

Email setup guide v9 & v10

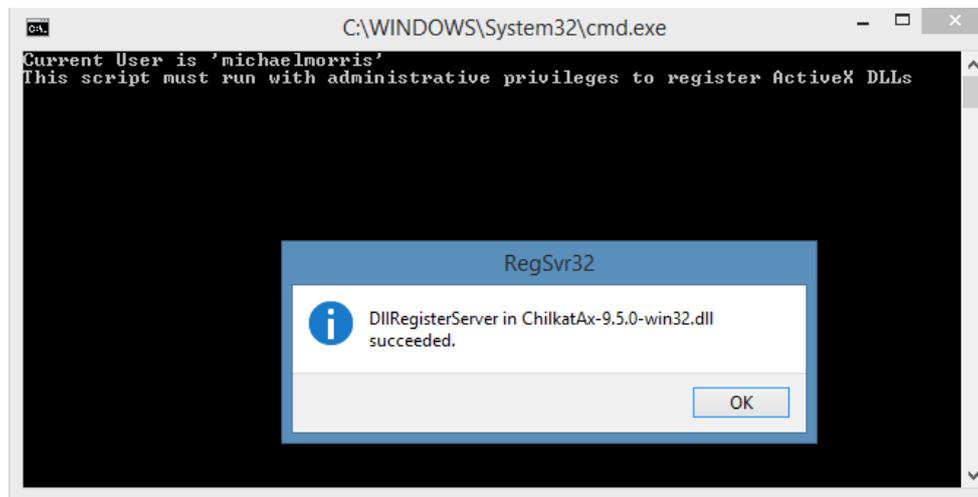
Introduction:

This is a quick guide for configuring the settings required to send emails from Touch versions 9 & 10.

Chilkat DLL:

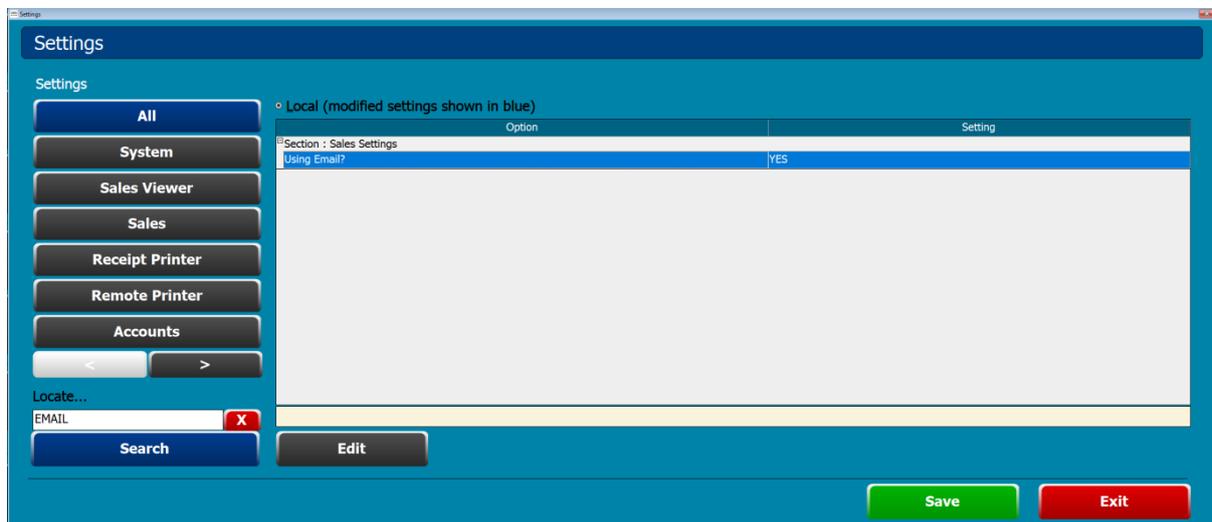
First step is to register the Chilkat DLL that is required for sending emails from Touch.

