

# iVend POS



iVend POS is enterprise-class Point of Sale software that is trusted by thousands of retailers around the world.



## Benefits

- Deliver convenient and consistent transactions across all sales channels
- Gain a centralised view of inventory, customers, orders, and loyalty
- Equip sales associates with accurate omnichannel information that today's consumers demand
- Approach promotions, returns and exchanges, earning and redemption of loyalty rewards, use of gift cards and digital passes (e- coupons) consistently
- Maximise sales and profits by achieving every possible sale using enterprise-wide inventory
- Sell more with relevant product recommendations at check-out
- Offer simple or complex promotion pricing with a robust promotions engine
- Flexible, on Cloud configuration that's easy to implement with minimal associate training required
- Predictable cost structure that includes management of server infrastructure, security, and application
- True ONLINE/OFFLINE functionality; with stores defined in iVend Cloud, iVend POS continues to operate without Internet
- Intelligent POS automatically switches to OFFLINE mode if connection is lost and ensures data integrity

iVend POS powers brick-and-mortar stores to move beyond processing transactions to delivering customer experiences that drive sales.

Designed for the way retail works today, iVend POS streamlines transactions and provides the seamless experiences omnichannel shoppers have come to expect.

iVend Cloud is a Software as a Service (SaaS) offering delivering the full capabilities of iVend Retail – including iVend POS – via a hosted infrastructure with fully managed services.

iVend Retail complies fully with GDPR guidelines and configuration options to provide merchants with a solution that ensures complete protection and availability on request of precious customer data.

## Transaction Capabilities

- ONLINE/OFFLINE mode to enable selling, even if connection is interrupted
- Manages complex omnichannel sales and customer service transactions
- “Save Every Sale” and up-sell and cross-sell functionality drives increased margins and basket size with product-based recommendations on POS screen
- A common system across multiple countries, tax regimes, fiscal rules, languages and currencies, reducing costs and management burden
- Secure payments through regional and country specific integrated payment processing systems
- Enhanced Customer Facing Display captures customer feedback in real time, displays transaction information, videos or images for a heightened customer experience with your brand
- Advanced loss prevention KPIs
- Sophisticated promotions capability using combinations of price reductions, free goods, bonus buys or multi-deals across all channels

- Price check feature to quickly view product details, price and discounts
- Multiple cashiers can work on the same POS terminal and maintain accounts of their individual transactions
- Fast checkout – only 1 to 3 clicks to make the sale
- Keyboard operation or full function touchscreen
- Multiple transaction types in a single transaction
- Multi-currency and language operation
- Matrix view of item attributes for easy product selection from complex assortments
- Support for signature capture devices
- Display customer balance and available credit
- Override prices, discounts and taxes, if authorised
- Use reason codes in all relevant transactions
- Display product images
- Build or break down kits in sales transactions
- Add individual items to Dynamic BOMs
- Process customer returns and exchanges even if purchased in other channels
- Suspend and recall transactions (also between Mobile POS and Terminal POS)
- Age verification and hazardous product warnings
- Specific transaction comments can be printed on the receipt
- Automatically lock POS when idle longer than a set time
- Layaway (lay-by) booking and fulfilment
- Gift receipt printing
- Ability to redeem digital passes (e-coupons)
- Serial and batch number tracking

## Payments

- Flexible payment options in store, online, and on the go
- Accepts multiple tender types – cash, card, check, digital pay, etc.
- Integrations with leading, country-specific payment gateways
- Define Special Tender types for specific situations
- Collect advance payments or deposits
- Receive payments on account
- Print payment receipts

### Save Every Sale

- Suggest alternate product, if requested item out of stock
- Enter sales orders at the POS
- Include ship to address information
- Specify fulfilment plan for orders
- Apply surcharges if appropriate

### Customer Data

- Set up a new loyalty customer and create customer records at POS
- Check customer credit limit and credit availability
- Track and redeem loyalty rewards

### System Features

- Complete inventory visibility at POS across the entire enterprise
- Real time replication of transaction data across the enterprise
- Carry out End of Day from the POS terminal for small format stores of large retailers
- Comprehensive reporting on all aspects of store operations with iVend Reporting & Analytics
- Seamless integration with mobile POS
- Works in true ONLINE/OFFLINE mode
- Mobile POS can use fixed POS cash drawers with full security as needed for cash management
- Manager overrides where appropriate
- Time clock management for store employees
- Retailer editable captions on all screens and printed materials, e.g. receipts, layaway documentation, etc.
- Full cash management functionality in store including store/ POS floats, cash lifts, tracking cash disbursements and petty cash payments from POS, reporting overs and shorts by register
- Change labels, captions, hide unwanted fields, make some fields mandatory, and specify acceptable ranges and lengths for fields
- Runs on a wide variety of hardware options
- High availability of configurations

## Design Capabilities

### POS Interface Designer

- Pre-packaged and editable design templates to showcase your brand
- New layouts can be created based on a retailer's preference
- POS layout can have multiple button panels and custom options
- Numerous controls and operations ensuring complete flexibility
- Ability to import POS layouts from test to LIVE environment

## Loss Prevention Measures

Application can be configured to send out alerts to Store Managers:

- If printer paper roll is running low
- Cash drawer is closed before cashier proceeds to payment section
- Preventing printing of suspended transactions
- Different receipt to print suspended transactions
- Barcode scanning v/s manual entry