



iVend for **sage** X3

An Integrated Omnichannel Solution

Designed for The Way Retailers Work Today



Stand-out service and looking after loyal customers is key for retail businesses to compete in today in light of lofty customer demands. iVend Retail's technology suite delivers so much more than just a Point of Sale system. Transact, up-sell, and liaise with your customers using technology that seamlessly integrates stores, inventory and back office operations.

iVend Retail is the most complete out of the box omnichannel solution on the market today, covering everything from Point of Sale to back office to head office operations with integrated mobile POS, eCommerce, digital coupons, reporting and analytics and a customer loyalty program.



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iVend Retail has helped improve the customer experience specially for our loyal customers by significantly reducing the time spent at checkout counters. It has every thing you expect from a good POS including easy to use interface for store associates, flexible reporting and integrated promotional tools. Our customers are happier and the business is growing.

**- Patrick Gakuba, Finance Manager
MTN Rwanda**

An Enterprise Class Solution



OPTIMISED FOR OMNICHANNEL

A digital store platform for delivering connected shopping experiences across all sales channels



SEAMLESS INTEGRATION TO SAGE X3

Future safe integrations utilizing AL programming language and interoperable iVend APIs



HIGHLY SCALABLE

Software that will scale with your business from a single store to hundreds of stores across multiple geographies and currencies



LOW TOTAL COST OF OWNERSHIP

An end-to-end software platform that is easy to use, deploy, and maintain as your business needs expand



Markets We Serve

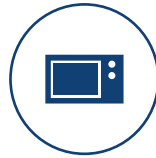
Support for All Retail Verticals and Industries



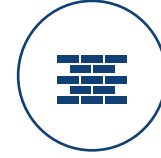
Fashion & Apparel



Footwear



Electronics



Building & Home
Supplies



Furniture & Home
Goods



Pharmaceutical



Hospitality



Optical



Sports & Outdoors



Specialty



Supermarket & Grocery



Book Stores



Seamless Integration to Sage X3

The iVend Retail + Sage X3 Integration Advantage

iVend Retail leverages future safe integration to Sage X3 utilizing AL programming language and interoperable iVend APIs. The integrated solution simplifies accounting and extends functionality across the retail ecosystem. Sage X3 is installed at the Head-office and can be deployed to connect to iVend Retail either On-premise or On-cloud. Retail store operations are connected to iVend Enterprise – the central Head Office component of iVend Retail using Internet or WAN connections. Fail safe replication allows stores to continue transaction even if a connection to the Head Office is unavailable.

Tangible Business Benefits

- **Grow sales** – implement a fully integrated sales growth program across all channels with promotional management functionality and customer loyalty programming.
- **Gain visibility** – access a single stream of data with easy to use contextual dashboards for more informed decision making, including forecasting, inventory and automation in business operations.
- **Strengthen customer loyalty** – track customer contacts and purchasing preferences; launch targeted promotions, offers, and personalised campaigns that keep your customers coming back.
- **Anticipate customer demand** – analyze past transaction data to predict future sales, check inventory availability in real time, and balance stock levels to better match demand.
- **Optimise inventory management** – achieve sales objectives with a lower stock to sales ratio, manage store inventory levels to match anticipated demand; track all stock movements in real-time.
- **Grow an online presence** – design and manage online stores and seamlessly integrate them with back-end inventory management, order processing, shipment tracking, and payment systems.
- **Simplify operations** – seamlessly integrate key in-store and head office business processes into a single, unified system thereby reducing the need to recapture or manually import data.



Expedite Your Business Processes

Sage X3 (formerly Sage X3) incorporates multiple business processes into a unified system, covering manufacturing, inventory, sales, customer service and financial management. Sage X3 is changing how businesses compete and grow, by delivering faster, simpler and flexible financial and operational management, at a fraction of the cost and complexity of typical enterprise ERP systems.

- **Faster** process cycle time, faster inventory turns, faster customer response time, faster insights into costs and performance.
- **Simpler** management of distributed operations and simpler IT management.
- **Flexible** capacity, customization, configuration and deployment options, in the cloud or on premises.

