

WELCOME TO EMS!

Congratulations on joining the EMS family! We're happy to count you among our valued and trusted partners. Now that the paperwork is complete, we can start working together to get everything up and running. The lists below outline what we still need from you. Your Account Executive will check off the boxes that apply to you. Together we will help your business realize it's full potential.



GIFT & LOYALTY

A designer will be in touch in the coming days to discuss the details of your card design(s) and program. In the meantime, please start thinking about what you want your card to look like and how you want your loyalty program to function.

What We Need From You

1. Any artwork, logos or photos that you want on your card(s)
2. Your loyalty program requirements. ie: buy 5 sandwiches, get the 6th free.



POINT OF SALE SYSTEM

If you are switching your existing system over to us an EMS representative will be in contact within the coming days to verify some information regarding your existing system.

What We Need From You

1. The name and version # of your POS Software
2. The name and contact info of your local POS supplier/dealer
3. We may need you to verify with the POS supplier that EMS has your consent to change your processor.



EMSMOBILE

You will receive a welcome email from SwipeSimple.com utilize the link with the username and temporary password to get logged in to the portal for the first time. You will also be receiving your Bluetooth Card Reader from UPS. Once you receive the reader please reach out to our install team at 1-800-726-2117 and select Option 1. The install team will walk you through setting up the mobile app and give you a guided tour of the system.



MAXXPAY POS

EMS will contact you to initiate your inventory and menu setup and customize your system prior to shipment and installation. We will also review the wiring requirements needed in the location. After confirming that the wiring of the location is complete and the system is properly programmed we will schedule an over the phone installation and training session. The installation process will take a few hours. The EMS installer will call to install the equipment, ensure functionality and train the manager and staff on the system.



TERMINAL INSTALLATION

All equipment is shipped via UPS. Upon receiving your terminal from EMS, expect a phone call from an installer to assist you with the setup and installation. Please be aware, they will be calling from 216.524.0900. Also at this time our installer will walk you through the steps to program the equipment for your business' use as well as train you and ensure your comfort with the device. Typical install requires a power cord and phone line or IP connection and takes only a few minutes.



TOTAL TOUCH POS

EMS will contact you to initiate your inventory and menu setup and customize your system prior to shipment and installation. We will also review the wiring requirements needed in the location. After confirming that the wiring of the location is complete and the system is properly programmed we will schedule an onsite installation and training session. The installation process will take a day or more depending on the unique requirements for your business. The EMS installer will be on-site to install the equipment, ensure functionality and train the manager and staff on the system.

