



NETSOLACE®

# **EA Store Technology Contingency Guide**

December 2022

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## Introduction

Successful daily operations aren't determined only by exceptional leadership, staff and marketing of your location. Technology plays a key role and for the most part should be totally transparent to you. Regardless, at times it is subject to failures. This guide will help you understand some of the key aspects of store technology at Edible Arrangements, along with proper maintenance, preparation, and contingency plans.

*-Netsolace Support & Product Team*

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## Part 1 – General Support Guidelines



### Store SMS Terminal Malfunction

In the event of software or hardware malfunction, please contact Netsolace Support immediately at (678) 971-9969. Our trained professionals will evaluate the severity of the problem and move your main store database to a different computer at the location if necessary. The most recent nightly backup can also be restored for disaster recovery purposes if needed.

At the time of the support call, please be ready to answer the following questions:

***“Did you experience a power outage?”***

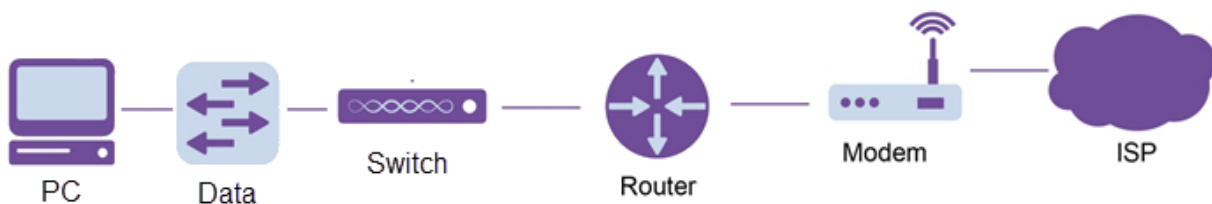
***“Did you see an error message of any kind on any of the computers?”***

If your SMS system is not functioning due to internet related problems, please read further below.



### Internet Outage

All daily store operations, including SMS, EA Website, Edible Connect and credit card processing require constant, on demand access to the Internet.



To ensure seamless store operation during an internet outage, we recommend you contact your current Internet Provider now and request a wireless failover connection. Most internet providers now have an optional, inexpensive LTE or 5G connection that will activate whenever an internet outage occurs.

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If an internet outage occurs and you do not have wireless backup service, the first thing to do is to restart the equipment that provides the store's internet connection. Every store has a dedicated internet connection (your equipment is usually located at the back of the store).

The main components of the network are the Internet Modem (supplied by your local internet service provider or ISP), Router and Switch. Each of those have an array of activity lights.

On the back of each unit there will be a small, circular, black power cable. Unplugging the power cable from all three devices will result in the activity lights being turned off. After unplugging all 3 of these devices, wait 30 seconds and then reconnect the power cables. Please be aware that it may take between 5-10 minutes for these devices to come back online. Please wait an additional 5 -10 minutes before checking your internet connection.

If by that time connectivity is not restored, please contact your local internet service provider to conduct a line and connectivity test. Please seek your manager to gather the necessary information before contacting your local ISP to inform them about the outage. You'll need:

- ***Phone number to reach your provider***
- ***Phone number or account number under which service is established***

If your ISP is not able to resolve the connectivity issue (or your provider is suffering from global service outage) please contact Netsolace Support.

### **Alternate Internet Backup Solutions**



If your internet provider does not have a wireless failover option, backup Internet can be implemented in your store in variety of ways. Most local computer stores sell USB Internet Access Cards or Wireless Hotspots.

Preparing now by following the recommendations below will not only save you time but also help you avoid unnecessary frustration.

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## **Backup Options**

If your store is running relatively new generation of computers (small form factor square units, like the NS-PRO), these machines are already equipped with Wireless Connectivity so all you need is a Wireless Modem (aka MIFI).

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*Please note that to utilize Cellular based internet, you need to have sufficient cellular coverage in your area (please check with your wireless provider for more information).*

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Most retail stores (BestBuy, Staples or Wireless Cellular stores) supply Wireless Access Points (MIFI) that allow connecting wireless capable computers onto a cellular network.

One example currently available at BestBuy is the Verizon - Airspeed 4G Mobile Hotspot. It's a non-contract, prepaid cellular modem. There are several mobile hotspots, and providing the store employee with the link below will help them find the right product for you.

<https://www.bestbuy.com/site/verizon-airspeed-4g-mobile-hotspot-verizon-prepaid/6482753.p?skuld=6482753>

### ***“What if my computers aren't wireless capable?”***

If your computers aren't equipped with wireless antennas, you can equip your existing “desktop & tower” machines (like Dell OptiPlex 390 and 3010) with USB wireless network cards.

An example of one of these USB cards is the NETGEAR - Dual-Band Wireless-AC USB Network Adapter.