Easily Achieve Omnichannel Capabilities

From managing day-to-day business operations - inventories, stocks, accounts and payments, to multiple sales channels spanning mobile to online to brick-and-mortar stores, retailers are looking beyond siloed software. Leading retailers are implementing integrated solutions that position them to readily meet the dynamic demands of today's shoppers, while maintaining a competitive edge. With iVend Retail integrated to Sage X3, retailers can readily achieve omnichannel capabilities to deliver the personalised, convenient experiences today's shopper have come to expect. Harmonise retail operations from Head Office to Back Office through to all customer touch-points with minimal manual intervention and streamlined retail functionality all delivered from an integrated omnichannel solution.



Sage X3 Master Data Sync

Sage X3 to iVend Retail

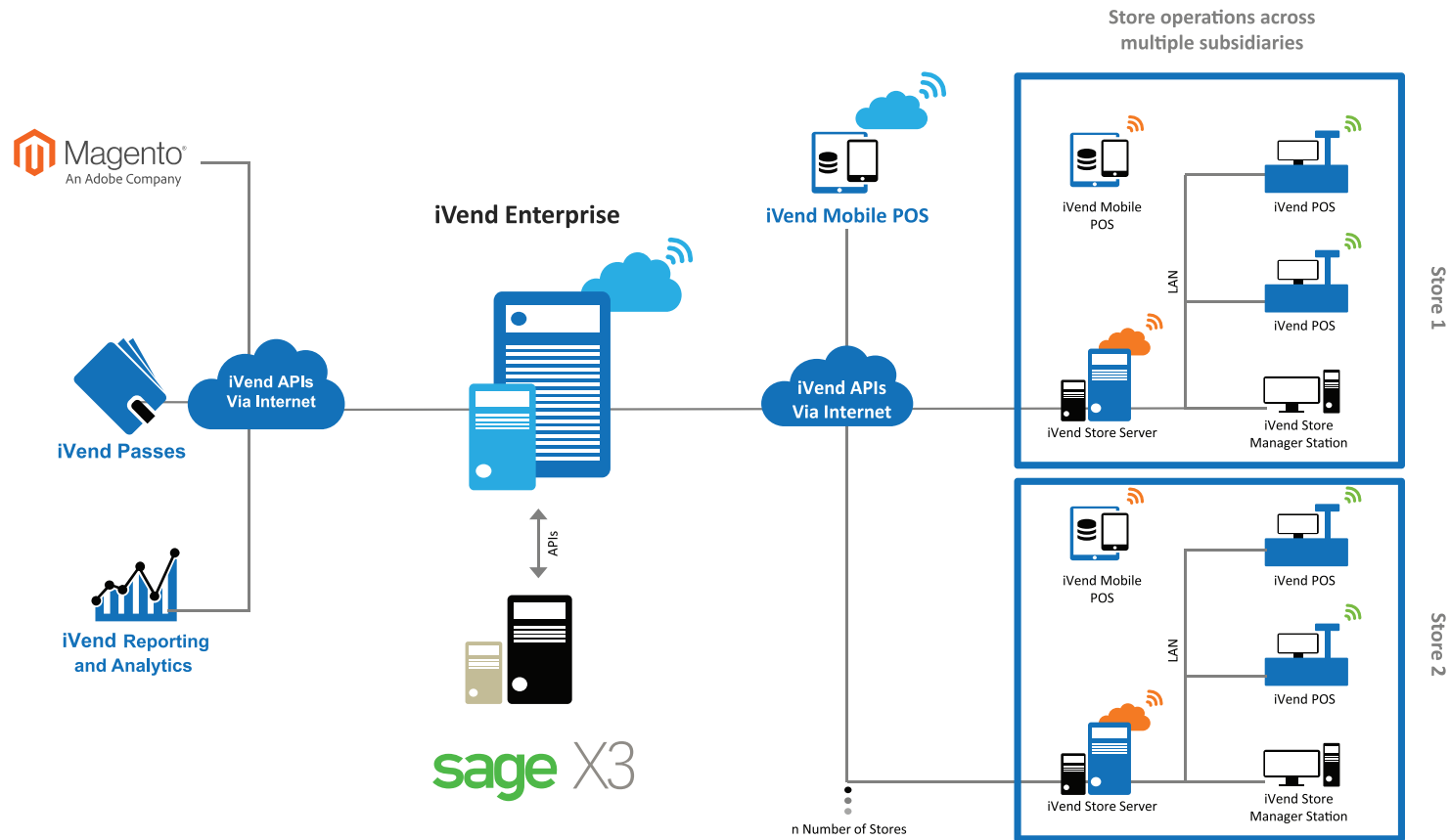
- Product
- Product Group
- Barcodes
- Barcodes by UOM
- Customer
- Customer Group
- Tax Codes
- Currency
- Sales Person
- Payment Types
- Banks
- Unit Of measure
- Price Lists
- Item Pricing
- Vendor
- Vendor Details
- Inventory Updates
- Serial Numbers
- Lot Number
- Exchange Rates
- Locations

