

eFlorist by teleflora. **RELEASE NOTES**  
*Ver. 25.4*

# Release Notes

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## ENHANCEMENTS

### Multi-Factor Authentication

This update adds optional **Multi-Factor Authentication (MFA)** logins for all eFlorist POS users. This secure login method is implemented across a variety of digital platforms, such as online banking, to better protect against the threat of online fraud. This feature helps keep your eFlorist POS business and customers' private information secure.



**Businesses that do not process Credit Card transactions with Teleflora may enable MFA to view credit card numbers on received orders.**

### Enabling MFA

To enable MFA logins:

- 1) Select the **More** tab located at the top of the ePOS dashboard.
- 2) Click **Employee Permissions**, located in the **Settings** category.

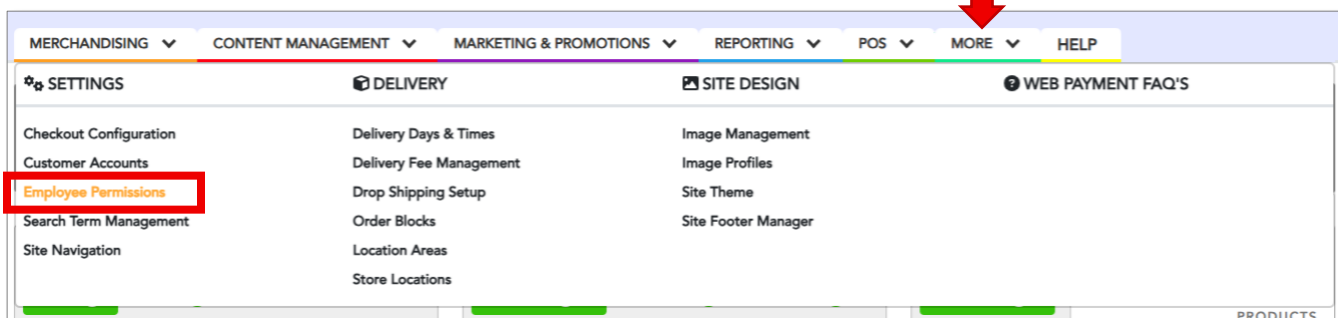


Figure 1: ePOS Dashboard – More



**MFA requires that ePOS employees be configured with an accessible email address to receive MFA login codes.**

**Mobile number is optional to receive MFA login codes via text messaging.**



- 3) Review configured employee mobile number and email address information by clicking the **Pencil** icon next to the appropriate employee account.
- 4) After confirming employee contact information, scroll to the bottom of the page and toggle the **Multi-Factor Authentication** option to **ON**.

### Manage Store Employees

Manage your employee role assignments and subsequently their security permissions.

**Name**  **Role**   Show Inactive Employees

Employee ^	Status ⇅	Role ⇅	
Account, Staff	Active	Sales Clerk 1	<input type="button" value="edit"/>
Moth, Chris	Active	Owner	<input type="button" value="edit"/>
Rainwater, Drew	Active	Owner	<input type="button" value="edit"/>
Tester, QA	Active	Owner	<input type="button" value="edit"/>
Watson, Erik	Active	Sales Clerk 2	<input type="button" value="edit"/>

◀ 1-5 of 5 ▶

#### Employee Permissions

Define the active roles you will be able to assign to florist employees.

#### Multi-Factor Authentication

Activate to require all employees to verify identity with a code sent to email or phone number on file ⓘ

OFF

Figure 2: Employee Permissions

## Signing In Using MFA

After enabling, MFA prompts users to select how they would like to receive their authentication codes.



**Logins are authenticated for up to 72 hours. Users are required to provide new authentication codes to access eSAT Management and ePOS after this time has elapsed.**

1) When logging in, users are prompted to select their preferred authentication method.

- ❖ **Text Me** – Receive authentication code via employee’s configured mobile phone number.
- ❖ **Email Me** – Receive authentication code via employee’s configured email address.

2) Select the preferred authentication method and click **Next**.