- A sub folder “Email Control” can be found within the main touch folder that contains a file ChilkatAx-9.5.0-win32.dll along with two batch files (1 x 32 bit & 1 x 64 bit)
- To register the ChilkatAx-9.5.0-win32.dll select the relevant batch file for the OS installed on the PC (either 32 bit or 64 bit)
- Run the batch file with elevated permissions (right click and run as administrator)
- The screen below will prompt when running the batch file, if successful the message box will show succeeded



Email settings:

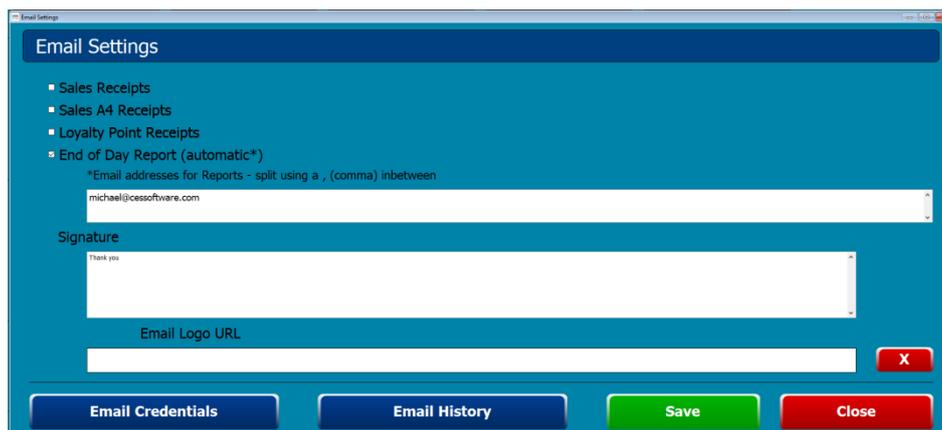
- The screen below shows the back office setting ‘Using Email’ that is required to enable email



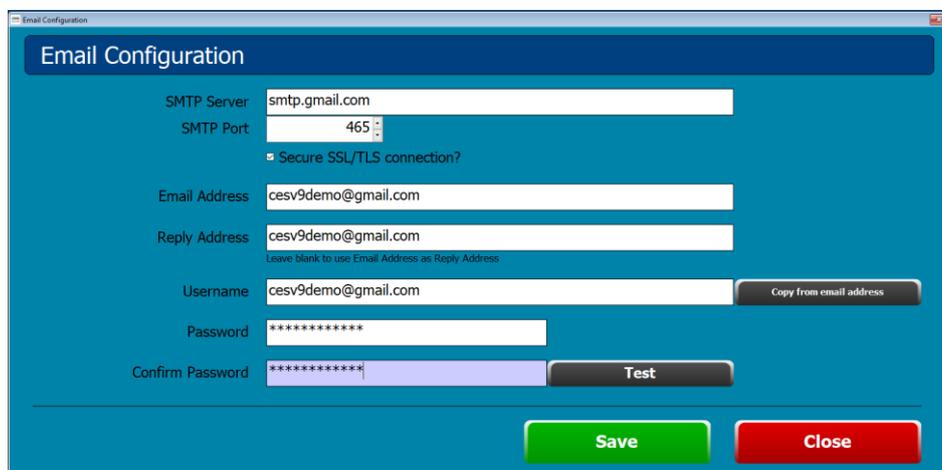
- When the 'Using Email?' setting is set to YES an EMAIL button will appear in the back office menu as shown below



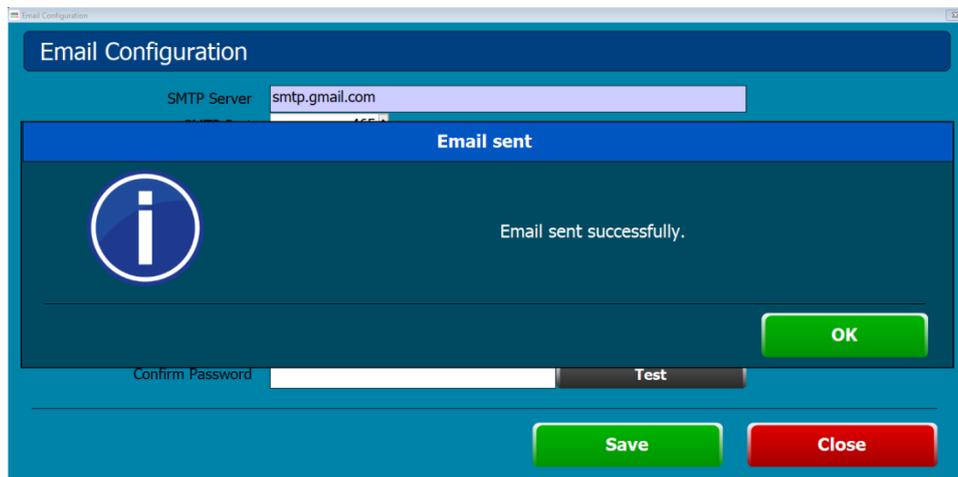
- Press the Email button to access the screen below, the first page is where you select the various options that are available for email, Sales Receipts, End of Day etc