iVend Retail Transactional Integration

- Sales Invoices
- Sales Orders
- Sales Refunds
- Account Payments
- Purchase Orders
- Goods Received
- Goods Returned
- Stock Adjustments +
- Stock Adjustments -
- Stock Counts
- Expenses
- Cash-up Variances
- Gift Cards
- Discounts
- Coupons
- Stock Transfer From
- Stock Transfer To
- Credit Note/ Invoice Matching

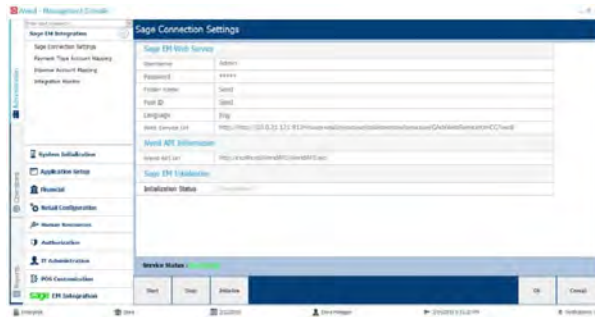


Integration Landscape



Integration Setup

Integration Configuration



The integration configuration found within iVend Retail for Sage X3 enables administrators to manage the integration entry type and map Payment Types and Cash-up Variances to Sage X3 General Ledger accounts and banks. These mappings ensure that correct financial entries are posted without any manual intervention.

Integration Monitor

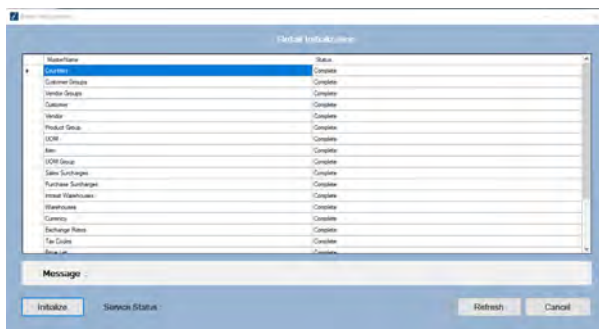


The integration monitor provides a consolidated, real-time overview of transactional and master data integrations between iVend Retail and Sage X3. The integration monitor intuitively presents failed, pending and successfully integrated transactions.

