

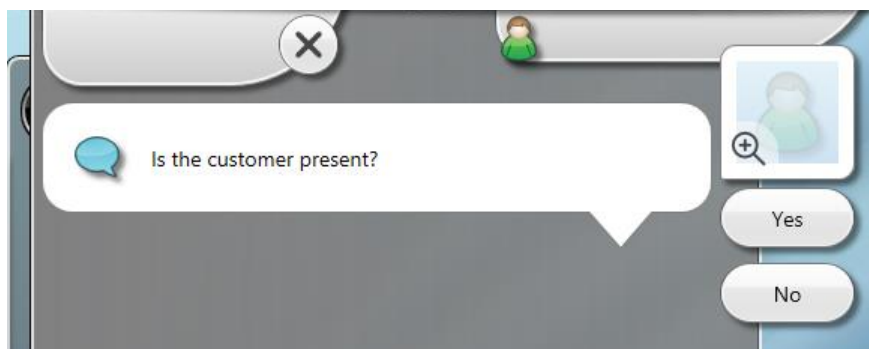
Data Sheet

What's it all about?

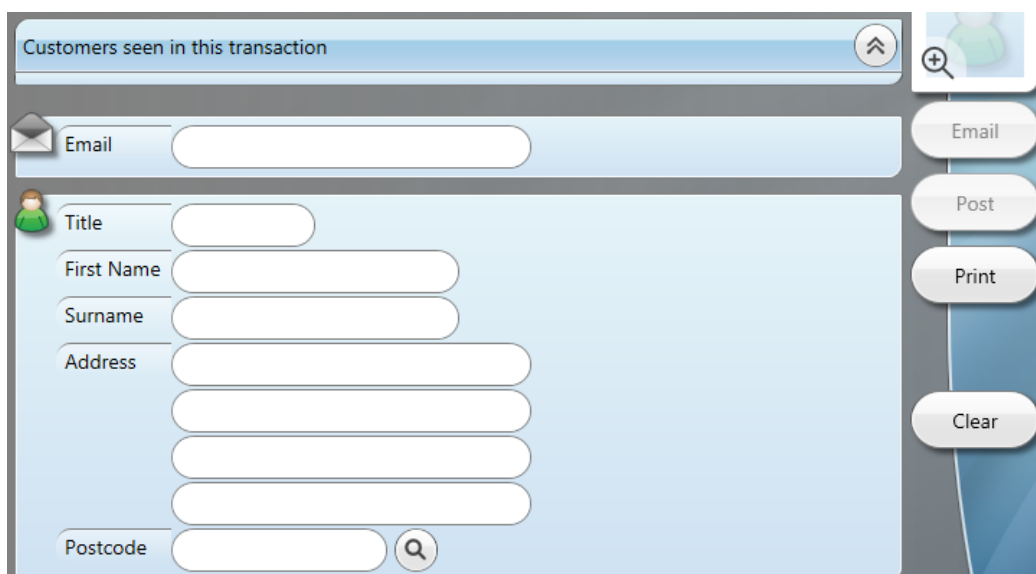
In the past, you may have found there have been instances where the customer purchasing an item, class or membership was not present. In these circumstances there was previously no way to send a receipt to the customer. A recent development of our ClarityLive product now allows to send a receipt via email or via a message service, improving customer service and saving time printing receipts.

Key Features

Within this distance selling module, when completing a transaction the POS will prompt whether or not the customer is present.



If it is selected that the customer is not present a new data capture form will appear, if the sale is against an existing member then this information will be pre-populated.

A screenshot of a data capture form titled "Customers seen in this transaction". The form has a search icon and a user icon in the top right corner. The form fields are: Email (with an envelope icon), Title (with a person icon), First Name, Surname, Address (with three stacked input fields), and Postcode (with a search icon). On the right side of the form are buttons for "Email", "Post", "Print", and "Clear".

CL Customer Not Present (CNP) Receipts



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You can then select whether you wish to email the customer via ClarityLive Message service, post a receipt (formatted using the Omnico formatting engine) or print the receipt as is the common behaviour. ClarityLive will also allow re-print of receipts for CNP purposes and for those occasions when the printer jams.