<https://www.bestbuy.com/site/netgear-dual-band-wireless-ac-usb-network-adapter-black/6328665.p?skuld=6328665>

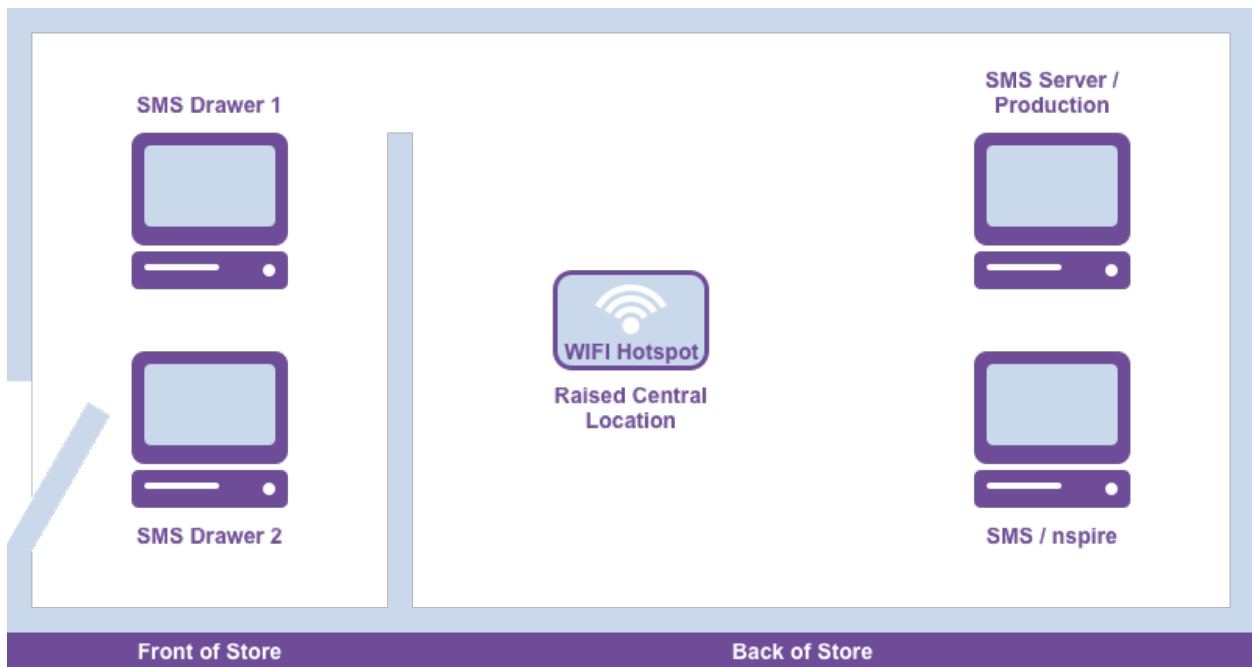
This item is currently available at your local BestBuy, but there are many brands of USB access cards and MIFI modems and the customer care

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person at your local store should provide you an alternative.

### ***“How do I connect it all?”***

It all starts with picking a suitable location for the MIFI device, this will maximize coverage and signal strength at your store. The device comes with a single power cable. Place your MIFI device in an elevated, central location.

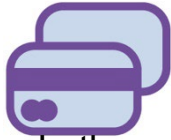


Once your MIFI device is connected to power, please contact Netsolace Support to configure your computers. Please keep in mind that a MIFI device requires a valid payment plan (contract or pre-paid) and you will be asked to fill out a questionnaire along with providing a valid credit card during the setup.

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*Alternatively, a Wireless Hotspot (MIFI) can be substituted with a modern smartphone (like iPhone) with the Hotspot feature enabled. Please keep in mind that it should not be considered a primary source of backup Internet and prolonged use is not recommended.*

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## Problems Processing Credit Cards in the US

In the event of credit processing problems (e.g. declines/errors in SMS), there are a few things you can do to troubleshoot.

- **INVALID ACCT**

You would see this error in SMS when there is a problem with a Credit Card. Problem might be related to the bank that issued the card. In this case, it is recommended to request a different payment type.

- **Unknown Card**

You would see this error in SMS when there is a problem with the card's magnetic strip. If your card reader can read other cards, please request a different form of payment.

- **Error 053**

This error is related to Internet connectivity with Bank of America. If you can confirm that Internet access is present at your location, please contact the Bank of America Support Center at **800-430-7161** for assistance.

- **Declined**

Credit cards can decline due to many reasons. Most common are insufficient funds or incorrect Security Code (CVV2). Please make sure to always ask for a billing address for the card. In the event of a declined Credit Card, it is recommended to try a different card if possible.

If you encounter problems processing credit cards using a Verifone MX 915 payment terminal, try restarting the device and they process the payment again. If problems persist, please contact Netsolace technical support for assistance.

