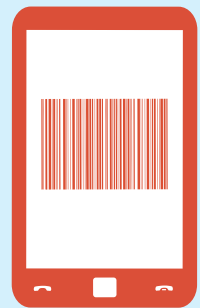




# iVend Retail

Retail Management Solution

New York | Mexico | Panama | Nairobi | London | New Delhi | Singapore | Sydney



## Industry Focus



Electronics Stores



Apparel



Footwear



Optical Stores



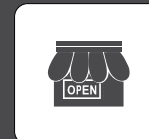
Sports Goods



Book Stores



Specialty Retail



Departmental Stores



Wine Stores

Modern day Retailers strive to execute value chain & business process improvement strategies in order to address the commercial pressures of rapidly changing customer preferences & Cross channel affinity which is impacting in store execution & customer experience management.

**iVend Retail Management Suite** is an SAP Certified, end to end Retail Management Solution from CitiXsys Technologies. The suite of applications provides retailers a real time view of their operations with centralized control enabling them in effective and faster decision-making. It helps retailers succeed in their business by providing integrated functionalities including Business Intelligence & Retail Analytics, Customer Loyalty Management, Integrated e-Commerce, Promotions, Inventory Management & Planning and in-store management.

iVend Retail is ideal for both high-volume retail operations and high-service specialty stores. High volume retailers like its quick service interface whereas High service retailers appreciate the many complex special order fulfillment options, customer specific pricing, flexible kit combinations, and customized, ticket-building special messaging for the POS screen.

## iVend POS - Terminal & Mobile

iVend POS is fast, dependable and powerful Point Of Service application with an easy to use keyboard or touchscreen operated user interface. iVend POS makes transactions processing error free and easy to manage & execute. iVend POS is the execution point for configurations done at the Head Office which include pricing, discounts, promotions, tender types, layaways, and returns.

Terminal POS is the traditional POS application packed with multitude of features and is the execution point for configurations done at the Head Office which include pricing, discounts, promotions, tender types, layaways, and returns.

Mobile POS, as the name suggests is a POS which operates on a handheld device like an iPhone or iPad or select models of Android tablets. iVend Store component at the retail outlet or alternatively directly into iVend Enterprise at the Head Office in case iVend Store component is not installed at the retail outlet. Mobile POS brings the power and effectiveness of a traditional POS to a mobile device and helps retailers enhance customer experience and also maximize the real estate in the store.

## iVend eCommerce

iVend eCommerce is an eCommerce, mCommerce platform allowing retailers to offer their products on the web. With its seamless integration with iVend Retail, shoppers can conduct their business on the web in the same way as is done at the physical store – imparting customers a unified experience – where they have access to all products, images, promotions & schemes.

This application is not limited to retail and can be extensively used in industries like manufacturing, for listing their products and services on-line on the Internet.

## iVend Loyalty

iVend Loyalty is a points & rewards management application, designed to significantly improve customer retention by bringing them continuously back and improving customer satisfaction levels. iVend Loyalty is seamlessly integrated with iVend Retail and can integrate with any Business Management or Retail application using its APIs. Flexible Loyalty Plans with multiple redemption features make iVend Loyalty an imperative solution not only for the Retail Industry, but also for non-consumer industries like manufacturing and non-profit organizations.

## iVend Passes

iVend Passes is a platform for retailers to deploy Digital Passes on Apple Passbook and Android devices.

Engage your customers with a digital Loyalty Card, digital Coupon or digital Gift Cards. iVend Passes remove the technical challenge in doing so allowing you to focus on your consumer engagement. iVend Passes is a cloud based application that enables retailers to use the service seamlessly at their point of sale.

## iVend Analytics

iVend Analytics is a set of pre-packaged, shrink-wrapped Business Intelligence dashboards for the Retail Industry. iVend Analytics seamlessly integrates into iVend Retail and leverages transactional data of the retail environment to generate context-specific detailed insight which is functional & actionable. Retail specific intuitive dashboards provide strategic and tactical insights for faster and effective decision-making. iVend Analytics runs on any browser, iPhone/iPad or any Android device

## Successful in all Retail Vertical



Electronics Stores



Book Stores



Speciality Retail



Supermarket Stores



Wine Stores



Apparel



Footwear



Optical Stores



Sports Goods

“

*I would like to take a moment to compliment CitiXsys team for having done an excellent job in implementing iVEND at Reeves Floral Products. I have worked on several implementations in the past and have never worked with a group who were as eager and talented as your associates. Even with the time difference between India and the United States, there never seems to be an issue completing any development that arises. Thank you again for all your help.*

*Chuck Woodring,  
Reeves Floral Products, Inc., USA*

”

## POS and Retail Management Solution

Retailers face multitude of challenges in today's marketplace. To succeed in an increasingly competitive marketplace, retailers must find innovative ways to compete that are not based solely on price. To effectively stay in business and maximize profitability, retailers must effectively manage business variables, reduce operation costs, maximize efficiencies, ensure excellent customer service, and collaborate with suppliers. To stay ahead of competition retailers must follow customer-buying patterns and forecast future needs.

