



# 4POS

Software for the independently minded retailer!

**Support - It is what makes & keeps it working!**

## 4POS Licencing

Due to the number of calls we receive on a daily basis w.r.t. licenses that have been lost / misplaced due to system crashes & re-installation of the 4POS Software Suite we thought it prudent to give you these guidelines.

1. 4POS licenses are issued as a, per terminal, "License" to use. This means in layman terms that every license is per computer & therefore the license cannot be used on any additional terminal (PC) that it was originally installed on. Furthermore, a customer may not use this license to use on any other branches or different pc's whatsoever.
2. Once the 4POS licence has been entered into the system, it is encrypted & stored as part of the database. It is the user's responsibility to ensure daily backups of the 4POS system to ensure the integrity of their data as well as to protect the licence/s!

In the event that the user does NOT have a backup, we can assist in the following manner :

1. The user can email us proof of these licence/s that they had installed, by providing us with :
  - 1.1. Two day-ends stretching for more than 30 days. Eg. A day end for the 1<sup>st</sup> of December & any other dayend more than 30 days apart eg, 1<sup>st</sup> on November or 1<sup>st</sup> of January. This will prove to us that the software has been registered as demo systems are only allowed for 30 days. Furthermore it will show the company name & number of terminals.
  - 1.2. or ; Cashups for the same date-range
  - 1.3. or ; Sales dashboard for the same date-range.

These can be mailed to us on [support@4pos.co.za](mailto:support@4pos.co.za) . Once received, we will be able to log in to your Server pc using the internet & Teamviewer & register your newly installed 4POS system with the same name & number of terminals.

The costs for these are R500 for the server & R250 per additional terminal. The costs are simply to cover our time. We cannot & will not set up networks, terminals & other hardware at the same time!

Markus