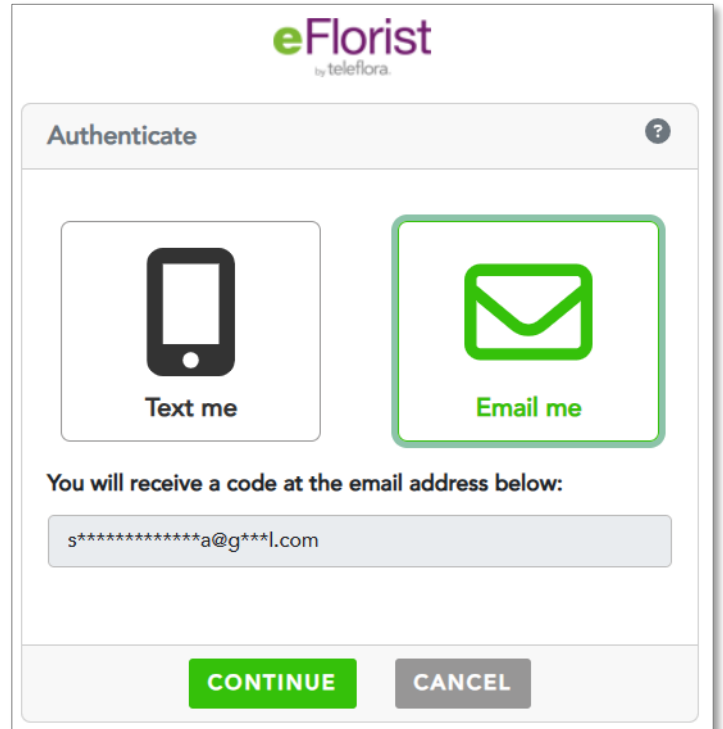


Figure 3: MFA Prompt

Next, employees receive authentication codes using the method selected. Authentication codes are valid for up to 10 minutes after requesting.

3) Enter the provided authentication code and click **Login**.



**Click Cancel to return to eFlorist username and password entry.**

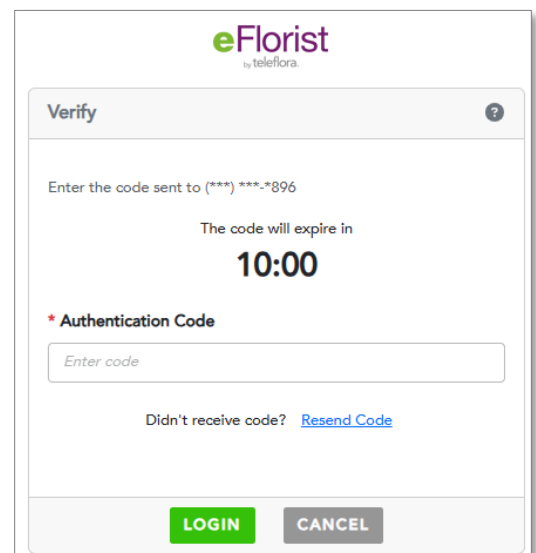



Figure 4: MFA Code Entry

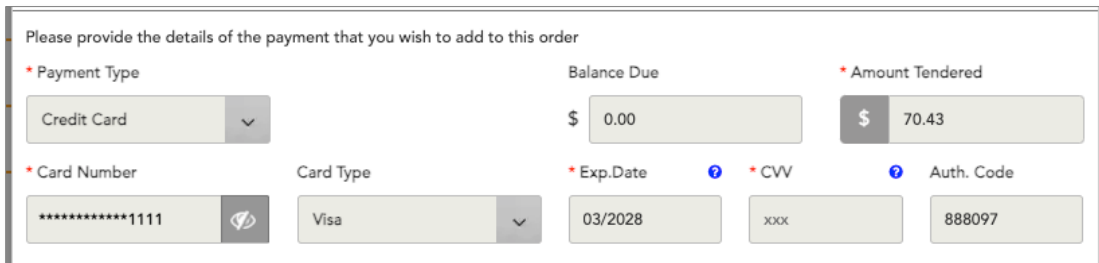
## Viewing Credit Card

ePOS now provides access to view credit card numbers for shops who do not process credit card transactions through Teleflora.



**Multi-Factor Authentication must be enabled to view credit card details.**  
**Only manager and owner employee roles have permissions to view credit card details by default.**

To view credit card numbers, click the **unmask button**  located in the **Card Number** field. This will unmask the card number details for processing outside of ePOS. Click the icon again to mask the card number details.



