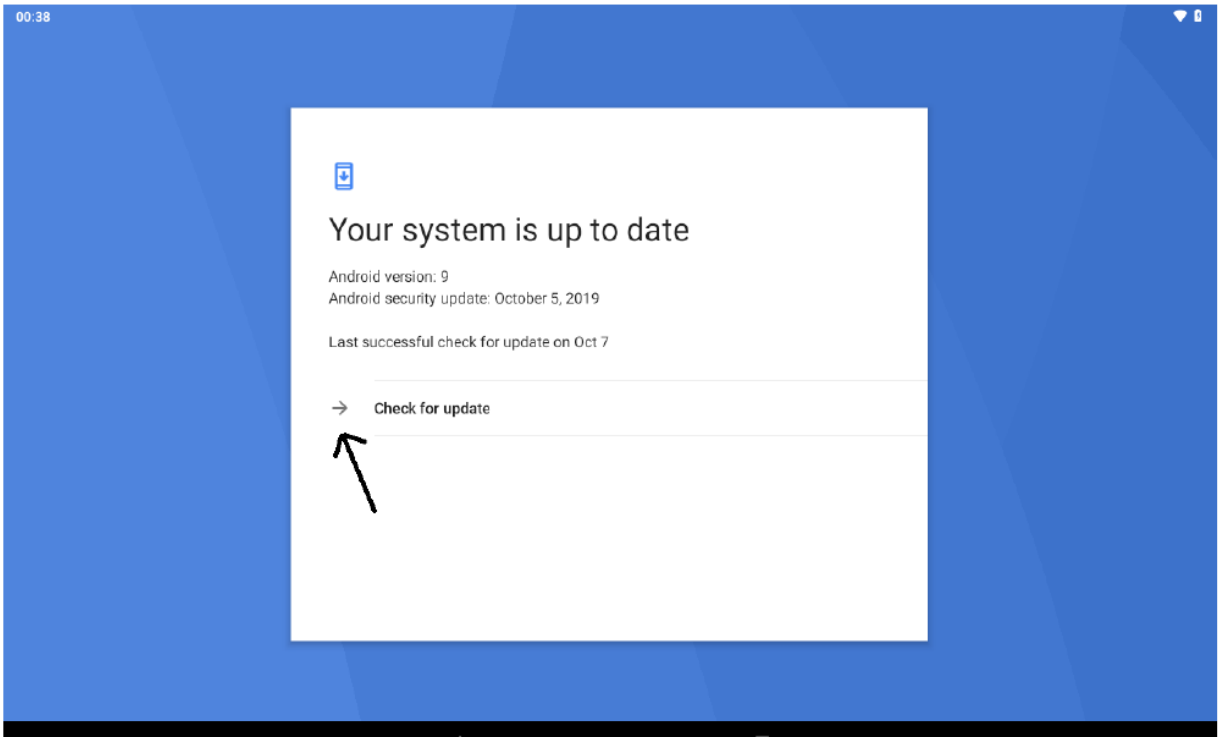
Introduction: This is to inform you that we have found solutions for charging related issue in new lot of JOY POS produced from Oct'20(20J) onwards. Please go through below steps to take System updates which will resolve charging issue in JOY POS

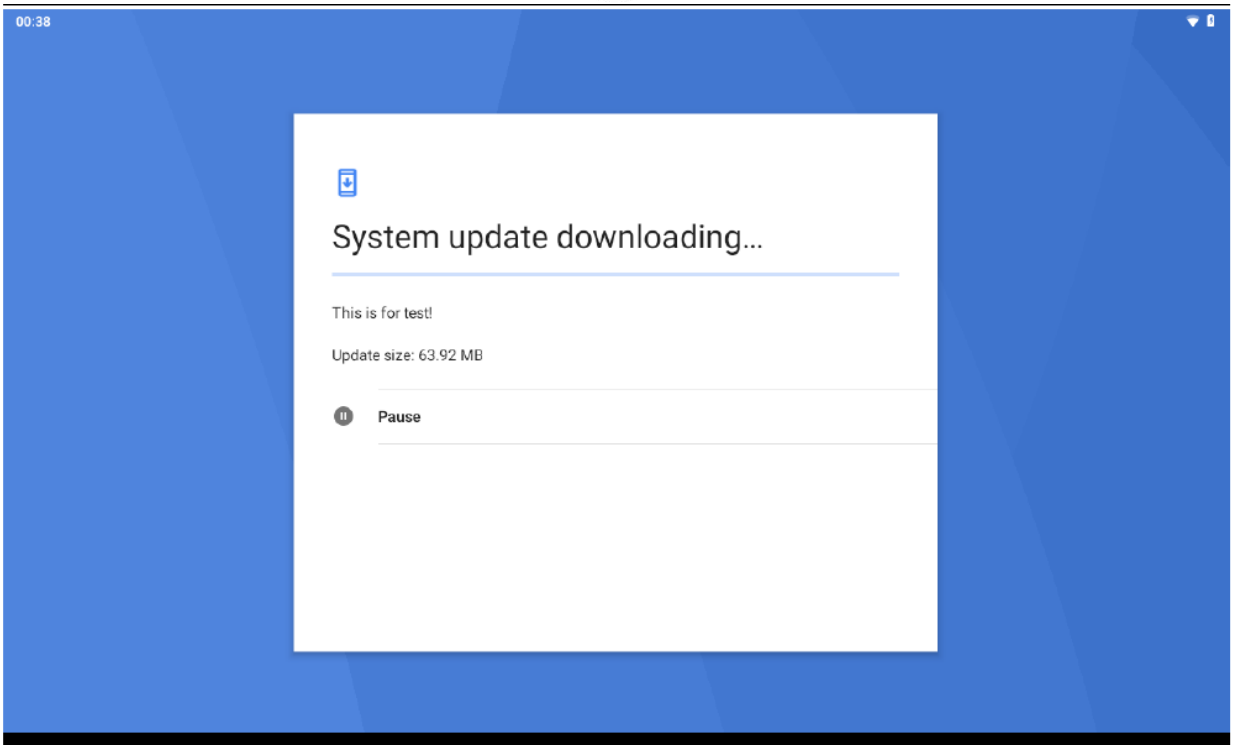
Go to Settings System → advanced → System Update →Check for update → take this update of 63.45 MB and restart the System


00:37
00:37
SAT, DEC 5
Google
Duo
Play Store
00:37


00:38
System
Languages & input
Gboard
Gestures
Date & time
GMT-05:00 Eastern Standard Time
Backup
Off
Advanced
Reset options, Multiple users, System update, About tablet


System
System
Screenshot saved
Tap to view your screenshot
SHARE
EDIT
DELETE
Languages & input
Gboard
Gestures
Date & time
GMT-05:00 Eastern Standard Time
Backup
Off
Reset options
Network, apps, or device can be reset
Multiple users
Signed in as Owner
System update
Updated to Android 9
About tablet
OneLernDB009


00:38
Your system is up to date
Android version: 9
Android security update: October 5, 2019
Last successful check for update on Oct 7
Check for update

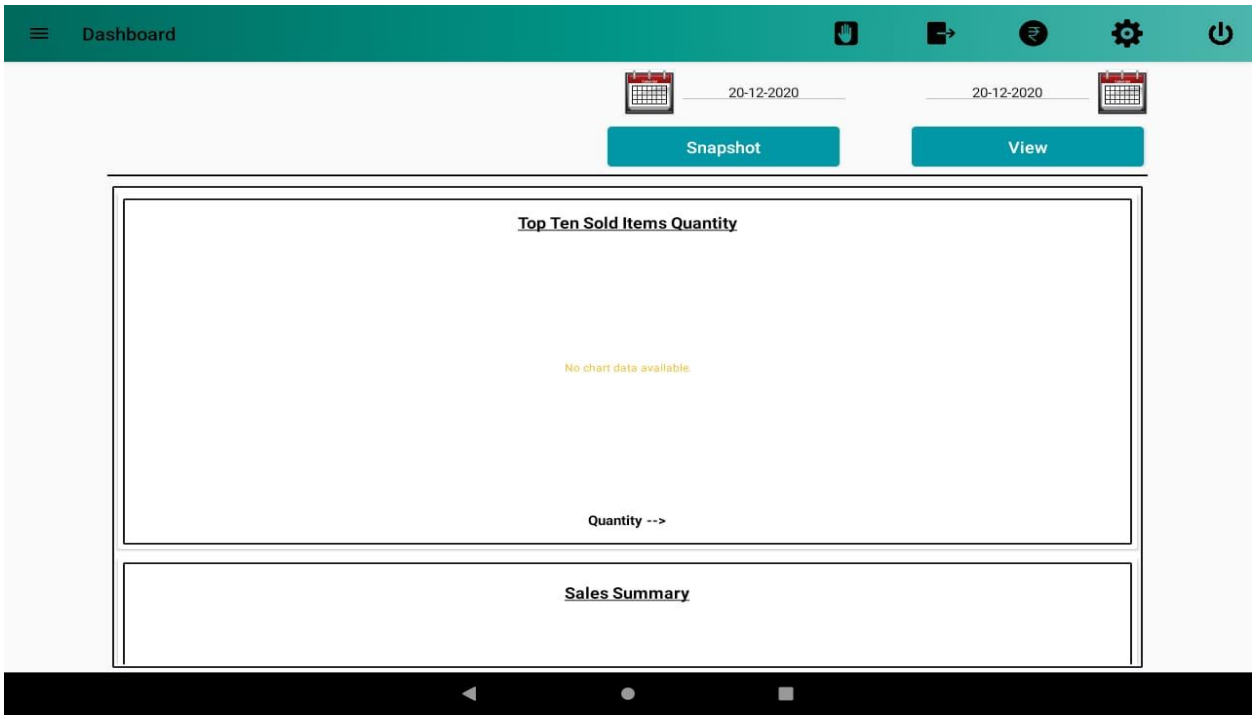

00:38
System update downloading...
This is for test!
Update size: 63.92 MB
Pause

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

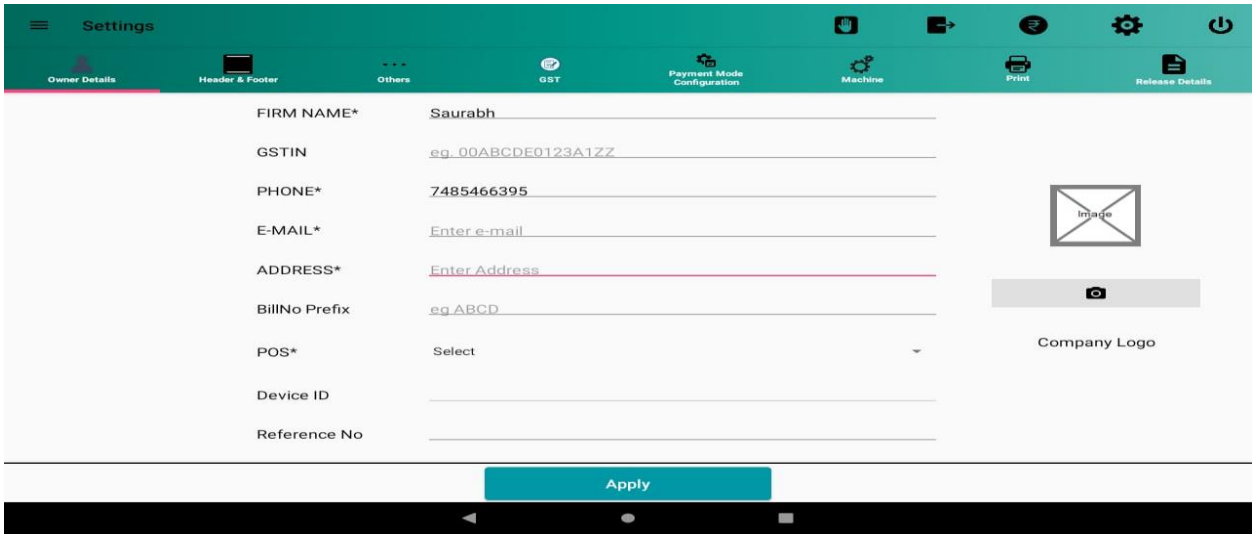
Printer Configuration Process in Joy POS

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

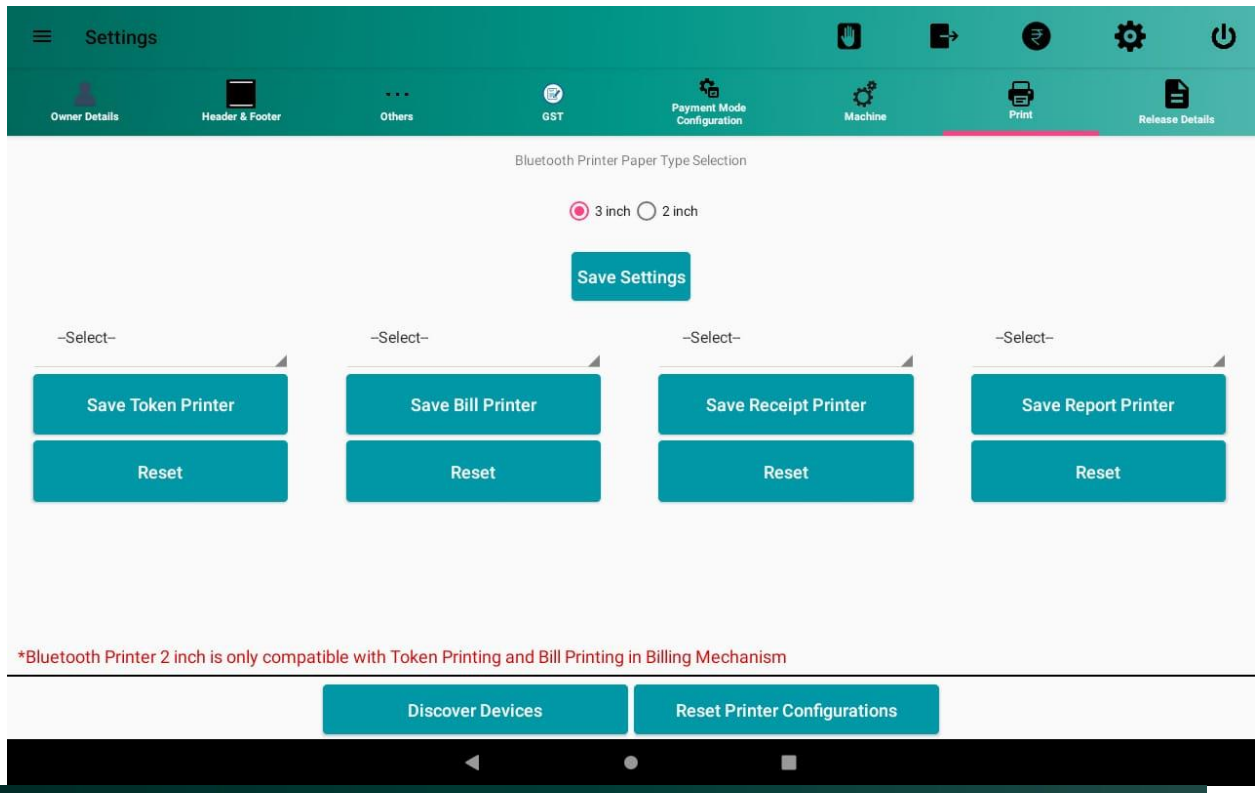
1. Go to Joy POS application and Select for Settings section.

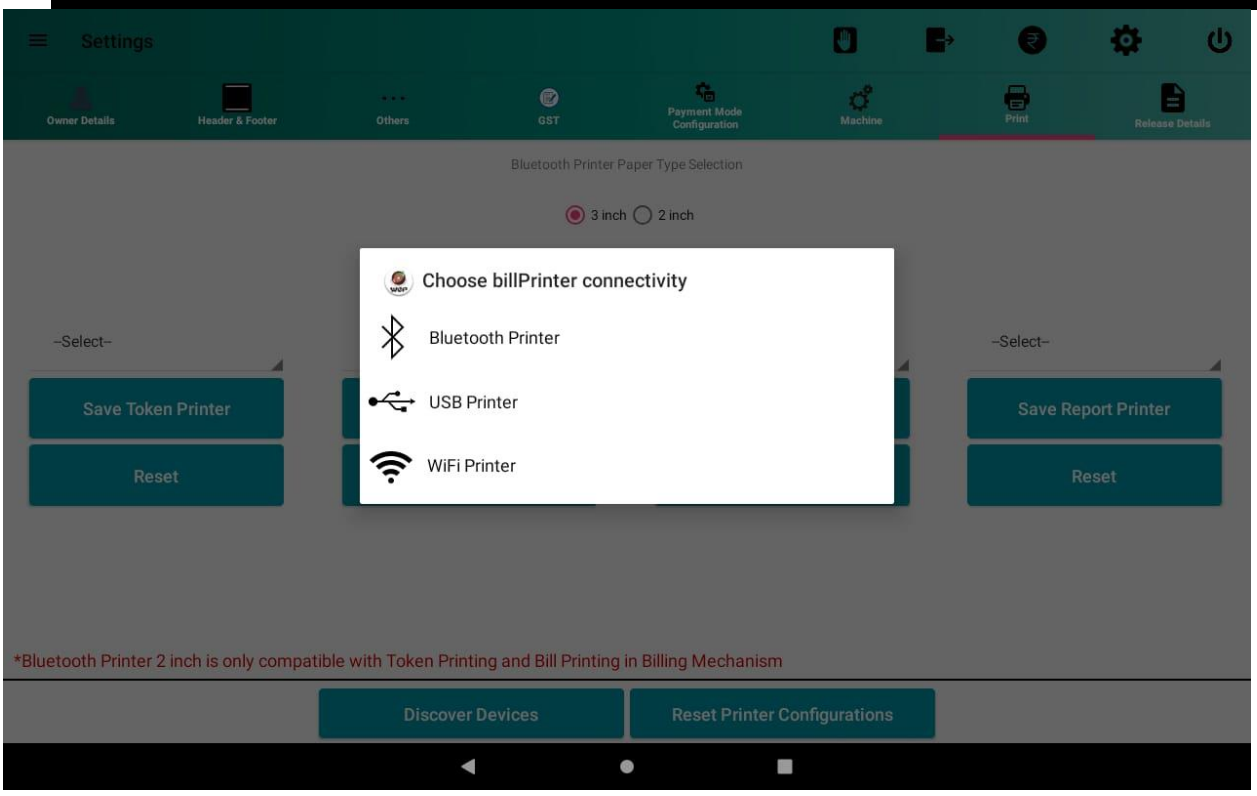


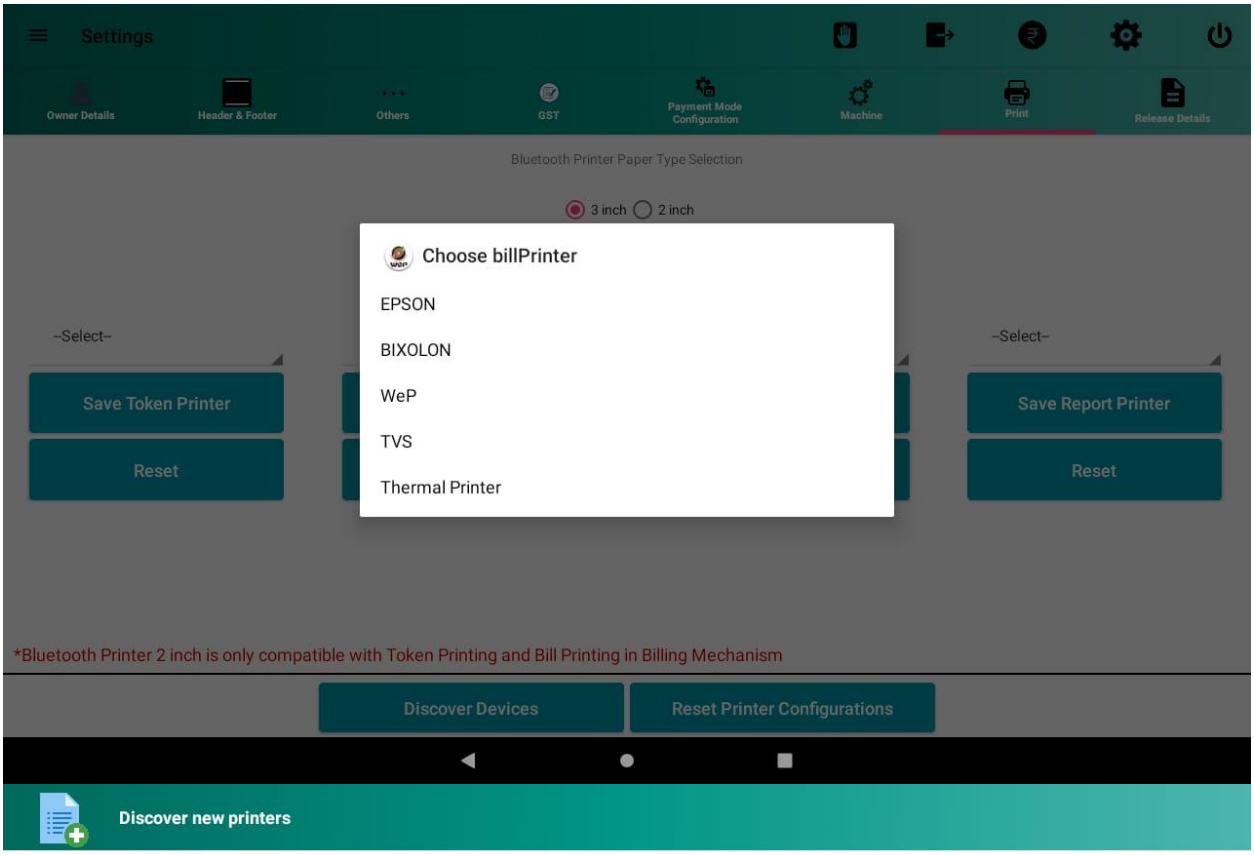
2. Select for Printer Icon under Settings section.



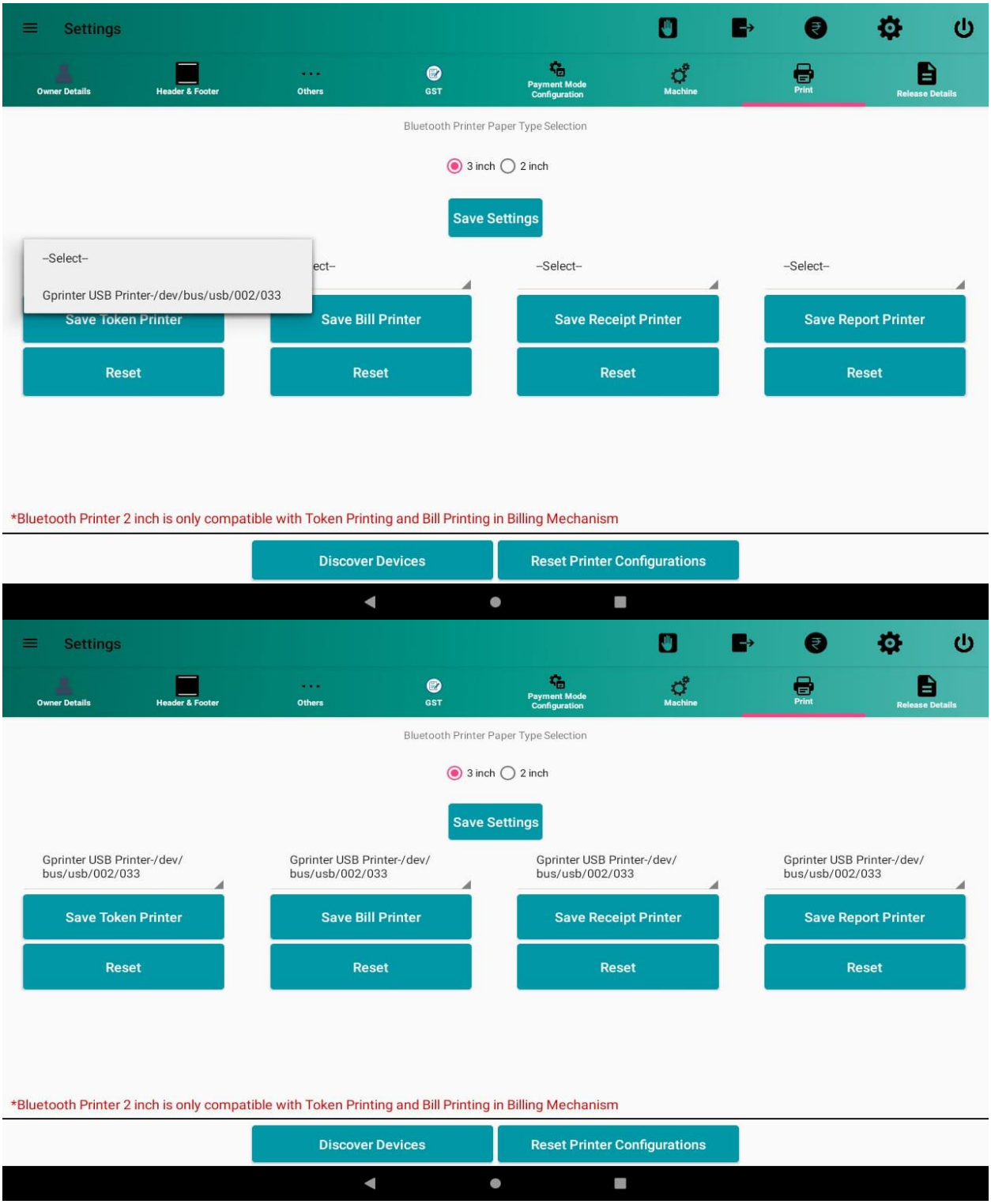
3. Go to discover devices and select for mode of connectivity and Device.







