



iVend POS is an enterprise class point of sale system trusted by thousands of retailers in 46 countries. It powers brick and mortar stores as a full service, point of service solution.

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

- It 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
- It 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 digital passes (electronic coupons), iVend Retail and iVend POS ensure the most uniform consumer experience, irrespective of how he or she chooses to shop



Benefits

- Maximum inventory productivity irrespective of where the inventory is
- Handles the most complex omnichannel sales and customer service transactions
- Has detailed "save the sale" and up-sell or cross-sell functionality
- Integrates to iVend Digital Passes for an enhanced customer experience
- Enables 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
- Advanced loss prevention KPIs
- Enables a very wide range of promotion types and common promotions across all channels, supporting a consistent brand experience
- Fully resilient - on an "always connected" Internet

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 authorized
- Use reason codes in all relevant transactions
- Display product images
- Build or break down kits in sales transactions
- Process customer returns and exchanges
- Suspend and recall transactions (also between Mobile POS and Fixed 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
- 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 this order
- 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 rewards

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
- Works in both online and offline mode
- Comprehensive reporting of all aspects of store operations when coupled with iVend Reporting and Analytics
- Seamless integration with mobile POS

- 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
- 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



A uniformly splendid consumer experience across all channels including the store