Many midsize retailers struggle everyday to compete with effectiveness. They lack proper technology solutions and are still struggling with old legacy applications that are not compatible and non-integrated with their business / accounting application; Or worse that they are using spreadsheet applications for analysis which is extremely ineffective and time consuming.

Most retailers need an end-to-end solution, which provides them a near real time view of their operations with centralized control and enables them in faster decision-making.

iVend Retail is an end to end retail solution that covers everything from POS to Back Office to Head Office operations. An iVend Retail setup can scale upto a complex multi-store environment with complete integration with your day to day business operations. The solution automates the entire operations, virtually eliminating paper work.

iVend Retail allows the management team at the Head Office to have complete control over data at the stores. It extends flexibility at the Head Office to setup and configure the system from one place and therefore simplifies the management of data. iVend Retail delivers a configurable, flexible, and scalable solution that is easy to setup and implement and integrates seamlessly with SAP Business All-in-One.

“ I would like to take a moment to compliment CitiXsys team for having done an excellent job in implementing iVEND at Reeves Floral Products. I have worked on several implementations in the past and have never worked with a group who were as eager and talented as your associates. Even with the time difference between India and the United States, there never seems to be an issue completing any development that arises. Thank you again for all your help.

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Reeves Floral Products, Inc., USA

”







## Benefits

### Stay connected with your business operations -

iVend Retail comes as an end-to-end business solution for retailers and is an extensive retail management application to manage Store and POS functions. Fail-safe integration with a standard ERP keeps the head office always connected with the store operations across the complete retail chain.

**Inventory control and replenishment -** With iVend Retail, head office operations have complete visibility of stock across the retail chain and can effectively push stock rather than relying on store requisitions. Additionally the merchandising department can raise purchase orders in time to avoid complete stock out situations.

**Never loose a sale –** iVend Retail delivers up to date visibility of stock across the retail chain. POS operators can gain complete visibility of stock across stores or at the main warehouse / distribution centers right from the POS interface. In stock out situations, POS operators can put items on order and fulfill them from other stores or at a later date by replenishing stock from the distribution center.

### Smoothly process routine and complex

**transactions –** iVend Retail enables the POS operator to combine multiple transaction types with in single POS transaction. For example – POS operators can process a sale refund and sale transaction in a single transaction rather than a two-step process, which involves a separate transaction for sales refund and sale.

**Make the right decisions –** Flexible reporting options in iVend help you make accurate decisions.

### Reliable and safe Credit Card transactions –

iVend Retail offers fast, easy, safe, and cost-effective card management with integrated payment processing from industry-leading banks.

**Grow your average sales ticket -** Up sell and alternate item suggestions pop up on the POS interface enabling the POS operator to make additional recommendations to the customers.

### Retain customers and manage customer communication –

The loyalty management module in iVend allows you to define flexible / lucrative campaigns, which ensure that the customers keep coming back, thereby increasing customer profitability by rewarding the right customer. It delivers a full range of analytics and service capabilities that help you better understand each customer's value and design promotions that maximize the potential of all your customer relationships. Customers can be informed of available points, their value and their validity.

**Promotions that maximize profitability –** Manage targeted promotions by easily analyzing detailed customer trends at individual stores and throughout the retail chain. Promotions can be defined in multiple formats such as period based discounts, quantitative discounts, mix and match and buy some get some.

**Go Green –** iVend Passes negate the need for plastic cards and pesky paper coupons saving investment on plastic and paper thereby contributing to the environment. Being digital, iVend Passes keep the information of loyalty cards, gift cards and coupons updated. They are geo-tagged and location enabled to keep the customer always informed on his status of loyalty cards & coupons



*We needed a better system to support our company, so we went with SAP®. Our retail shop also needed an easier, user friendly system which integrated with SAP so we selected iVend Retail. We are now better able to track transactions through the system and can also create gift certificates on the fly.*

*Angela Hahn, Administrator,  
MiniJumbuk, Australia*



## Overview

**Head office / In-Store management** - iVend Retail offers complete back office functionality both at the Head Office and at the store. It provides the respective managers a total control over activities. In-Store transactions are replicated to the Head Office, allowing quick decision making without any delays. iVend Retail has three licensed components:

- **iVend Enterprise** – configured at the Head Office and used to define the retail enterprise and organization wide policies
- **iVend Store** – configured at the Store and used by the store manager to fulfill his day-to-day functions
- **iVend POS** – configured at the Store, and used by the cashiers to transact with the customers

The user interface of iVend Enterprise is the Management Console and remains same whether used at the head office or on iVend Store and is used to setup the master data required to transact at the POS. The Management Console is also used by the store manager to conduct his day-to-day operations including cash & till management, raising purchase orders, receiving goods against purchase orders /stock transfers, stock transfer shipment

### iVend Retail integration with SAP ECC 6.0 / SAP Business All-in-One

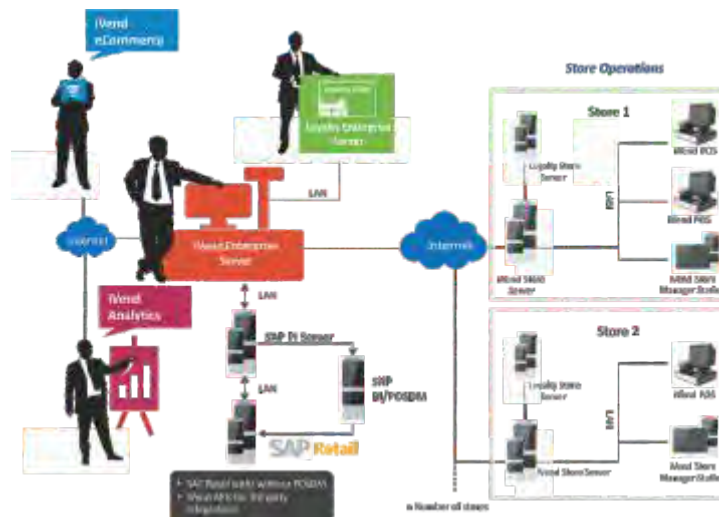
**SAP ECC 6.0 / All-in-One** with Industry Solution **IS Retail** is integrated with iVend Retail using the SAP PI Integration platform.

Communication with the iVend Retail systems is achieved using intermediate documents (IDOCs) and proxies.

#### Integration Summary:

Following master data is integrated between **SAP** and **iVend Retail**-

- |                  |                                      |
|------------------|--------------------------------------|
| • Country        | • Customer Catalog                   |
| • State          | • Warehouse                          |
| • Customer Group | • Bill of Materials (BOM)            |
| • Product Group  | • Price Matrix                       |
| • Shipping Type  | • Special Price for Business Partner |
| • Manufacturer   | • Special Price                      |
| • Sales Person   | • Discount Group                     |
| • Currency       | • Exchange Rate                      |
| • Price List     | • Sales Tax                          |
| • Product        | • Freight                            |
| • Alternate Item | • Stock initialization               |
| • Customer       |                                      |
| • Vendor         |                                      |



to other stores /distribution center, cycle counting etc. iVend Retail is fully PCI compliant and records the credit/debit card details in an encrypted format in database.

#### iVend POS -

iVend POS is fast, dependable and powerful Point Of Service application with an easy to use keyboard or touchscreen operated user interface. iVend POS makes transactions processing error free and easy to manage & execute. iVend POS is the execution point for configurations done at the Head Office which include pricing, discounts, promotions, tender types, layaways, and returns.

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**Mobile POS**, is a POS which operates on a handheld device like an iPhone/ iPad or select models of Android tablets. iVend Store component at the retail outlet or alternatively directly into iVend Enterprise at the Head Office in case iVend Store component is not installed at the retail outlet.







All iVend Retail Stores are configured as Sites in the SAP system. The following retail transactions are integrated with SAP:

#### ➤ Retail Transaction

- Sales
- Refund/Exchange
- Sales Order/Sales order Update
- Delivery
- Layaway/Layaway Cancellation
- Gift Certificate Sale

#### ➤ Stock Take

#### iVend Retail integration with SAP Business One

SAP Business One is integrated with iVend Retail using the standard DI APIs provided as a part of SAP Business One Software Development Kit.

iVend Retail also integrates UDFs (User Defined Fields) defined on Business Partner and Item Master in SAP Business One into iVend Retail.

#### Integration Summary:

25 masters are integrated between **SAP Business One** and **iVend Retail**.

- |                    |                       |
|--------------------|-----------------------|
| • Country          | • BP Catalogue Number |
| • State            | • BOM                 |
| • Tax              | • Freight             |
| • Codes/Groups     | • Alternate Item      |
| • Warehouses       | • Discount Group      |
| • Shipping type    | • Serial Numbers      |
| • Currency         | • Batch Numbers       |
| • Item Group       | • Sales Employee      |
| • Manufacturer     | • Item Attributes     |
| • Price Lists      | • Exchange Rates      |
| • Customer Group   | • User Defined Fields |
| • Business Partner |                       |
| • Items            |                       |
| • Special Prices   |                       |

All iVend Retail Stores are configured as Warehouses in the SAP Business One.