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



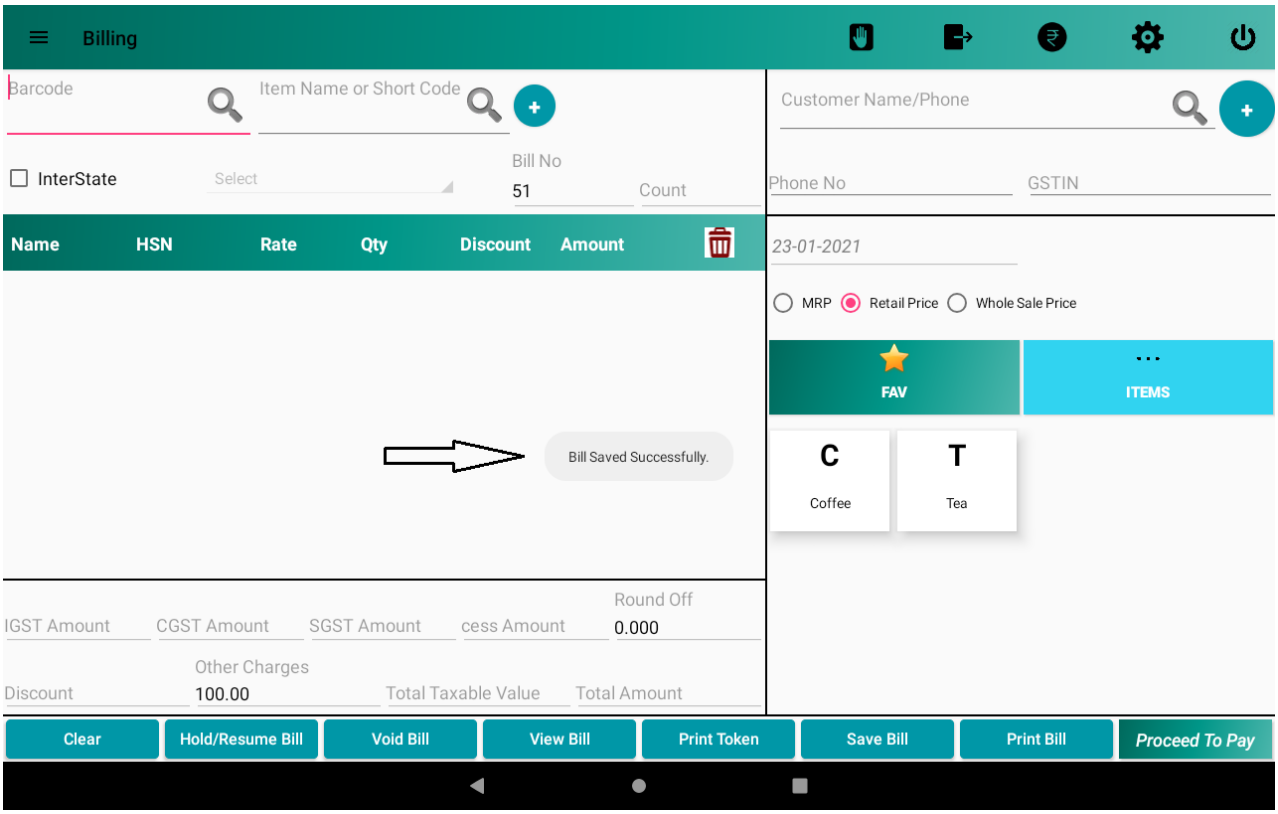
5. Save these settings and now your device is ready to print.

Technical Communication No. 5
Date: 29th 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.

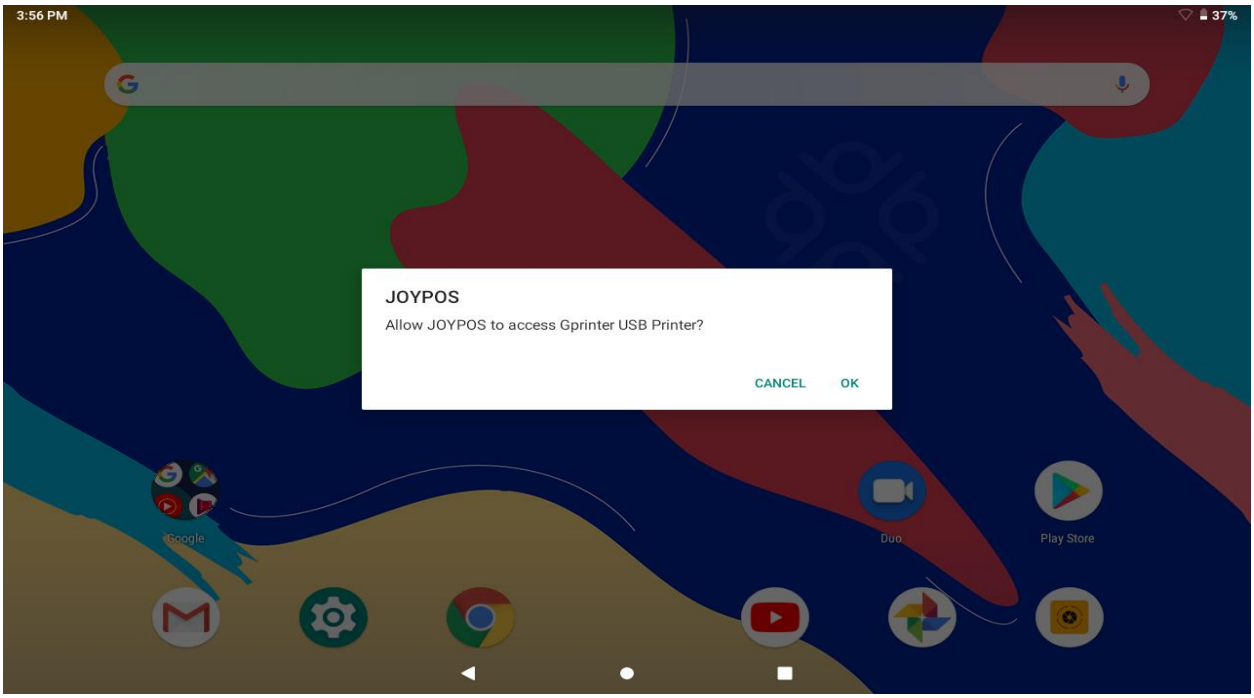
Let us understand how to troubleshoot the same while we are not able to get Printout from our external connected printer. In billing process sometimes, we face issue that our Printer is not providing a print and display shows as Bill Saved while providing a print command.



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.

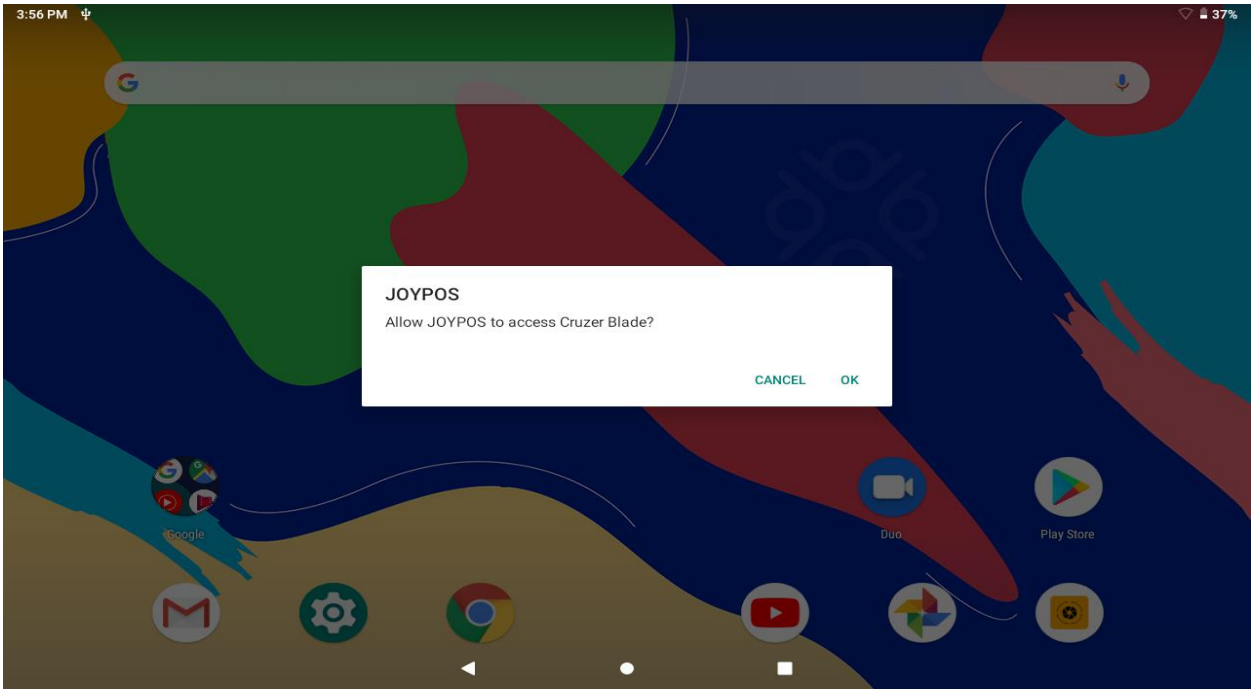
1. **Check for USB port Connectivity**- If we are not able to get a print then 1st provable cause of failure could be connectivity issue between USB port of Docking Station and connectivity cable of Printer.

-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.

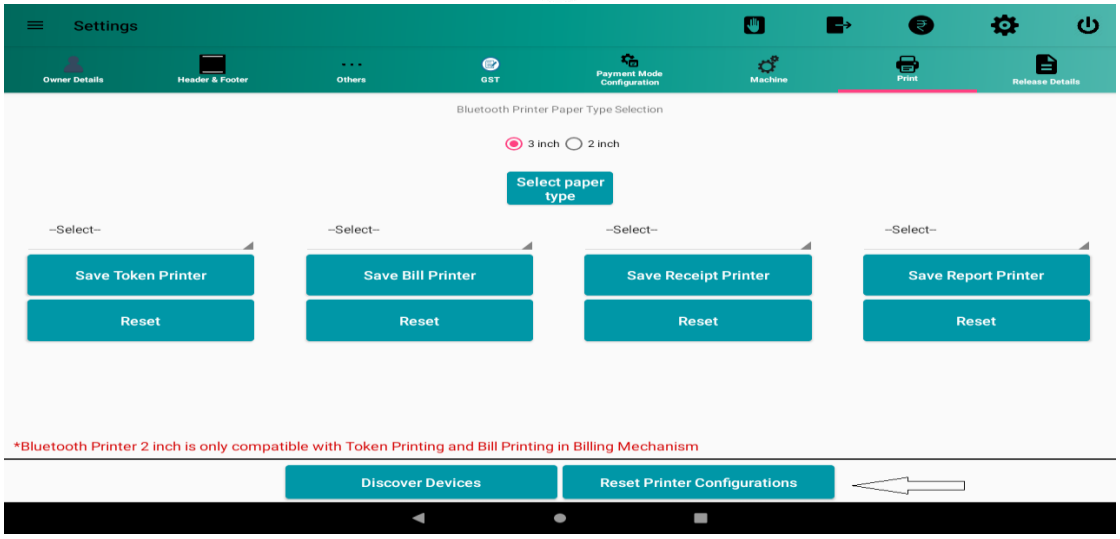
-to simulate either error due Printer connectivity cable or USB port we must check port connectivity with external device like SD card reader or Pen drive.



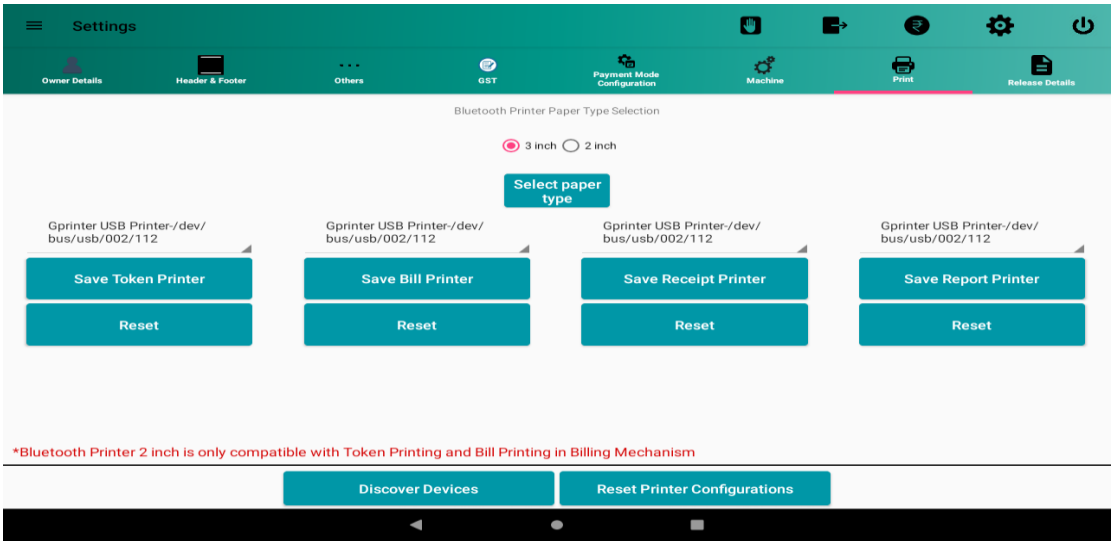
-If it shows connectivity for external device like SD Card or Pen drive then there is issue with connectivity of Printer. If again it doesn't show or discover any external device, then there is issue with Connectivity ports of Docking Station.
-USB ports don't work If our docking station gets fully discharge, 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:

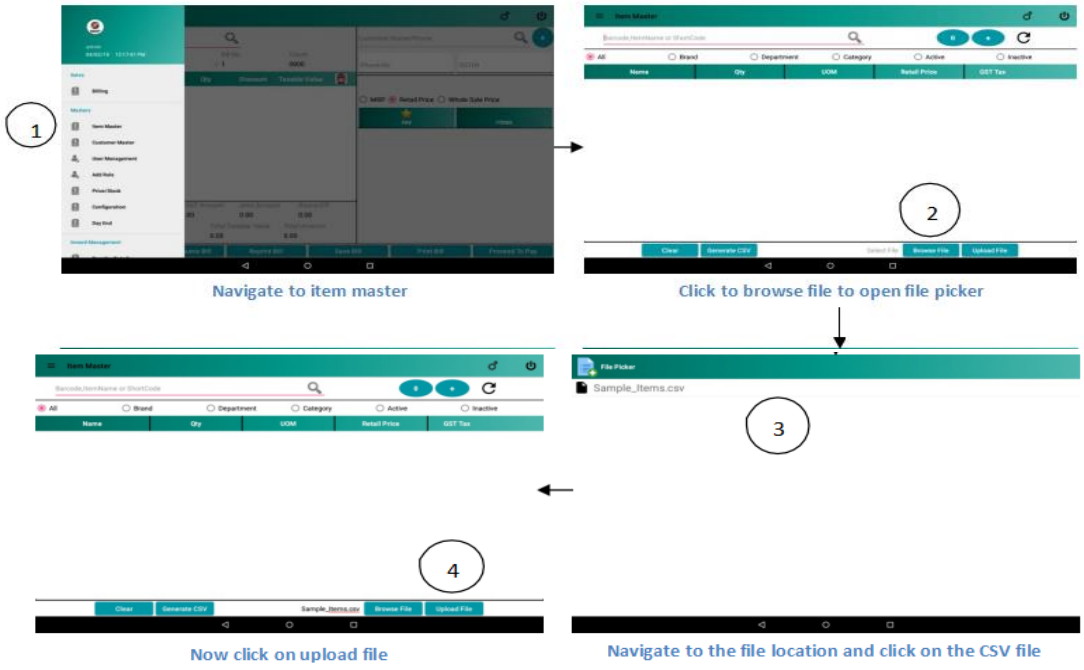
Technical Communication No. 6
Date of Release: 27th Feb 2021
Models Covered: BP Emerge Series, BP 2100 Series, BP Plus Series

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.

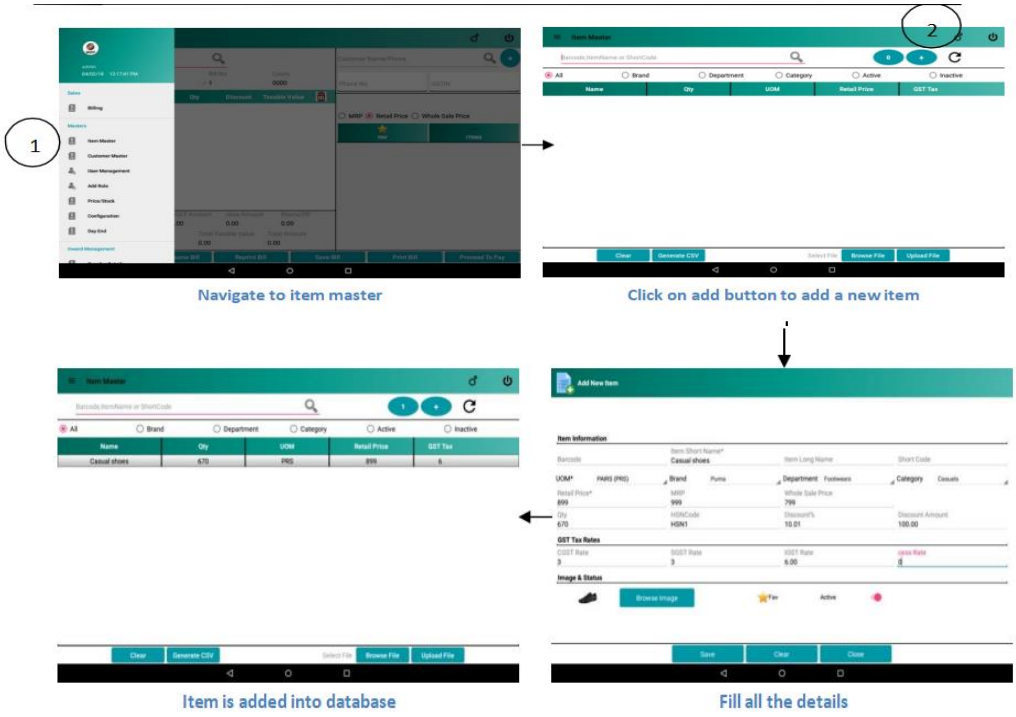
Item Database Entry to JOY POS Printer: We can follow two procedures to add Item database, either we can add it manually in Device or we can add it through and External File.

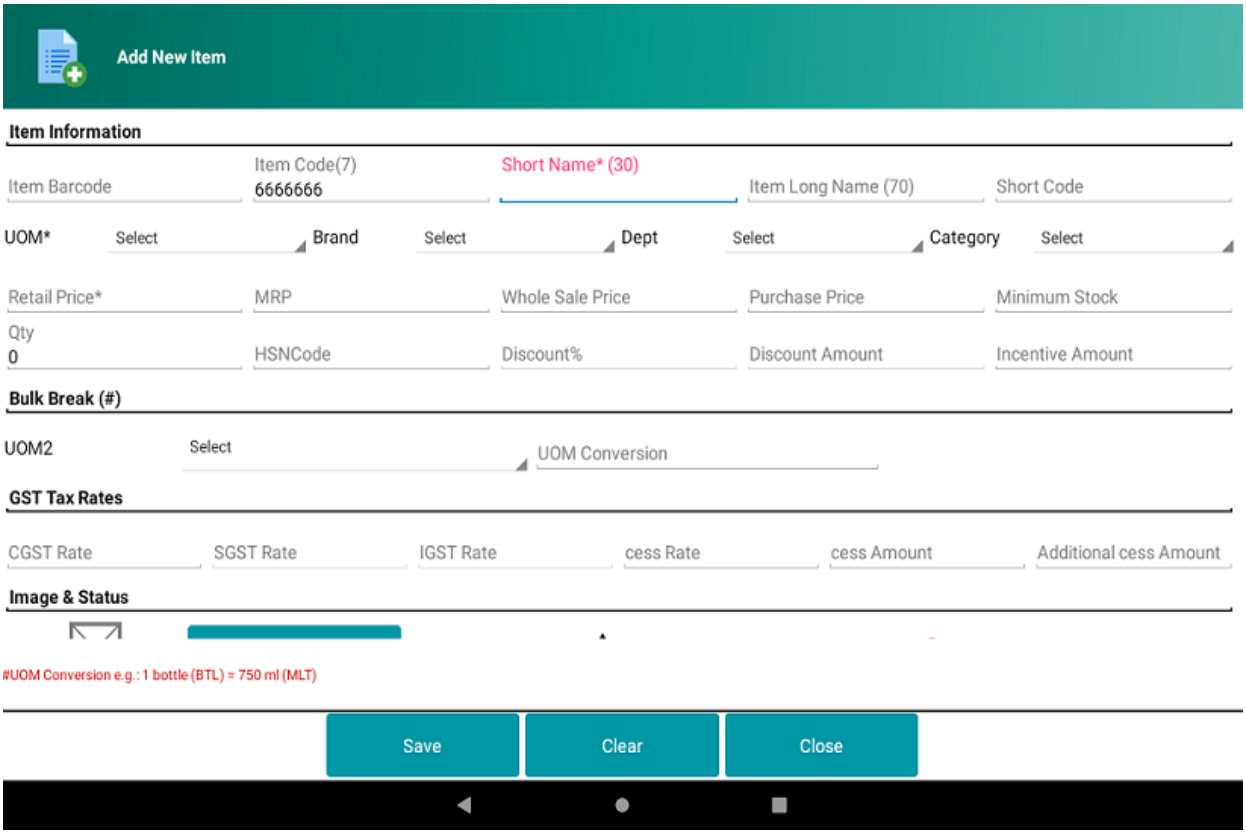
Working of Application:
Login to system for the first time using default credentials.
Use ID: admin
Password: admin, click on "Log in" button
Add Items – From CSV File:



All the items in CSV are now saved into database

Item Addition manually:

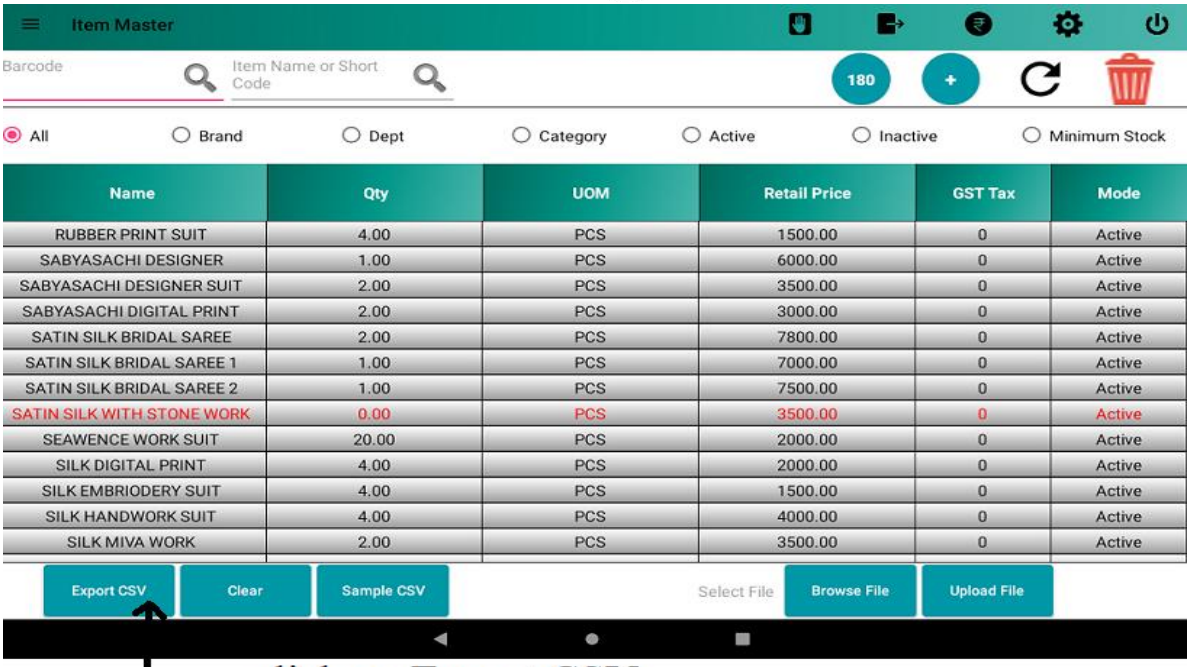




Field	**Description**
Bar-code	Bar-code of the item.
Item Short Name*	Short name for an item. Items can be searched by short name (30 Character) .
Item Long Name	Long name for an item (70 Character).
Short Code	A Short code for item.
UOM	Unit of Measurement for item.
Brand	Brand to which that item belongs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



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: 05h 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:

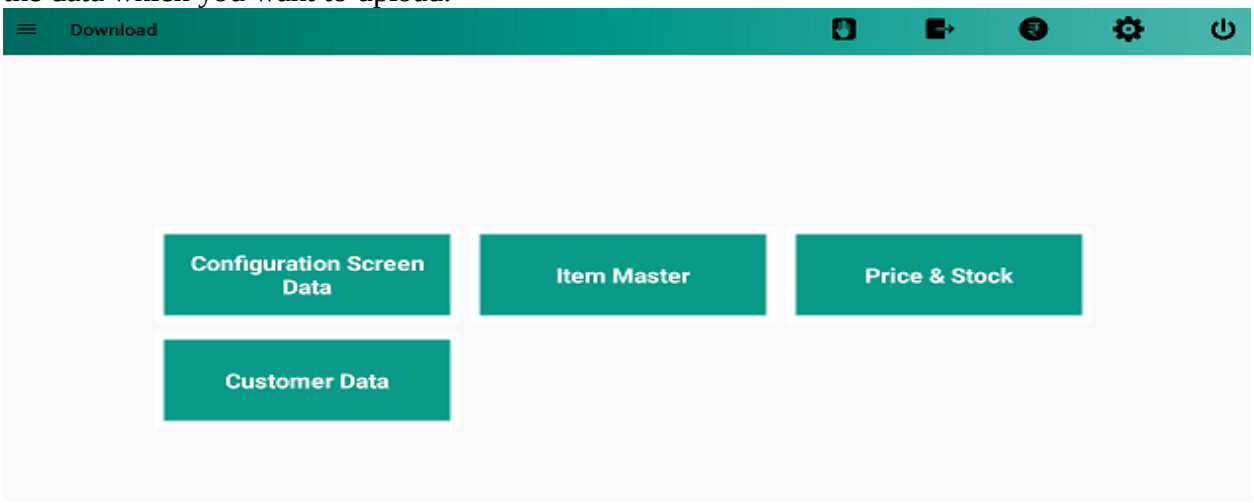
To connect with cloud: go to other > do cloud sync > enable

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.