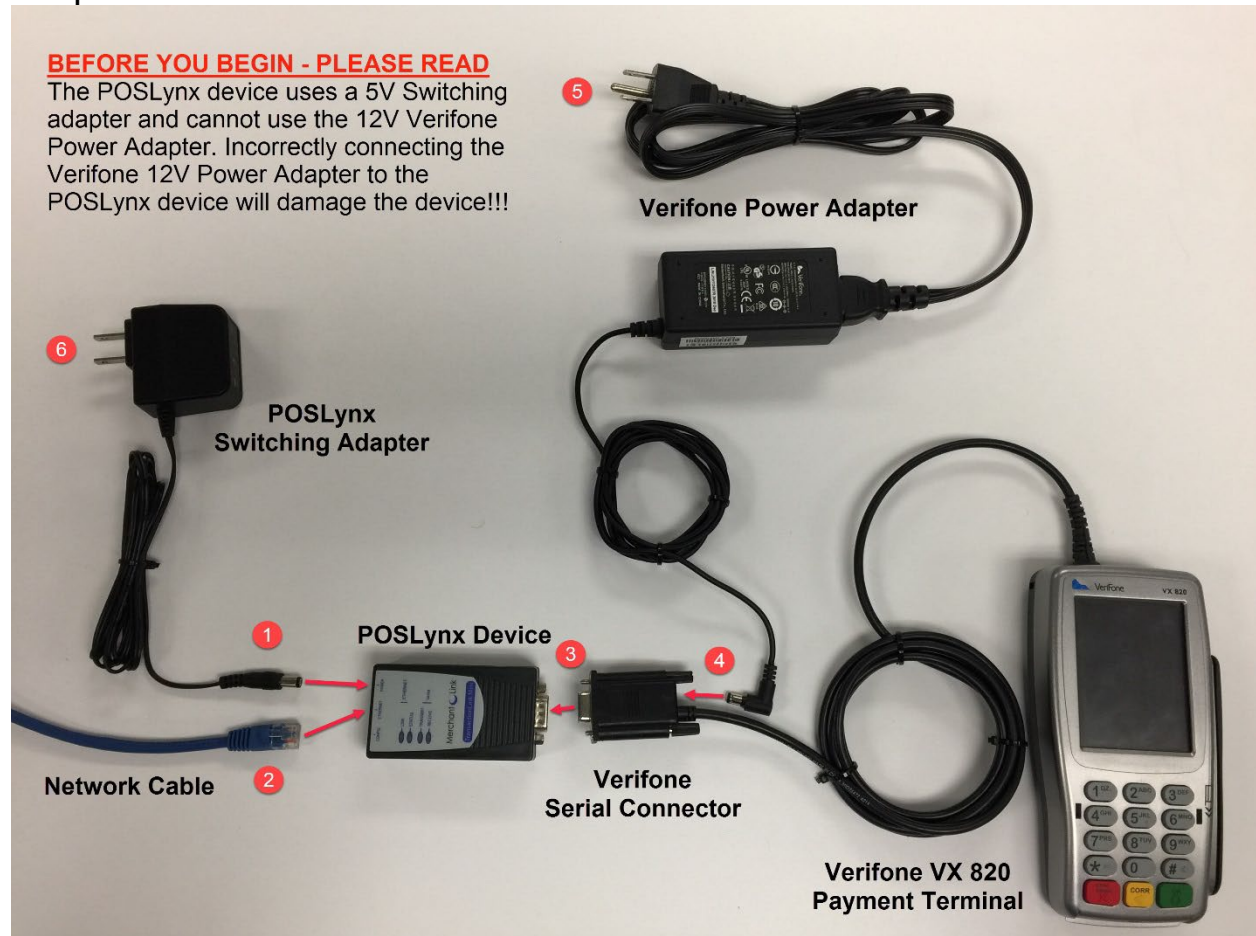
All problems with your credit card processing should be reported to your merchant service provider, Bank of America. Their Helpdesk can be reached at **800-430-7161**.



## Problems Processing Credit/Debit Cards in Canada

Canadian Card Processing utilizes a hardware payment gateway (Merchant Link POSLynx mini) with dedicated First Data/Verifone VX820 payment terminal.

Please notice how the hardware is connected. Setup requires two power adapters and Ethernet cable.



### Payment Terminal Time Out in SMS

Most common cause for time out is equipment failure. Always verify with the support technician if both power cables (for the POSLynx Mini + VX820) are connected and device lights are present. For the POSLynx mini, it would be 4 blinking LEDs and for the VX820 pin pad a “Welcome” message on the screen.

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Always contact Netsolace Technical Support first regarding Payment terminal problems. You can also contact Merchant Link Tech Support at **301-562-5001, option 3**. Their representatives will be able to provide updates to your open incident, a case number will be required at that time.



## Printing Issues

Ticket Printer is a vital part of your technology setup at the store. It not only provides instructions to your production team on what needs to be prepared for your guests, but also provides work tickets, production labels, & hang tags which are attached to your finished products.

Common printer issues include:

- **Blurry printout or black lines across the page**

This issue could indicate low toner level or dirty printer rollers on which paper is traveling. Netsolace Support recommends maintenance be performed on the printer (third party printer cleaning services) as well as purchasing a spare, compatible printer toner in advance to minimize printer issues.

- **No printing at all**

Please check power cable and printer power button to make sure that unit is turned on. Most printers come with activity lights and small display screens that help identify common problems. Paper Jam (paper stuck inside of the printer) will require to remove all trays and removing a page that caused a printer to stop functioning. In most cases you will need to blow strong air (cans of compressed air can be purchased at Walmart, Staples, or BestBuy) inside of the printer, there is usually small pieces of paper that are not visible.

If there are no activity lights on the printer and it will not power on at all, try moving the printer to a different working power outlet. If it still will not turn on the unit needs to be replaced.

- **Receipt printer does not print, or cash drawer is not opening**

If your receipt printer is not printing, please make sure that paper Jam is not causing the printer to malfunction. Receipt printer paper must be thermal paper. If the paper is placed in backwards it will not print.

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*Please note that cash drawer opening is controlled by your receipt printer. If your printer is not functioning, you will need to use a cash drawer key to open it manually.*

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If such problems occur, you can request a Netsolace Support technician to temporarily enable printing receipts off your ticket printer (on regular letter sized paper). Of if your receipt printer is connected to a non-working system via USB port it can be moved and reconfigured to work with a different SMS terminal.

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*We highly recommend purchasing a spare ticket and receipt printer before major holidays to minimize effect caused by equipment failure. Setting up a replacement unit can be performed over the phone with our Support representatives and usually takes about 15 minutes.*

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- **Printer Maintenance**

Please remember to keep a spare set of toner cartridges for your ticket printer and thermal paper rolls for your receipt printer.