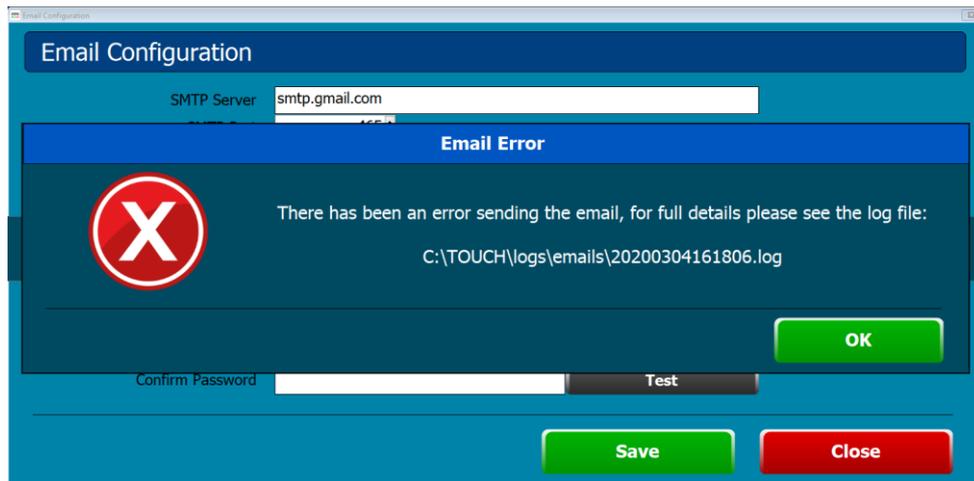
- Press the Email Credentials button to access the screen below where the email account details are configured



- Enter the smtp email account credentials for the email account used to send emails and press the test button, if everything is set correctly the message below will show



- If there is an issue with the account credentials the below message will show and a log file will be written to the path shown on the message



- The example below shows a wrong username or password (intentionally done for this example)

```

SmtpCmdSent: Y2Vzdjk1ZW1vQGdtYW1sLmMv<CRLF>
--sendCmdToSmtp
readSmtpResponse:
  SmtpCmdResp: 334 UGFzc3dvcnQ6
--readSmtpResponse
sendCmdToSmtp:
  SmtpCmdSent: {PasswordOrCredentials}
--sendCmdToSmtp
readSmtpResponse:
  SmtpCmdResp: 535-5.7.8 Username and Password not accepted. Learn more at
  SmtpCmdResp: 535 5.7.8 https://support.google.com/mail/?p=BadCredentials_r12sm5013138wrw.77 - gsmtp
--readSmtpResponse
SMTP authentication failed after sending password.
Check your username/password or your SMTP server's auth settings
--auth_login
Failed to login using LOGIN method
--smtpAuthenticate
  ConnectionType: SSL/TLS
--smtpAuthenticate
--ensureSmtpAuthenticated

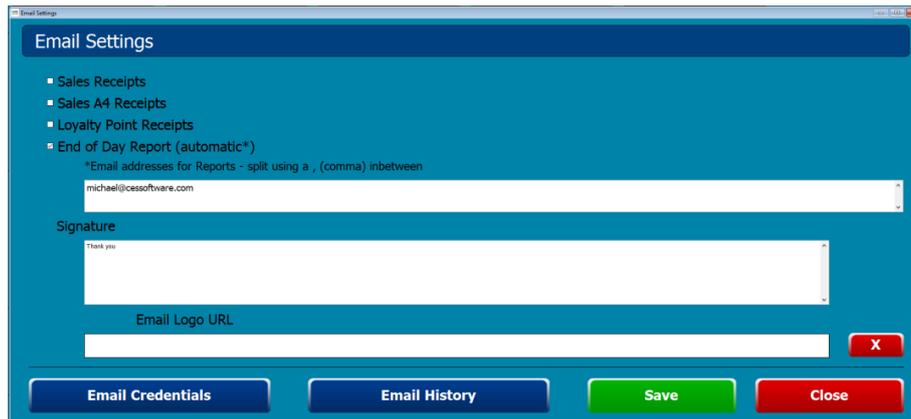
```