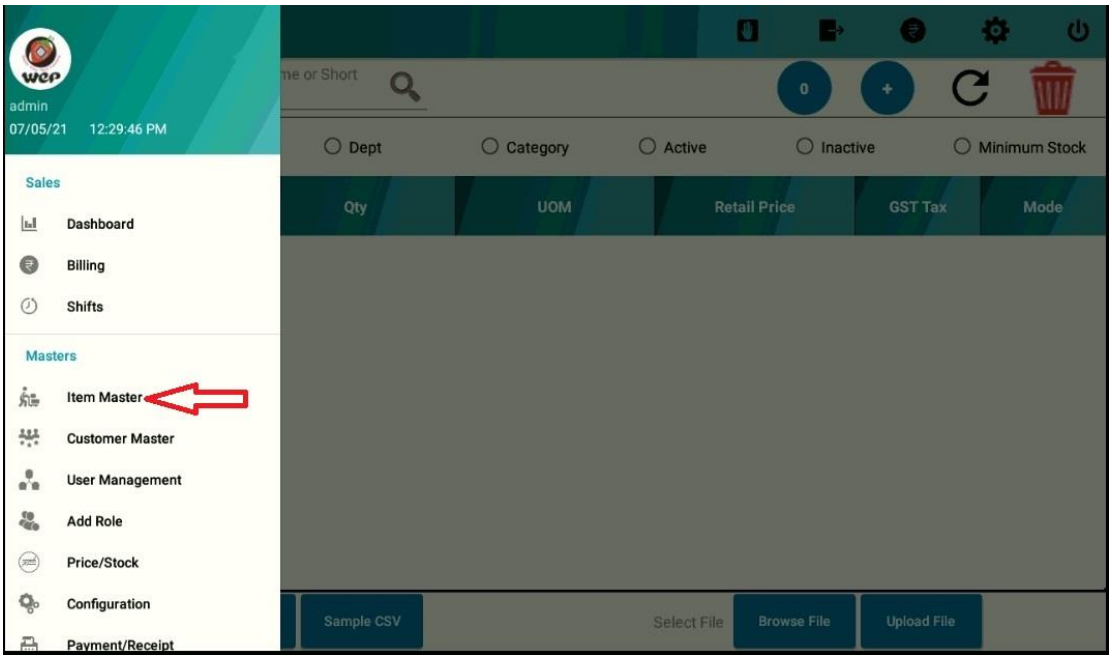


Technical Communication No. 8
Date of Release: 26th Mar 2021
Models Covered: JOY POS Series

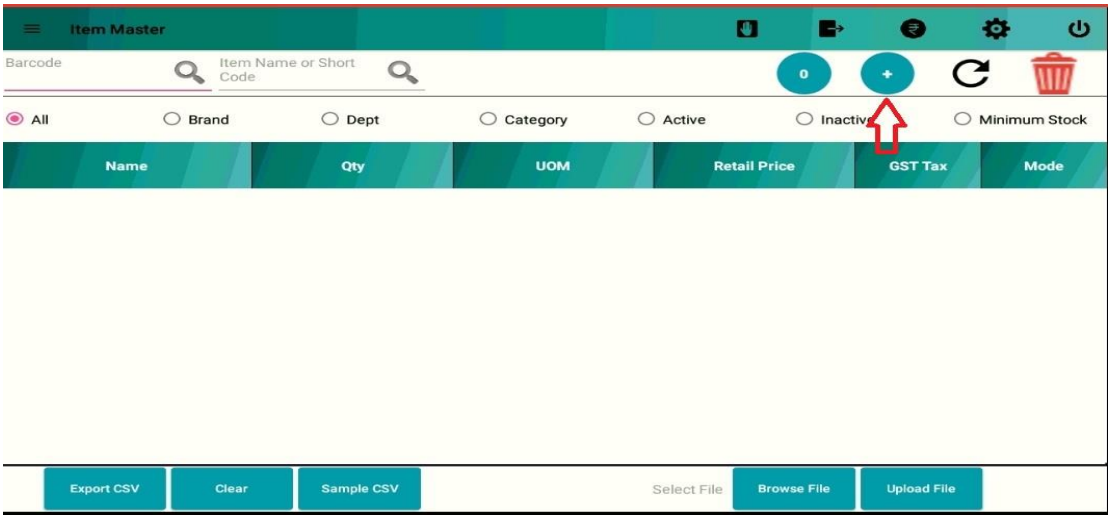
JOY POS Item Database updating through Excel file.

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

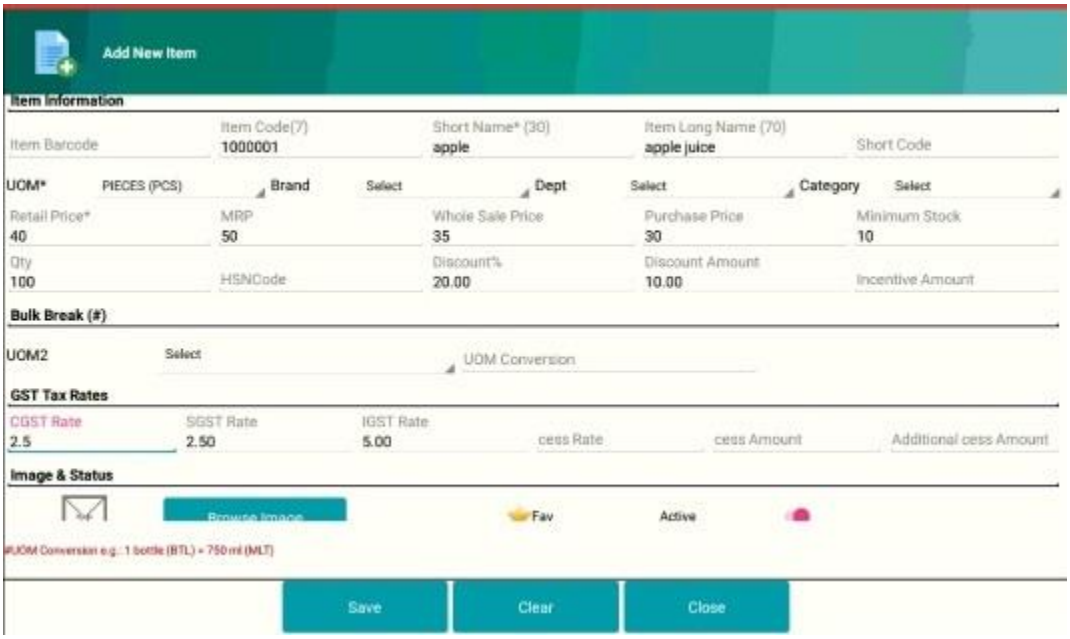
1. Log in to the Joy POS Retail application and go to the "item master"



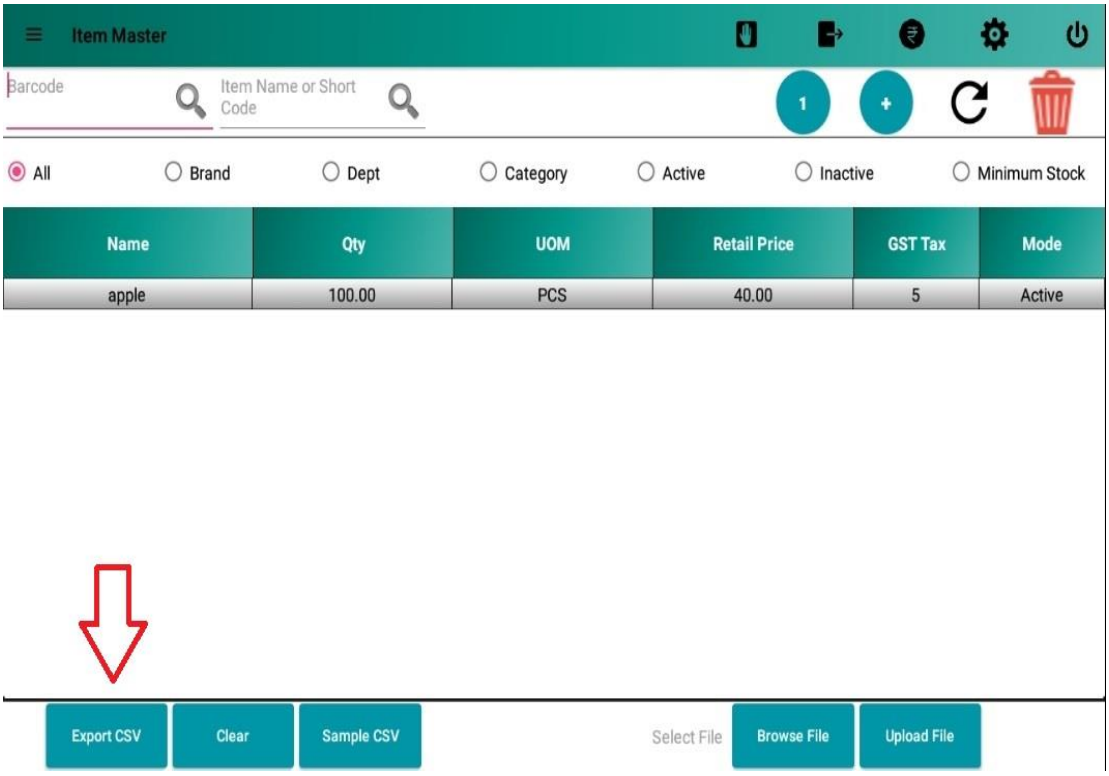
2. Then click on the plus (+) sign.



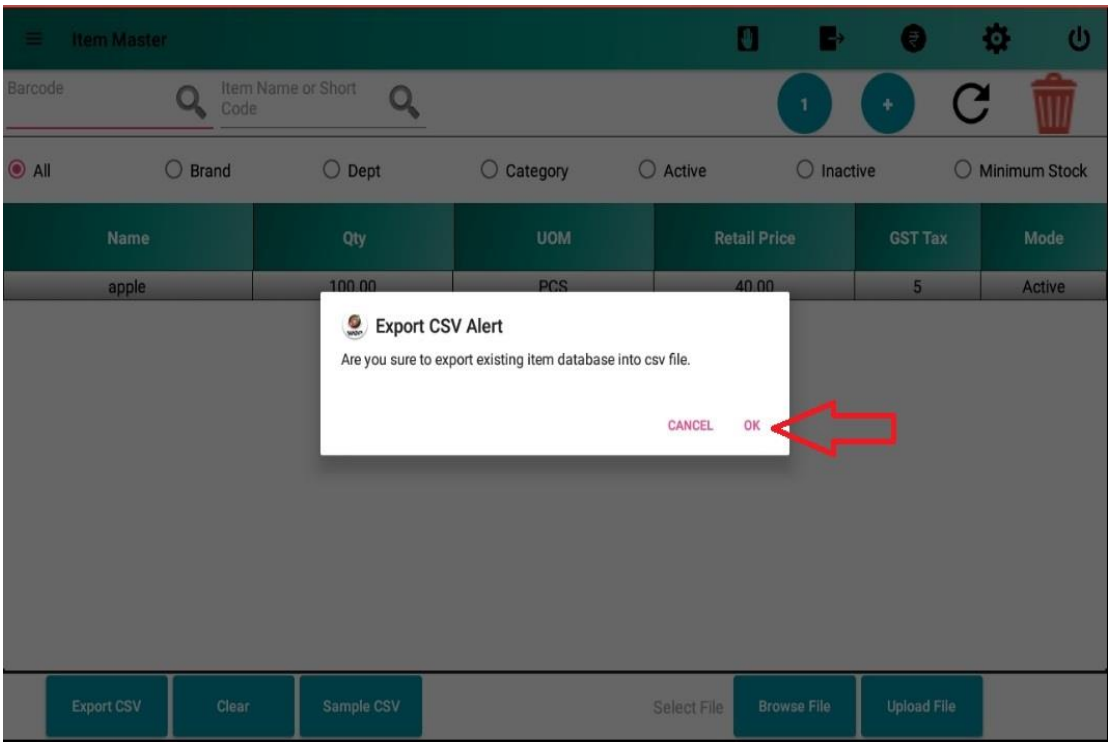
3. Screen is asking for item details. Put the details as per the item. (*) sign option mandatory.



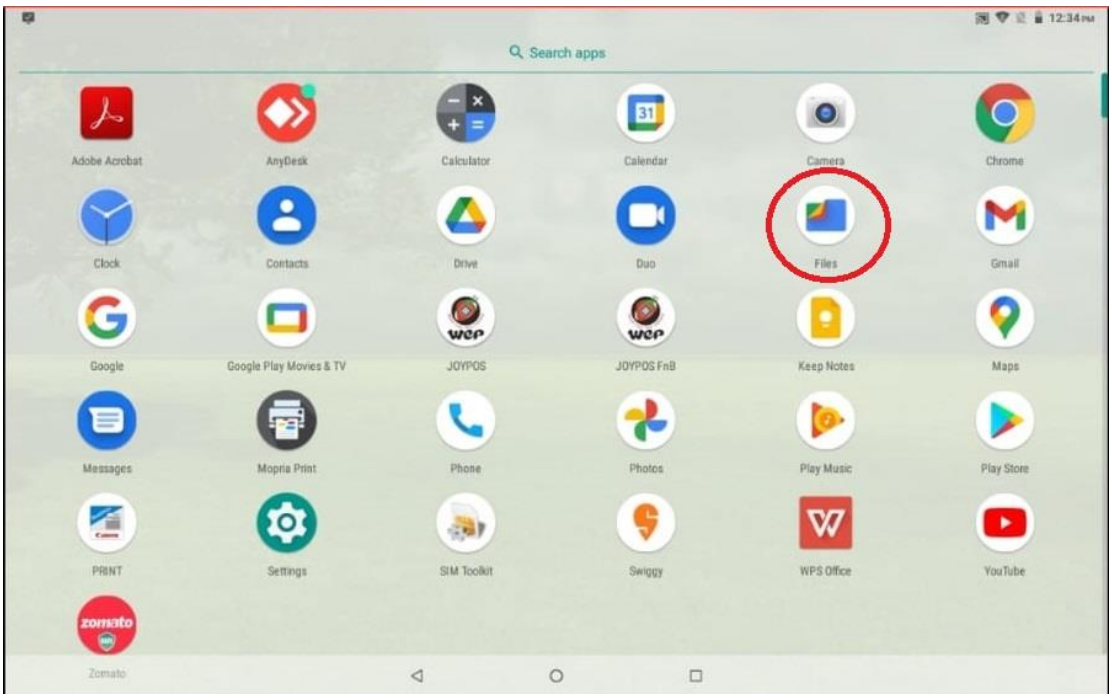
4. After adding the entire item click on the save.



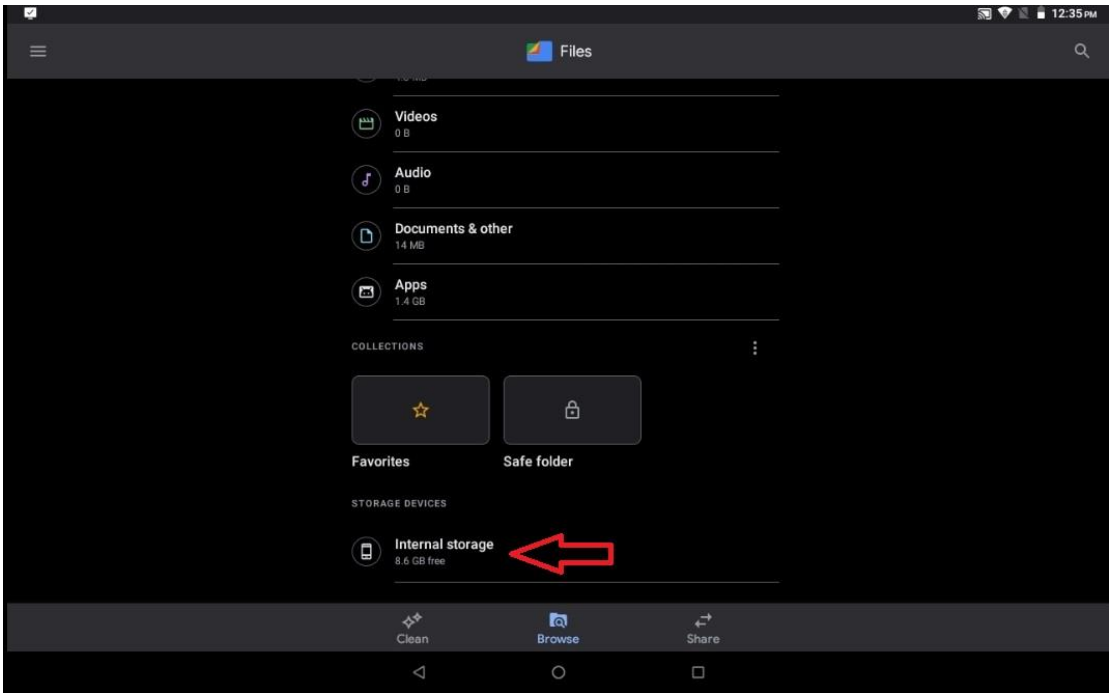
5. After that click on the “Export CSV”.



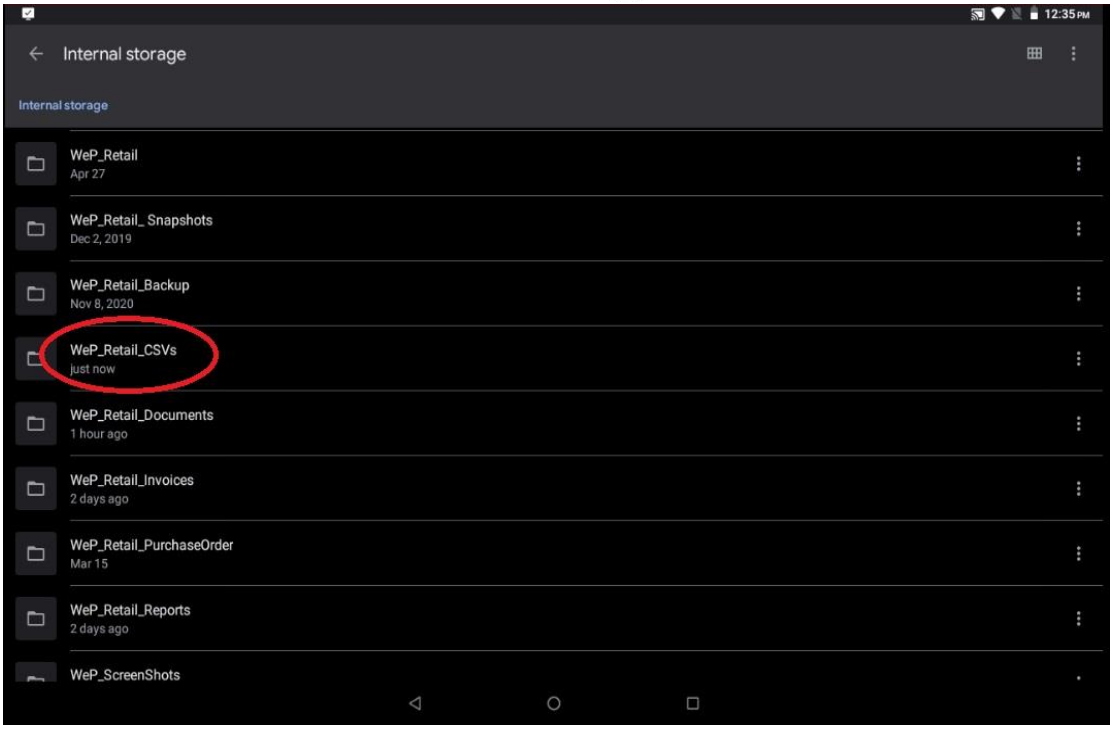
6. Click on the “ok”.



7. Go to “file” in main menu.

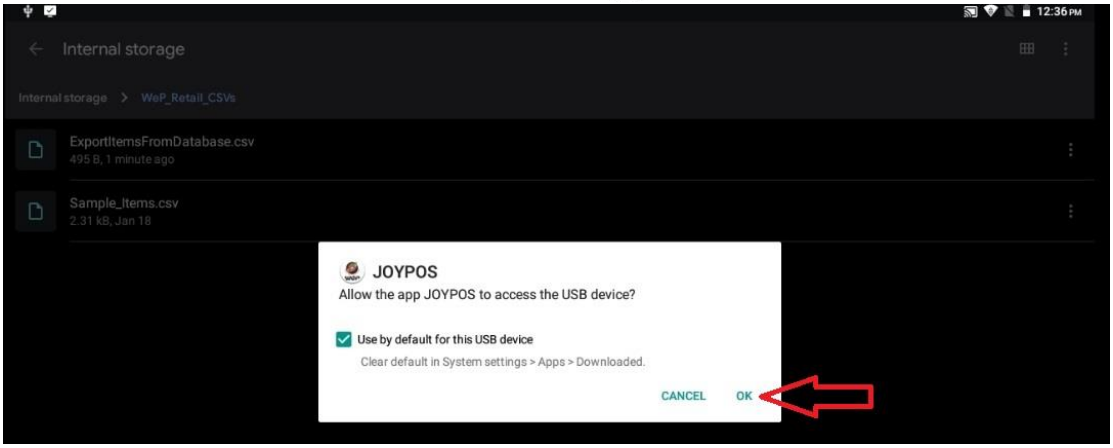


8. Go to Internal storage.

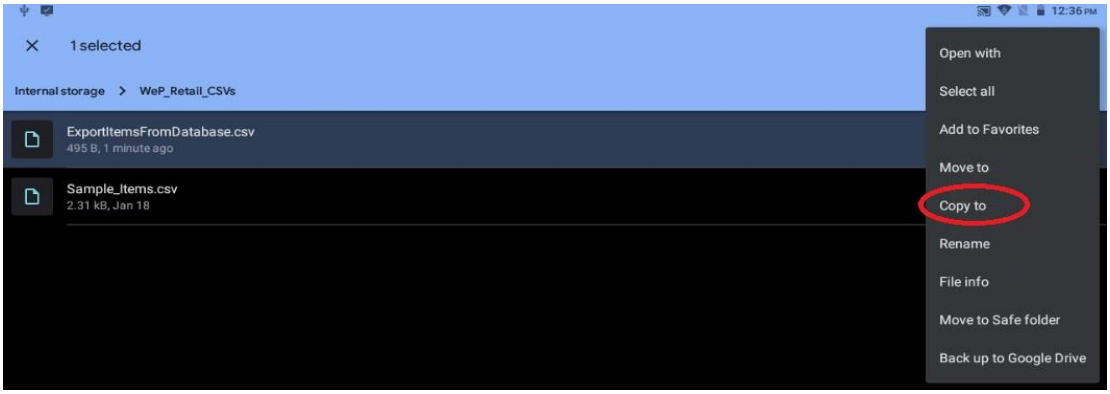


9. After that Go to the “Wep_Retail_CSV” folder.

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

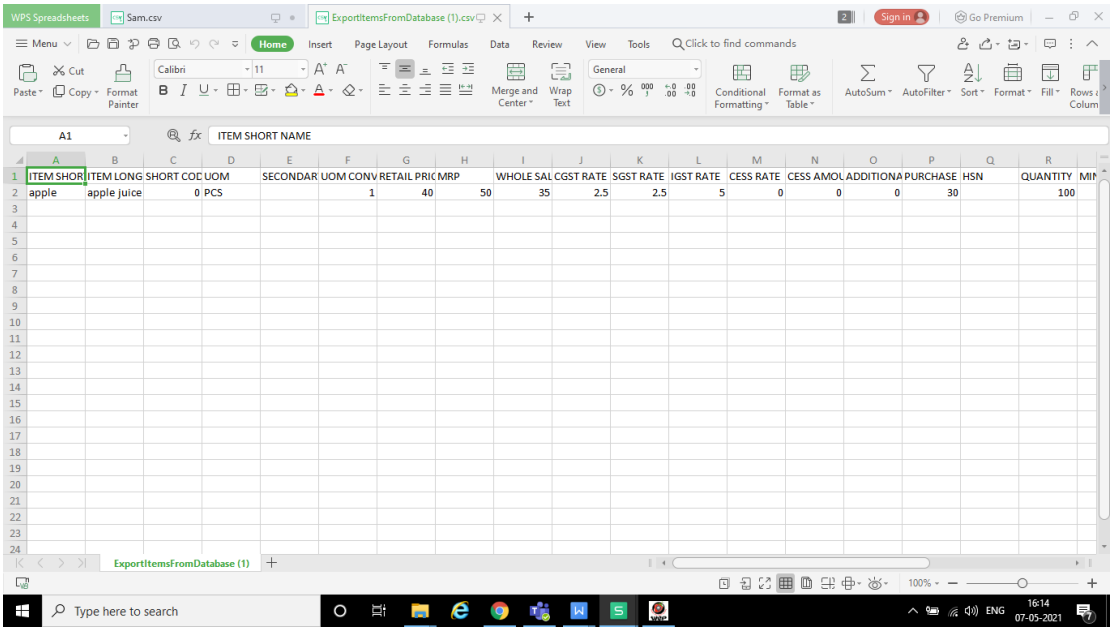


11.Connect a Pen drive with Joy POS and give the permission and click on “ok”.

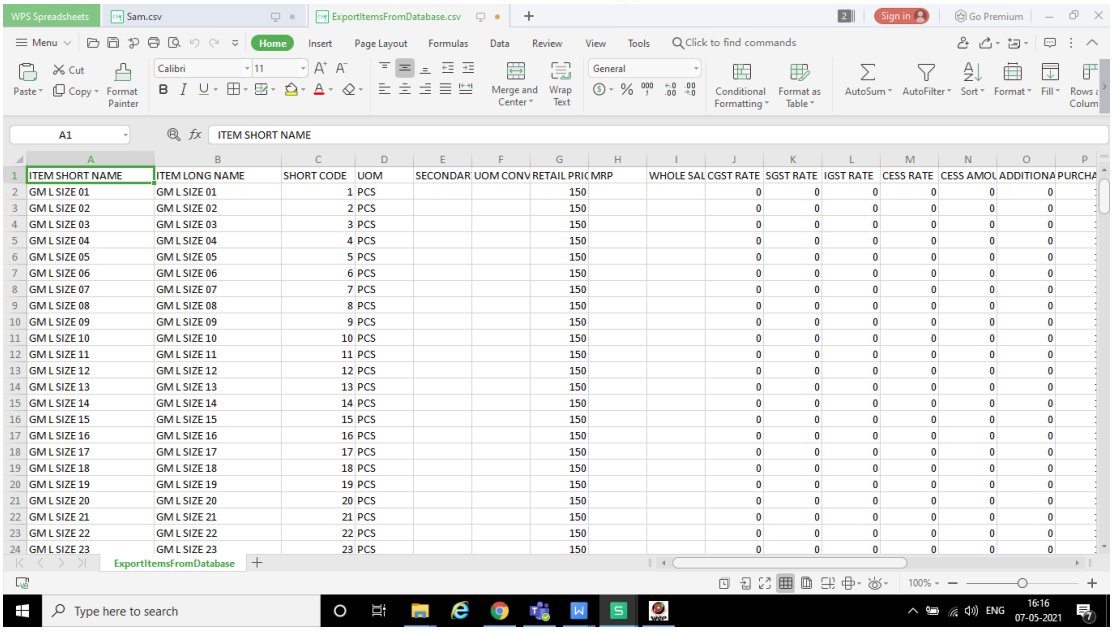


12.Select the file and copy the file to pen drive.