## **Other Considerations**

We have composed a list of potential risks that are often overlooked. These items should be evaluated and maintained by your store managers on a weekly or monthly basis to prevent unfortunate surprises during high volume operations.

- **Phone Systems**

Installing the RingCentral app on designated mobile devices ahead of time will allow you to continue to receive and place store calls in the event of an internet outage. You can find the app on both the Google Play and Apple

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App stores. RingCentral allows each of your phones to have an app associated with it. Each phone must have a unique email address to be used for logging in to the app. Your edible.store email address has already been associated with Phone 1, and logging into the app with your edible.store account will provide access to store voicemails. To install other apps, you'll need to call the Franchise Support Team and provide a unique email address to use with each phone. We do recommend that you install the apps before the holiday to provide business continuity in the event of a loss of internet.

### • **Computer Performance**

If your computers freeze, crash or take a lot of time to execute basic tasks please call Netsolace technical support before the holiday. Most problems can be resolved when identified early.

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*Please remember to turn off your computers (except the server) for the night. Your SMS server computer (usually located in the back of the store) needs to be up and running at all times. System synchronization as well as database backup occurs every night. It is recommended to restart your SMS Server once a week to ensure proper operations.*

*Avoid putting additional items on top of your computers. Obstructing their venting system might cause overheating and malfunction.*

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### • **Battery Backups**

Each computer should be connected to its own dedicated battery backup (UPS) whenever possible. If you only have a single battery backup at your store, make sure your SMS server is connected to it. This will prevent equipment malfunctioning due to power outages or power spikes.

Battery backup units should be tested once a month (press and hold the power button to turn off, then press and hold to power on). If your battery power indicator is “red” or generates a high pitch beeping sound, then it needs to be immediately replaced.

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*Please do not connect your Ticket printer to a battery backup. Doing so might cause the battery backup to malfunction due to the high-power draw of the printer.*

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## **Part 2 – Application Specific Support Guidelines**



### **SMS System Down / Cannot Take Orders**

If you are unable to input orders or process transactions due to SMS or store computers being down, you will need to follow the steps below.

1. Contact Store Support (the Edible Grow team) to report the outage by submitting a ticket or calling 678-971-9969.
2. Contact Netsolace technical support for assistance resolving the problem at 678-971-9969. Hopefully the issue can be resolved quickly.
3. While the system is down, temporarily switch to taking paper orders using the Manual Order Form.
  - a. Forms can be accessed in ncompass > Operations Manual > Guest Experience > Fruit Experts > Manual Order Form under Documents or Search Documents for “Manual Order Form”.
  - b. Be sure to have a minimum of 100 manual order forms printed prior to any major holiday.
  - c. The Manual Order Form can be used to capture guest, recipient, product, pick up/delivery information, and other relevant order information.
  - d. DO NOT collect or write down credit card information from any guest (even if they offer).
  - e. Tell guests that you will contact them to process payment as soon as your system is back in operation.
  - f. When your systems are back up, enter all orders in SMS and contact guests for payment details.



## Ncompass Down / Not Accessible

If you discover that ncompass is down and you have not received communication from the EA team, **contact the Franchise Support team immediately to report the outage by calling 678-971-9969.**

Once an outage has been discovered, the EA team will send an email blast to franchisees' personal email addresses to make them aware that there is an outage and that a solution is in progress. Robocalls to stores and/or owner mobile numbers will also be utilized. Once service has been restored, an ncompass message will be sent to all stores.



## Internet Connection Down / Credit Card Processing Offline

If your internet connection goes down or if there is an issue with credit card processing, please follow the steps below:

**Step 1:** Create orders in SMS as you normally would. All payment types will work normally except for credit & debit cards

**Step 2:** For Credit Card transactions, swipe/enter the card as you normally would – the transaction will decline.

**Step 3:** Once the transaction declines click the **Other Options** button. A new window will appear with contact information for both your payment process or and the credit card company.

Visa	800-228-1122
Master	800-228-1122
Amex	800-528-5200
Discover	800-347-1111

**Step 4:** With the guest still present, call the credit card company to obtain a voice authorization code for the amount to be charged. Enter the provided Authorization # into the space provided and then select **Process**.

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**Step 5:** Advise guests that you will need to contact them later for their payment information to process the transaction online once service has been restored.

**Step 6:** Click **Process** – Order will be completed as **Manual Authorization** and can be handled normally, but payment has not yet been fully processed.

**Step 7:** Once your internet connection/payment processing has been restored, open the order in SMS, click on **Options** at the top, and select **Process Voice Auth (Online)**.

You will need to reach back out to the guest for their credit card information to process the previously authorized charge through Fiserv. Click the **Process** button and enter CC information to complete the payment transaction.

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*\*Please note: Voice Auth/Pending Auth functions can now be disabled entirely from SMS > Options > Admin. If these functions are unavailable, save the order as a draft, go to Admin > SMS Settings and enable “Voice Authorization” at the bottom of the list. Save the changes and then re-open the order from the Drafts section of the Point of Sale module and proceed.*

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After assisting the guest, contact Netsolace Technical Support to report the outage by submitting a ticket or calling 678-971-9969.



### **SMS Delivery App Service Down**

**Contact the Franchise Support team to report the outage by submitting a ticket or calling 678-971-9969.**

If the SMS Delivery App service is down, the following backup options can be used.

