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Tommy Express P.O.P App Troubleshooting

Issue: The Tommy Express P.O.P. App will occasionally experience issues during use. The easiest way to resolve any issue is to log out of P.O.P. App and close the app. This resolves most issues with the P.O.P. App.

If the issue persists, please delete the P.O.P. App from the Cashier's iPad and reinstall the P.O.P. App from the Apple Store.

Troubleshooting steps:
1. Power cycle the P.O.P. iPad and Card Reader.
    1. Log out of the P.O.P. App.
    2. Close the P.O.P. App.
    3. Power cycle the P.O.P iPad.
    4. Power cycle the Card reader.
    1. Perform a Test Transaction.
        1. If this does not resolve the issue, move on to step 2.
2. Update to the latest version of the P.O.P. App.
    1. Delete the P.O.P. App from the Cashier's iPad.
    2. Power cycle the Cashier's iPad
    3. Download and install the latest version of the P.O.P. App
    4. Reconnect the Card Reader to the Cashier's iPad and P.O.P. App.
    5. Perform a test transaction.

If the issue persists, please contact Equipment Support at 616-795-4892 or Support@TommyCarWash.com