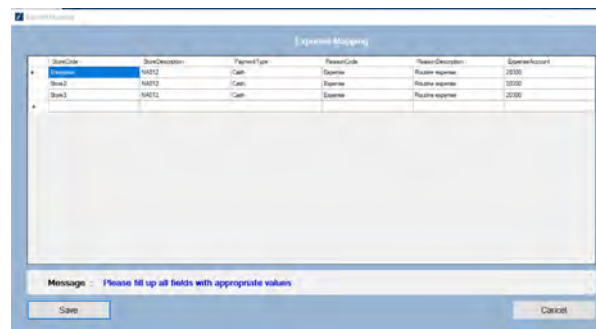
Configuration Manager



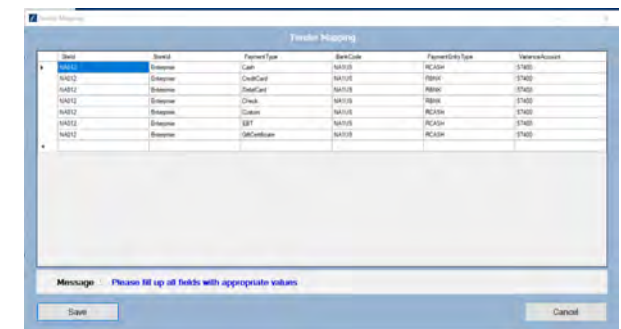
Retail Initialization



Expense Mapping



Tender Mapping



iVend Enterprise

Putting Data at The Heart of Your Business Decisions

Data drives success in omnichannel retailing; and the iVend Enterprise module is the central application controlling retailers' master data.

This module defines key statistics—including sales forecasting, replenishment planning, promotions, gift cards, loyalty schemes and more—and replicates information across the entire retail estate.

iVend Enterprise also collates transactions, such as sales, refunds, returns and store credits, to provide essential insights—particularly in two key areas:

Single Stock Pool

- One view of stock availability and location for reduced inventory costs and increased customer satisfaction
- Replenishment recommendations based on core metrics
- Statistical forecasting based on industry practices
- Sophisticated price management and promotions engine

Connected Customer Experiences

- Enterprise-wide loyalty programs that enables customer segmentation
- Supports digital loyalty scheme passes across all channels
- Assisted selling services available across all channels
- Cross-channel visibility of all customer incentives

iVend Point of Sale (POS)

Fast, Dependable Point of Sale

Time is a shopper's most valuable currency, and iVend POS delivers a fast, dependable Point of Sale application for quick and convenient customer transactions. Trusted by retailers in 90+ countries, iVend POS offers the choice of a touch-screen interface or easy-to-use keyboard, with minimal associate training required.

Execute quick transactions with custom branded, user-friendly terminal interfaces that work ONLINE and OFFLINE making your business never stop producing. Collect and manage customer details for more personalized service, fulfill click-and-collect transactions, improve promotion management with automated discounts, gift cards, integrated loyalty, eCommerce and more.

iVend POS enables retailers to maximize sales, gross margin and profits by achieving every possible sale using inventory anywhere in the retailer's network, even when it is a long way from the customer, maximizing customer satisfaction at the same time. The solution supports every possible customer path through the retailer's "system" with totally consistent approaches to promotions, customer returns and exchanges, earning and redemption of loyalty rewards, use of gift cards and electronic coupons.

Features:

- Flexible configuration that's easy to implement globally
- Complete inventory visibility at the POS
- Payment processing with country-specific, integrated payment systems
- Customizable promotions execution and gift card functionality
- Online or offline functionality; not dependent on an internet connection



iVend Mobile (mPOS)

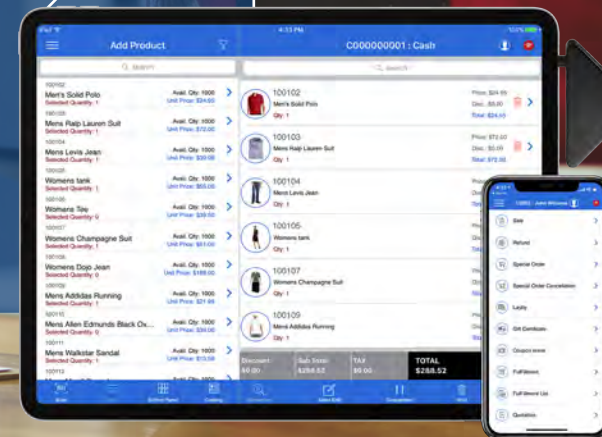
Taking Service Directly to the Customer

Delivering on customer experience today means stepping out from behind a fixed checkout and serving your shoppers wherever they are. iVend mPOS facilitates flexible customer interactions with a fully functional Mobile POS running on iOS or Android platforms that enriches consumer interactions by giving store associates immediate access to all core point of sale and customer service functionality.