Please provide the details of the payment that you wish to add to this order

\* Payment Type: Credit Card

Balance Due: \$ 0.00

\* Amount Tendered: \$ 70.43

\* Card Number: \*\*\*\*\*1111

Card Type: Visa

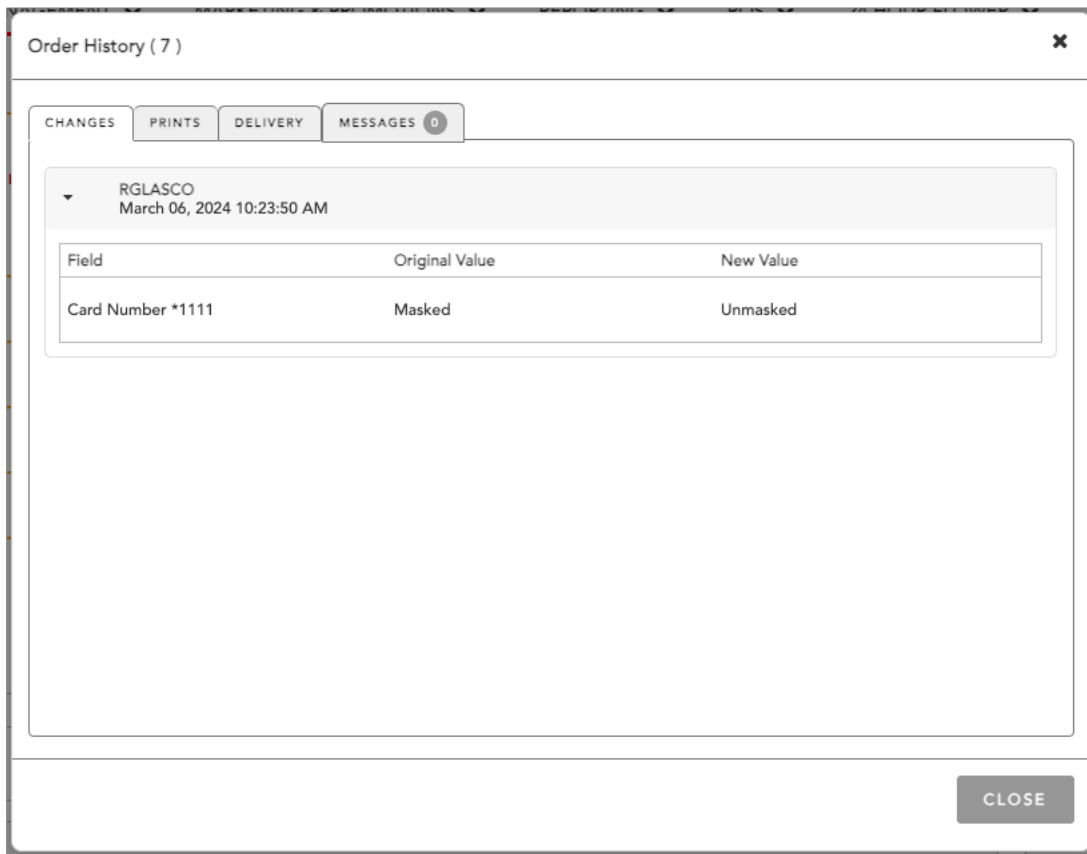
\* Exp.Date: 03/2028

\* CVV: xxx

Auth. Code: 888097

Figure 5: Credit Card Payment Details

Order History displays logged entries any time an order's credit card information is unmasked.



Order History (7)

CHANGES PRINTS DELIVERY MESSAGES 0

RGLASCO  
March 06, 2024 10:23:50 AM

Field	Original Value	New Value
Card Number *1111	Masked	Unmasked

CLOSE

Figure 6: Order History Log

## Attachments

eFlorist Point of Sale now allows you to add **Attachments**! This feature adds attachment support for photos, documents and web addresses that may be added to both orders and customer accounts, available for emailing to customers at any time.

There are two types of attachments to consider when uploading:

- ❖ **Order Attachments** – These include completed delivery photos uploaded by drivers using the Delivery / Trip Manager and other important files attached to individual orders.
- ❖ **Customer Attachments** – These include important photos and other files attached to customer accounts. This view includes all associated order attachments as well as account.

