



iVend POS is an enterprise-class Point of Sale system trusted by thousands of retailers in 85+ countries. iVend POS powers brick and mortar stores as a full service solution to move beyond processing transactions to delivering customer experiences that drive sales.

iVend Retail suite is one of the world's leading applications for providing a true omnichannel experience –

- Maximise sales, gross margin and profits by achieving every possible sale using inventory anywhere in the retail enterprise network, even when it is a long way from the customer
- Support for every possible customer path through the retail ecosystem through offline, online and mobiles sales channels
- Deliver consistent approaches to promotions, returns and exchanges, earning and redemption of loyalty rewards, use of gift cards and digital passes (electronic coupons)
- Deliver exceptional, consistent consumer experiences across all sales channels



Benefits

- Maximise inventory productivity irrespective of where the inventory is located
- Manage the most complex omnichannel sales and customer service transactions
- “Save the sale” and up-sell and cross-sell functionality
- Integrates to iVend Passes for an enhanced, digital customer experience
- Enable a common system across multiple countries, tax regimes, fiscal rules, languages and currencies, reducing costs for retailers
- Secure payments through regional and country specific integrated payment systems
- Enhanced customer facing display to capture customer feedback, display transaction information, videos, and images for improved customer experience
- Advanced loss prevention KPIs
- Supports a wide range of promotion types and common promotions across all channels for a consistent brand experience
- Price check feature to view product details, price and discounts
- Multiple cashiers can work on the same POS terminal and maintain accounts of their individual transactions
- Works online and offline to continue selling, even if WiFi is interrupted

Transaction Capabilities

- Fast checkout – 1 to 3 clicks to make a sale
- Keyboard operation or full function touch screen
- Multiple transaction types in a single transaction
- Multi-currency transactions including cash back in foreign currency
- Multi-language operation
- Matrix view of item attributes for easy product selection from complex assortments
- Support for Signature capture devices
- Sophisticated promotions capability using combinations of price reductions, free goods, bonus buys or multi-deals
- 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
- Suspend and recall transactions (also between Mobile POS and Terminal POS)
- Age verification and hazardous product warnings
- Add specific transaction comments which can be printed on the receipt
- Automatically lock POS when idle more than a set time
- Layaway (lay-by) booking and fulfilment
- Print gift receipts
- Redeem digital passes
- Serial and batch number tracking



Payments

- Many ways to pay
- Pay using multiple tenders
- Define Special Tender types for specific situations
- Collect advance payments or deposits
- Receive payments on account
- Print payment receipts

Save the Sale

- Link to alternate items 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 from POS
- Check customer credit limit and credit availability
- Track and redeem loyalty reward

Inventory Management in Store

- iVend POS provides inventory management capability using hand held terminals in store
- Raise purchase orders in store for local vendors
- Goods receiving against Purchase orders or warehouse shipments
- Inter store transfers
- Click and collect receipts in store
- Inventory counting and adjustments
- Manage in store consumption of inventory otherwise meant for sale (e.g. reams of paper being consumed by the copy shop in store, or salad items being consumed by the serve yourself salad counter)
- Returns to vendor
- Requisition stock from headquarters

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 of all aspects of store operations when coupled with iVend Reporting and Analytics
- Seamless integration with mobile POS
- Works in both online and offline mode
- Mobile POS can use fixed POS cash drawers with full security when they need to handle cash
- 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.
- Highly scalable and easy to manage
- 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
- See the iVend Enterprise fact sheet for details of high availability configurations

Design Capabilities

POS Interface Designer

- Pre-packaged and editable design templates for different industry verticals
- New layouts can be created based on retailer's preferences
- POS layout can have multiple button panels
- Numerous controls and operations available 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 out
- 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