Empower store associates via any iOS or Android mobile device with access to all POS functions, so you can interact and transact with shoppers on the floor and process sales from anywhere in the store, or remotely. iVend mPOS can connect to a store server or to the enterprise server via the internet and can be configured for use outside the confines of the physical store and is ideal for pop-up stores or events such as markets, fairs and exhibitions.

Features:

- iVend mPOS helps retailers reduce IT infrastructure costs for faster business expansion
- Works both in online and offline mode
- Shorten lines at the till during peak times, to help reduce abandoned purchases
- Access product and inventory information, product information and customer data
- Take service to your customer, not vice versa



eCommerce Integration

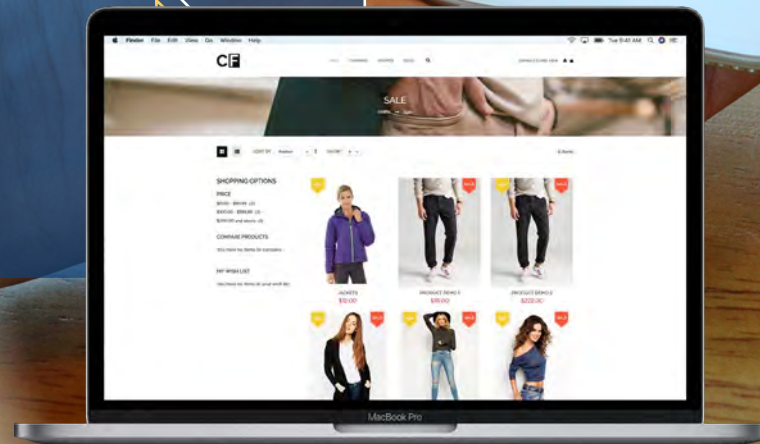
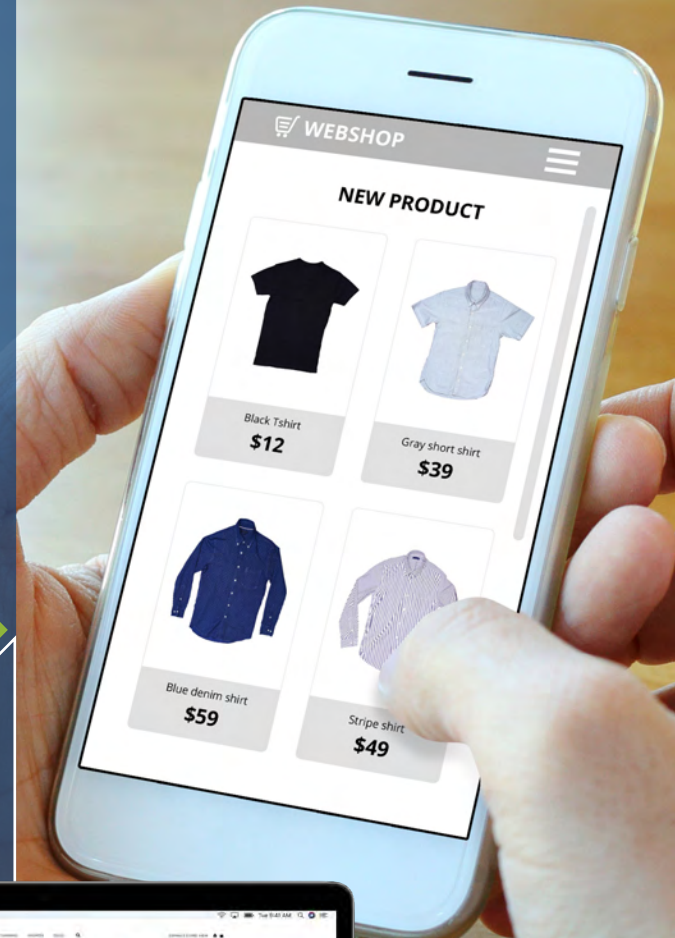
Sell to Anyone, Anywhere, Anytime

The growth of online shopping seems unstoppable - especially now that mobile commerce is generating fresh revenue opportunities. However, an eCommerce platform can do more than drive direct sales. Easily open a new online store or upgrade your existing online infrastructure with advanced eCommerce features designed to increase sales and help you reach a wider audience.

