iVend Mobile POS
Fact Sheet

iVend Mobile POS is a full function mobile POS App running on iOS or Android platforms. The mobile devices are connected to iVend Enterprise or to the iVend Store Management Console depending on preference and circumstances. iVend Mobile provides access to all core point of sale and customer service functionality. This means shoppers can be helped wherever they are in the store either by answering their questions about products and stock levels or by processing their transactions quickly and efficiently.

Customer Benefits

- Faster checkout
- Quicker service at busy times through line busting functionality
- Can access help or buy items wherever they are in the store or at events outside the store, such as tent sales, pop up stores, fashion shows, exhibitions, etc
- Better service resulting from guidance on products, availability and past customer purchases given to the sales associates
- Ability for consumers to check their loyalty reward balances and redeem coupons or digital passes
- Multitude of payment methods including cash, cheque, debit, credit, store credit, gift card balances, loyalty points or currency, coupons and digital passes

Retailer Benefits

- Ability to add extra checkouts immediately when store volumes increase or lines lengthen
- Improved store efficiency - the same hardware can be used to support other store functions when customer traffic is quieter, for example, mobile based inventory management functionality in iVend POS
- Increased sales as it is easier to open temporary pop up stores or provide service at off-site events
- Improved upselling and cross selling when the solution is linked to the iVend Loyalty customer database
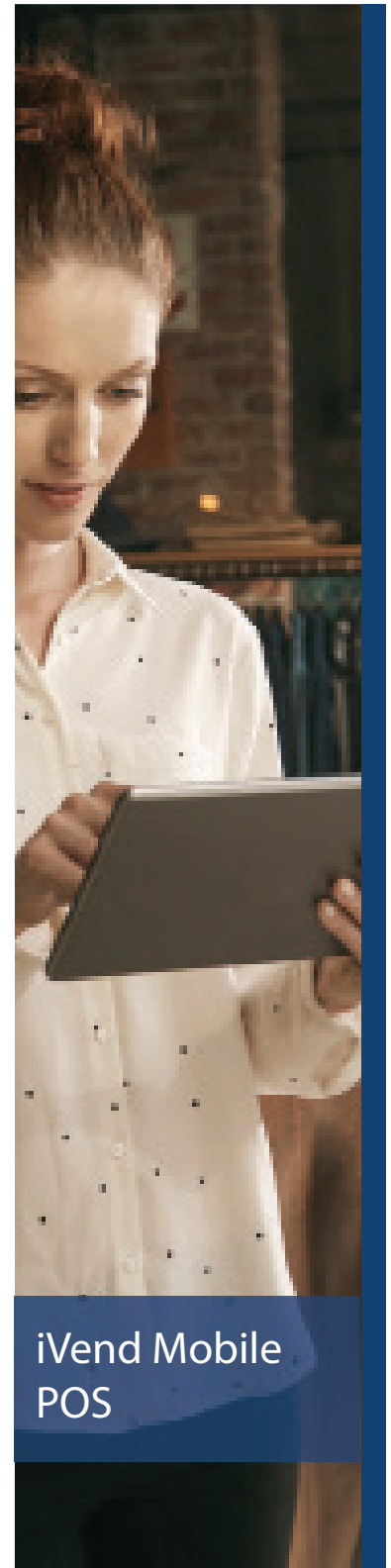
How It Works

iVend Mobile POS is available from the Apple App Store or Google Play. It gets installed on the mobile device like any other App. The configurations settings necessary for the application are made on the mobile device after downloading. These include set up of peripherals, preferred language, printers used, size of receipt required etc.

Transactional data is synchronised to iVend Enterprise in real time. Data to be transferred to the mobile device from iVend Enterprise is downloaded at set times created during initial set up and amended from time to time.

iVend Mobile works online over Wi-Fi or a 3G/4G connection. It will also work in offline mode when there is no network connectivity and synchronizes with iVend Enterprise when network connectivity is available. In online mode transaction validations like special pricing, promotions and coupon based discounts are applied immediately. In offline mode the device maintains its own copy of the master data and these values are used for transactions. Synchronization can be scheduled manually or automatically at set times.

Key Features

- 5 languages as default, others can be added.
- 3 sizes of receipt – A4/letter, 3 inch and 2 inch
- Multiple tender types including loyalty rewards, foreign currencies, gift cards and charge to account
- iVend dashboards will report the number of transaction voids, line item voids, cancelled and suspended sales etc. for Loss Prevention to investigate. iVend Reporting and Analytics can report all the detail.
- Strong security and remote support

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Supported Transactions

- Sale of stocked or non-stocked items
- Order cancellation or editing
- Refunds and exchanges
- Special orders
- Special order cancellation
- Coupon issue
- Quotation
- Layaway (lay-by)
- Gift certificate sales
- Preview transactions
- Suspend transaction and recall from another POS terminal
- Sales order fulfilment
- Loyalty registration
- Record serial or batch numbers in transactions
- Capture item attributes
- Add new customer
- Edit or view existing customer
- Select customer for transaction
- Search for customers or transactions
- Add customer to a loyalty program
- Search for and view product information
- View catalog
- Add product to a transaction
- Change item details as authorized
- Apply discounts as authorized
- Capture sales person
- Add any surcharges
- Cancel complete order
- Email receipt
- List all transactions

Supported Hardware

- Wi-Fi printer with Air Print
- Bluetooth printers
- IDTECH mobile mag strip reader
- Socket mobile scanner CHS 7XI
- Linea Pro 4 printer/scanner
- Magstripe reader for iPhone
- Linea Pro 5 for iPhone/iPAD
- TVS cash drawer
- Device camera for barcode scanning
- Koamtac KDC400 scanner and MSR
- Ingenico pinpad and barcode scanner
- Motorola TC55
- Line Pro for iPAD various models
- Star mPOP Bluetooth barcode scanner, combined receipt printer and cash drawer
- Handpoint HiLite payment solution
- Handpoint HiPro payment solution