Note:

- Email clients such as Gmail or Hotmail may need account settings enabled to allow third party or less secure apps to connect.

Email Settings:

- The screen below is where you can select the various email options by ticking the box against the various options to enable



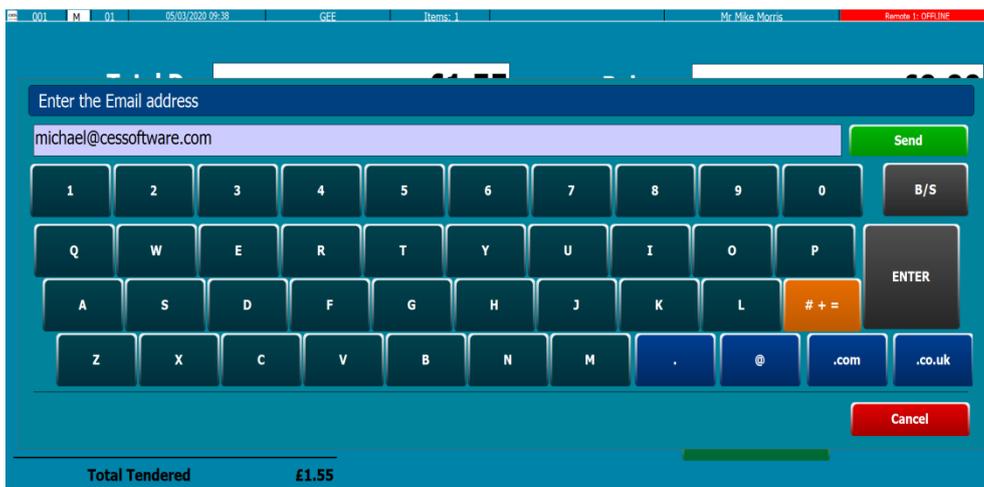
- **Sales Receipts:**

This option will send an email version of the till receipt.

If a customer is active with an email address stored the customers email address will auto populate in the screen below. Note: if the email address is changed in this screen the customer record will get updated with the updated email details.

If no customer is active the email address on the screen below will be blank and the email address can be manually entered.

If a customer is active with no email address stored the and the email address is manually entered the customer record will get updated with the email address entered.



- Sales A4 Receipts:**
 This option can only be used when a customer with a stored email address is open and will send a PDF version of the A4 sales receipt.
- Loyalty Points Receipt:**
 This option will email a loyalty points balance receipt whenever a customer's loyalty balance changes when adding of redeeming loyalty points.
- End of Day report:**
 This option will email the EOD report automatically to the email address (or addresses for multiple use a comma to separate in between email addresses).

The EOD report gets emailed automatically every time the EOD is run to the email address stored in the setting. There are three other reports that can also be emailed using the email button as shown on the screen below which are the Current Financial, Daily Sales and Sales by Period. For the other reports you need to press the email button and manually enter the email address.

Current Report

Branch: 001 Terminal: 01

=====

Transactions:	1	
Gross Sales:	2	2.95

		2.95
Less Refunds:	0	0.00

Nett Sales:		2.95
		=====
Balance:		2.95
		=====
CASH:	1	2.95

Tender Total #1:		2.95

Balance:		2.95
		=====
Average Sale:		2.95
Average Quantity:		2

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VAT ANALYSIS

Details Goods (Eu) tax

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Document

Email

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