## Accessing Attachments

Access ePOS Attachments with the following methods:

- Clicking the **Attachments (Paperclip)** button located above the order summary during order entry. *This option selects the Order Attachment type by default.*
- Opening the **More** menu located at the top of order entry and selecting **Attachments**.
- Opening the **More** menu of Customer Lookup, then selecting **Attachments**.
- Selecting **Attachments** from the gray Actions menu of Order Lookup.
- Opening the order **Actions** menu of ePOS Dashboard, then selecting **Attachments**.
- Clicking the **Attachments** option of **Trip Manager** when completing deliveries. This method also provides the option to select which attachment should be included with Delivery Confirmations.
- Selecting **Attachments** from the **Modules** menu of the Dashboard. When accessing with this method, select which type of attachment you would like to upload, then search using the appropriate information.

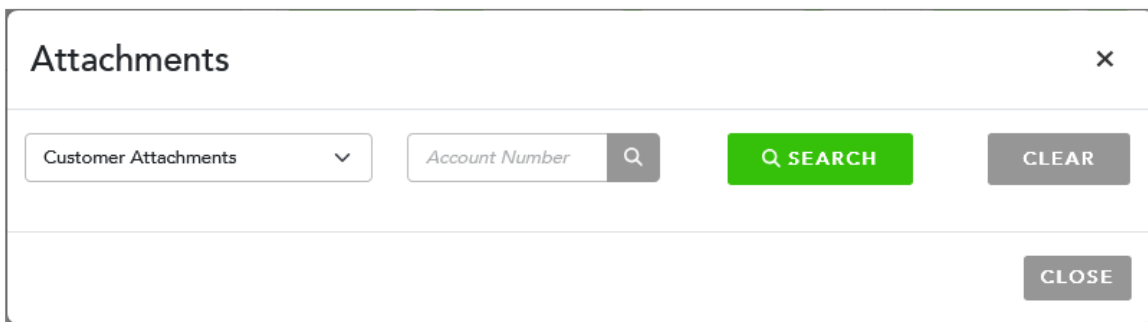


Figure 7: Attachments Lookup



Once displayed, Attachments may be added using the **Add New** button or use the arrow to **Add a Web Address** attachment.

Attachments may be removed by clicking the delete button next to the appropriate attachment.

When viewing Customer Attachments, displayed results include both Order and Customer Account Attachments.

- Customer attachments may be selected to **Include with all Customer Orders**, including the selected attachment(s) with all email communications for the account.
- Order attachments may be selected to **Send with Delivery Confirmation**, including the selected attachment(s) with delivery confirmations for the appropriate order. *This option is also available when accessing from Order Entry and Trip Manager.*



**Order Attachments are automatically deleted after 13 months.**

**Customer Attachments are retained indefinitely.**

The screenshot shows a modal window titled "Attachments" with a close button (X) in the top right. At the top, there is a dropdown menu set to "Customer Attachments", a search input field containing "Drew Rainwater", a green "SEARCH" button, and a grey "CLEAR" button. Below this, the customer information is displayed: "CUSTOMER Drew Rainwater 3309 E Kingshighway, Paragould, AR 72450". An "EMAIL SELECTED" button is visible. On the right side, there is an "ADD NEW" button with a dropdown arrow, which is open to show two options: "ADD NEW ATTACHMENT" and "ADD A WEB ADDRESS". Below the dropdown, there are edit and delete icons. The main content area shows a table with one row. The first column has a checkbox. The second column is labeled "Image" and contains a small image of a bouquet of flowers. The third column is labeled "Include with all Customer Orders" and contains a green "ON" toggle switch. Below the table, there is a message "No results". At the bottom right, there is a "CLOSE" button.

Figure 8: Customer Account w/ Attachments



## Emailing Attachments

In addition to enhanced attachment support, ePOS also includes the ability to email attachments to customers!

When accessing Order Attachments, select which attachment you would like to email by checking the appropriate attachment's **checkbox**. Once all attachments have been selected, click **Email Selected**.

This displays the email entry form, with default data entered that can be edited before sending. Once all details have been entered, click **Preview** to display a preview of the final email or click **Send Email**.



