



In this newsletter, we're discussing the credit card integration we offer with Global Payments

Payment Integrations with Global Payments



Get serious about protecting your customers' data and reducing your credit card payment errors by avoiding incorrect or double entry with an integrated credit card solution. Greatly speed up both processing transactions and reconciliation at the end of day versus an external card device.

We're proud to offer not one but two integration options with Global Payments, serving a variety of needs for our customers. One of these options is the Genius integration that we have offered for several years that has been previously discussed at length in this newsletter, which is available for either iPad or Windows client solutions.

The other option, which will be the focus here, is called Meet in the Cloud. It uses terminals that are directly connected to the internet, and can work from any of our register options, including the web-based register.



Meet in the Cloud includes full support for contactless payments, and terminals are available with either ethernet or wifi connections, though you will need to power them. Meet in the Cloud also offers support for doing returns from the original transaction to the card used on that transaction without need of having the original card present. Additionally, if desired you can also add support for ACH transactions through Global Payments.

Credit card devices for Meet in the Cloud or Genius are directly obtained through the processor, we no longer sell devices directly for any of our integrations and they should be obtained through your processor.

Surveys

In the latest release, ThunderPOS has added a new Surveys feature, designed to help you increase customer loyalty and get feedback from your customers to help you improve your business. From within both Windows and [ThunderPOS.net](https://thunderpos.net), you can create and edit surveys to be sent to customers, and view both individual and summary results.

The Survey Create screen for Windows is shown below. You can select which customers the survey is intended for, or allow it for all customers, and you can create questions for your survey. Questions can be yes/no, free text response, select from pre-defined responses, or rating (0-5). Once you create your survey, a link will be printed on receipts for selected customers or all customers. You can also text the survey link to a customer or copy and paste the link to send to customers via email or other means.

ThunderPOS

Home Register Store Reports **Activities** System Administration Tools Databases Help Logout

Scheduling Purchase Orders Vendor Returns Ecommerce Orders Physical Inventory Serial Number Lookup Text Messaging Closeouts **Surveys**

(11) Test new survey
(13) I Don't Know Friday Survey
(14) New survey
(15) Tutorial Video Survey

☐ Show Inactive

New Edit Receipt Survey Invite Link Responses

Survey Name

Message to Show

☐ Active

Start Date

End Date

Questions

Add Edit Delete

Save Cancel

Once the customer follows the survey link either from their receipt or text/email, the survey will open in their browser. The survey page is actually hosted in [Thunderpos.net](https://thunderpos.net), but they will not need to login to see it. After the customer answers the questions, they can submit the survey from the website. Below is a sample survey showing what the customer will see.

Tutorial Video Survey

Questions

Is this your first survey?

Yes

Select Between These Options

1 - Option 1

Submit Survey

Once you've sent the survey and start to get responses, you're going to want to view the results. Below is the surveys screen in [Thunderpos.net](https://thunderpos.net) showing all the surveys available in the store and allowing you to act on them.

ItemsStore FunctionsMaintenanceOrder SuppliesHelp

Surveys and forms

+

Show Inactive

Apply

Actions	Actions	Actions	Actions	Survey Name	# of Questions	All Customers	Active
Edit	Invites	View Responses	Totals	Test new survey	3	True	True
Edit	Invites	View Responses	Totals	I Don't Know Friday Survey	4	True	True
Edit	Invites	View Responses	Totals	New survey	1	True	True
Edit	Invites	View Responses	Totals	Tutorial Video Survey	2	False	True

<

>

1

<

>

50

2024© Extreme Point of Sale, Inc.

4/8/2024 3:15 PM

If you select View Responses for a survey, you will get a list of all the answers submitted by all customers. An example is shown below.

Items
Store Functions
Maintenance
Order Supplies
Help

Tutorial Video Survey

Date Submitted	Response
4/5/2024 7:48:26 PM	Is this your first survey? No Select Between These Options 3 - Third Option

Export

Surveys

2024© Extreme Point of Sale, Inc.
4/8/2024 1:49 PM

If you select totals, you will see how many respondents chose each option (Total number and percentage). The screen is shown below. Of course, you won't see responses to free text questions here since those can't be totalled.

Items
Store Functions
Maintenance
Order Supplies
Help

I don't know what are you doing this weekend

Answer	Number	Percent
No	2	66.67%
Yes	1	33.33%

How would you rate your breakfast today

Answer	Number	Percent
1	1	33.33%
3	1	33.33%
5	1	33.33%

What is your favorite day of the week

Answer	Number	Percent
Friday	1	33.33%
Saturday	1	33.33%
Sunday	1	33.33%

Surveys

2024© Extreme Point of Sale, Inc.
4/8/2024 1:51 PM

The survey feature should provide you valuable insight into what your customers like and how to ensure you're maximizing your store's sales. The feature is available in Windows with the release of version 24.4.1.

The current version of the software, available for supported users, is 24.4.1. To get back on support, or to upgrade to phone support from email support, contact sales at (919) 387-7597 x100. If you are not on phone support, and you call, a response will be sent to the email address on file. You can also buy a support incident from our website.

If you are on a version older than 5.0 that has been sunset, you can contact sales for information on purchasing an update. All versions prior to ThunderPOS 5.0 have been sunset from support as of December 31st, 2022.



Extreme Point of Sale Inc | PO Box 1510 | Apex, NC 27502 US

[Unsubscribe](#) | [Update Profile](#) | [Constant Contact Data Notice](#)



Try email marketing for free today!