The following retail transactions are integrated with SAP Business One

#### ➤ Retail Transaction

- |                                  |                                |
|----------------------------------|--------------------------------|
| • Sales                          | • Delivery                     |
| • Refund/Exchange                | • Layaway/Layaway Cancellation |
| • Sales Order/Sales order Update | • Gift Certificate Sale        |

#### ➤ Payment Integration

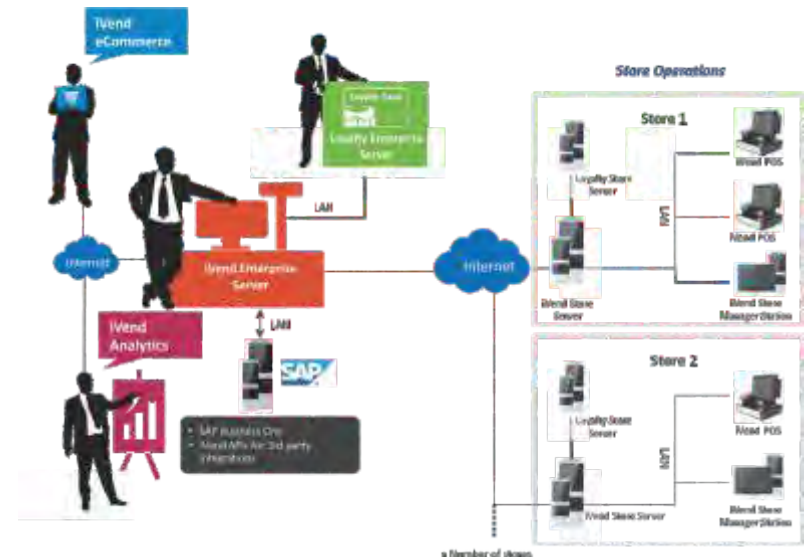
- |                           |                    |
|---------------------------|--------------------|
| • Cash                    | • Traveller Checks |
| • Credit Card             | • Checks           |
| • Debit Card              | • Credit Notes     |
| • Gift Certificate Update | • Customer Tenders |

#### ➤ Stock Transfer

#### ➤ Goods Receipt

#### ➤ Goods Issue

#### ➤ Baseless Goods Receipt



#### ➤ Payment Integration

- |                           |                    |
|---------------------------|--------------------|
| • Cash                    | • Traveller Checks |
| • Credit Card             | • Checks           |
| • Debit Card              | • Credit Notes     |
| • Gift Certificate update | • Customer Tenders |