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## Backup Option:

In the event the delivery app service goes down, the Delivery app will go into an offline mode after 30 seconds. When this happens, an alert will be shown within the app stating, “Offline Mode - Delivery app is now in offline mode”. When in offline mode, the Delivery app provides limited functionality for routes created prior to the Delivery app host service issue.

While in Offline Mode users CAN	When in Offline Mode users CANNOT
Access existing routes created before the outage with List View & Map View	Switch store
Optimize routes and re-arrange the ticket list order	Access the app dashboard
Perform Navigation from the app	Access pending deliveries
Log Tickets	Build routes
Access App Settings	Access ticket alerts

Once the Delivery app service issue has been resolved, another alert will be shown within the app stating, “Online Mode - Delivery app is now back online”. When this happens, ALL tickets logged via the Delivery app in offline mode will be synced to the online server and the ticket status will be updated within 30 minutes in SMS at the store and on the EA website (for order tracking).

Enter the store number and active route PIN to access the published driver route ticket list.

After logging into the web portal:

- The tickets will be listed in the same order published in SMS. Tickets are listed by number, recipient, and address.
- The route map can be viewed by selecting the **Route** button.

Delivery attempt can be logged by selecting **Delivered** or **Delivered Other** for successful deliveries or **Return to Store** for unsuccessful



## SMS/Edible Connect Down

When all servers are up and running properly, orders are sent from the Edible Arrangements web server to the SMS online server and then pushed to the local SMS server at the store, based on store and product availability. As orders are updated and completed, order status changes are pushed from the SMS server at the store to the SMS online server and then back to the EA web server. This all happens via Edible Connect.

To ensure business continuity during an SMS online server or EA Web Server outage, SMS and Edible Connect will go into a backup mode. SMS will do regular heartbeat checks to make sure the SMS online and EA web servers are healthy and working properly. When checks are successful, things will continue to work normally. When checks fail, the backup mode will be initiated.

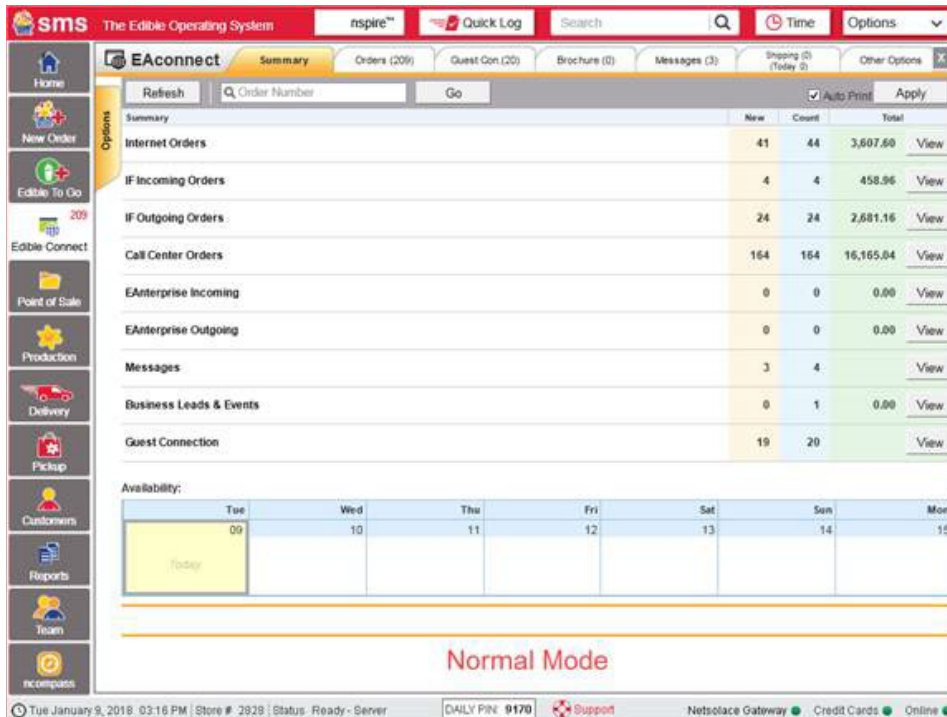
### SMS Backup Mode

When the check fails, due to a SMS online server problem or outage, SMS will be redirected to backup mode and orders will be imported directly from the Edible Arrangements Web server into the local SMS server. The user will not see any changes to the SMS application. Stores will be able to either manually or auto-import their Edible Connect orders. Orders that are imported during an outage will have their status updated once the SMS online server is back online. This backup process will appear seamless to the store.

When the SMS online server is down, although web orders can be imported directly, they cannot be edited or refunded. If the user attempts to edit or refund an order, they will receive an error message stating, "Error validating order. Please retry."

### When in Backup Mode:

- Edible Connect orders will be downloaded directly from the EA web server.
- Although orders can be imported, they cannot be edited or refunded.