When integrated seamlessly with your brick-and-mortar stores all retail IT infrastructure works in harmony support the omnichannel customer journey at every touch-point.

Features:

- A true single stock pool
- Visibility into inventory availability anywhere across the enterprise
- Click and collect, reserve and collect, and ship direct to customer from store functionalities
- Cross-selling and upselling to online shoppers
- Management of transactions, loyalty points, images, gift cards and coupons
- Business analysis tools to ensure profitable product placement and promotions



iVend Loyalty

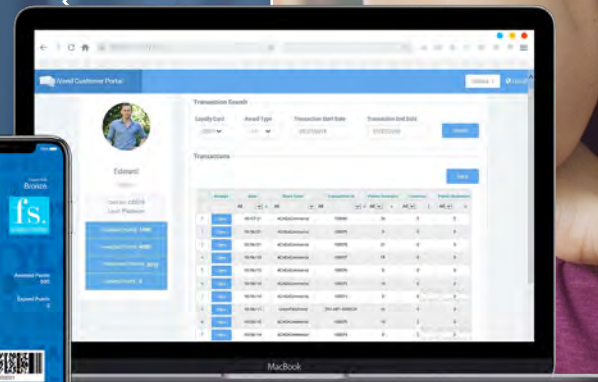
Keep Customers Coming Back

True loyalty is based on shoppers' lifetime value to your business — not the cost of a single transaction. iVend Loyalty allows retailers to reward customers for the way they shop in all channels, in a way that builds long-term advocacy.

Develop a loyalty program to reward customer purchases and generate loyalty for your brand. iVend Loyalty is a flexible points and rewards platform available through physical or digital cards. iVend Loyalty provides the tools for retailers to develop deeper relationships with customers by leveraging purchase history and shopper preferences. iVend Loyalty allows retailers to structure programs to fit the business model, creating multiple incentives across all sales channels.

Features:

- Develop flexible loyalty programs, configured around customer and product groups
- Increase targeting and timeliness of customer communications
- Incorporate service elements into loyalty schemes, not just points collection
- Create tiered levels of membership and automatically promote members according to a defined set of rules
- Capture customer data in all channels and use these insights to help drive long-term and lifetime customer value
- Customers can access their individual accounts via the iVend Loyalty portal, to review and redeem rewards — and can choose to provide more information for targeted offers



iVend Passes

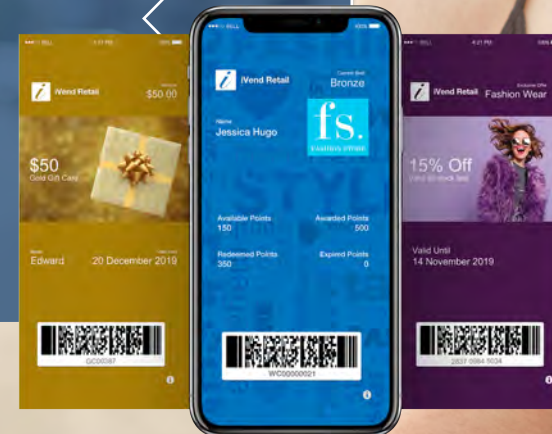
Building Loyalty Through The Device Consumers Can't Live Without

Three quarters of consumers won't leave home without their smartphone, and it's becoming an increasingly important touch point in the retail journey. iVend Passes helps retailers capture attention and stay top-of-mind with a cloud-based subscription service designed to support a variety of marketing initiatives delivered directly to shoppers' mobile phones. Offer coupons, tailored offers, gift certificates and loyalty cards, digitally, on iOS or Android mobile devices with integrated geo-marketing capabilities. Market to your customers in more imaginative ways and at a lower cost.

iVend Passes is a cloud-based subscription service designed to support a variety of marketing initiatives to shoppers' mobile phones.