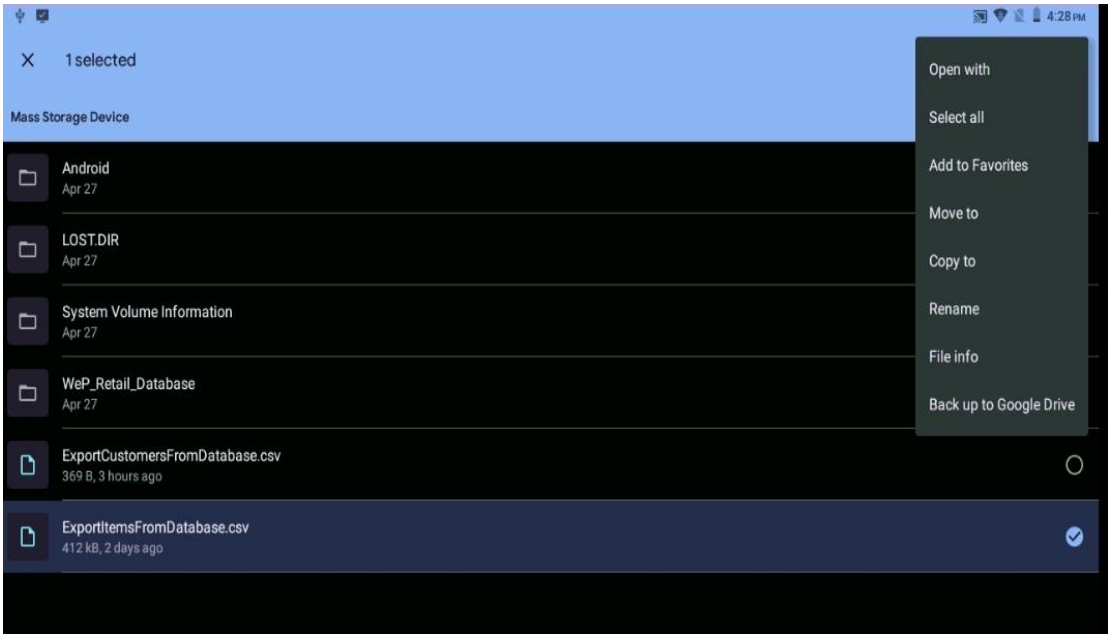
13.Click on “Copy here”.



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



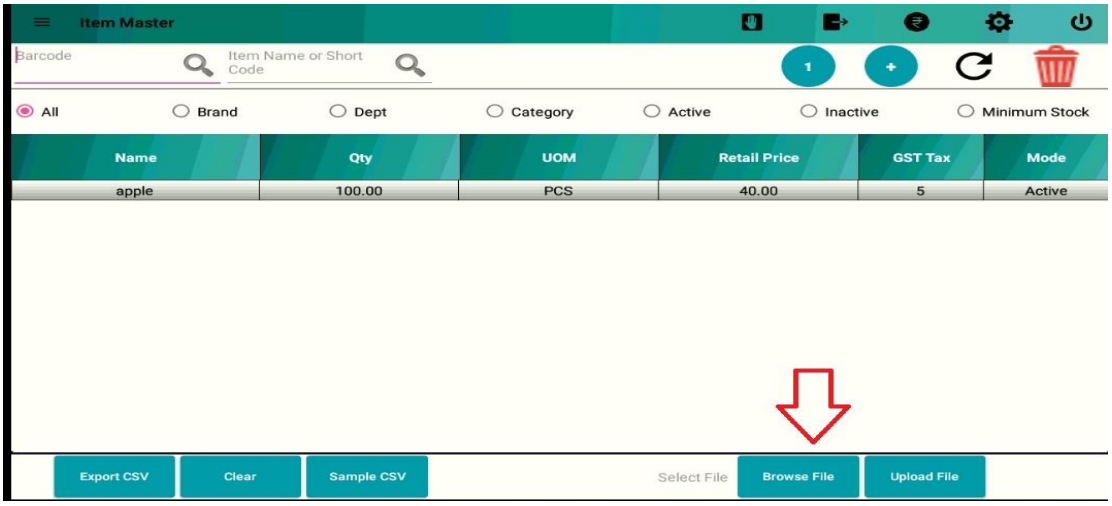
15. *Item name should not contain any Special Characters.
    *Short name should be within 30 characters and long name should be within 70 char.
    *the sheet not contain same name with same retail price.
    *before saving the excel if barcode is there, make sure to select all barcode and change it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



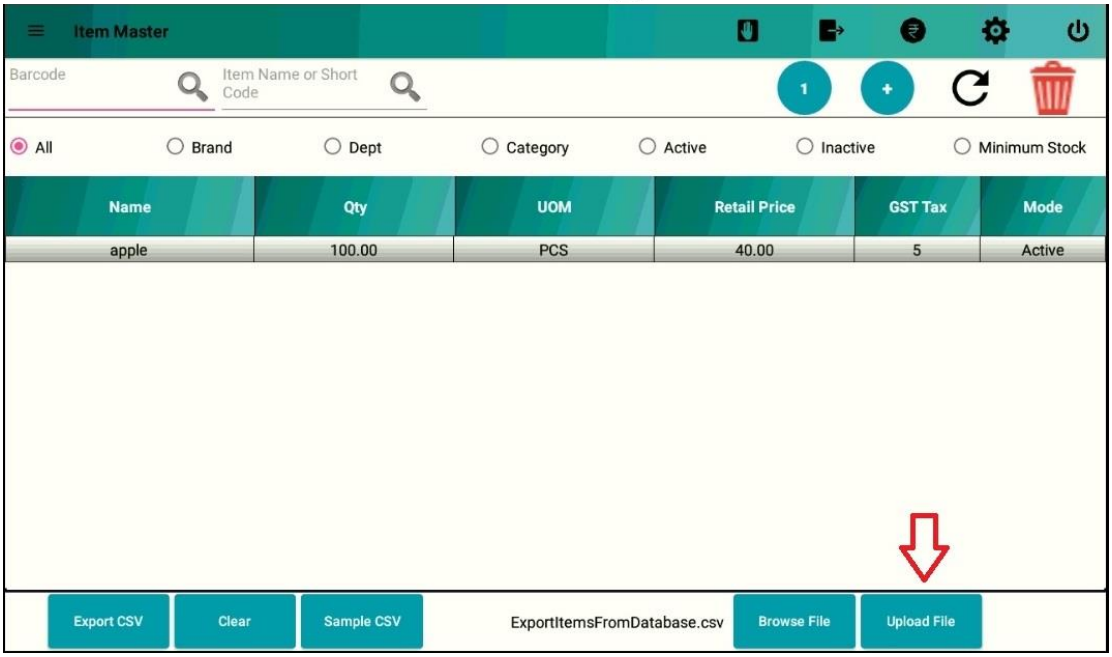
17. Copy this excel file to internal Storage.

18. Select any file to in Internal storage.

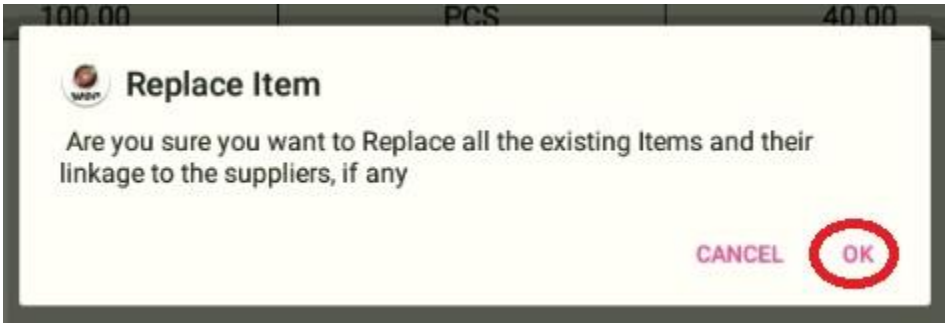
18.click “Copy Here”



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..

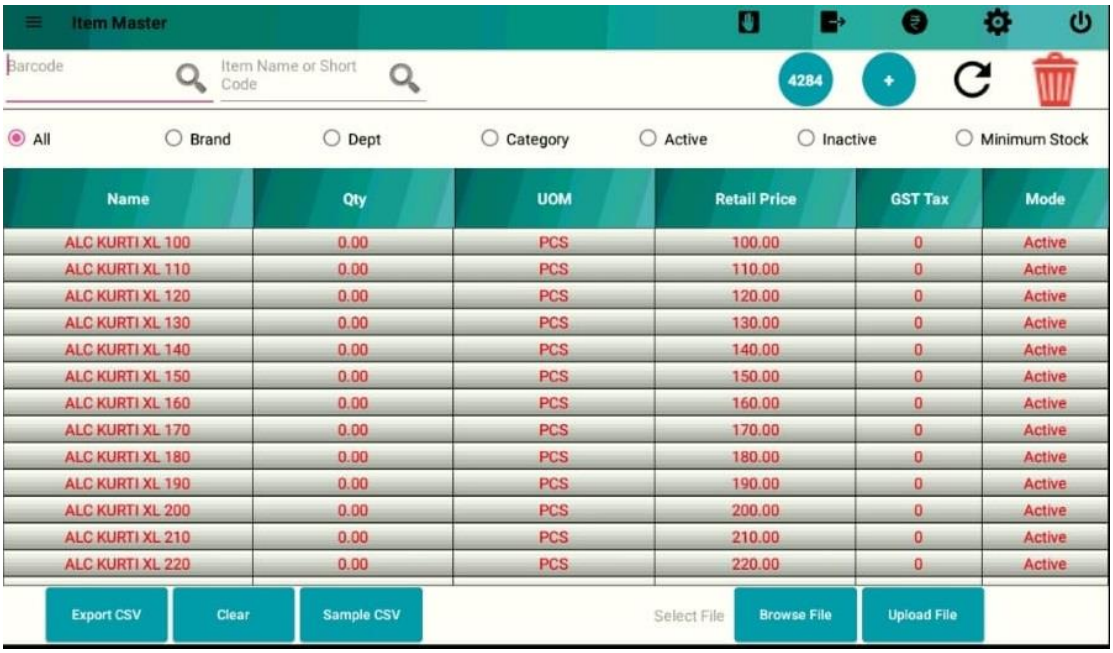


20.Now click on Upload file.



21.Click on “ok”.

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



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

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

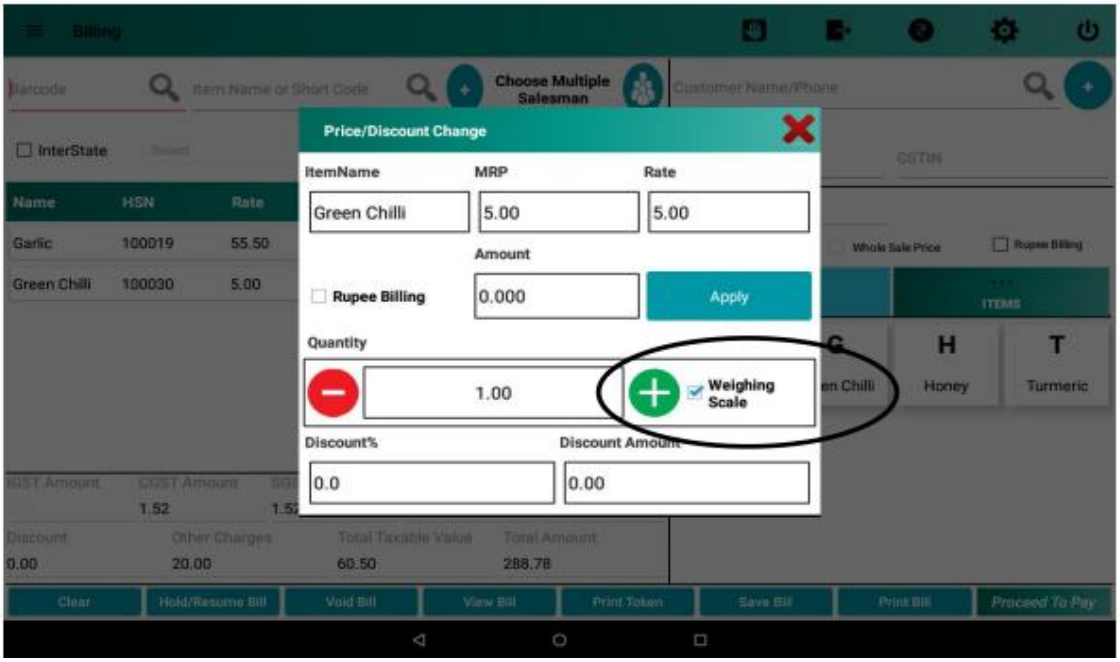
Weighing Scale Connectivity to JOY POS

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.

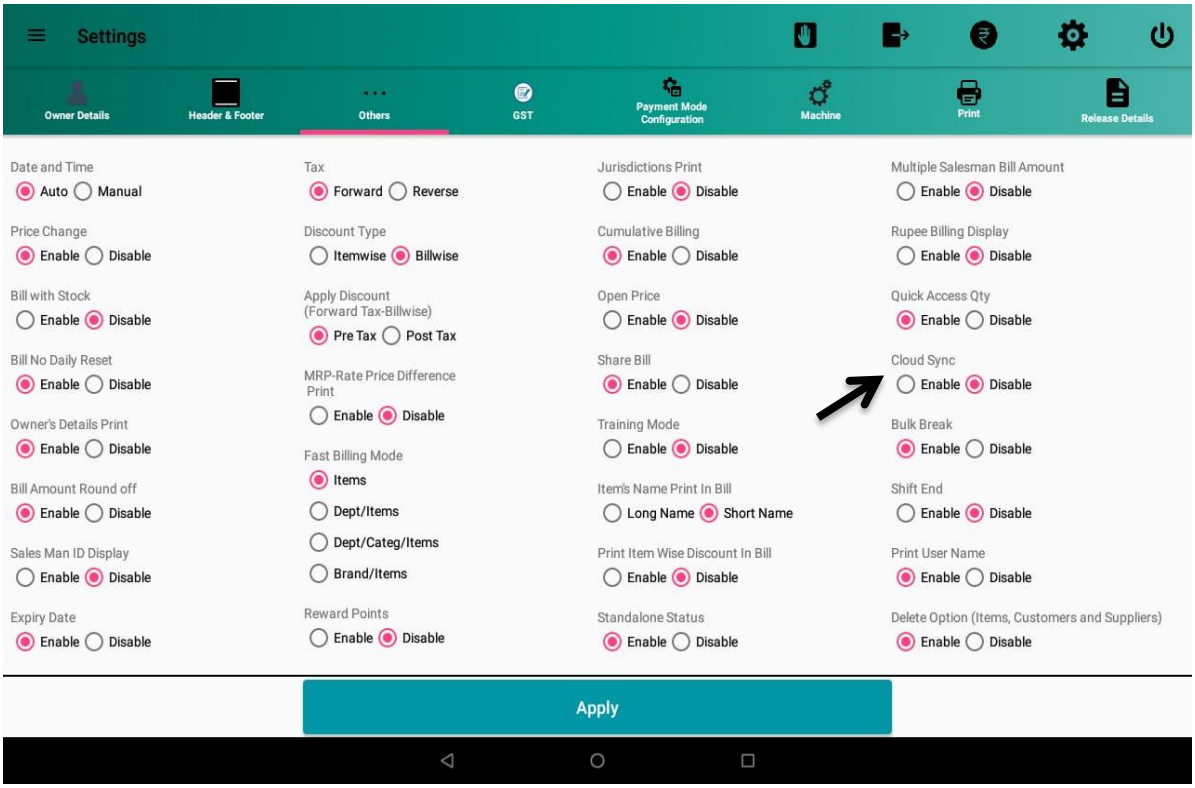
Item will automatically take the weight/Quantity from weighing scale. If weighing scale's reading is 0.000 (or there is not weight on weighing scale) then quantity added for the item will be 1 by default. To explicitly change the weight/quantity of an item then just simple tap on the item that is already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

Technical Communication No. 10
Date of Release: 17th Jul 2021
Models Covered: JOY POS Series

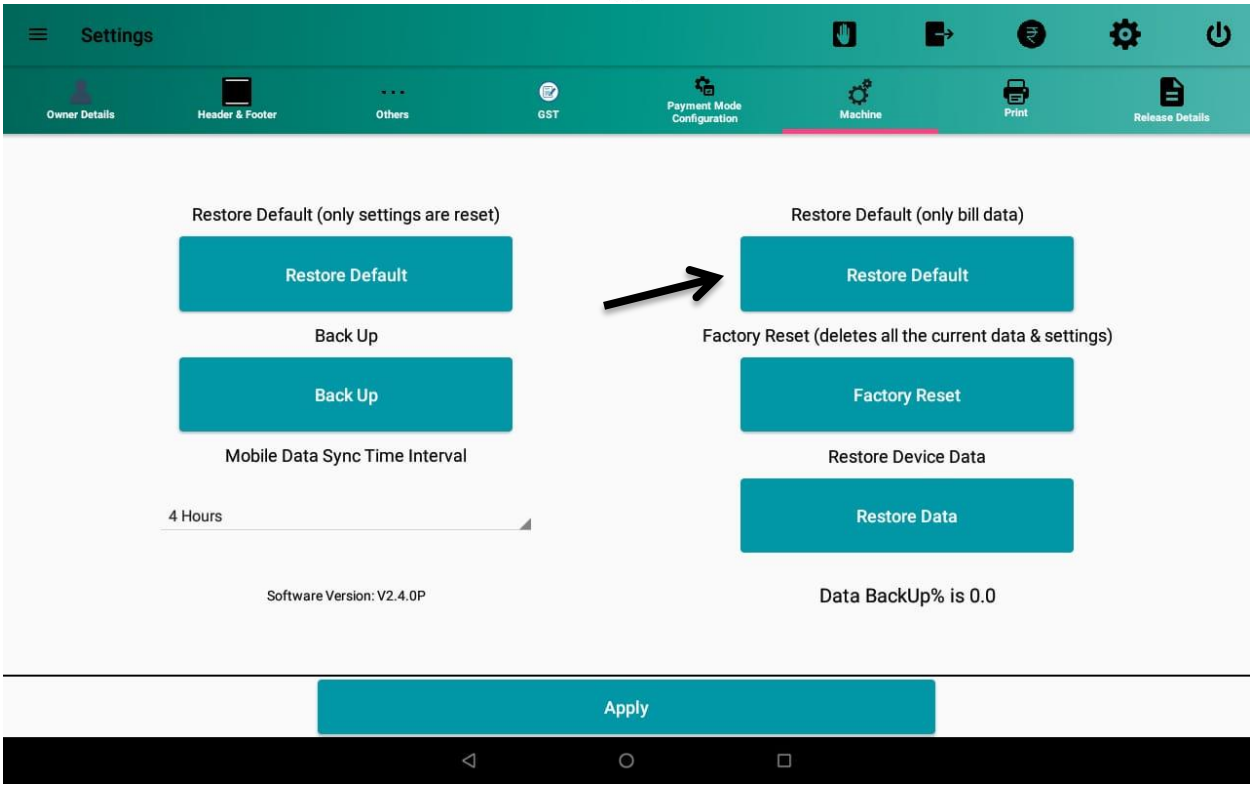
Steps to be followed while using Cloud services with JOY POS

- 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.



- 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 maintains 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.

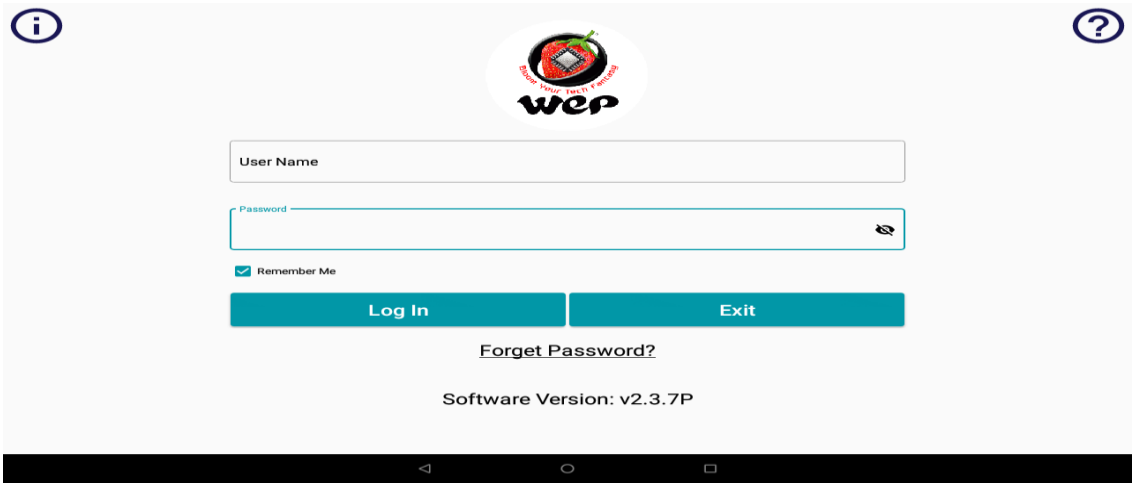
- If you are maintaining stock, then you should enable “Bill with Stock” option from device.

Technical Communication No. 11
Date of Release: 11th Sep 2021
Models Covered: JOY POS Series

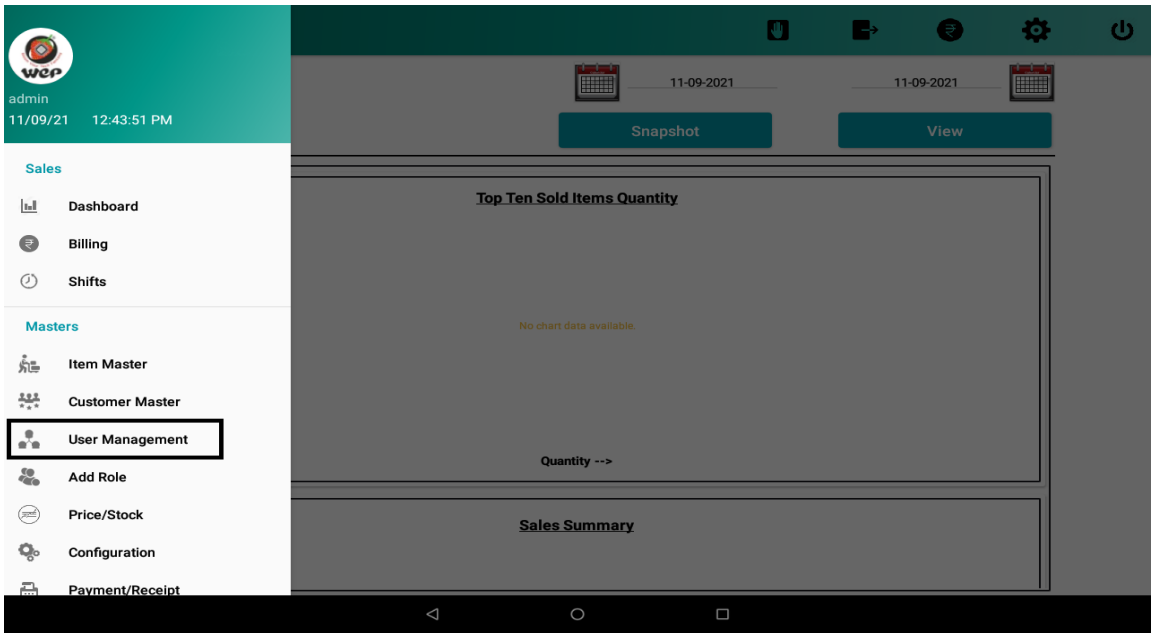
User Management in JOY POS application

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.

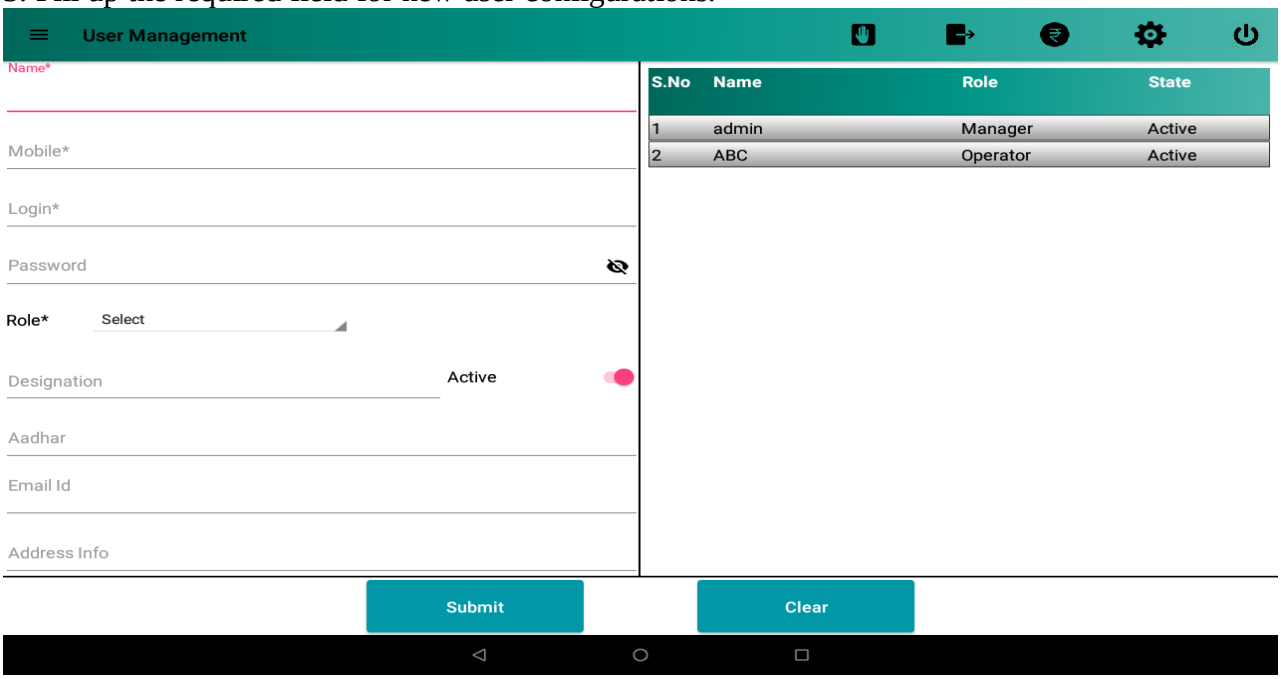
1. Login to JOY POS application as its Manager login.