## EA Backup Mode

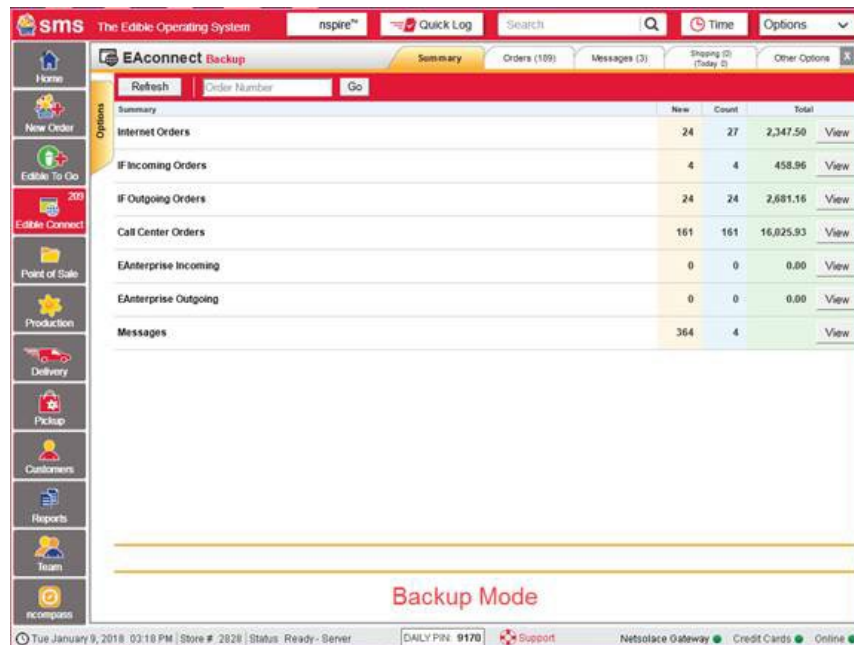
When the Edible Connect health check reports that the primary EA web server has a problem or outage, Edible Connect Backup mode will be initiated. When in Edible Connect backup mode, functionality will be limited and the Edible Connect screen will look slightly different. The word 'Backup' will appear next to 'Edible Connect' at the top, left-hand side of the screen and the availability calendar, Guest Connections tab, and Brochure tab will be missing.

While in Edible Connect backup mode, stores can import their Edible Connect orders from the backup into SMS for processing. Once the issue with the EA web server has been resolved, Edible Connect will automatically be directed to the primary server and service will be fully restored.

When the primary EA web online server is down, although web orders can be imported, they cannot be edited or refunded. If the user attempts to edit or refund an order, they will receive an error message stating, "Error validating order. Please retry."

## When in Backup Mode:

- Orders can be imported from Edible Connect Backup.
- Although orders can be imported, they cannot be edited or refunded.



The screenshot shows the Edible Connect Backup interface. At the top, there's a navigation bar with 'sms The Edible Operating System', 'nspire™', 'Quick Log', 'Search', 'Time', and 'Options'. Below this is a 'Summary' tab with 'Orders (199)', 'Messages (3)', 'Shipping (2)', and 'Other Options'. A search bar with 'Refresh', 'Order Number', and 'Go' is present. The main content area displays a table with the following data:

Summary	New	Count	Total	
Internet Orders	24	27	2,347.50	View
IF Incoming Orders	4	4	458.96	View
IF Outgoing Orders	24	24	2,681.16	View
Call Center Orders	161	161	16,025.93	View
EEnterprise Incoming	0	0	0.00	View
EEnterprise Outgoing	0	0	0.00	View
Messages	364	4		View

At the bottom of the interface, a red banner reads 'Backup Mode'. The footer shows 'Tue January 9, 2018 02:18 PM | Store # 2028 | Status: Ready - Server | DAILY PNL: 9170 | Support | Netsolace Gateway | Credit Cards | Online'.

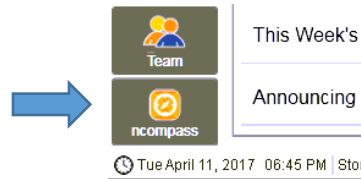


## Edible Connect Down / Orders Cannot be Imported

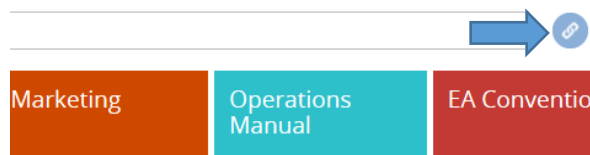
If Edible Connect goes down, **contact the Franchise Support team to report the outage by submitting a ticket or calling 678-971-9969.**

If Edible Connect goes down, Edible Connect orders can still be accessed via ncompass (desktop or within the ncompass app). To Access Edible Connect Orders via ncompass from SMS do the following:

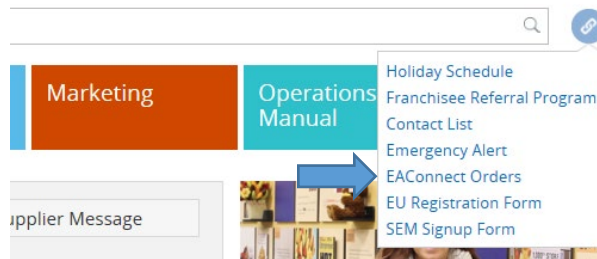
**Step 1:** Select ncompass on the bottom left of the SMS home screen and select **Store Login**. Enter the SMS Daily Pin found on the bottom of the SMS home screen.



**Step 2:** Once logged into ncompass, scroll the screen to the right and click on the **blue link** on the top right-hand corner of the screen:



**Step 3:** Click on **Edible Connect Orders** to see your orders list:



**Step 4:** Click on any order to open the order details and to print the Edible Connect order information.

The store's order list will display as shown below.

