

POS Frequently Asked Questions

Everything You Need to Know About the Updated Point of Sale

What is changing with OrderPort POS?

We are releasing an upgraded OrderPort Point of Sale experience with a refreshed design, streamlined workflows, and usability improvements throughout the application. These updates are designed to make everyday tasks easier to navigate and help your staff serve guests more efficiently.

Why are we updating the OrderPort Point of Sale?

This update is focused on creating a faster, cleaner, and more intuitive Point of Sale experience. By refining navigation, improving screen layouts, and simplifying common tasks, the upgraded OrderPort Point of Sale helps your team spend less time navigating the software and more time focused on your guests.

When will the updated Point of Sale be available?

The upgraded OrderPort Point of Sale will begin rolling out on August 24. Join us for our live webinar on August 20 at 10:00 a.m. PST to get an exclusive first look, see the updates in action, and learn what to expect when they become available.

Will I need to learn a completely new system?

Not at all. This is an update to the OrderPort Point of Sale you already use, not an entirely new system. Your familiar workflows and functionality remain in place, with refreshed layouts and improvements designed to make everyday tasks easier and more intuitive.

Will my existing data still be there?

Yes. Your customer information, products, wine clubs, reservations, transaction history, and other account data will remain in place. Because this is an update to your existing OrderPort Point of Sale experience, there is no need to migrate your data to a new system.

What's new in the upgraded OrderPort Point of Sale?

The update includes improvements throughout the application, including:

- A modern, refreshed interface
- Simplified navigation
- Optional product images on the Shop page
- Improved reservation management
- Enhanced customer account views
- Streamlined checkout screens
- Numerous usability and performance improvements across the application

Can I display product images while ringing up sales?

Yes. The updated OrderPort Point of Sale includes an optional setting that displays product images on the Shop page, helping staff quickly identify wines and merchandise during service.

How has checkout improved?

We have reorganized the checkout experience to make it easier to review orders and complete transactions. The update also includes several behind-the-scenes improvements related to gift cards, discounts, payment workflows, and other common checkout functions.

Is customer information easier to access?

Yes. Customer profiles have been reorganized so important information, including order history, saved payment methods, and addresses, is easier to view. This helps your team quickly access the information they need to provide efficient, personalized service.

Has reservation management changed?

Yes. Reservation management has been updated with a cleaner layout and a more organized workflow, making it easier to manage reservations and start orders during busy tasting room service.

Are there improvements for wine club signups?

Yes. The Club page has been refreshed with a cleaner layout and now includes a built-in driver's license scanning option to help speed up customer enrollment.



Do I need new hardware?

No new hardware is required for this update. The upgraded OrderPort Point of Sale is designed to continue working with supported OrderPort hardware and peripherals. (The release notes indicate interface updates for hardware settings but do not specify any new hardware requirements.)

Were any issues fixed in this release?

Yes. Alongside the refreshed experience, this update includes a wide range of fixes and stability improvements affecting checkout, gift cards, employee management, reservations, inventory counts, login, discounts, and other everyday workflows.

Which OrderPort App do I download?

If you are currently using OrderPort Six or OrderPort WP, you will not need to download a new app, just make sure they are updated. If you are using OrderPort 5, please download OrderPort WP. There are no updates to OrderPort Restaurant at this time.