#### ➤ Stock Transfer

#### ➤ Goods Receipt

#### ➤ Goods Issue

#### ➤ Baseless Goods Receipt

#### ➤ Stock Take

#### ➤ Purchase Order

#### ➤ GRPO (Goods Receipt PO)

## Quick Facts - *Head Office / In-Store Management*

Feature	Functionality
New iVend Installer Management	<ul style="list-style-type: none"> <li>Single Machine Mode                             <ul style="list-style-type: none"> <li>Create new database</li> <li>Use existing database</li> <li>Create demo database</li> </ul> </li> <li>Choose Installation Mode</li> <li>Implementation center for iVend Standalone</li> <li>Auto update of iVend version</li> </ul>
User Management	<ul style="list-style-type: none"> <li>Setup and maintain a database of all the users in the company</li> <li>Define employee positions such as sales executive, cashier, store manager etc .</li> <li>Time clock management</li> <li>Analyze employee performance by reviewing sales reports grouped by sales persons</li> </ul>
Inventory Management	<ul style="list-style-type: none"> <li>Setup Product database for standard, serialized, batch managed, kit, assembly and non-inventory items</li> <li>Items can be marked as non-refundable</li> <li>Inventory control for serial and batch managed items based on expiry date</li> <li>Define Open Items which can be used with price override</li> <li>Data Purge</li> <li>Create, manage, build and break down kits at individual stores</li> <li>Track items by serial and batch numbers</li> <li>Store and track offline inventory</li> <li>Item comments integration</li> <li>Create and manage assemblies at individual stores</li> <li>Exporting UDFs along with products</li> <li>Data Optimization</li> </ul>
Training Mode	<ul style="list-style-type: none"> <li>Reduce training time by configuring the training mode</li> <li>Training mode allows new recruits to get trained on realistic data without the test transactions getting integrated into the LIVE system</li> </ul>
Security Management	<ul style="list-style-type: none"> <li>Define security roles and assign various rights to the roles</li> <li>Assign security roles to users</li> <li>Biometric Support for Login in iVend</li> <li>Set password policies for users</li> <li>Print item and shelf labels for individual stores</li> <li>Option to print customize labels</li> <li>Sales person attachment to an individual store</li> </ul>
Local Purchasing at store	<ul style="list-style-type: none"> <li>Create purchase order for local vendors at stores</li> <li>Edit quantity at partial received purchase order</li> <li>Edit item price on goods receipt purchase order</li> <li>Cancel purchase order</li> <li>Close line item on purchase order</li> <li>Vendor reference number integration from purchase order</li> </ul>
Stock Transfer	<ul style="list-style-type: none"> <li>Create Stock Transfers between stores</li> <li>Stock Transfer Via EXCEL Import</li> </ul>
Goods Receipt	<ul style="list-style-type: none"> <li>Receive stock from unknown source (not based on a purchase order or stock transfer receipt)</li> <li>Receiving items by scanning items</li> </ul>
Language	<ul style="list-style-type: none"> <li>English, French, Latin American Spanish, Italian, Greek, German, Vietnamese, Chinese (Simple &amp; Traditional), Arabic, Dutch and Polish</li> </ul>
Goods Issue	<ul style="list-style-type: none"> <li>Issue stock not based on sale or stock transfer shipment</li> </ul>
Requisition Management	<ul style="list-style-type: none"> <li>Raise stock requisitions to head office or to other stores</li> <li>Requisitions can be consolidated in a single stock transfer shipment</li> </ul>
Cycle Counting / Stock Take at store	<ul style="list-style-type: none"> <li>Perform physical inventory counting at store</li> <li>Barcode scan file can be imported to reconcile inventory</li> <li>Perform stock take using barcode scanners</li> </ul>
Inter-Store Transactions	<ul style="list-style-type: none"> <li>Visibility of stock across the retail chain</li> <li>Book orders to be fulfilled by other stores</li> <li>Perform sales refund from any store</li> </ul>
Customer Management	<ul style="list-style-type: none"> <li>View credit limits, balances and customer contact information at the POS</li> <li>Define multiple billing and shipping addresses for customers</li> <li>Extend discount on items based on Customer Groups</li> <li>Analyze customer buying habits using sales reports at the head office</li> </ul>
Sale Attributes	<ul style="list-style-type: none"> <li>Collect special information at the POS register, e.g. zip codes for advertising effectiveness</li> </ul>



### Supported Hardware

- Thermal Receipt Printer\*
- Cash Drawer\*
- Barcode Scanner\*
- MSR\* (Magnetic Swipe reader)
- Pole display\*
- Signature Capture\*
- Weigh Scale
- Customer Display
- Fiscal Printer – BemaTech MP-4000 TH IFA (PANAMA / VENUZUALA)
- Fiscal Printer – Datec- FP300 (KENYA)
- Fiscal Printer – EPSON TAX PRINTER (DOMINICAN REPUBLIC)