**Customers view emailed attachments using the View Attachment(s) link included. Links are valid for up to 30 days.**

**Send Email** [Close]

\* **To:**  
drainwater@teleflora.com

\* **Subject:**  
File Shared from Cloud Test 321

**Comments:**  
Greetings from Cloud Test 321.  
View this attachment securely by clicking the View Attachment(s) button, below. Please contact us with any questions you may have at (405) 440-0321.  
Remaining characters: 220

**Shop Information:**  
Cloud Test 321  
3737 NW 34th St  
Oklahoma City, OK 73112  
(405) 440-0321  
drainwater@teleflora.com  
Remaining characters: 106

[PREVIEW] [SEND EMAIL] [CANCEL]

Figure 9: Email Entry

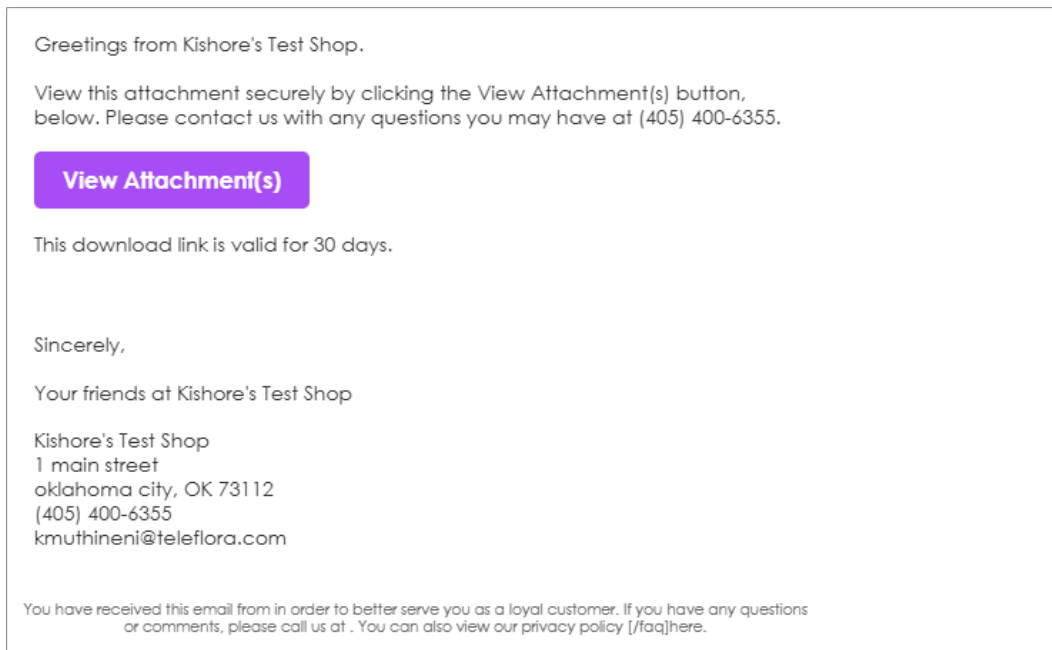


Figure 10: Attachments Email

## Custom Confirmation Emails

It is now possible to customize messages for Order and Delivery Confirmation emails.

- 1) Open the **Marketing & Promotions** tab at the top of the ePOS Dashboard.
- 2) Select the option for **Email Settings**.