LiveWall 470MarketplaceFreshMarketingOperations ManualEA Convention

### EACConnect Orders

Order Number	Order Date	Fulfillment Date	Customer Name	Recipient Name	Order Total	Order Status
F0403061766	Jan 23, 2017 04:29 PM	Jan 23, 2017	Damon Fleary	Alli	\$49.99	Pending
W0054300316-1	Jan 23, 2017 03:43 PM	Jan 24, 2017	megan magruder	Merritt Davis	\$51.09	Pending
F0615065250	Jan 23, 2017 03:23 PM	Jan 26, 2017	LARRY WARD	Esther Ward	\$78.99	Pending
W0054298394-1	Jan 23, 2017 02:40 PM	Jan 24, 2017	Nicole Woolford	Jaye Cooper	\$77.59	Pending
F1322038960	Jan 23, 2017 01:45 PM	Jan 23, 2017	Jackie Tibbs	Anthony Williams	\$52.99	Pending
W0054296487-1	Jan 23, 2017 01:42 PM	Feb 14, 2017	Denise Pressley	Bonita Davis	\$108.32	Pending
W0054293713-1	Jan 23, 2017 12:23 PM	Feb 14, 2017	ashley fountain	Kendra Pletcher	\$158.14	Pending
W0054291427-1	Jan 23, 2017 11:18 AM	Jan 23, 2017	Kayla Santos	Pam Catlett	\$104.10	Pending
W0054290609-1	Jan 23, 2017 10:54 AM	Jan 23, 2017	Chartrayvia Fraser	Valencia White	\$86.99	Designer Logged
W0054290393-1	Jan 23, 2017 10:48 AM	Jan 23, 2017	Donna Grimmer	Angela And Kevin Austin	\$44.73	Pending

10 1 Showing Records 1 - 10 of 101 [Prev](#) [Next](#)



## Edible Connect is Accessible / Orders Cannot be Imported

If Edible Connect (Edible Connect) is accessible but orders cannot be imported either automatically or manually, **contact the Franchise Support team immediately to make them aware of the issue by submitting a ticket or calling 678-971-9969.**

If this problem occurs, Edible Connect orders can be still be reviewed and printed in Edible Connect. To print the Edible Connect order, select the **Print** button on the order screen.

Edible Arrangements - 2828  
**Enterprise Order**  
 Wednesday, April 12, 2017 11:15 AM

**E2827019489** Placed on: Wed, 4/12/2017 10:36 AM First Review ed on: Wed, 4/12/2017 11:15 AM  
 ENTR-2828-1157

**Delivery on Thursday, 04/13/2017**

**Customer:** Salina Momin, 3402 Willow Oak Drive, Hartford, CT 00005  
 Cell Phone: 404-386-3085, Email: salinamomin23@gmail.com, IP: 204.232.239.248

**Recipient:** Salina Momin, 3402 Willow Oak Drive, Hartford, CT 00005  
 Address Type: Residential, Cell Phone: 404-386-3085

**Other Information:** EEnterprise Order, Heard: Not Specified, Status: Pending (Wed, 4/12/2017 10:40 AM)

**Sending Store:** Edible Arrangements - 2827, 95 Barnes Road, Wallingford, CT 06492  
 Phone: 203-774-8000, Clerk: Salina Momin

**Receiving Store:** Edible Arrangements - 2828, 95 Barnes Rd, Wallingford, CT 06492  
 Phone: 203-907-2818

Product	Qty	Price	Discount	Total
The Perfect Birthday Gift - Small	1	\$130.00	\$0.00	\$130.00
- Grand Confetti Fruit Cupcake® - Small				
- Dipped Straw berries: Semisweet Chocolate (Half Dipped)				
- Balloon Bundles: Birthday Bundle				

Wed April 12, 2017 11:16 AM | Store # 2828 | Status Ready - Server | DAILY PIN: 0592 | Support | Netsolace Gateway ● Credit Cards ● Online ●



## Ncompass Mobile App

Downloading the ncompass app will allow you to access order information on your smartphone or tablet if you are unable to access ncompass from your store location. This application is available for store owners only.

To download the app, follow the steps below.

**Step 1:** Go to either the Google Play or Apple App store and search for **Naranga** or **ncompass**. Once located download and install the ncompass app.

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**Step 2:** Select the **ncompass** app icon on your smartphone to start the app.

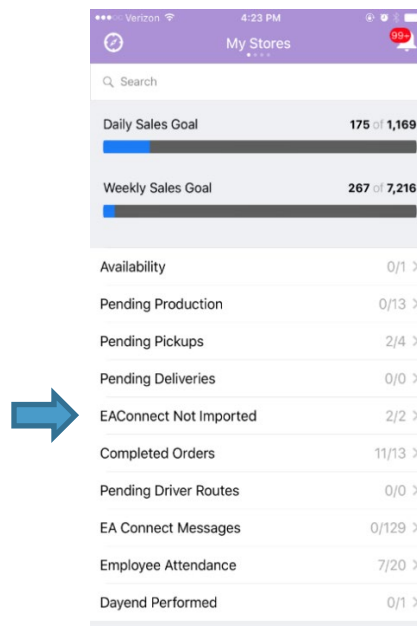
**Step 3:** Enter **EA** in the Company Name field and press **Proceed**.