\*OPOS enabled devices





## Quick Facts - *Head Office / In-Store Management*

Feature	Functionality
Events	<ul style="list-style-type: none"> <li>• Setup Events for grouping reports by events</li> </ul>
Transaction Alerts	<ul style="list-style-type: none"> <li>• Setup the email alerts to the administrator in case of transaction failures</li> </ul>
Customer Catalog	<ul style="list-style-type: none"> <li>• Manage customer catalog numbers in parallel to the product numbers</li> <li>• Use customer catalog numbers in sale transactions</li> </ul>
Number Series Masters	<ul style="list-style-type: none"> <li>• Document number series attachments with Marketing Document <ul style="list-style-type: none"> <li>- Attachment with Retail Store</li> <li>- Attachment with POS</li> <li>- Attachment with Transaction Type</li> </ul> </li> </ul>
Store Groups	<ul style="list-style-type: none"> <li>• Group Stores based on their individual needs</li> <li>• Pricing Store Group – group stores based on same pricing structure &amp; policy</li> <li>• Taxation Store Group – Group stores based on same tax structure</li> <li>• Inventory Store Group – Group Stores to restrict inventory visibility across entire retail chain</li> </ul>
Discount Group	<ul style="list-style-type: none"> <li>• Define multiple types of discount groups <ul style="list-style-type: none"> <li>• Coupon discount group</li> <li>• Promotion discount group</li> </ul> </li> <li>• Manual discount group</li> <li>• System discount group</li> </ul>
Pricing and Promotion Management	<ul style="list-style-type: none"> <li>• Tax Exclusive / Tax Inclusive Pricing</li> <li>• Store specific pricing</li> <li>• Period and Volume Discounts: <ul style="list-style-type: none"> <li>- Pricelist Based</li> <li>- Special Prices for Business Partners</li> </ul> </li> <li>• Discount Groups: Define discounts for Business Partners based on: <ul style="list-style-type: none"> <li>- Item Groups</li> <li>- Item Manufacturers</li> </ul> </li> <li>• Define promotions to allow discounts for a specific quantity and/or combination of goods</li> <li>• Promotion based on sale totals</li> <li>• Happy hour based promotions</li> <li>• Define discounts based on: <ul style="list-style-type: none"> <li>- Item Groups</li> <li>- Manufacturers</li> </ul> </li> <li>• Coupons – by Manufacturers or by Retailer</li> </ul>
Loyalty Management	<ul style="list-style-type: none"> <li>• Setup and manage multiple loyalty schemes which assign points on customer purchases</li> <li>• Loyalty points can be redeemed across the network of stores</li> <li>• Redeem loyalty points against new customer purchases</li> <li>• Define ageing criteria for loyalty points</li> </ul>
Gift Cards / Certificates	<ul style="list-style-type: none"> <li>• Setup and manage multiple gift cards</li> <li>• Gift Cards can be sold and redeemed across the network of stores</li> <li>• Re-charge gift cards</li> <li>• Cash back on gift cards</li> <li>• Support for card or paper based gift cards</li> <li>• Recharge of Store Credit</li> </ul>
Coupons	<ul style="list-style-type: none"> <li>• Promotional tool to increase brand awareness and extend discounts</li> <li>• Both type of coupons are offered – By the manufacturer and By the Retailer</li> </ul>
Passbook Integration	<ul style="list-style-type: none"> <li>• Passbook Integration with iVend for iOS &amp; Android based devices <ul style="list-style-type: none"> <li>- Designing a Pass</li> <li>- Template creation</li> <li>- Email Passes</li> <li>- Transaction with passes</li> <li>- Redemption with Passes</li> <li>- Statistics of Passes</li> </ul> </li> </ul>
Surcharges	<ul style="list-style-type: none"> <li>• Setup surcharges which can be applied as additional cost during sale transactions</li> </ul>
Up sells and Alternative Items	<ul style="list-style-type: none"> <li>• Assign item substitutes and up sell items</li> <li>• Up sell and alternate item recommendations automatically pop up on the POS</li> </ul>
Layaway Management	<ul style="list-style-type: none"> <li>• Create and maintain flexible layaway plans</li> <li>• Define installment count, minimum installment count, maximum installment count, layaway duration, and inventory issue method for layaway plans</li> <li>• Auto Deliver Layaway Item</li> </ul>

### Payment Processors

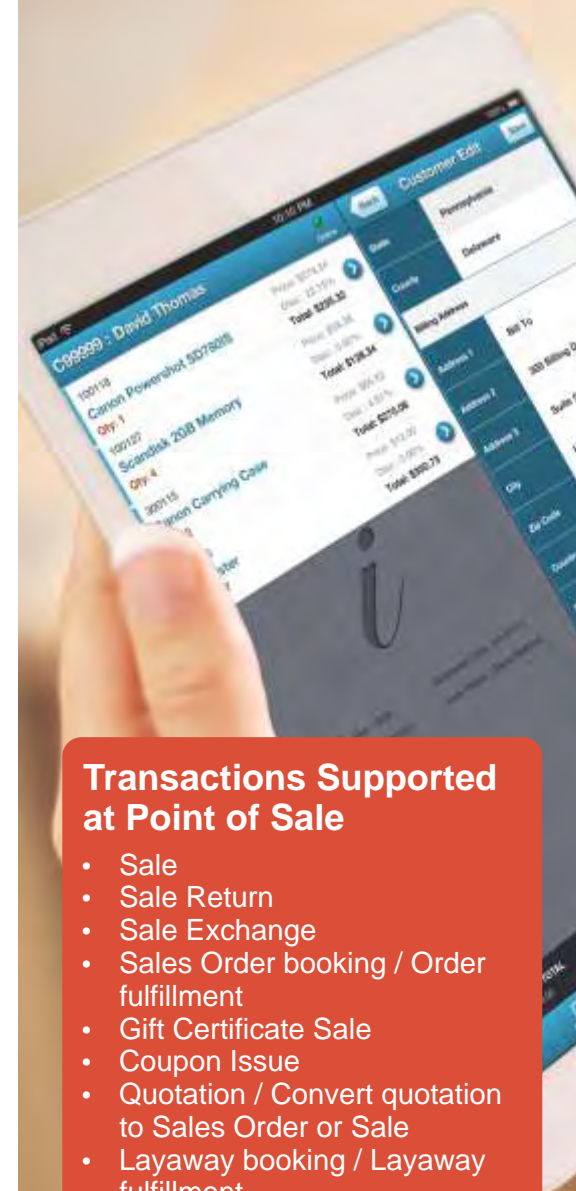
- AuthorizeDotNet
- Commidea
- CyberBit
- DataCash
- Verisign / Paypal/ PayFloPro
- Moneris-eSelectPlus
- DPS
- PC-EFTPOS
- Global Payments
- Heartland
- Caledon
- Plutus
- Protox
- SecurePay
- EWay
- Ogone