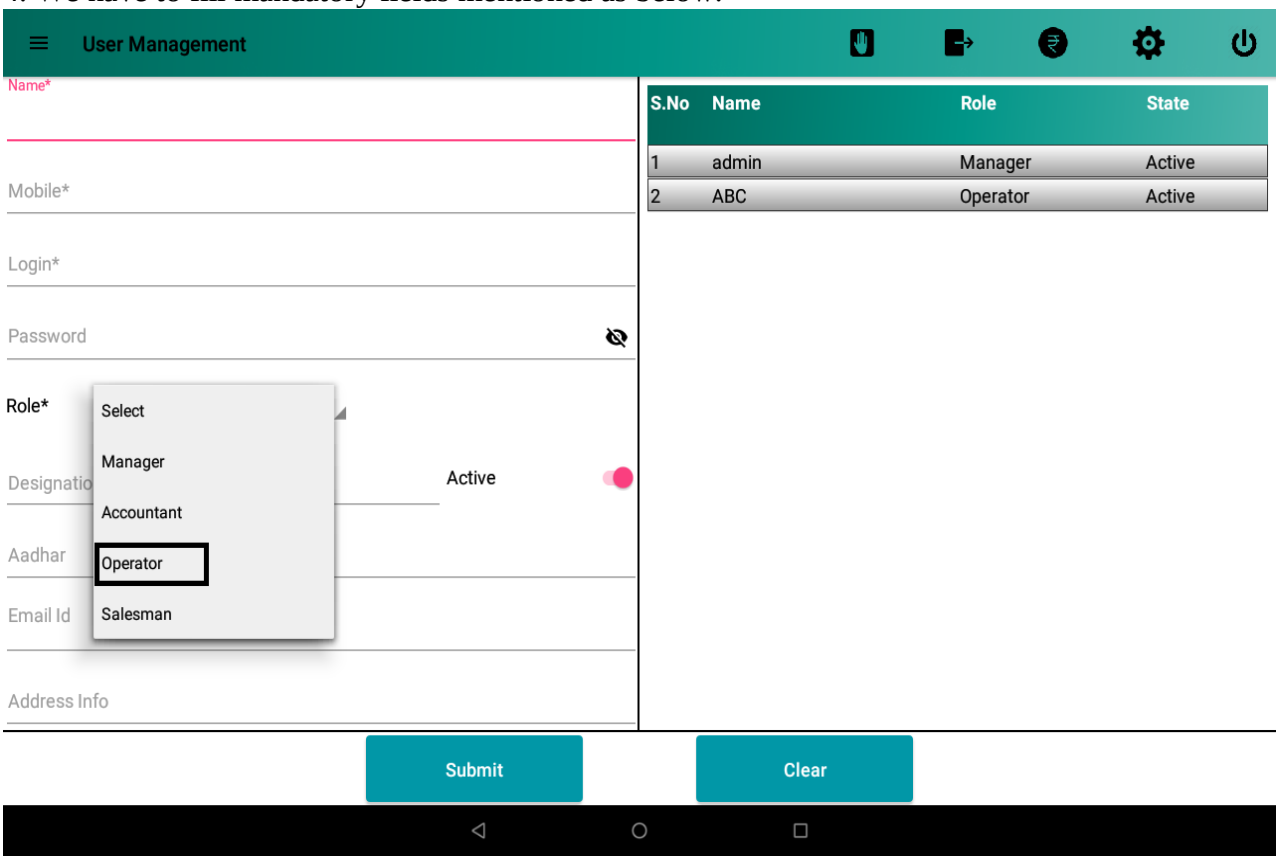
2. Select for User management under Task bar selection



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

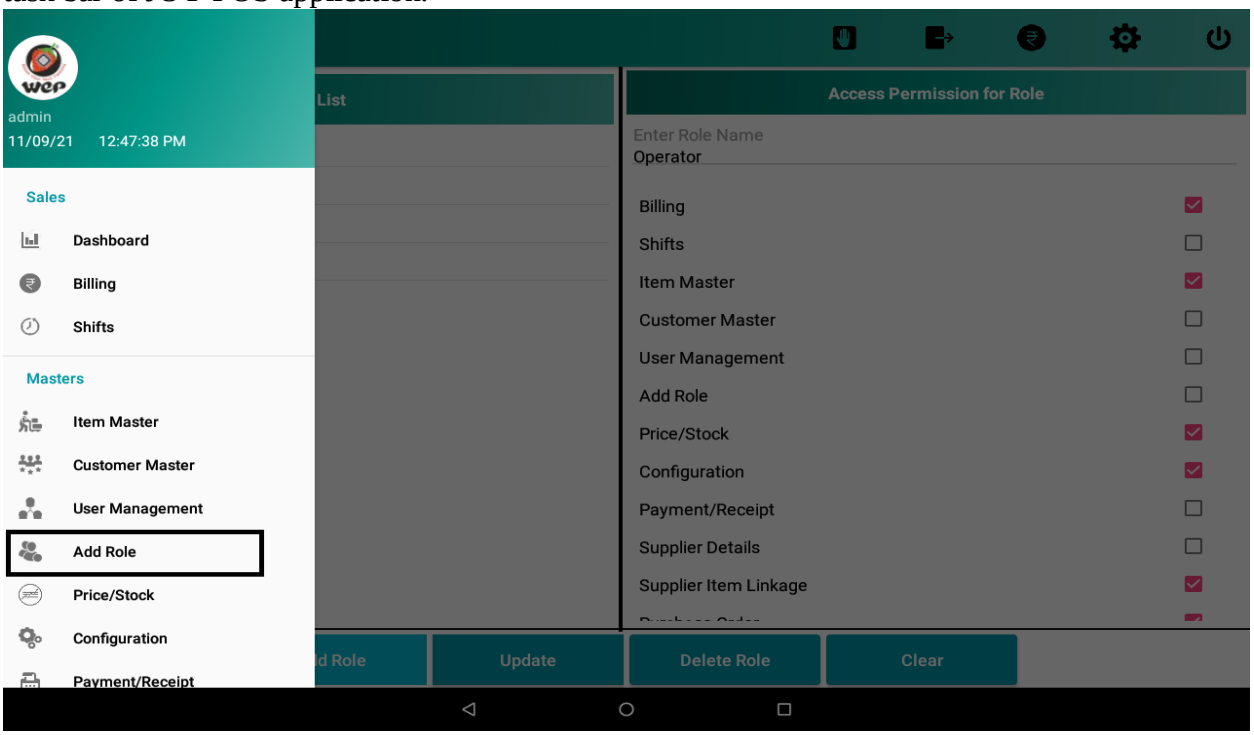


4. We have to fill mandatory fields mentioned as below.

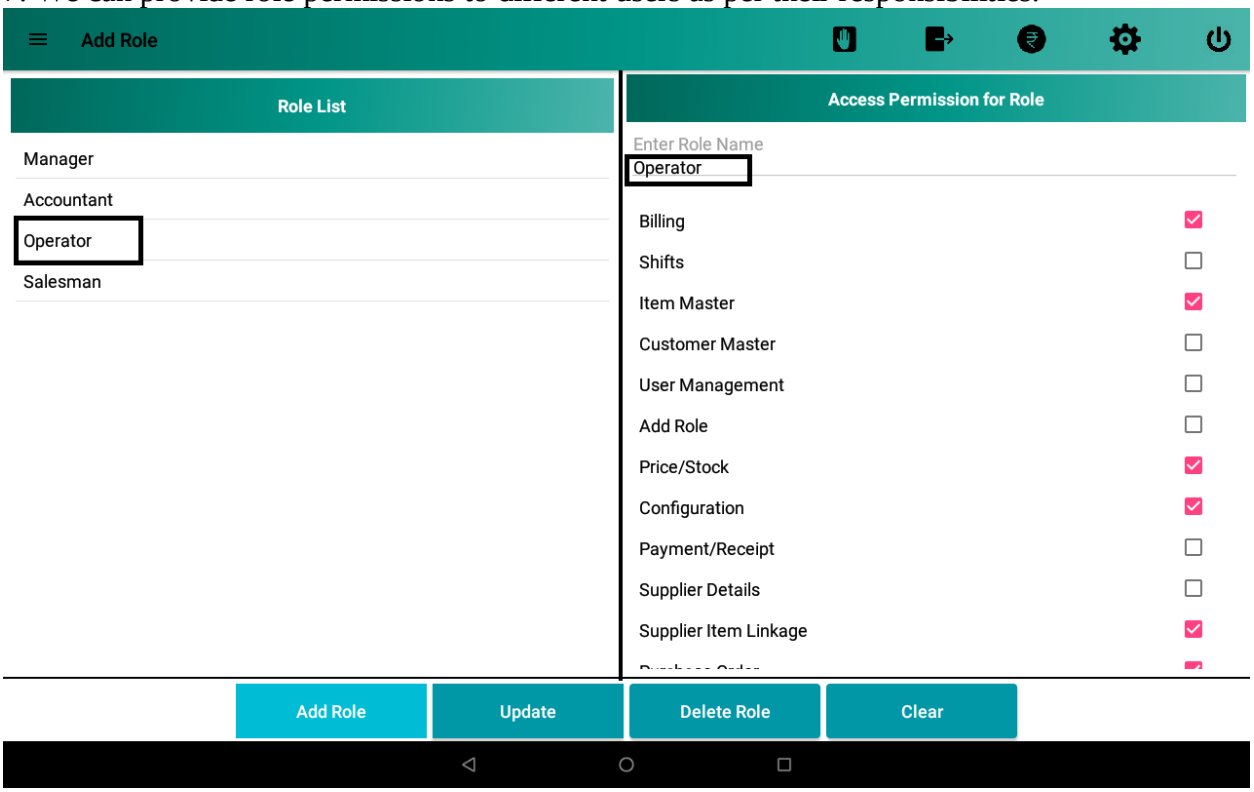


5. We have assigned the User successfully.

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.



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



Technical Communication No. 12
Date of Release: 20th 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 intervalof time as per feedback and requiremetns 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 detailes 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**

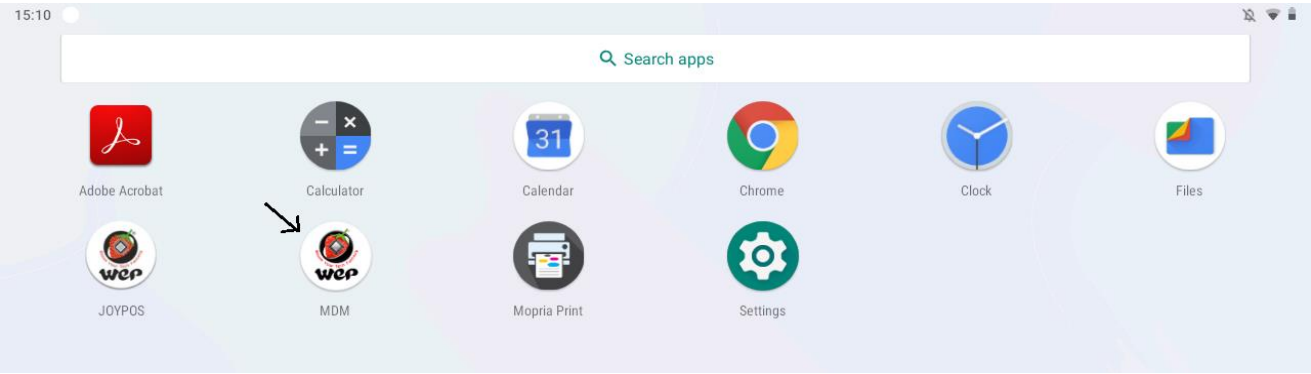
1. Bill Wise Discount integrated in Respective Report.
2. Total Quantity display in the billing screen for particular bill
3. Minimum Stock report integrated in Inventory reports

Fixes:

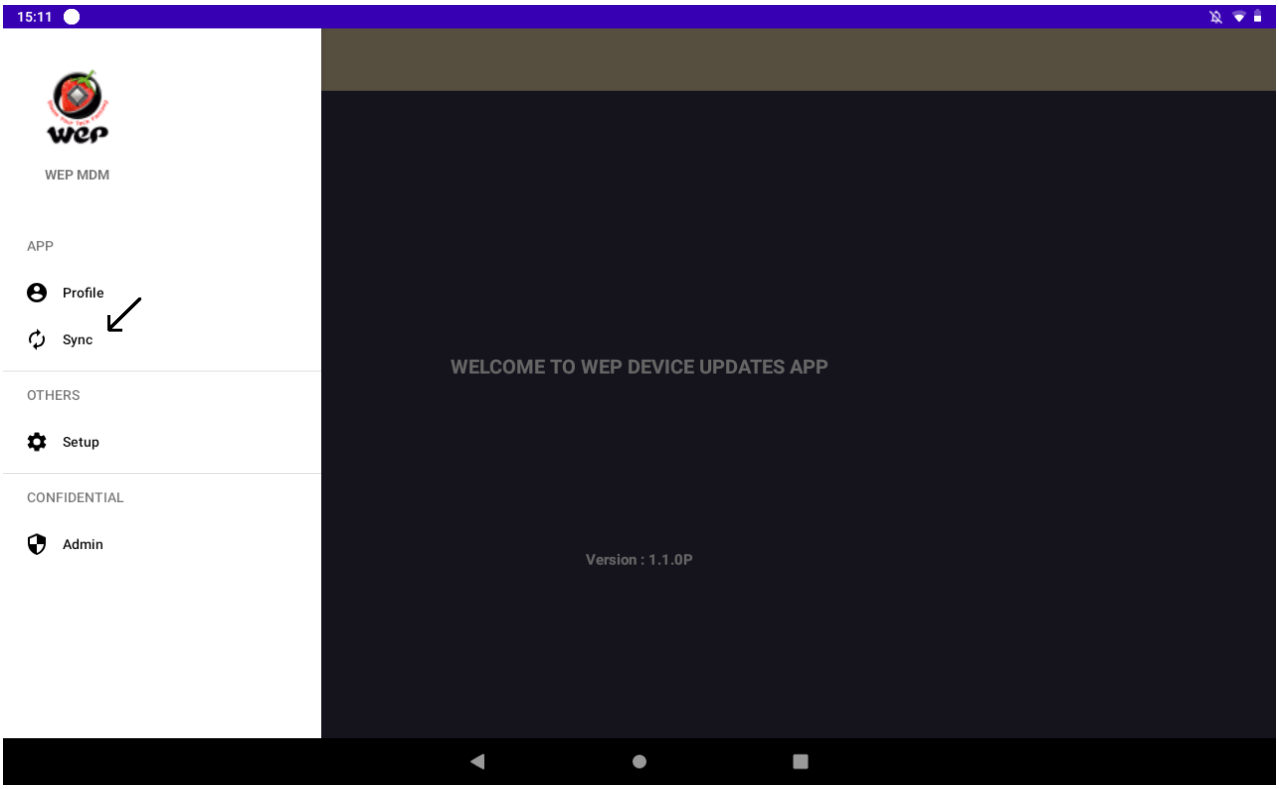
- In Dine-in bill screen, All KOT items which has already been converted in bill, keep printing in Preview bill mode.

Procedure to get Application updates in JOY POS device.

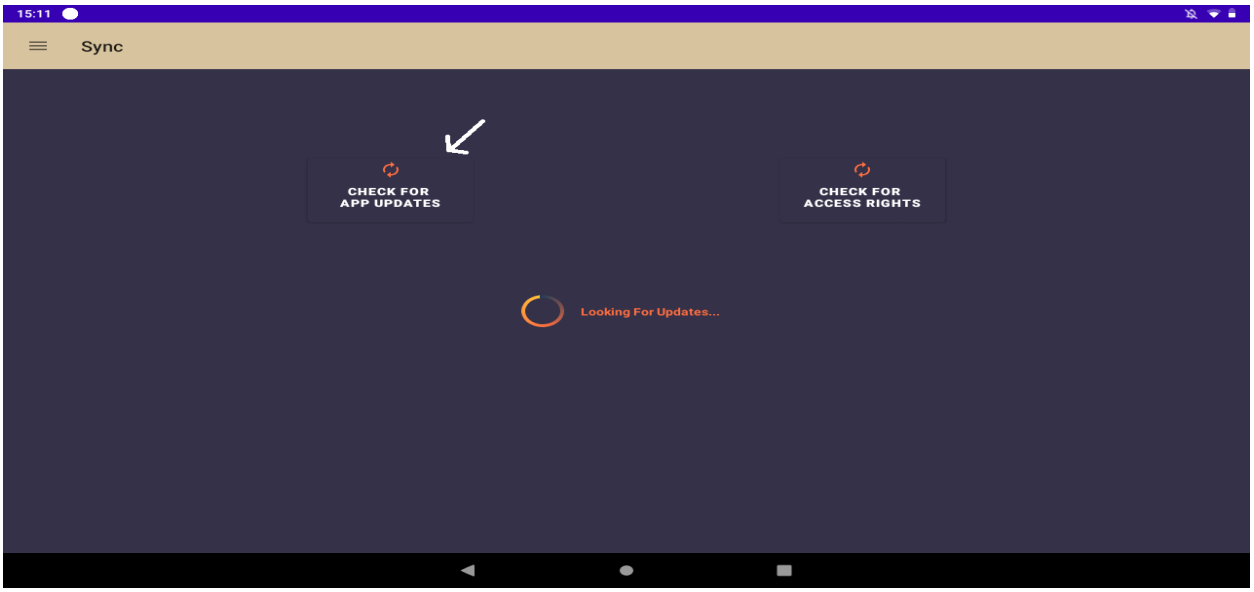
1. Select for MED application in JOY POS device.



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

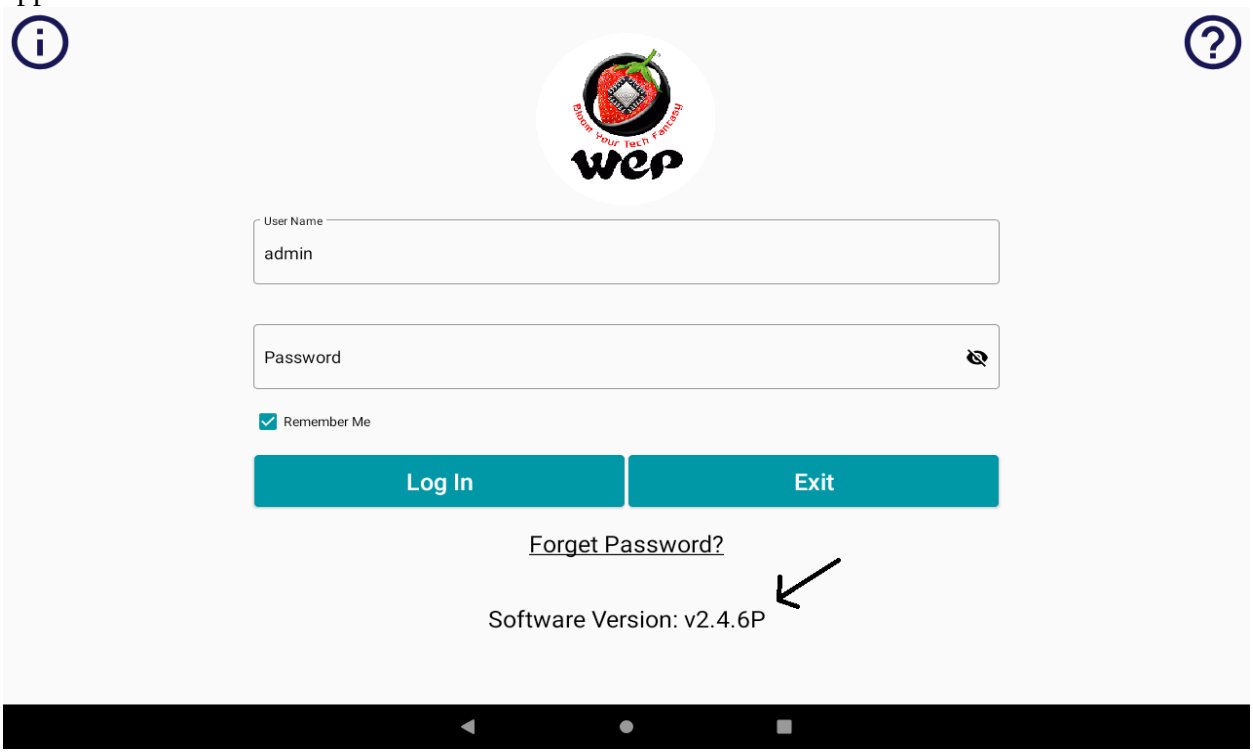


3. MDM application will show an option as Check for Updates & Check for Access Right. Take application updates by selecting Check for updates.



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.



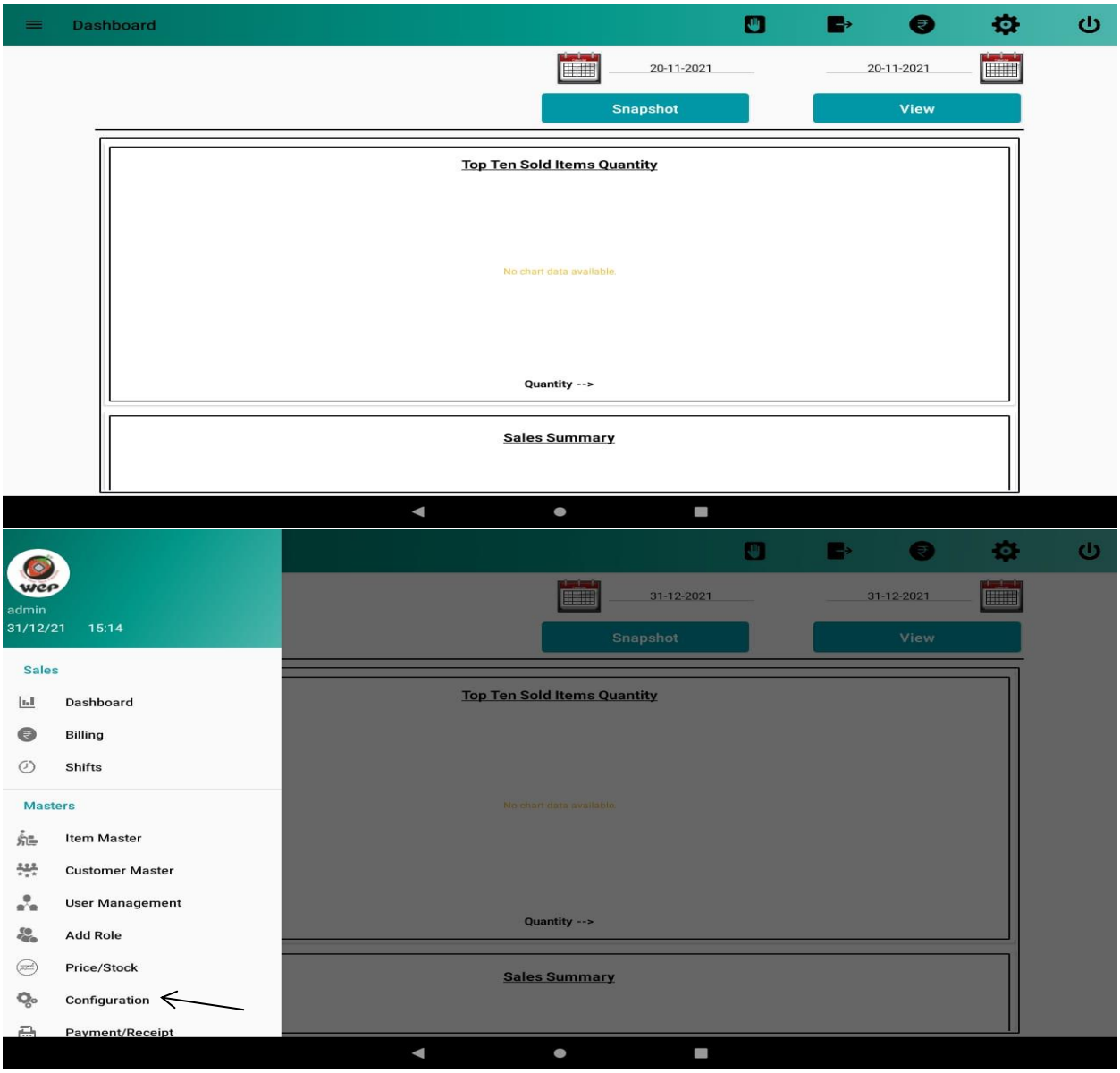
Technical Communication No. 13
Date of Release: 14th Jan 2022
Models Covered: JOY POS Series

Payment mode configurations Process

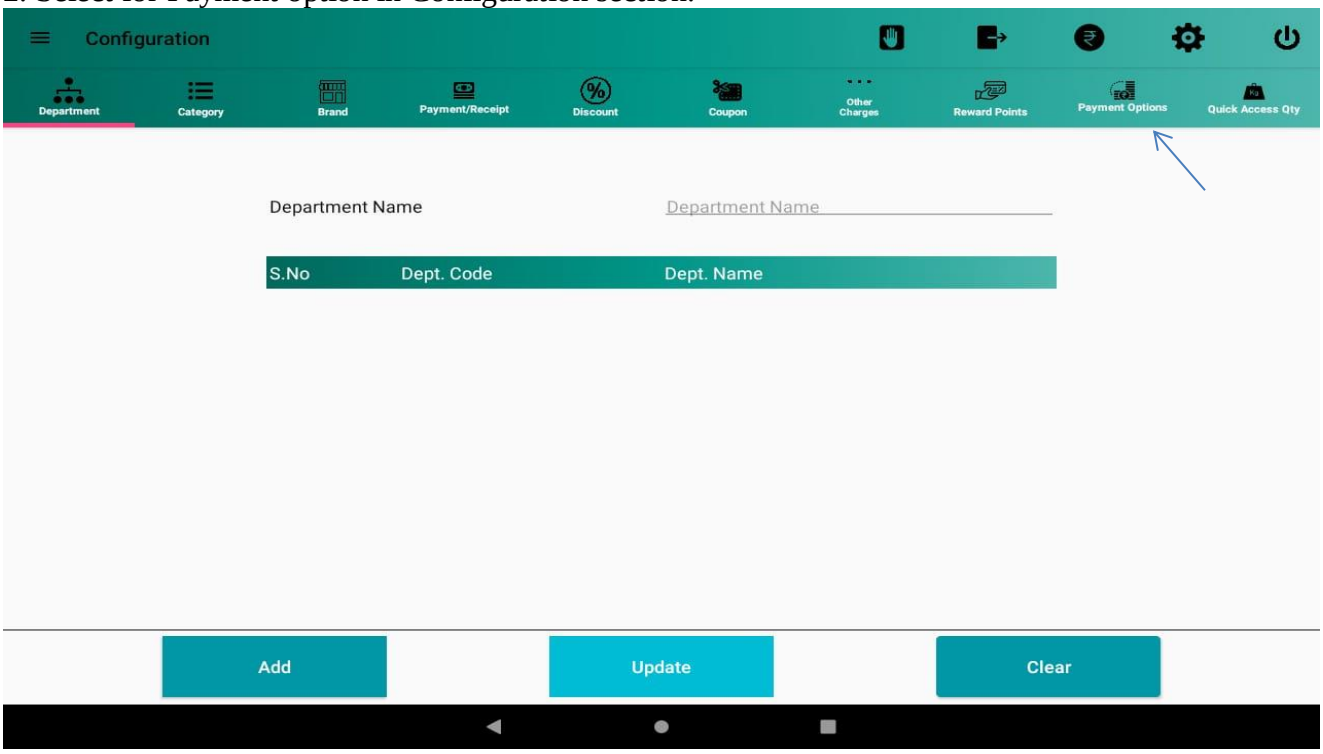
Introduction: In JOY POS application we are providing a feature of payment option printing for our users. User can select different mode of payments like CASH, GOOGLE PAY, PHONE PAY, etc. This technical note contains the process of payment mode configuration and its usage for billing process.