**Step 4:** Select 'Franchisee' when you are shown the Corporate or Franchisee options.

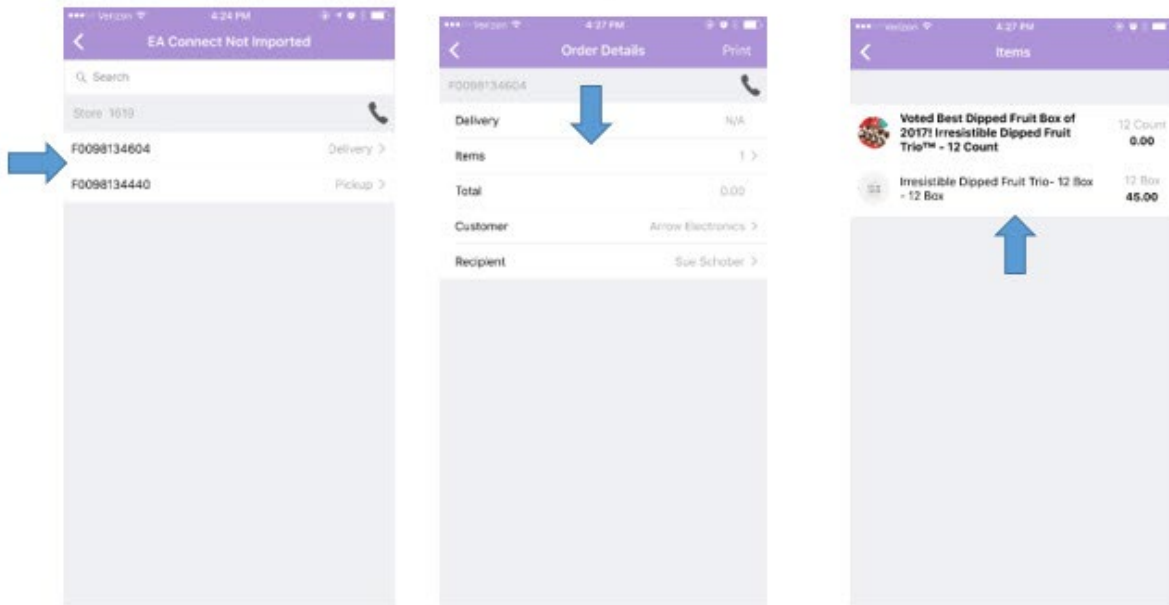
**Step 5:** Enter your ncompass user name and password.

After logging into the app, you can:

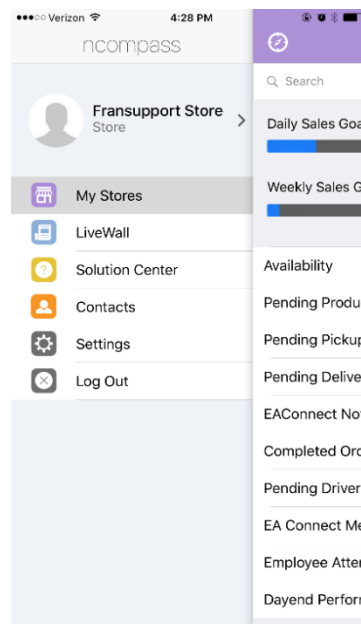
- Select **Edible Connect Not Imported** to access all Edible Connect orders that have not been imported to SMS.



- Select the order you wish to view by pressing the row.
- Select **Items** to see the products that make up the order.



- Select the compass icon to access the options list. From there, you can see Live Wall posts, access contact information, and submit helpdesk tickets via the Solution Center.



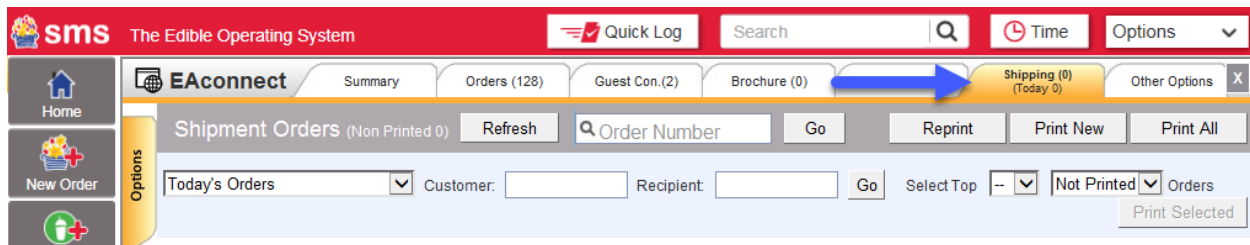


## Dipped Fruit Terminal Down

In the event the dipped fruit terminal computer is down or offline please do the following so that you can get ALL shipment orders completed on time.

### Backup Option 1: Edible Connect Shipping Tab

Your dipped fruit terminal runs in parallel with Edible Connect. Please be aware that you can use ANY SMS terminal to access ALL of your shipment orders at any time via **Edible Connect -> Shipping tab**. From the shipping tab you can review & print each order or ticket as needed to ensure no time is lost.



### Backup Option 2: Ncompass Store Backup Order Area

In the event you cannot access Edible Connect due to an internet outage you can access ALL your shipment orders from **ncompass -> Other Links -> Edible Connect Orders** area (as shown on page 14). All orders are backed up to this area which is updated every **15 minutes**. From this area you can review ALL your Edible Connect orders. Please note you can't print your tickets but you can print your orders to get a head start on your dipped fruit product production.



## Contact Us

Submitting a help desk ticket from SMS (Bottom of SMS, click on **Support > Support Ticket**) will create a service request with Netsolace. We are also available via email at [support@netsolace.com](mailto:support@netsolace.com).

You can also reach our departments directly:

**For Franchise Support:** 678-971-9969

**For Systems/Sales & Hardware:** 678-971-9969

We do hope that you find this guide useful. If you have a question regarding any of the topics listed above, please contact us at [support@netsolace.com](mailto:support@netsolace.com).