Features:

- Electronically distribute loyalty cards, gift cards, coupons and passes to consumers
- Create your own digital cards and coupons to customize rewards schemes
- Enable customers to collect and redeem points across all channels, from a single location
- Connect more effectively with consumers in an environment-friendly manner



iVend Reporting and Analytics

Actionable Insights into Business Performance

Access business intelligence reports delivered on a single online dashboard that give you a 360° view of your enterprise to help you drive maximum return on investment.

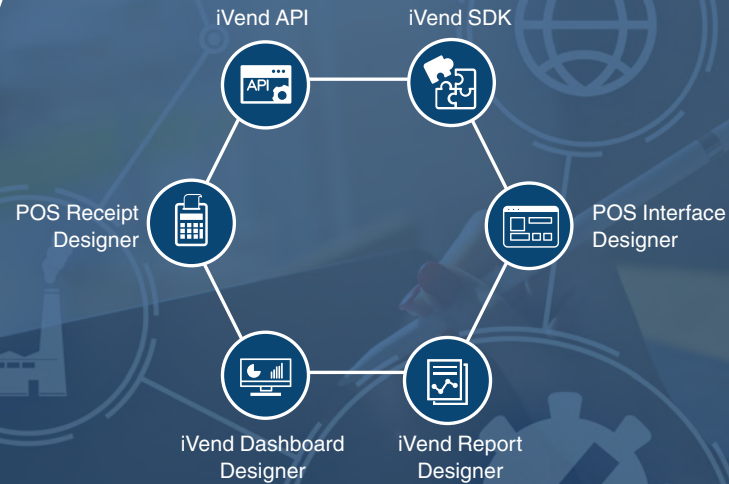
Instantly generate customized reports or utilize 50+ pre-built reports with at-a-glance and drill-down views of your most important KPIs. Gain tactical insights to make faster and more effective decisions. iVend Reporting and Analytics can be viewed on-the-go from any iOS or Android device, giving your operations and leadership teams visibility into the sales and inventory data they need, when and where they need it. Put your data to work for you to make more informed decisions and optimize the success of your retail organization.

Features:

- Review the performance of products, product groups, customers, customer groups, promotions, channels and much more
- Quickly create reports that can be shared across the business to enable positive change
- Choose between standard and custom reporting tools for tailored feedback

iVend Extensibility

The iVend Retail software platform is designed to allow for significant extension of its capabilities, without major rewriting of code or changes in its basic architecture. iVend Extensibility provides an Add-on framework to facilitate programmers to enhance and extend the business logic of the application to accommodate new business requirements due to changing business requirements and the need for certain enhancements.



- Extend UI (User Interface) Layer, Business Logic, and Business Rules
- Create User Defined Fields (UDF) and User Defined Tables (UDT)
- Override events easily for most of the application activities
- Publish Add-ons at the store level and prioritize execution
- Access iVend DB Context for SQL Queries execution
- Leverage a rich API functionality that can be integrated with any standard ERP
- Integrate with any third party Payment Processor



iVend Hospitality

Designed to Optimise Your Food & Beverage Operations

iVend Hospitality provides a flexible and easy-to-use POS system to manage front of house operations, including split and partial bills, table management, servers, reservations and orders. Efficiently communicate with the kitchen to ensure correct and speedy customer order preparation. iVend Hospitality includes many advanced features such as Kitchen Order Tickets (KOT), KDS system integration, recipe and meal plan management.

iVend Hospitality is a fully integrated, restaurant management solution with a multilingual POS system designed to cater to the unique requirements of restaurants, bars, nightclubs and cafes of all sizes. The solution will improve your guest's appreciation and loyalty, reduce order and checkout times, create menu flexibility, decrease operational costs and allow you to focus on crafting a more unique dining experience.