Procedure to configure payment mode option:

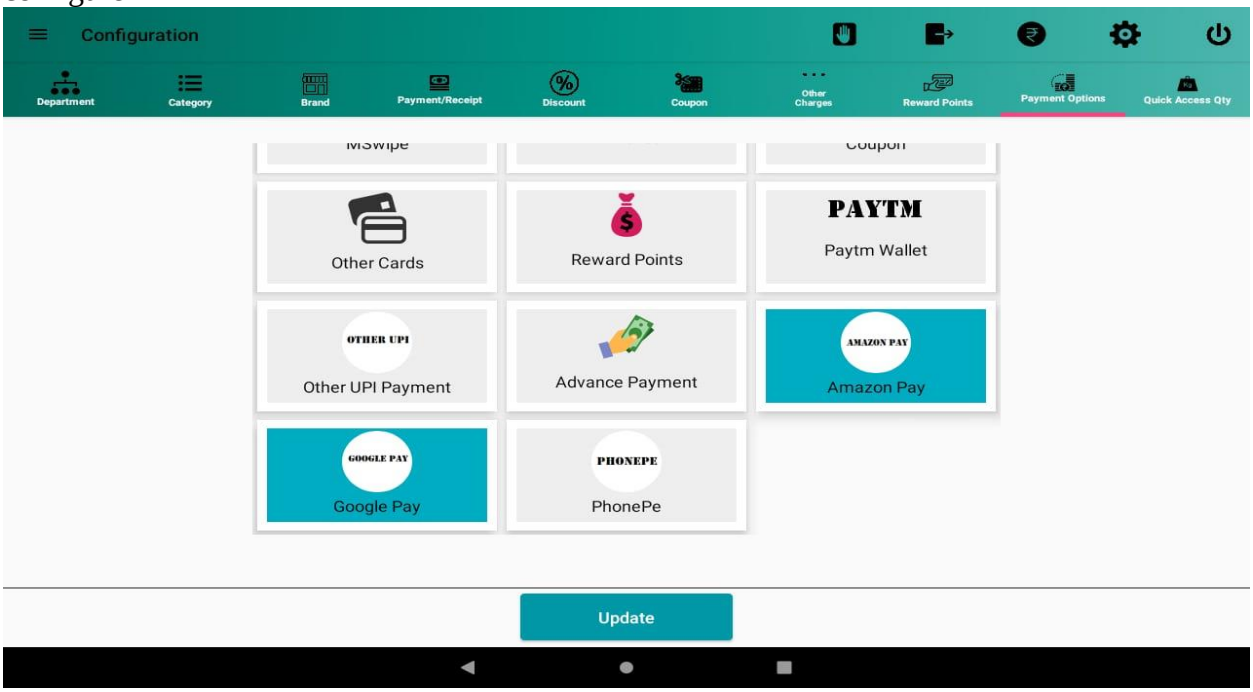
1. Go to JOY POS application and select for its configurations.



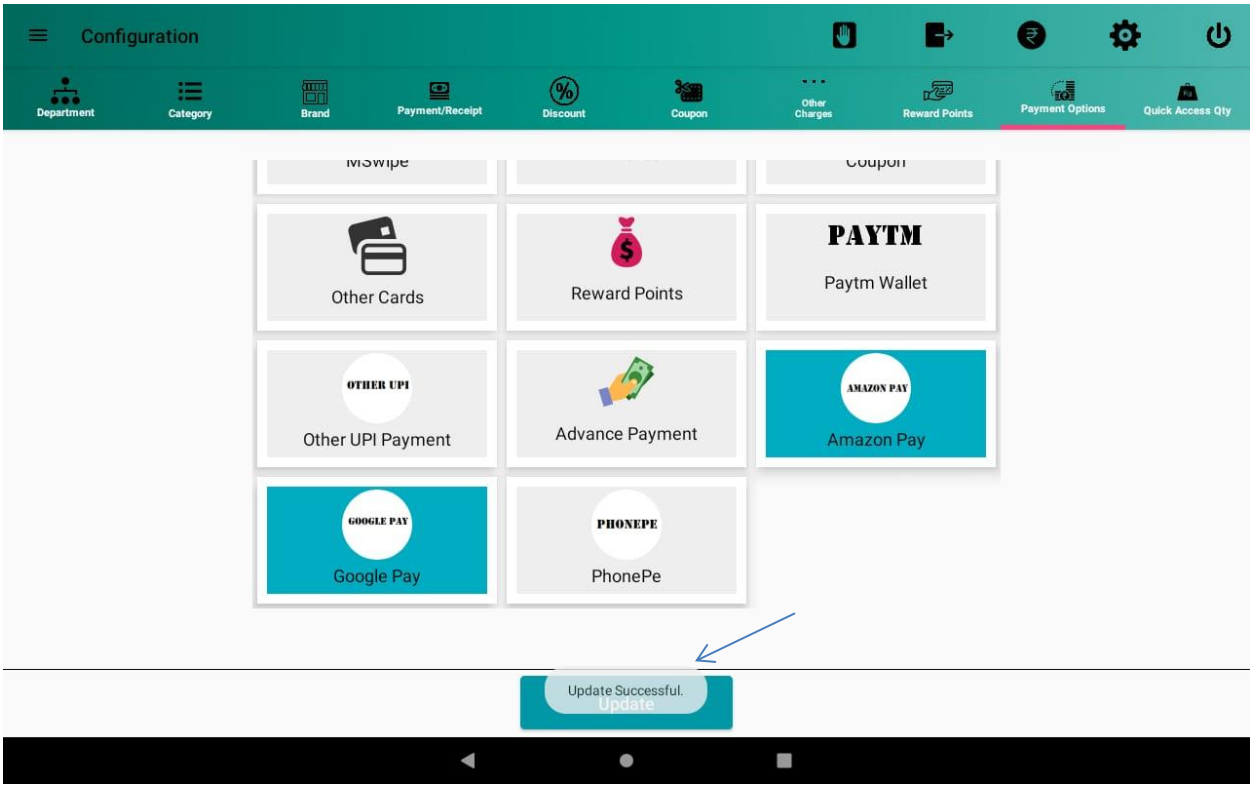
2. Select for Payment option in Configuration section.



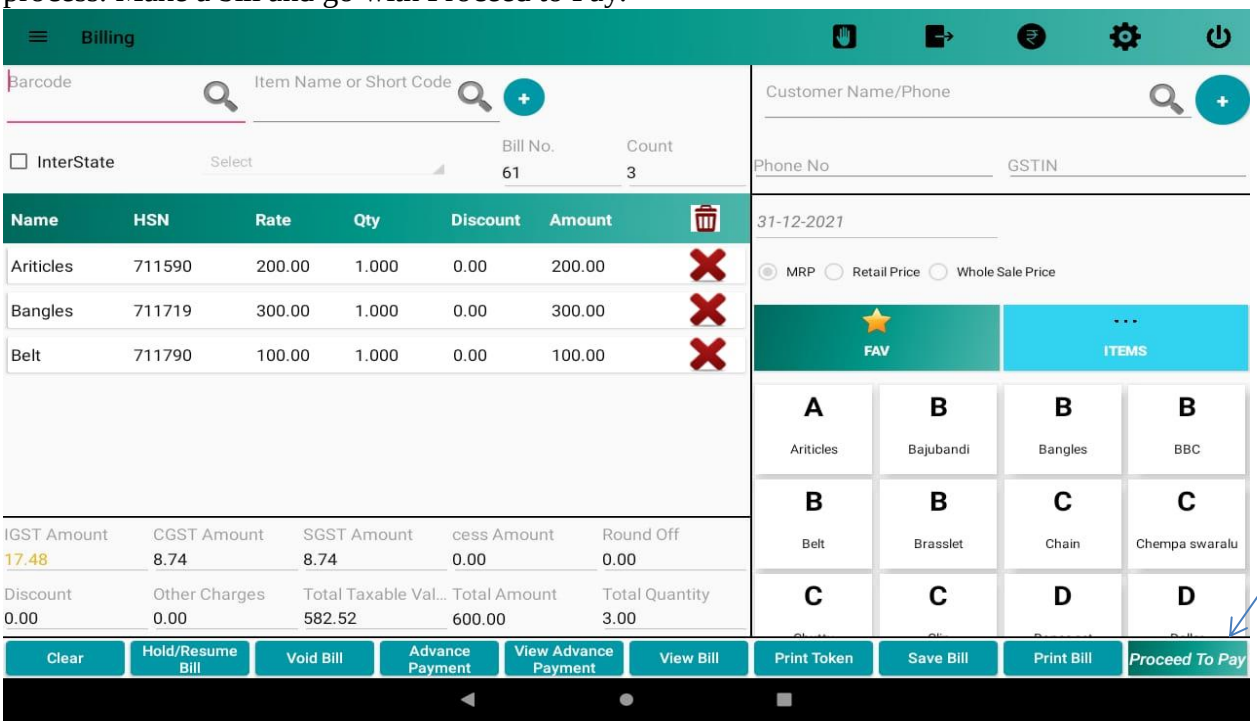
3. Under Payment Option we have given differnet criteria for payment mode selection like Paytm, Google Pay, Phone Pay etc. User can select the options which one are required to configure



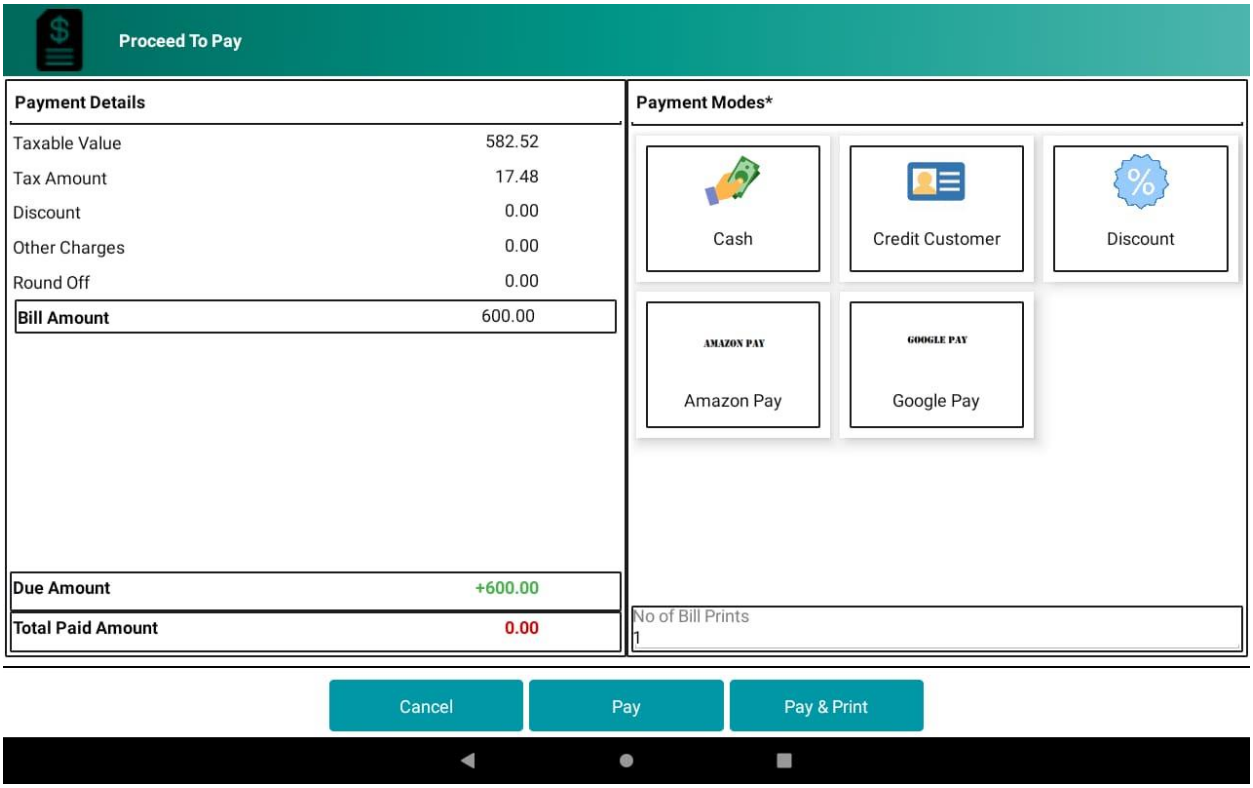
4. Select the required payment options and click on update to get it updated for billing process.



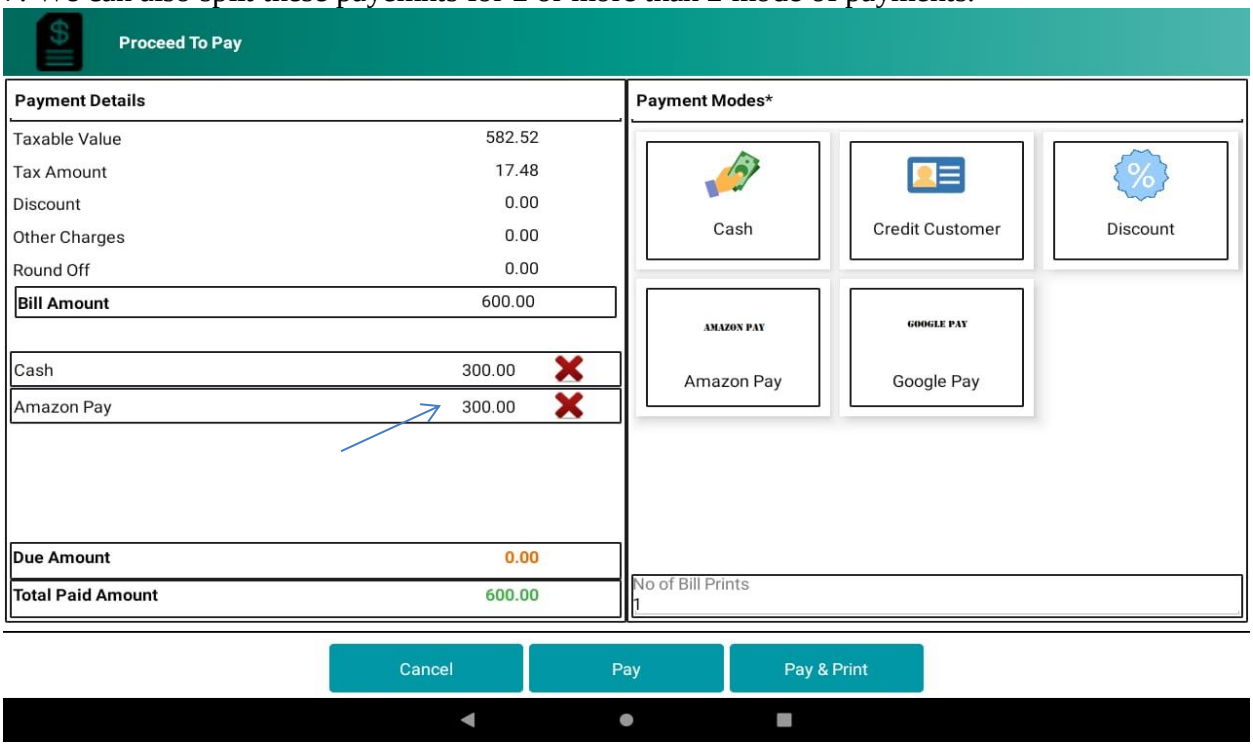
5. We have successfully configured the payment options and now it can be used for billing process. Make a bill and go with Proceed to Pay.



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



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



Technical Communication No. 14
Date of Release: 14th 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.

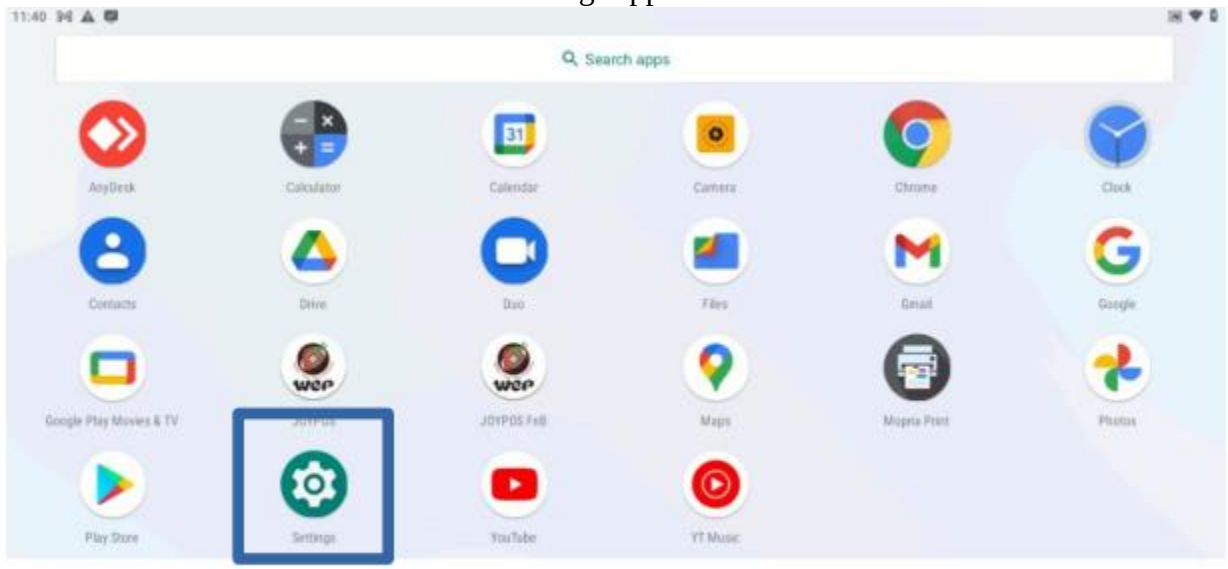


FIG 1 Selecting Settings application from the menu

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

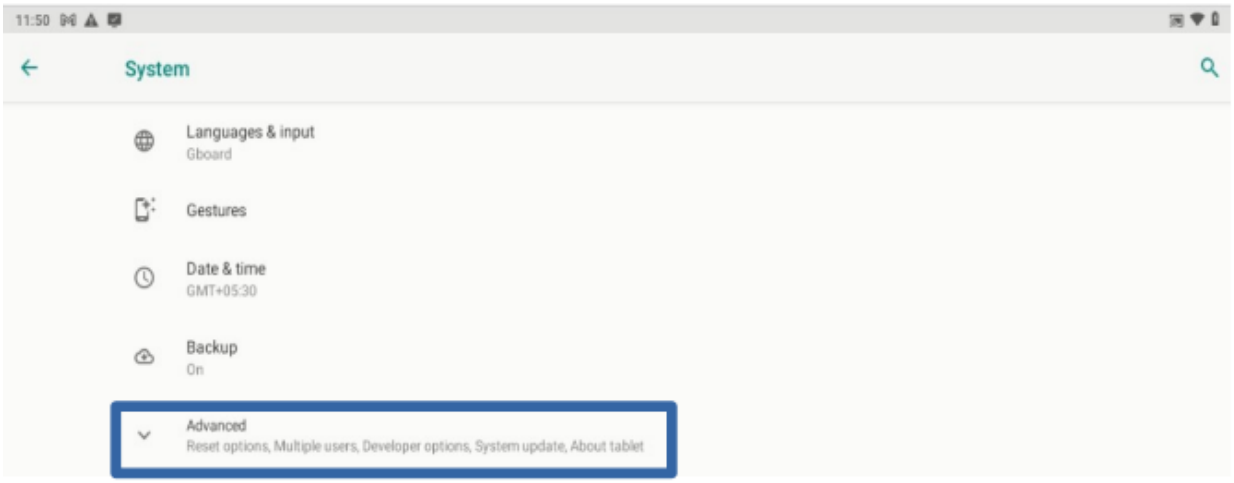


FIG 3 Selecting Advanced option from System menu

3.Click on Advanced option in System menu.