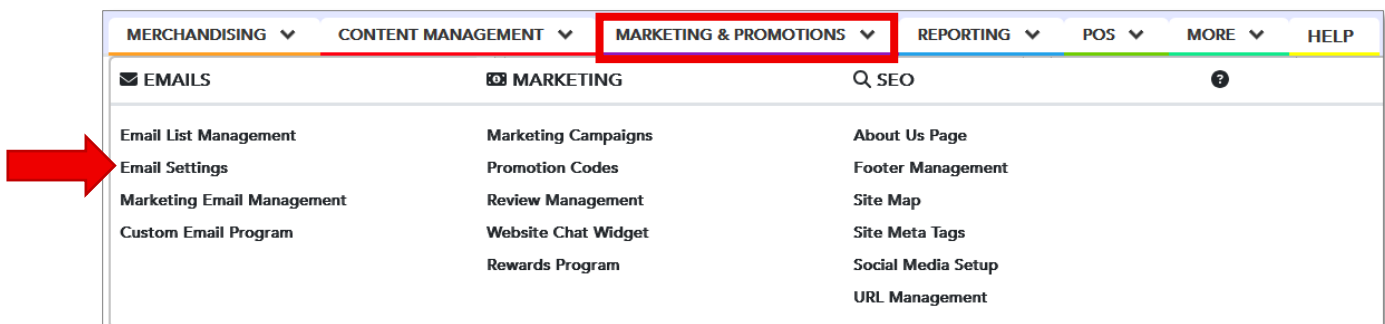


Figure 11: Marketing & Promotions

- 3) Scroll to the bottom of the Email Settings page, then click the **Configure** option of the **Point of Sale Email Settings** section.

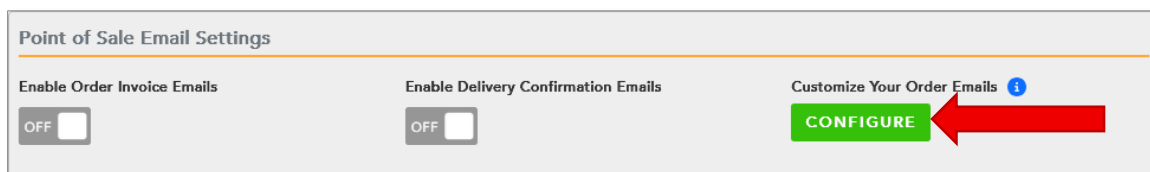


Figure 12: Email Settings



The Message Setup form displays.

- 4) Select which **Message Type** to configure, Order Confirmation or Delivery Confirmation.
- 5) Enter your custom email message; click **Preview** to display a preview of your email message or click **Save** to save the changes and close the form.

Customize customer messages

Message Type  
Delivery Confirmation

RESET PREVIEW

Paragraph

[[Shop Name]]

**Your Order Has Been Delivered!**

[[View Attachment(s)]]

Dear [[Customer First Name]] [[Customer Last Name]]

Thanks for your order with [[Shop Name]]. Your order number [[Order Number]] has been delivered to [[Recipient First Name]] [[Recipient Last Name]]

[[Shop Name]]  
[[Shop Address]] [[Shop Address Line 2]]  
[[Shop City]] [[Shop State]] [[Shop Postal Code]]  
[[Shop Local Phone]]

FRESHEST FLOWERS. GREATEST SELECTION. SAME DAY DELIVERY.

Figure 13: Delivery Confirmation Message Setup



Customize customer messages

Message Type: Order Invoice RESET PREVIEW

Choose heading | (:) | B I U A1 A A | Source

**Invoice**

<p>Shop Name: {{Shop Name}}</p> <p>Shop Address: {{Shop Address}} {{Shop Address Line 2}}</p> <p>Shop City: {{Shop City}} {{Shop State}} {{Shop Zip}}</p> <p>Shop Phone: {{Shop Phone}}</p> <p>Shop URL: {{Shop URL}}</p>	<p>Order Number: {{Order Number}}</p> <p>Delivery Date: {{Delivery Date}}</p> <p>Order Date: {{Order Date}}</p> <p>P.O. Number: {{PO Number}}</p>
---	---

<p><b>Customer</b></p> <p>Name: {{Customer First Name}} {{Customer Last Name}}</p> <p>Address: {{Customer Billing Address}} {{Customer Billing Address Line 2}}</p> <p>City: {{Customer City}} {{Customer State}} {{Customer Zip}}</p> <p>Phone: {{Customer Phone Number}} {{Customer Alternate Phone Number}}</p> <p>Email Address: {{Customer Email}}</p>	<p><b>Card Message</b></p> <p>Occasion: {{Occasion Type}}</p> <p>Card Message: {{Gift Card Message}}</p>
---	--

<p><b>Recipient</b></p> <p>Name: {{Recipient First Name}} {{Recipient Last Name}}</p> <p>Address: {{Recipient Address}} {{Recipient Address Line 2}}</p> <p>City: {{Recipient City}} {{Recipient State}} {{Recipient Zip}}</p> <p>Phone: {{Recipient Phone}} {{Recipient Alternate Phone}}</p>	
--	--

{{Product Details}}

	<p>HTML Fee: {{HTML Fee}}</p> <p>Product Subtotal: {{Product Subtotal}}</p> <p>Tax: {{Taxes}}</p> <p>Total: {{Total Order}}</p>
--	---

{{Method of Payment Details}}

{{Invoice Transaction Details}}

Figure 14: Order Invoice Message Setup

## Lookups

Order and Customer Lookups are now faster and simpler to use!

