

AllReceipts FAQ

What is AllReceipts?

AllReceipts.com is a free service that allows you to receive and track your retail receipts in an App on your Smart phone and view by date or by retailer.

Will all Retailers have the AllReceipts Digital Service?

Only Retailers using Star printers in the specified countries* can use this service. AllReceipts will work on any Star TSP100 printer – all you have to do is load the latest driver from www.starmicronics.com/support. Other models will follow soon.

How will customers know AllReceipts is supported by the retailer they're shopping at?

Today, when a receipt is printed, an AllReceipts graphic is automatically printed at the bottom with a generated QR code - when scanned, the QR will either direct the customer to download the AllReceipts App or “claim” the receipt.

How does the service work?

When shopping at a store that is participating in the AllReceipts Digital Receipts program, you will be offered a Receipt with a QR code printed at the bottom of the receipt. If you have the AllReceipts App on your phone, simply open it and scan the QR code. If you don't have the app, either go to SMCS.IO or scan the QR code with a QR code scanning app and you will be taken to the App store.

Currently the receipt can only be claimed using the QR code. BLE beacon technology or NFC may be supported in the future.

Do I need to register before I can ask for an AllReceipts Digital Receipt at the store?

No. In fact the beauty of AllReceipts is that you never have to register. You can collect digital receipts without having to provide your personal email address or phone number.

Can I add a receipt manually or take a photo of a receipt like other receipt services?

Not yet. Star is planning to provide a way to add receipts that are given to you from NON AllReceipts participating retailers. Be sure to update the app frequently as new features will be available on a regular basis.

I see Google functions in the App and cloud.... Do they get the data?

Google has great functions and they are normally free when you agree to share data with them. AllReceipts is independent of Google, and Star will not share your data with anyone unless previously agreed.

How much does AllReceipts cost?

The AllReceipts Digital Service is free to retailers as it is included in the Star printer driver and just needs to be switched on. The shopper can also download & use the AllReceipts App on their mobile device with the ability to share / email receipts free-of-charge.



www.Star-EMEA.com/products/AllReceipts

Will I receive the image of my receipt as soon as I scan the QR code?

AllReceipts is a cloud solution that relies on both the retailer and shopper to have an Internet connection. If you are connected but still cannot successfully scan a receipt, it's possible that the retailer's Internet connection is down or weak. If you would like Star to investigate - simply send an email with the retailer's name in the subject line to: Support@starcloudservice.com and Star will contact the retailer on your behalf & confirm if they have an Internet connection. Please be sure to keep the paper version of your receipt until you have received the image on your mobile device and backed it up to the place of choice.

***Which countries is AllReceipts available in?**

Please note this service is only available in the following regions – Australia, Canada, Ireland, Japan, New Zealand, US, UK. Other regions will follow.

Why not tell us why your country should be next. Email : info@starcloudservice.com

What if I lose my phone?

Star will support standard backup services (iOS and Android) as well as allow you to store your receipts on cloud drives. Receipts can also be shared in the usual manner, email for example.

How to see my receipts on multiple devices?

Simply install the App on all devices and scan the QR code. It's valid for 3 months from the date of issue.

I don't want anyone else scanning my receipts after I scan them...

Simply tear off and discard or damage the QR code with your fingernail.

Which Operating Platforms will AllReceipts work on?

Currently AllReceipts works with TSP100 using the Windows futurePRNT driver supporting Windows 7 onwards. SDKs for iOS and Android will follow soon.

Why is Microsoft Azure Cloud is being used rather than others?

Microsoft has expressed a strong desire to partner with Star to provide a digital receipt service for retailers and shoppers. Microsoft has always been a great supporter of the retail eco system. They still have the largest installed base of any other operating system in retail.

Is my Data safe?

BANK LEVEL SECURE METHODS are used to send an image of the receipt RELIABLY AND SECURELY from the retailer to Microsoft's Azure Cloud which can then be "collected" by the Shopper. The image in the cloud is exactly the same as the paper receipt. All receipts will be confidential. Star will NOT look at the receipt data.

How do I contact Star Customer Support? Please email us at any time at: support@starcloudservice.com / info@starcloudservice.com