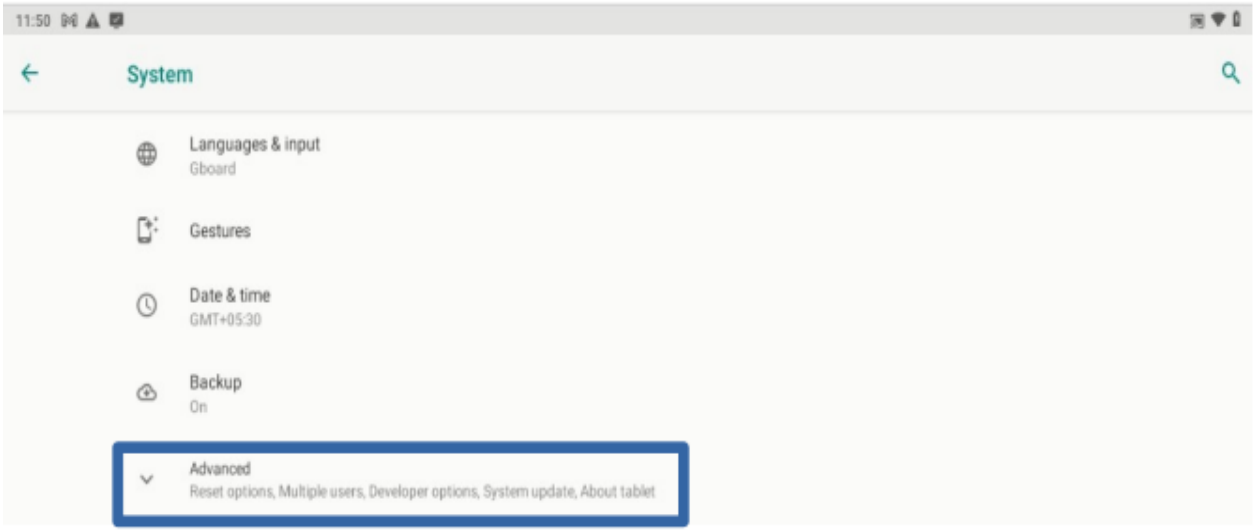


FIG 3 Selecting Advanced option from System menu

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

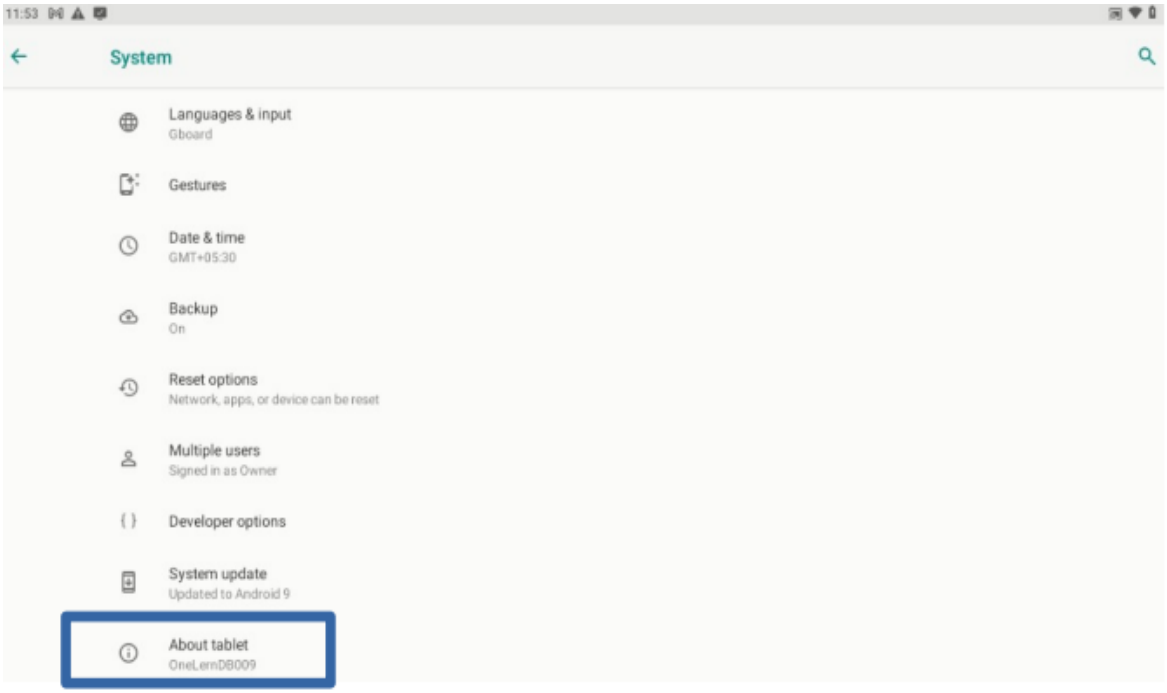


FIG 4 Selecting About tablet from System menu

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

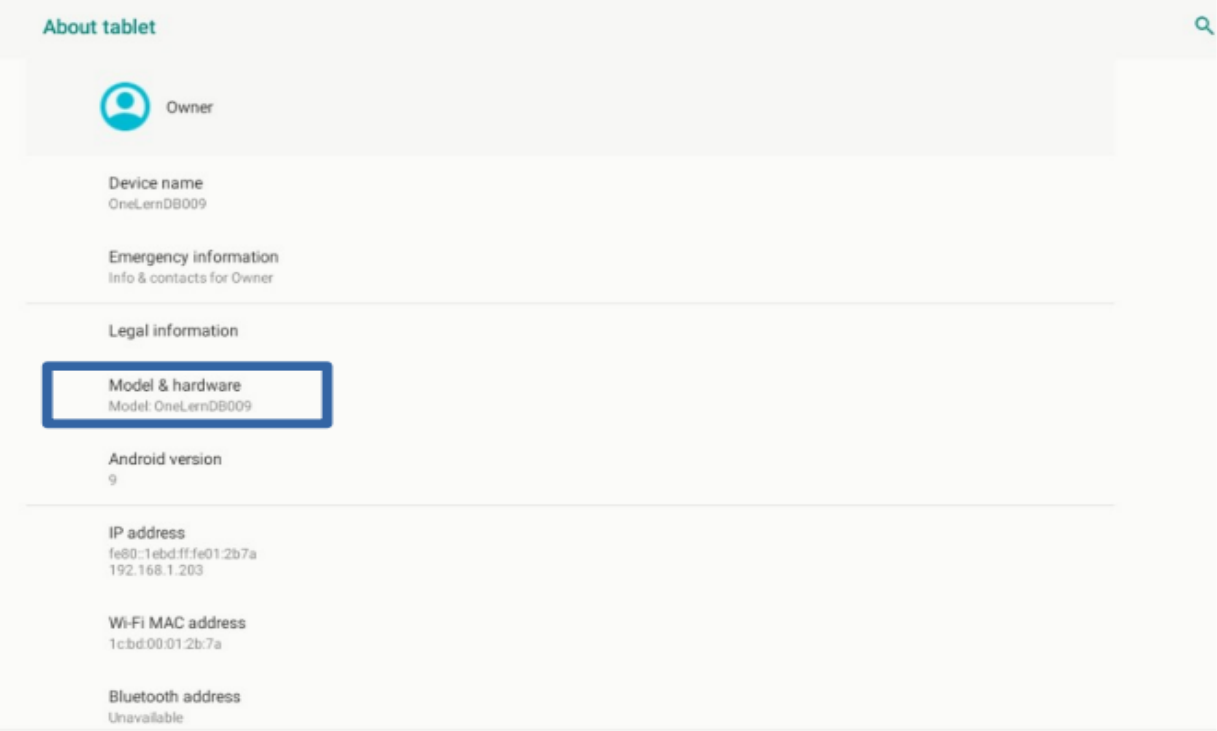
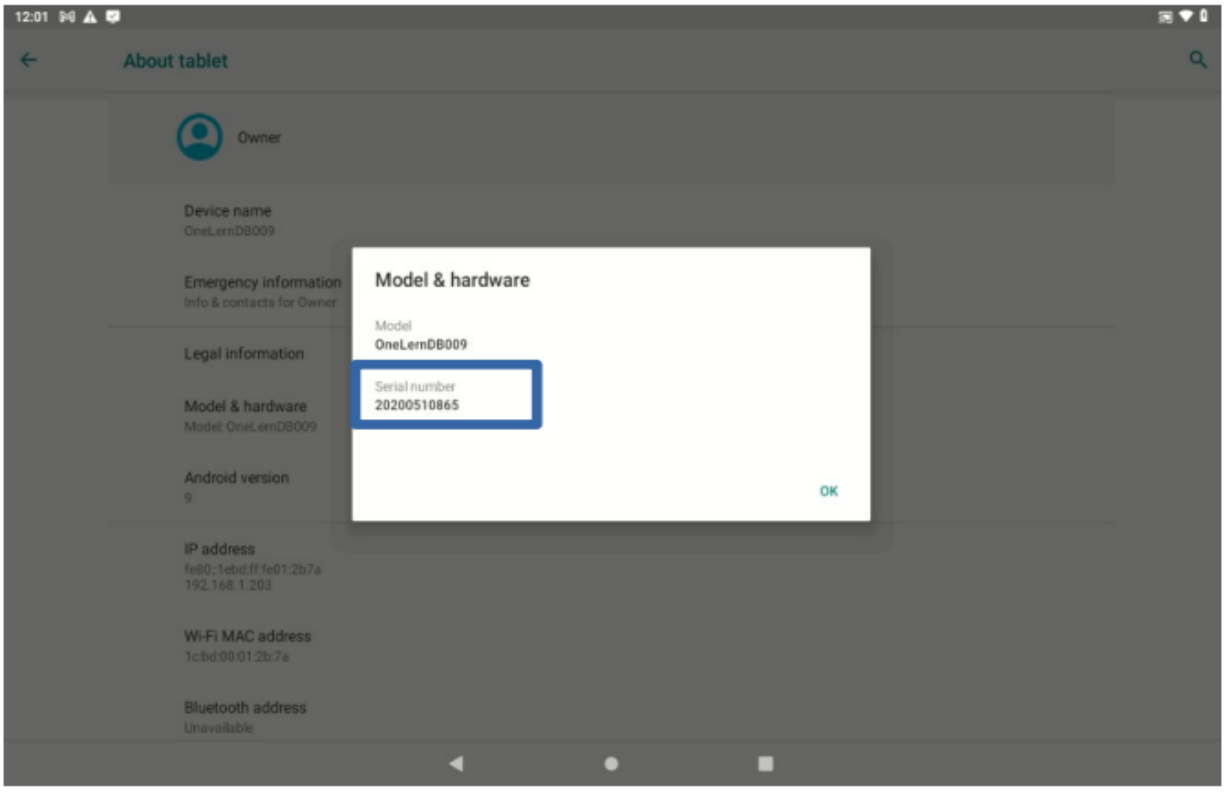


FIG 5 Selecting Model & hardware from About tablet menu

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

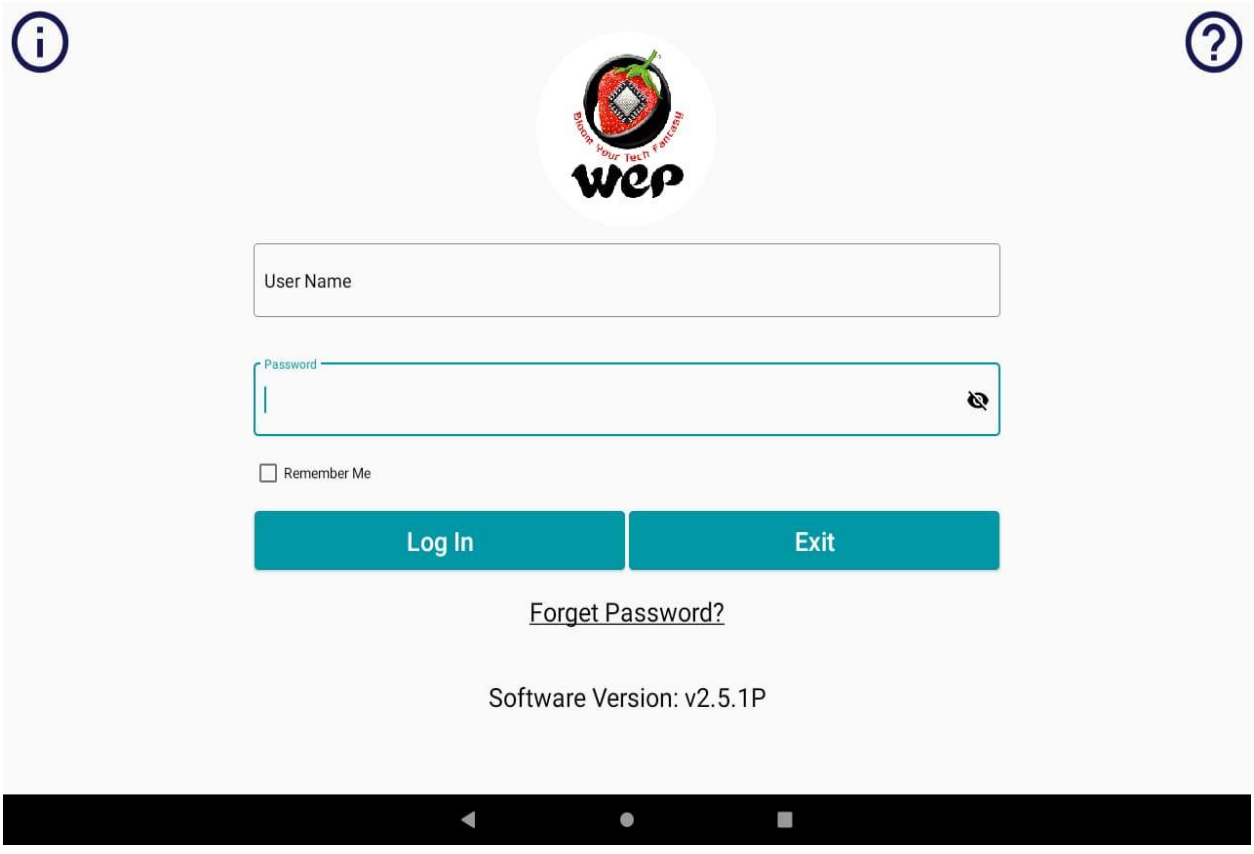


Technical Communication No. 15
Date of Release: 16th Jul 2022
Models Covered: JOY POS Series

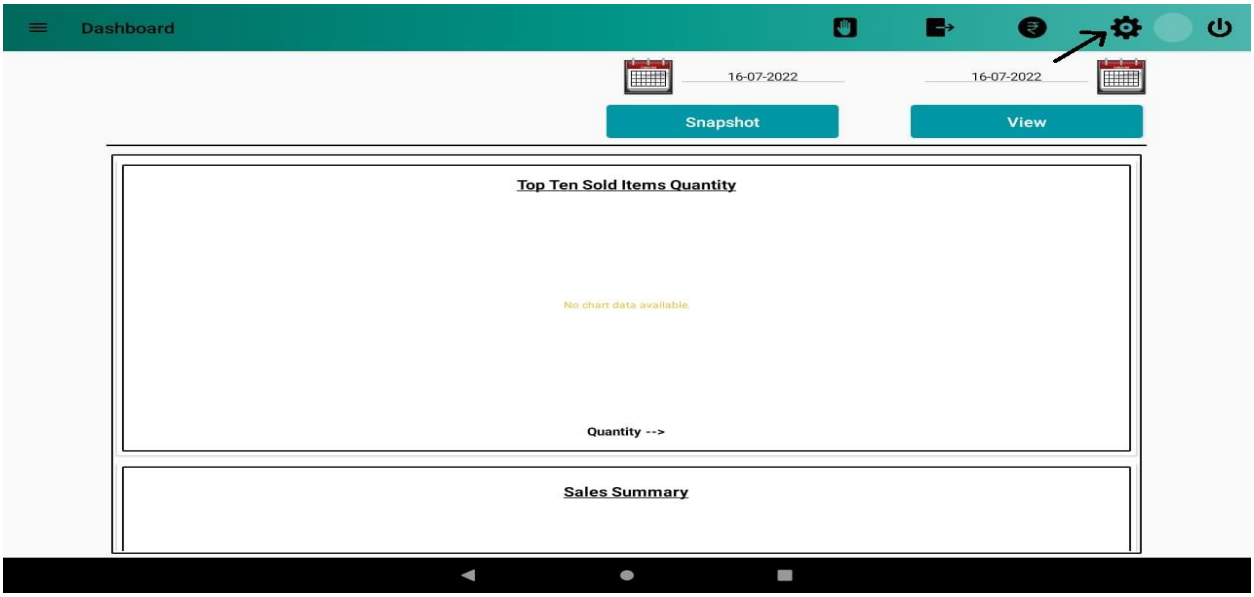
Logo File insertion to JOY POS Device

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.

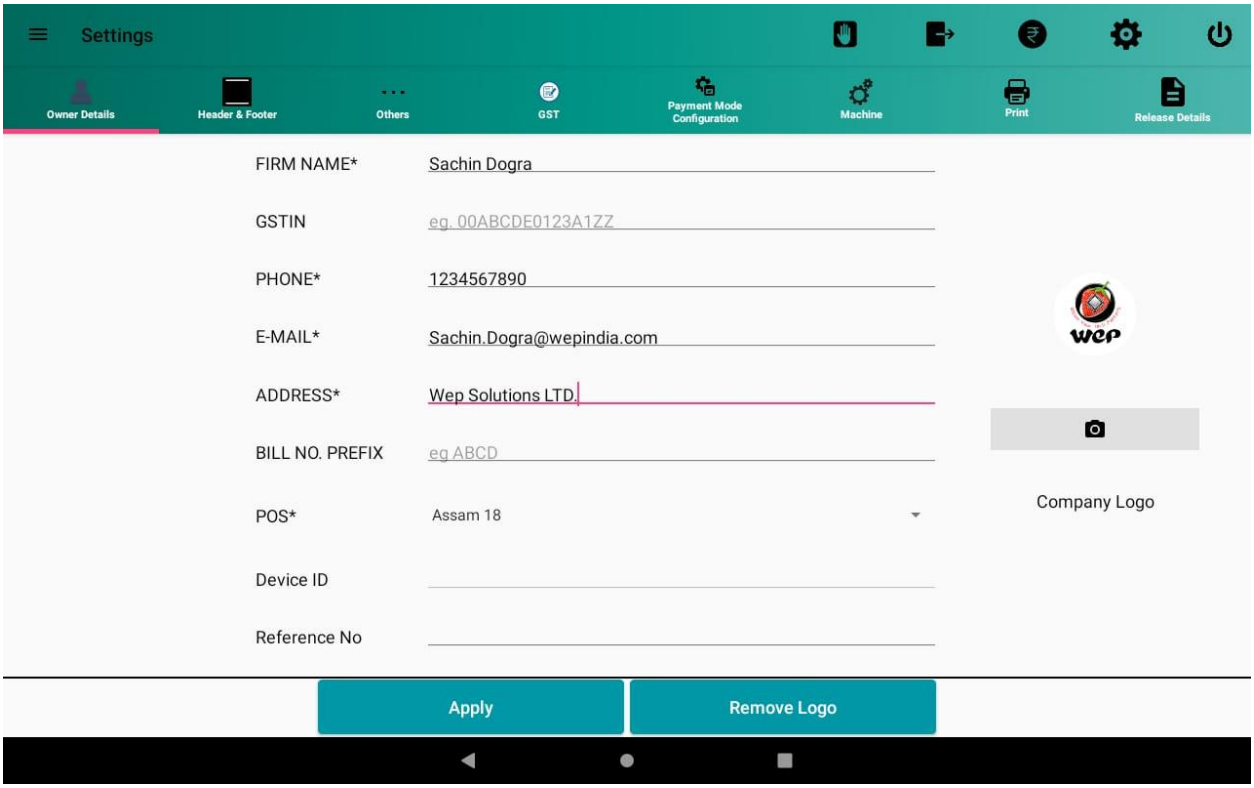
1.Go to JOY POS application and login into it through Username & Password:



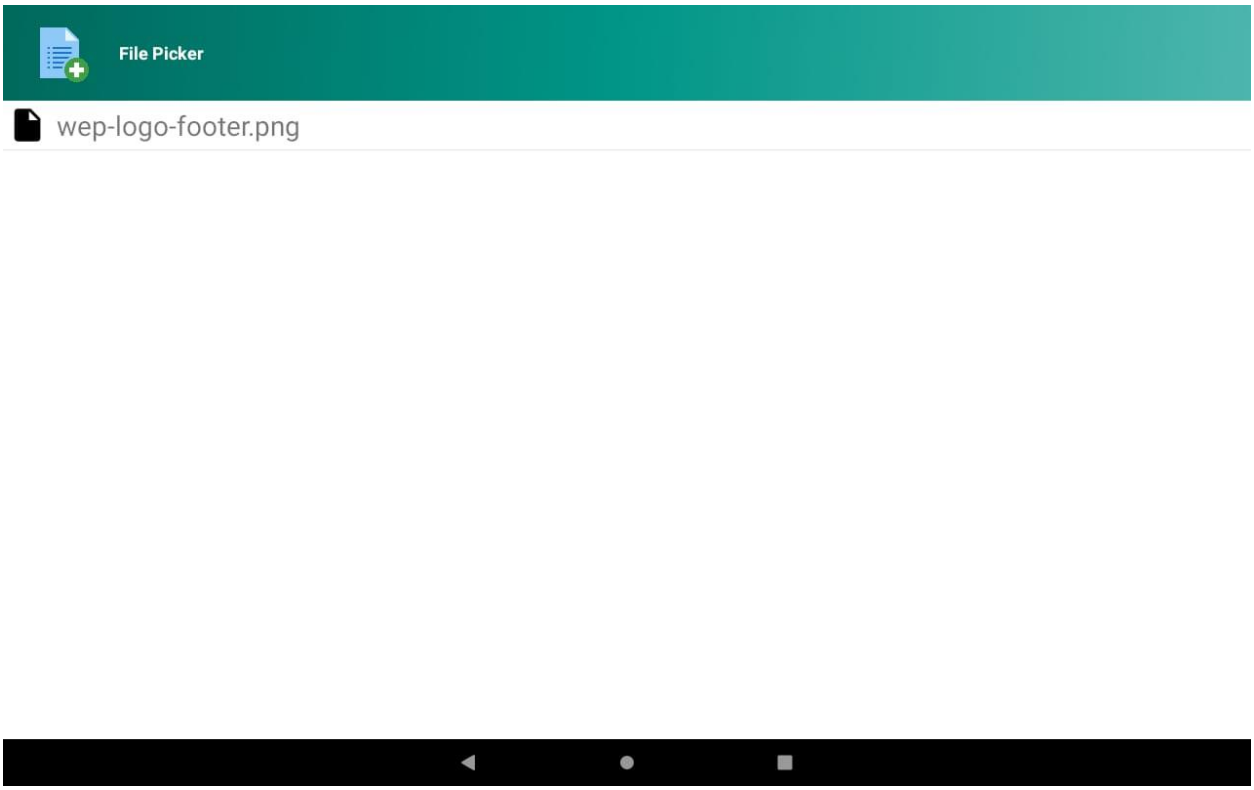
2.Select for the settings under Dashboard section of JOY POS application.

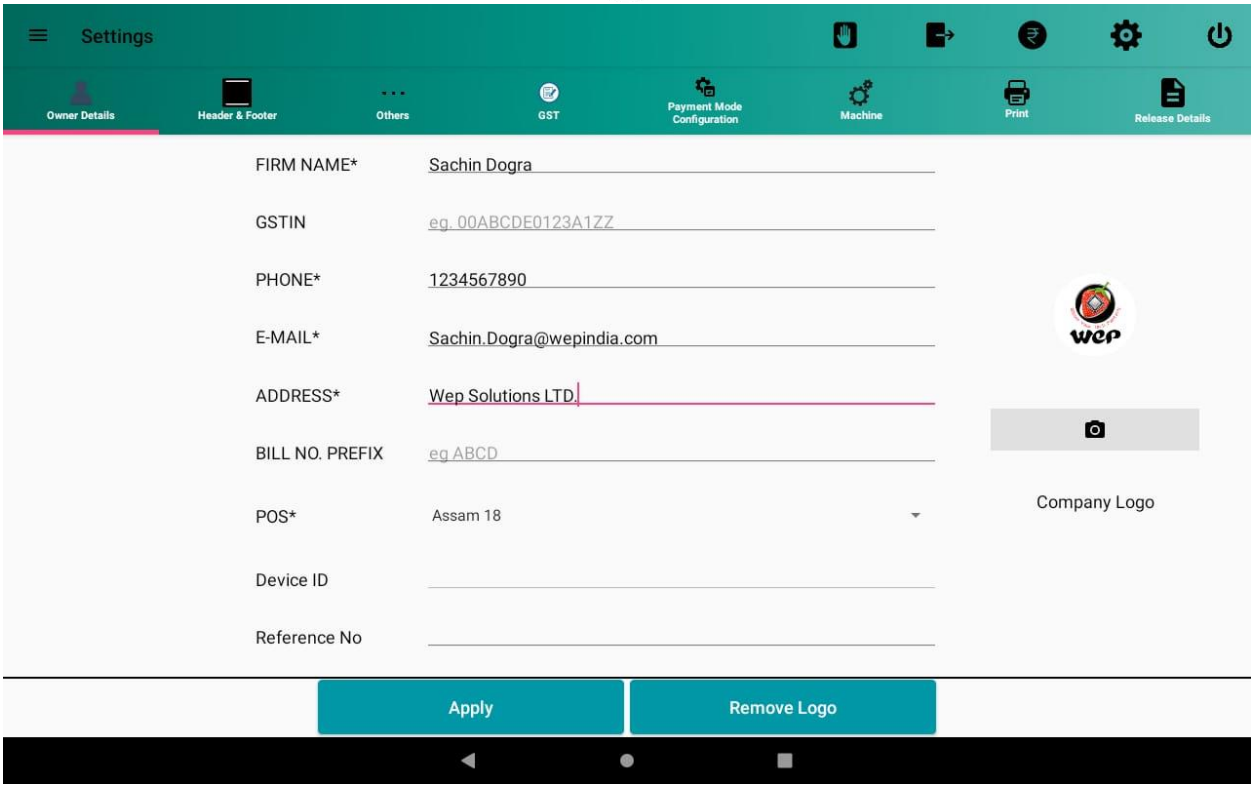


3.Go to the logo section, and select the required file from the Device storage.



File Picker
Alarms
Android
DCIM
Download
Movies
Music
Notifications
Pictures
Podcasts
Ringtones
WeP_logs
WeP_Retail
WeP_Retail_CSVs


File Picker
wep-logo-footer.png



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

Technical Communication No. 16
Date of Release: 27th 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: 11th 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.

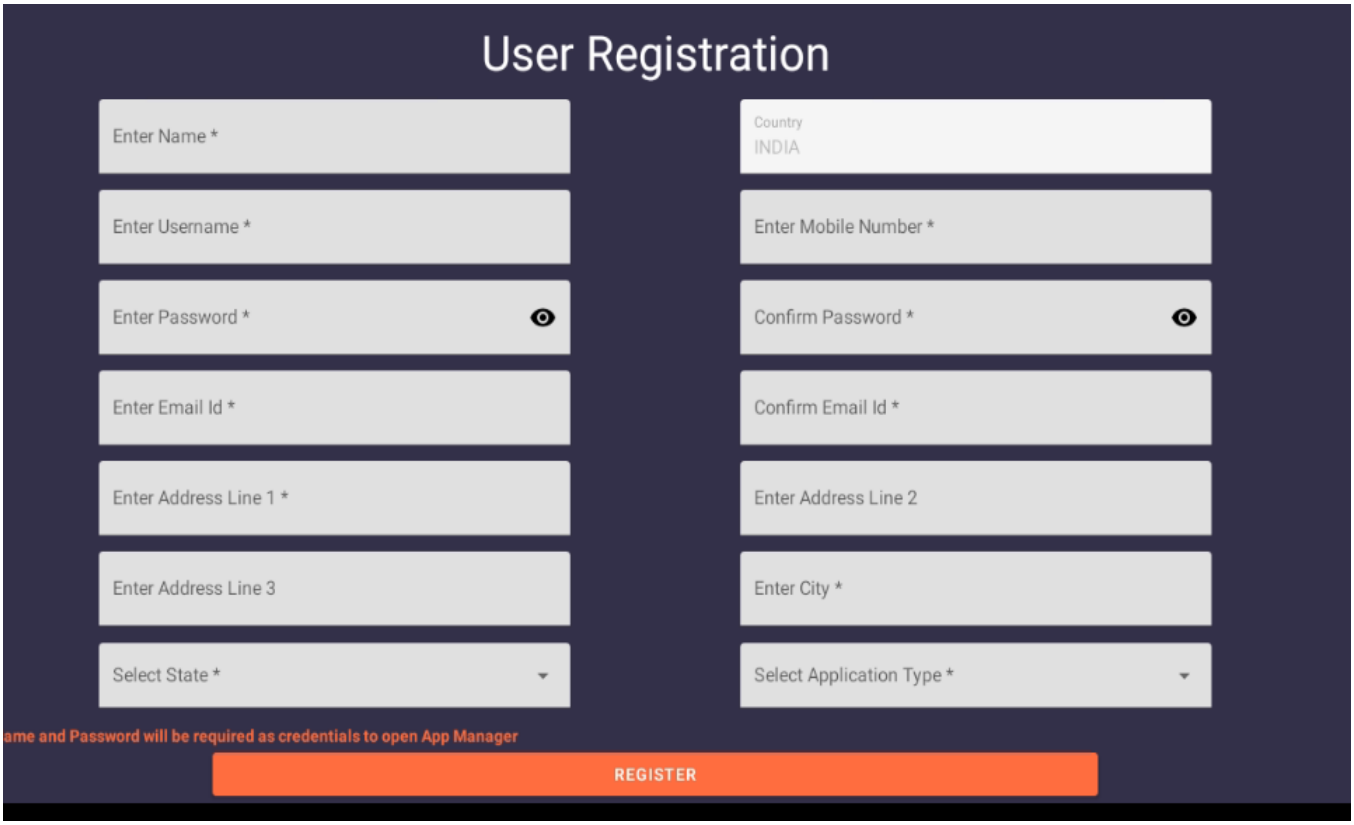
MDM v1.3.0P includes:

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 3rd 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: 12th 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 filed 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**



Technical Communication No. 20
Date of Release: 11th 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, lighten properly, aligned with phone camera.