### Order Lookup

**Search** entry has been updated to include Customer / Business name and contact details; Recipient name and contact details; and Order IDs (Order Number, Confirmation Numbers or Dove Network IDs). This simplified entry field helps make order searches faster and more flexible.

Use the available drop-down menu to search by **Order or Delivery Dates**, or click **Show More Options** to search by **Order Type** and **Last 4** of entered payment card details.

Order Lookup

Search by Name, Phone, or Order ID

Order Date

6/9/2025

Show More Options

SEARCH CLEAR

Search Results

No results

CLOSE

Figure 15: Order Lookup

### Customer Lookup

**Search** entry has been updated to search by Customer / Business name and contact details, Account Numbers and Order IDs. This simplified entry field helps make customer lookup quicker and easier than ever.

Customer Lookup

Search by Name, Business Name, Phone, Email, Account Number, or Order ID

SEARCH CLEAR

Show Inactive Customers

Search Results

ADD NEW CUSTOMER

No results

CLOSE

Figure 16: Customer Lookup



## Employee Homepage

This update adds the ability to select a default homepage for employees upon logging into ePOS. Accessed through [Add / Edit Employees](#), select which ePOS page an employee sees after successful logins.

Select the following page options:

- ❖ **eSAT Home**
- ❖ **Delivery Dashboard**
- ❖ **Trip Manager**
- ❖ **Order Dashboard**
- ❖ **Delivery Manager**
- ❖ **Accounts Receivable**

*\*This page is assigned to Restricted Drivers by default and cannot be changed.*

The screenshot shows the 'Add / Edit Employee' form with the following fields and options:

- Employee Name:** First Name and Last Name input fields.
- Employee Email Address:** Input field with placeholder 'User@example.net'.
- Username:** Input field with placeholder 'Example'.
- Password:** Input field with placeholder 'Password' and a toggle for visibility.
- Confirm Password:** Input field with placeholder 'Password' and a toggle for visibility.
- Security Question:** Dropdown menu with 'Please Select'.
- Security Question Answer:** Input field.
- Security Role:** Dropdown menu with 'Please Select'.
- Status:** Toggle switch labeled 'ON Active Status'.
- Home Page:** Dropdown menu with 'eSat Home' selected. A red arrow points to this field.
- Text Message Notifications:** Section with a link to 'Terms of Use' and a 'Mobile Phone Number' input field with placeholder '(xxx) xxx-xxxx' and a 'STATUS' button.

At the bottom right, there are 'ADD' and 'CANCEL' buttons.

Figure 17: Add / Edit Employee



## OTHER CHANGES

- ❖ Recipient history now populates correctly when starting a new order from Customer Lookup.
- ❖ All Pick Up orders now calculate tax information based upon shop location.
- ❖ Wire Out order Card Message entry now properly limits entry to the maximum six lines of 60 characters per line.
- ❖ The Order Report PO label has been renamed to Purchase Order and no longer prints for each Method of Payment applied.
- ❖ UI enhancements to delivery Map Zone creation.
  - Drawing tools are disabled when editing an existing zone or after drawing a new zone before clicking Done.
  - When editing zones, it is required to click Done to save changes.
  - Only one zone may be edited at a time.
- ❖ Acknowledgement configuration has been redesigned and is now found on the main Super Tickets page of ePOS Settings.
- ❖ It is now possible to perform Customer and Order searches directly from the Order Entry page.
- ❖ A color-coded Dove network status has been added to the Order entry/review page.
- ❖ Recipient entry is now properly labeled as optional for Pick Up orders.
- ❖ Displayed order count of the Recent Orders Dashboard panel has been increased to 30.
- ❖ Incoming Pick Up orders now properly reflect the Pick Up Date & Time.