AT THE TABLE



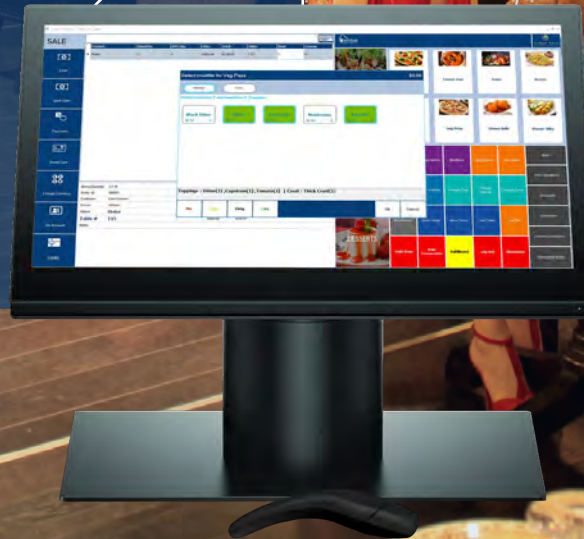
IN THE AISLE



ON THE ROAD



IN THE FIELD



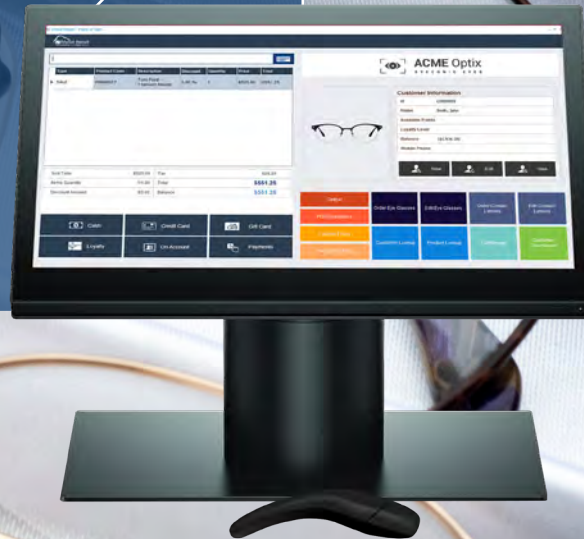
iVend Optical

Complete Optical Point-of-Sale Software

iVend Optical is an industry vertical solution on the iVend Retail management suite designed for Retail Optical shops, Optometry Practices (with or without a retail dispensary), Retail sunglass stores and Ophthalmology clinics (selling RX eyewear).

Developed by a leading provider of software solutions, iVend Optical presents easy to use tools to manage optical Point-of-Sale, frame and contact lens inventory, and business development activities. iVend Optical seamlessly integrates all business processes from the POS at store to the planners at the Head Office lowering the overall cost of operations and simplifying expansion to help your business bring the bottom line into focus with increased profitability.

iVend Optical is intuitive to work with, even for non-technical roles, providing store owners with visibility into product and store performance, schedule and manage appointments with patient notifications, and allows retailers to easily distribute targeted customer promotions.



MID-SEASON
SPECIAL

Want to see if iVend Retail integrated with sage X3 is right for you?

Contact us today to learn how our professionals can support
your plans to grow.



About iVend Retail

iVend Retail by CitiXsys delivers enterprise retailing on Cloud. Our SaaS solutions empower retail and hospitality chains to provide exceptional customer experiences throughout the entire shopper and dining journey. iVend Retail covers infrastructure and managed services for head-office, back-office and customer-facing operations with software modules for point of sale (POS), mobile POS, customer loyalty, eCommerce, digital passes, retail reporting and analytics with out-of-the-box integrations to Magento Commerce, Sage 300cloud and X3, Microsoft Dynamics 365 Business Central, SAP Business One, S/4 HANA, ECC 6.0 and IS-Retail. Our suite of solutions is available through a worldwide network of certified partners.

For more information, visit ivend.com and follow us [@iVendRetail](https://twitter.com/iVendRetail) on Twitter and [CitiXsys-iVend Retail](https://www.linkedin.com/company/citixsys-ivend-retail) on LinkedIn.



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Learn more about how iVend Retail seamlessly integrates with **sage X3** via rich API functionality. 