## Quick Facts - *Head Office / In-Store Management*

Feature	Functionality
Cash and Till Management	<ul style="list-style-type: none"> <li>Create and track cash being disbursed and collected from each POS from the start till EOD</li> <li>Maintain opening balances for each POS</li> <li>Record Till Count variance</li> <li>Print Cash-In, Cash-Out &amp; expense receipts</li> <li>Ensure till counts at various stages.</li> </ul>
Reporting	<ul style="list-style-type: none"> <li>Generate reports to show sales breakdowns, identify slow-moving items, and check sales for any day—by store, item, Item Group, Customer, Customer Group or Sales Person</li> <li>iVend provides multiple reports in the following categories: <ul style="list-style-type: none"> <li>Sales Reports   Collection Reports   Inventory Reports   Fulfillment Reports</li> </ul> </li> <li>Reports can be previewed on screen, printed, or exported to MS Office and other applications and formats supported by the Microsoft Windows operating system</li> <li>Ability to edit existing reports as per the user format</li> <li>New reports can also be added using the custom reporting feature</li> </ul>
	<i>Applicable only for SAP Business One, SAP Business All-In-One and SAP ECC 6.0</i>
Item Matrix (Only for SAP Business One)	<ul style="list-style-type: none"> <li>Integration with CitiXsys Item Matrix application. Item Matrix application allows you to define /manage items by attributes, such as Size, Color and Style</li> <li>Support for variants of the product</li> </ul>
Local Purchasing at the Store	<ul style="list-style-type: none"> <li>Local purchase orders are automatically synchronized into SAP suite of Business Management Applications</li> <li>Receive stock against local purchase orders which are automatically synchronized in SAP suite of Business Management Applications as Purchase Order based Goods Receipt</li> </ul>
UDF Integration	<ul style="list-style-type: none"> <li>Integrate SAP Business One UDFs on Business Partner Master Data and Item Master Data with iVend</li> </ul>
Stock Transfer	<ul style="list-style-type: none"> <li>Create Stock Transfers between stores or between stores and head office warehouse /distributions centers</li> </ul>
Inter-Store Transactions	<ul style="list-style-type: none"> <li>Orders booked in SAP can be fulfilled from Retail Stores</li> </ul>
Customer Management	<ul style="list-style-type: none"> <li>Setup customer database or synchronize from SAP</li> </ul>
Tax Status Integration	<ul style="list-style-type: none"> <li>Tax Status Integration of customer over the POS</li> </ul>
Cash and Till Management	<ul style="list-style-type: none"> <li>Record Till Count variance and post variances in SAP Business One</li> <li>Detailed counting for custom tenders</li> </ul>
Franchisee Operations	<ul style="list-style-type: none"> <li>iVend can be configured to operate in the following franchisee models: <ul style="list-style-type: none"> <li>- Company owned - franchisee operated</li> <li>- Franchisee owned - franchisee operated</li> </ul> </li> </ul>

## Quick Facts - *POS Operations*

Feature	Functionality
Multi-currency	Flexibility to cash-back in foreign currency to the customers
System Info	<ul style="list-style-type: none"> <li>System Information menu on POS</li> </ul>
Signature Capture on POS	<ul style="list-style-type: none"> <li>Signature capture device integration with following transaction: <ul style="list-style-type: none"> <li>Sale   Sale Order   Sale Refund</li> </ul> </li> </ul>
Periodic Activities	<ul style="list-style-type: none"> <li>Create and track the cash being disbursed and collected from each POS from the start till end of each day</li> <li>Maintain opening balances for each POS and ensure till counts at various stages</li> <li>Perform Cash In/Cash Out for the till at the POS</li> <li>Facility to book petty expenses at the POS</li> <li>Detailed Tender Counting for Credit Cards/ Debit Cards/ Voucher/ Check / Travelers Check</li> </ul>
Multi-level Button panel	Easy access button panel on Point of Sale with following areas: <ul style="list-style-type: none"> <li>Product level <ul style="list-style-type: none"> <li>Product category</li> <li>Custom</li> </ul> </li> </ul>



