



Point of Sale

Release Update v1.11.322 – June 3, 2025

New + Improved

Customer Lookup vs Item Lookup

We're happy to announce that we've increased the flexibility around telling the point-of-sale when a barcode is scanned/entered to lookup a customer versus looking up an item. You'll now be able to define a customer prefix code that is up to 8 characters. By having this increased flexibility, it should give you the ability to create items with a PLU that won't conflict with the customer prefix code.

In the past, since only one character could be defined as the customer prefix, any item with a PLU/barcode that started with the same character as the customer prefix could not be found. This is because the point-of-sale is being told to lookup a customer instead of an item when a barcode starts with that same value.

- Ex: If "C" was set as the customer prefix, then any item with a PLU that starts with "C" could not be found, like "Café".

By now being able to use up to 8 characters to define the customer prefix, this reduces the chance that an item's PLU will start with the same values being used exclusively to lookup customers.

- Ex: If "CID-" was set as the customer prefix, then the point-of sale will be able to lookup items that start with a PLU of "C", like "Café". As long as PLUs for items don't start with the same values as the customer prefix, the items will be found.

The customer prefix can be modified by going to the "Point of Sale Settings" page in your OrderDog online account. And is the Prefix Code field in the "New Customer Defaults" section.

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Account Settings / Point of Sale Set...

Point of Sale Settings

- Receipt Settings
- New Item Setup Options
- New Customer Defaults**
- Weighted Items Setup
- Bottle Deposit Payments
- Quick Keys Setup
- System Settings
- Integrated Credit Card Settings

New Customer Defaults

Default Customer Group
Seniors

Country
United States of America

State
Texas

Prefix code
CID-

Save Changes