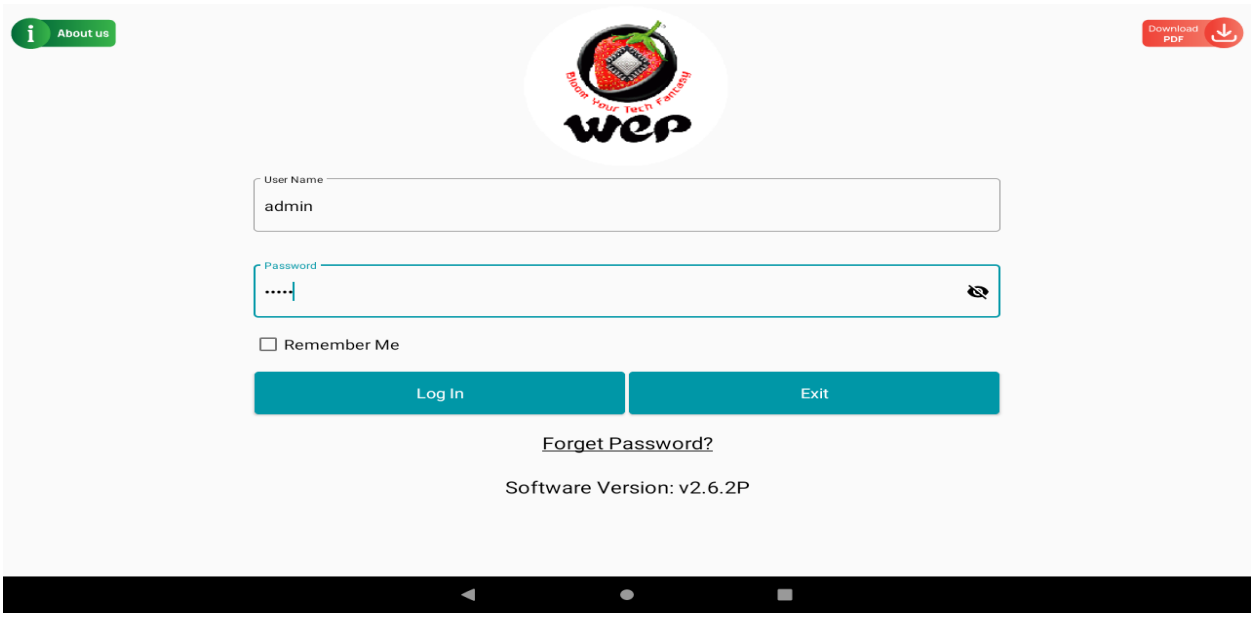
- QR code area should be placed within the scanner box area
- In case of Bluetooth printer, when logo or QR code is used with 2 copy bill and No. of bill prints (proceed to pay), all bills will not be printed due to memory constraints of printer.
- Size of QR code printed will vary in all printers.
- 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: 25th Mar 2023
Models Covered: JOY POS

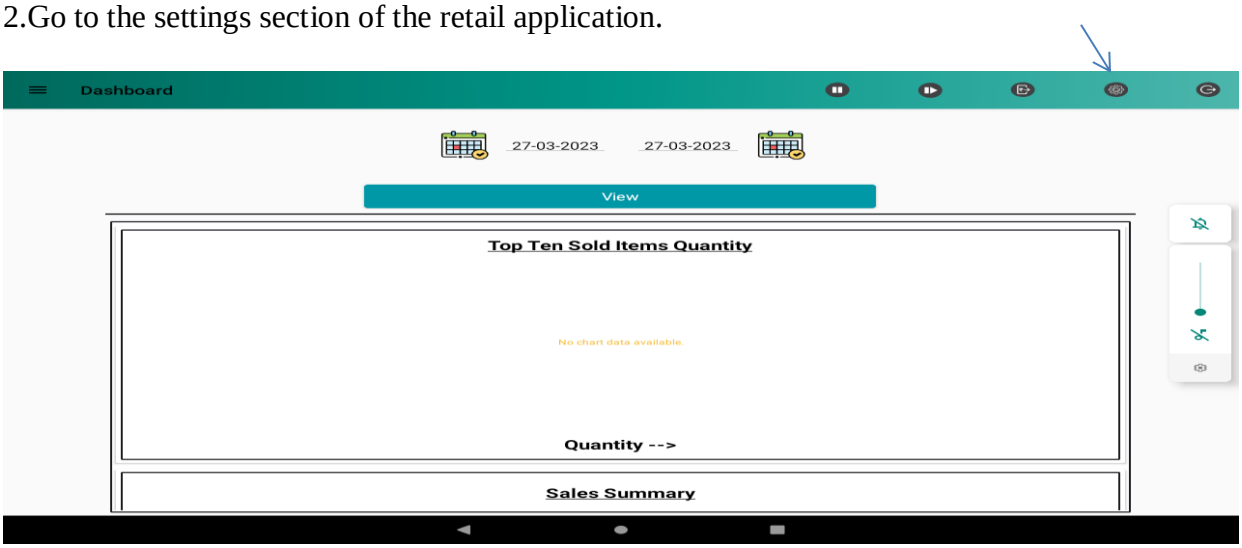
QR Code integration steps to JOY POS Retail application

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.

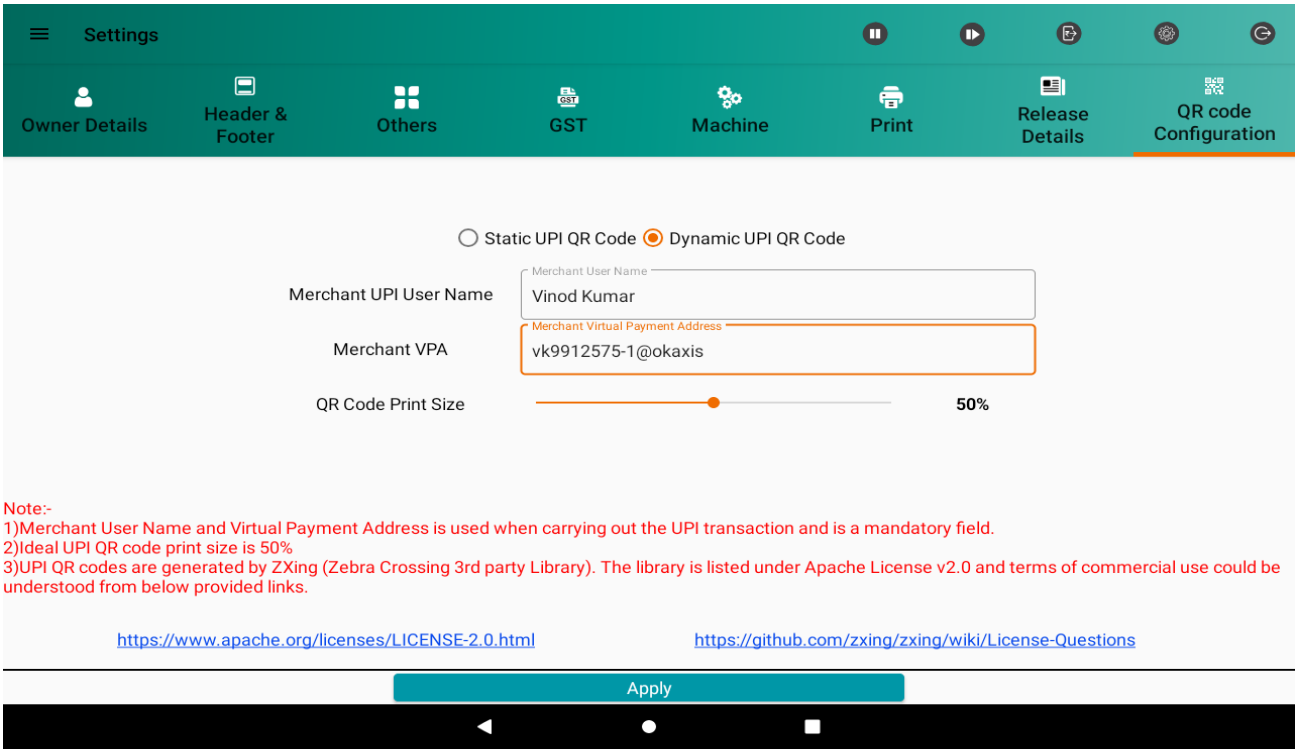
1.Login to the JOY POS retail application.



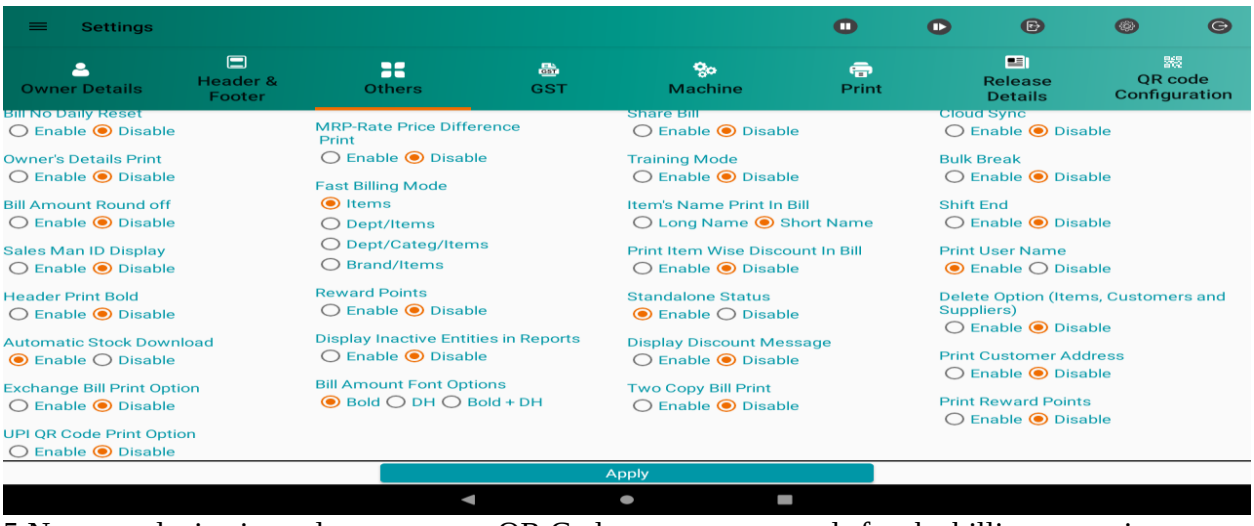
2.Go to the settings section of the retail application.



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.



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



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

Technical Communication No. 22
Date of Release: 23rd 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: 13th 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:

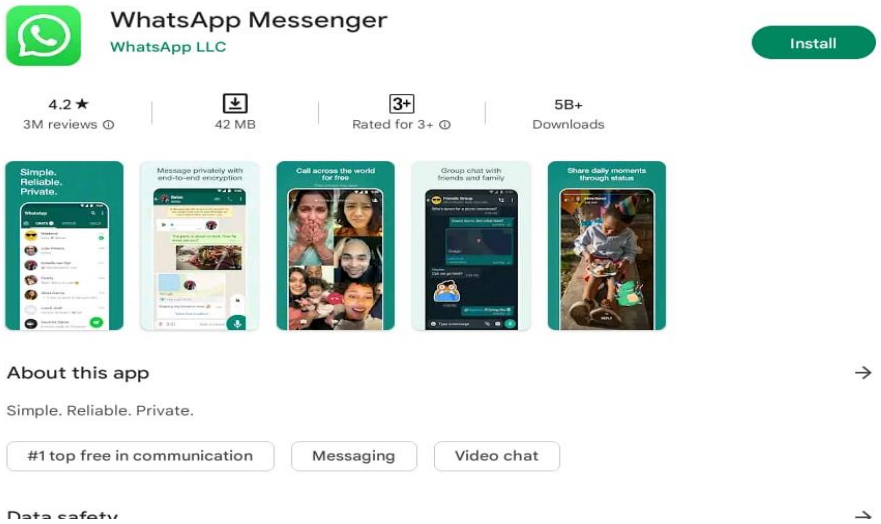
- Fixed issue of reward point not calculating when bill is resumed in counter sales billing screen and further billed

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

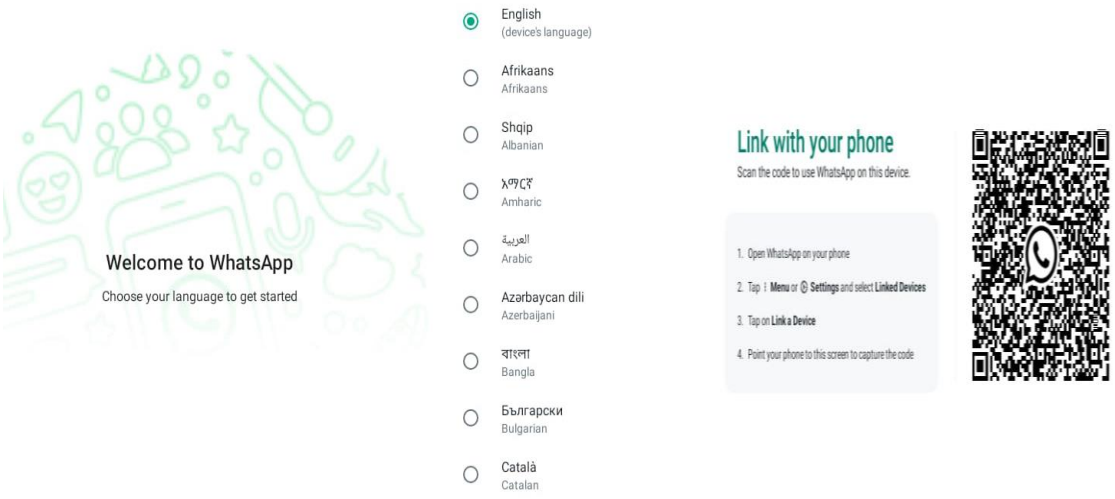
Whatsapp messenger facility in JOY POS

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.

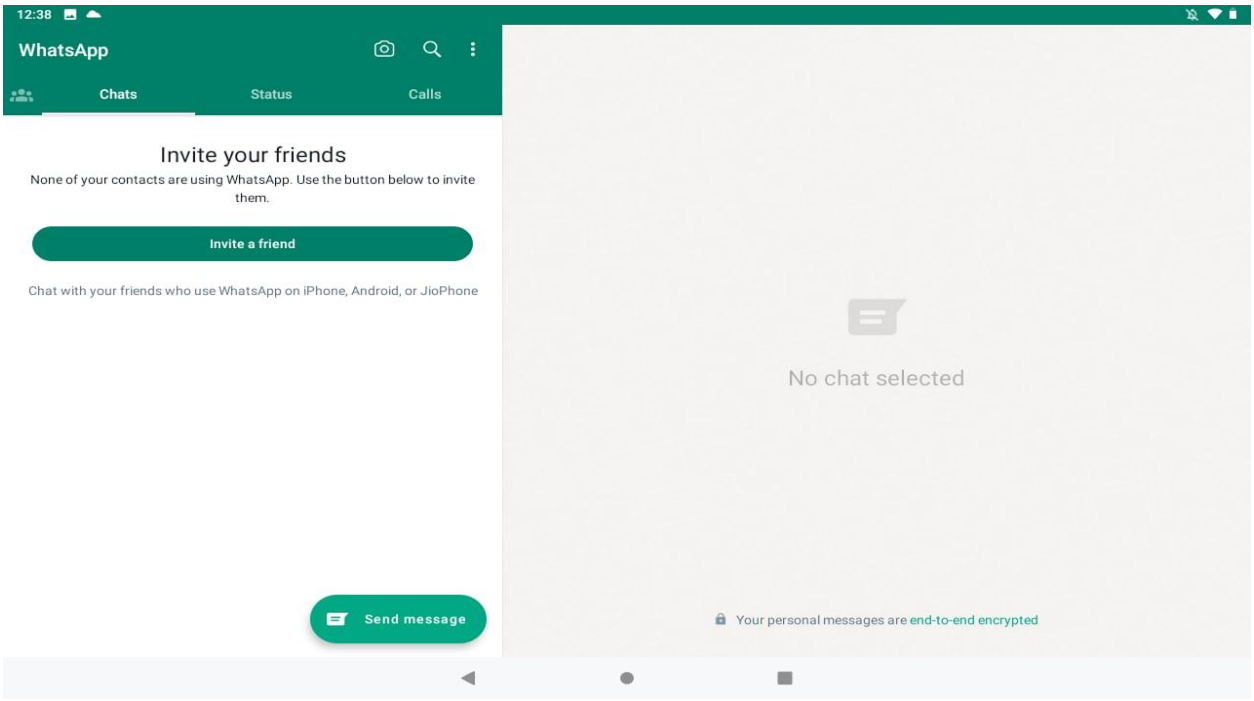
1. Install the whataspp messenger application from play store of your JOY POS device.



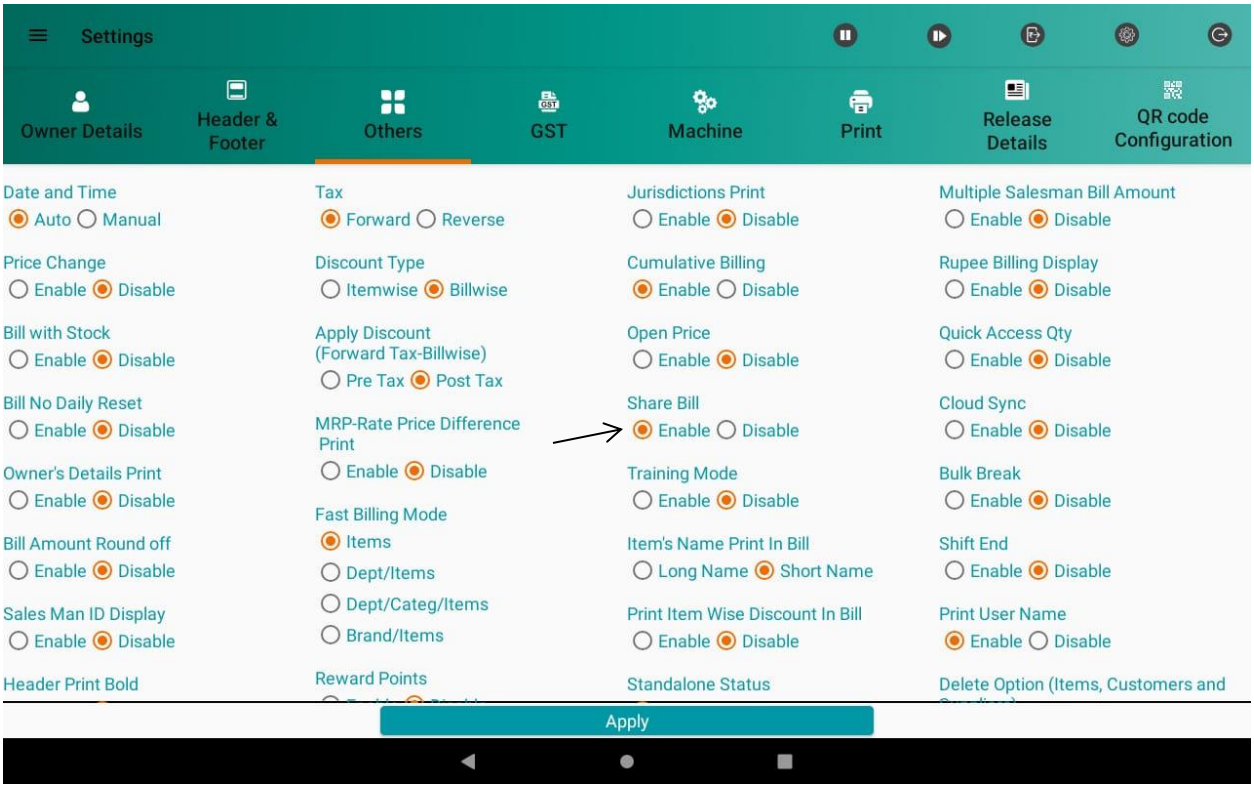
2. Open the whatsapp messenger and link your existing whattsapp by scanning the given QR code.



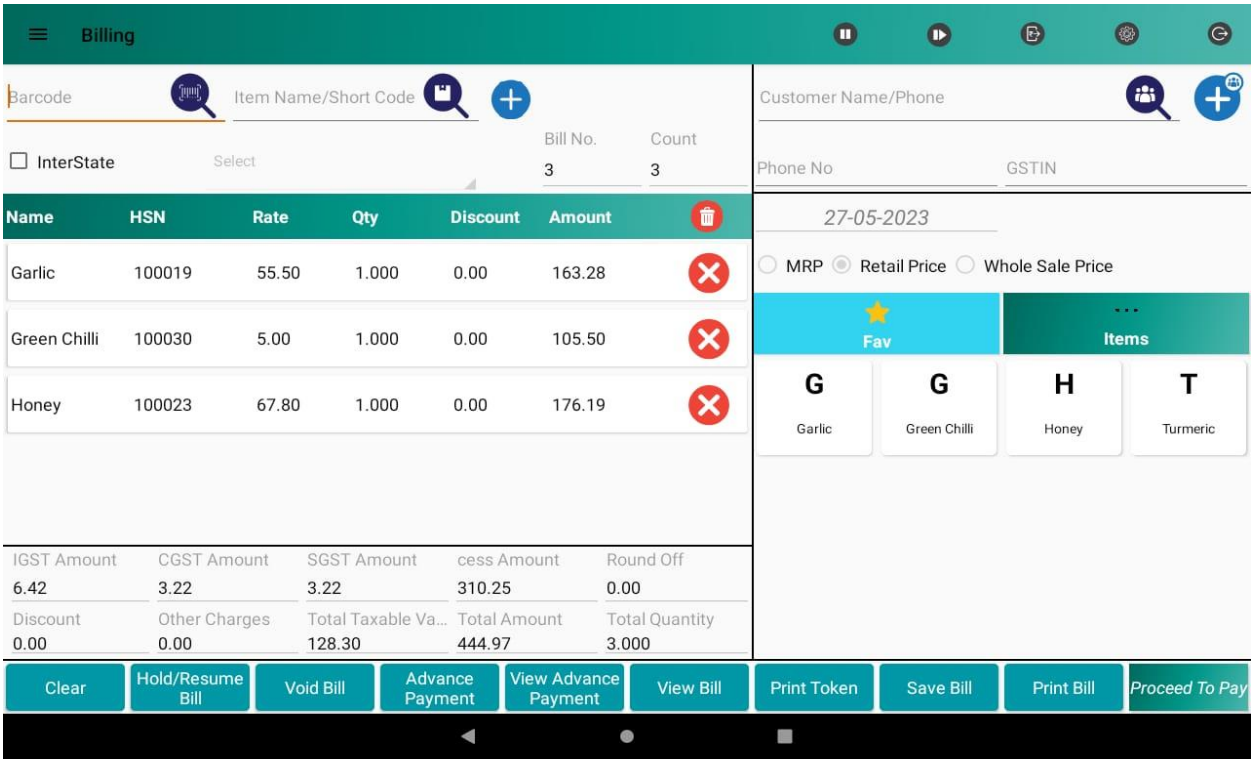
3. We have successfully installed and linked the whatsapp messenger with our JOY POS device.



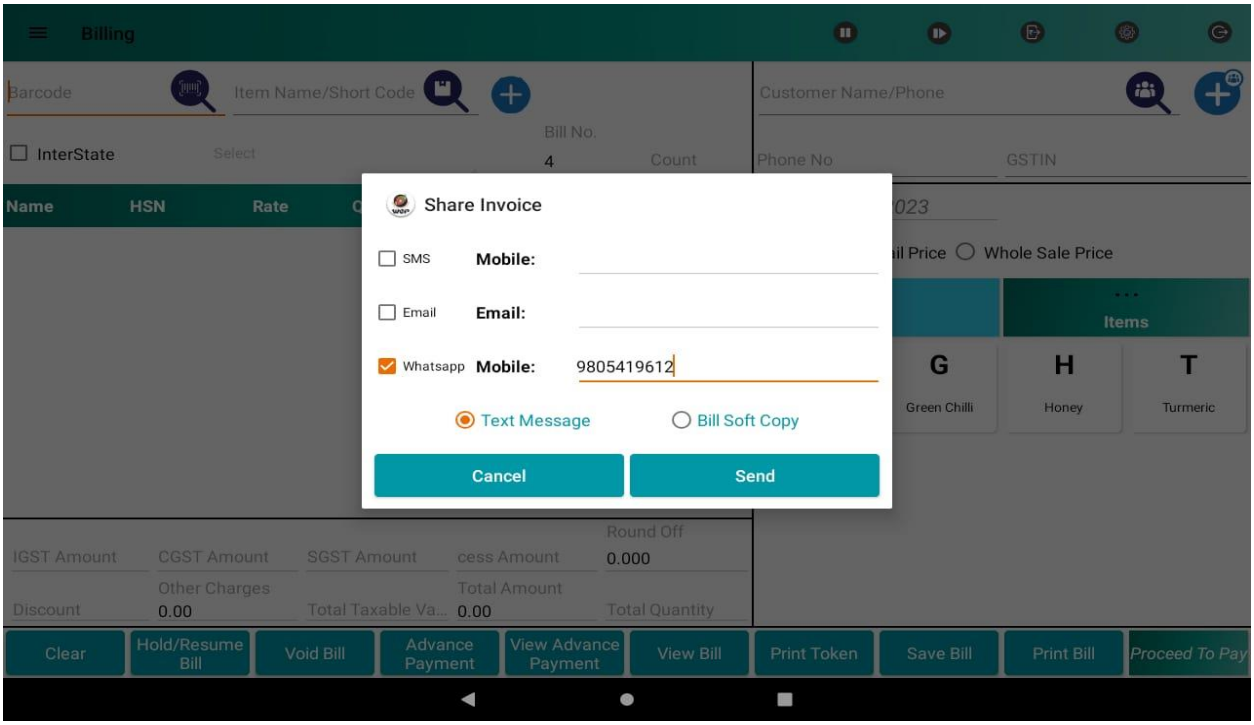
4. Go to the JOY POS application and enable the setting of Share Bill.



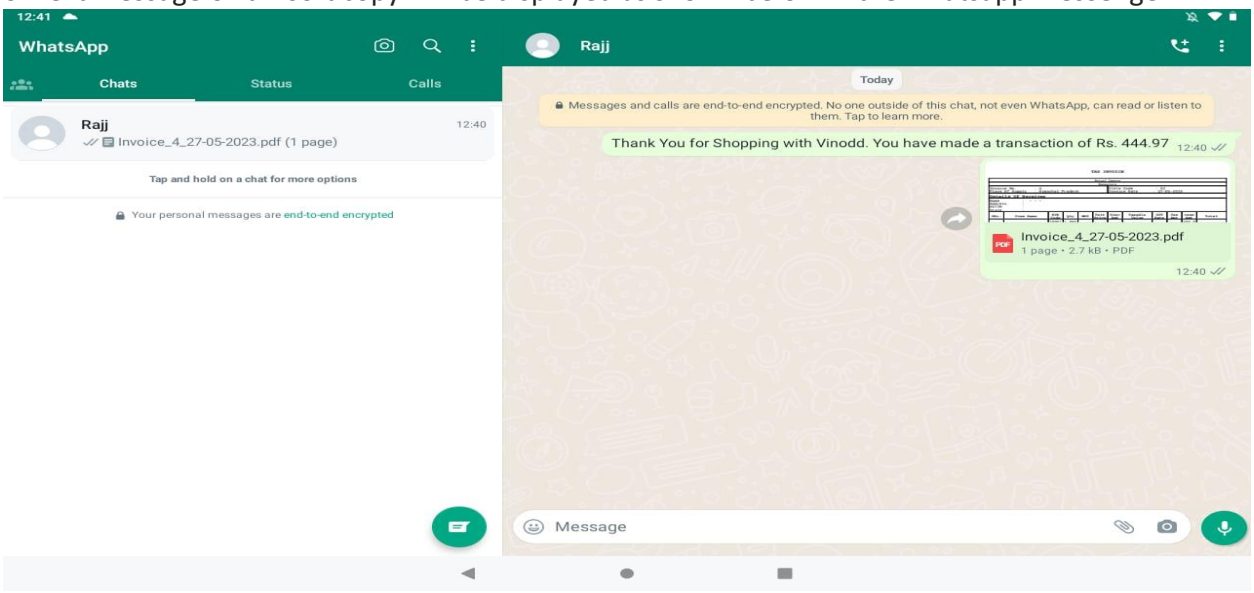
4. Go to billing segment and create a bill.



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



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
Sub Total			3.000		128.30	0.00	128.30		6.44	310.25	144.99

Total Invoice Amount in Words:
Four Hundred Forty Four Rupees and Ninety Seven Paise Only

Total Amount Before Tax	128.30
Total CGST	3.22
Total SGST/UTGST	3.22
Total IGST	0.00
Total cess	310.25
Tax Amount: GST	6.44
Other Charges	0.00
Total Amount After Tax	144.99
Total Invoice Amount	444.97
Cash Payment	444.97

Thank You

Visit Again

Regarding any Feedback and queries, kindly reach us on below:
Mail Id: rbp.support@wepindia.com
Toll Free Number: 8103 500 500
WhatsApp Number: +91-9148224129