### Transactions Supported at Point of Sale

- Sale
- Sale Return
- Sale Exchange
- Sales Order booking / Order fulfillment
- Gift Certificate Sale
- Coupon Issue
- Quotation / Convert quotation to Sales Order or Sale
- Layaway booking / Layaway fulfillment
- On Account Payment
- Capturing Lost Sales

## Quick Facts - *POS Operations*



### Passbook Integration with iVend for iOS & Android based devices

- Designing a Pass
- Template creation
- Email Passes
- Transaction with passes
- Redemption with Passes
- Statistics of Passes

Feature	Functionality
Transaction Processing	<ul style="list-style-type: none"> <li>• Automatic Barcode determination at POS: The system follows a resolution hierarchy to resolve barcodes - Product, Customer, Security User</li> <li>• Display customer balance and credit limit on the POS</li> <li>• Customer facing display</li> <li>• Automatic price determination at POS</li> <li>• Automatic Tax determination at POS</li> <li>• Override price, discounts and taxes on the POS</li> <li>• Look up quantity on hand, item attributes, display a picture</li> <li>• Sale Refund without reference to a sale transaction</li> <li>• Item description override on POS: Used for selling open items and special order items tied to a single item master record</li> <li>• Build / Break down Kits in real-time on the POS</li> <li>• Ability to re-print receipts to resolve disputes</li> <li>• Transaction Preview and Printing over POS</li> <li>• Ship to address integration in fulfillment screen on line level</li> <li>• Support for multiple transaction types in a single POS transaction: Sale, Sale Return etc.</li> <li>• iVend POS offers real – time inventory control</li> <li>• iVend POS can be used with both Keyboard and Touch Screen equipment</li> <li>• Following transactions are supported on the iVend POS: <ul style="list-style-type: none"> <li>- Sale</li> <li>- Sale Return</li> <li>- Sale Exchange</li> <li>- Sales Order booking/Order fulfillment</li> <li>- Gift Certificate Sale</li> <li>- Coupon Issue</li> <li>- Quotation/Convert quotation to Sales Order or Sale</li> <li>- Layaway booking / Layaway fulfillment</li> <li>- On Account Payment</li> <li>- Capturing Lost Sales</li> </ul> </li> <li>• Age verification: POS will prompt the user for the DOB while transacting an item setup for age verification</li> <li>• Ability to attach reason code to transactions: Based on the system setup the POS user can be prompted for a reason code for executing a specific transaction</li> <li>• Ability to add sale level comments at the POS. These comments can be printed on the receipt.</li> <li>• Apply surcharges to POS transactions</li> <li>• Prompt the user to book a Sales Order when the store is out of inventory</li> <li>• Automatically lock the POS terminal when left idle.</li> <li>• Customer credit limit check on POS</li> <li>• Ability to suspend transactions and recall the suspended transactions</li> <li>• Ability to void items or the complete POS transaction.</li> <li>• Ability to attach different fulfillment plans to different Sales / Order items</li> <li>• Easily manage / create customer records from the POS</li> <li>• Recalling Sales Attributes</li> <li>• Reason code integration</li> <li>• Speed transactions with touch-screen support and keyboard shortcuts</li> <li>• Visibility of inventory of all stores or group of stores and warehouses at the POS</li> </ul>
Payment Processing	<ul style="list-style-type: none"> <li>• Payments on the POS can be made by the following tenders: <ul style="list-style-type: none"> <li>- Cash</li> <li>- Credit Card &amp; Debit Card</li> <li>- Check</li> <li>- Travelers Check</li> <li>- Store Credits</li> <li>- Voucher</li> <li>- On Account – This special tender enables the user to leave the payment amount on account</li> <li>- Store credit can be issued in case of refunds</li> <li>- Custom tender – This special tender allows businesses to define their own financial instruments and control their integration with SAP</li> <li>- Gift Card &amp; Loyalty Points</li> </ul> </li> <li>• Support for the following Credit / Debit cards: <ul style="list-style-type: none"> <li>Master Card   Visa   Amex   JCB   Diners Club   Discover</li> <li>Others – Payment by cards other than the above</li> </ul> </li> <li>• Collect payments by multiple tenders</li> <li>• Secure Credit Card authorizations: Eliminate losses due to unapproved or unauthorized credit card transactions.</li> <li>• Automatically update balance / change amount</li> <li>• Automatically update transactions with the default tender for change</li> <li>• Collect advance payment from customers</li> <li>• Transaction payments can be staggered across multiple transactions</li> <li>• Ability to print payment receipts</li> </ul>



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