

Feature Checklist

Explore how DrivingOutcomes Omnichannel partnered with Vend can help you future-proof your retail business.

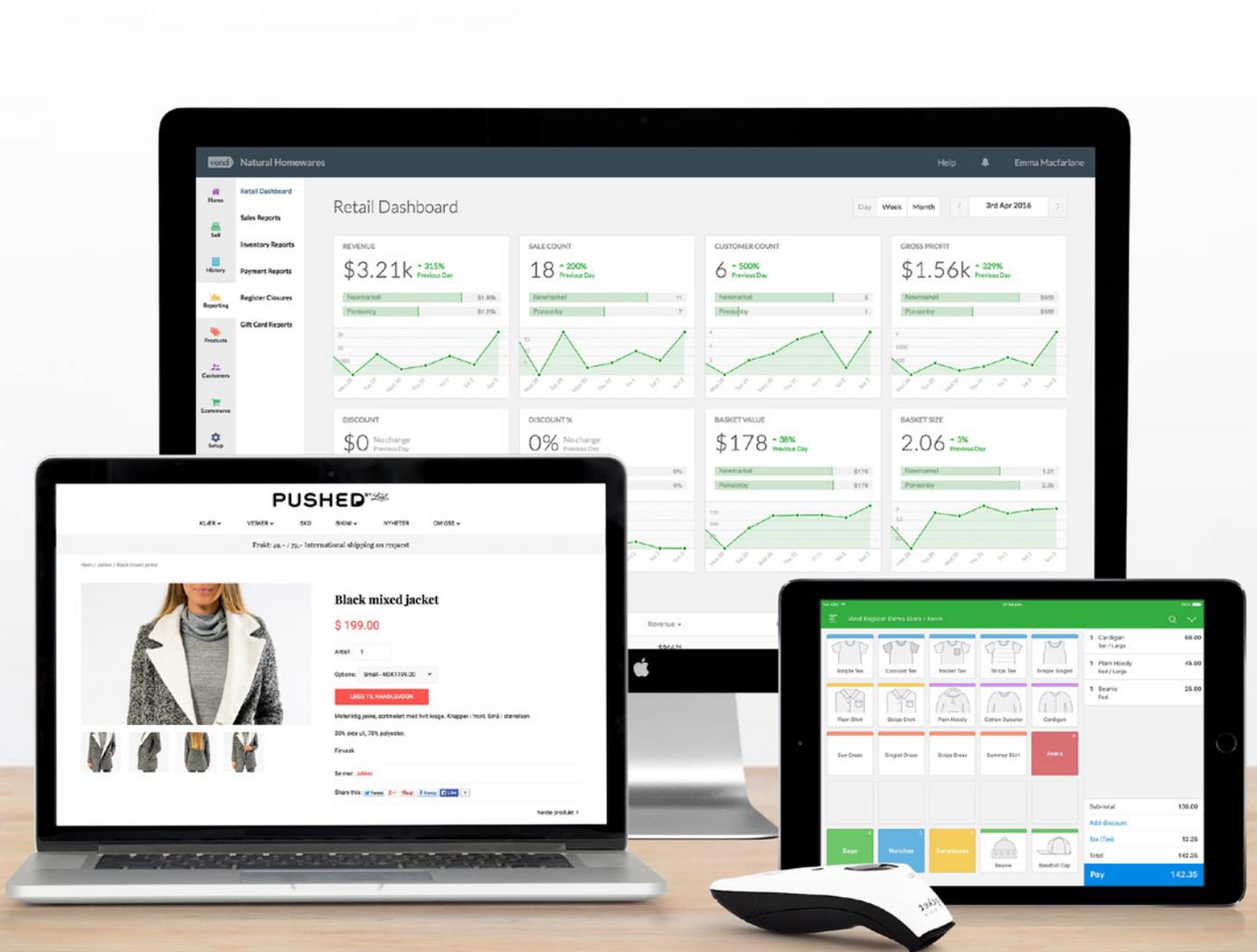


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KEY FEATURES

- ✓ **Cloud-based** All store data syncs to the cloud and is accessible from anywhere, on iPad, Mac or PC.
- ✓ **Front & back office** A combination of POS applications and powerful back-office administration tools for retailers of all sizes.
- ✓ **Low investment cost** Low upfront investment, no cancellation fees.
- ✓ **Software updates** Software is continually updated for free.
- ✓ **Works offline** POS keeps working even if the internet connection fails. Continue making sales until connectivity is restored.
- ✓ **Developer API** [Developer program with API](#) that uses the latest open-standard authentication and authorization protocol.
- ✓ **Vend integrated payments** Securely accept credit and debit cards with leading payment providers that sync with Vend POS and selected banks for a faster, smarter checkout experience.
- ✓ **Omnichannel** Sell in-store with Vend on iPad, Mac or PC. Sell online with Vend Ecommerce or connect Vend to your existing ecommerce website.
- ✓ **Onboarding services** Get help setting up a new store or migrating from an old POS with assisted setup from a dedicated Launch Specialist.



SALES

- ✓ **Registers & users** Easily switch between outlets, registers and users for sales sessions.
- ✓ **Products** Scan products by barcode, select using quick keys, or type into the search bar.
- ✓ **Discount** Apply discounts by line item or total sale.
- ✓ **Notes** Add notes to a line item or to the entire sale.
- ✓ **Customers** Capture customer details and add them to a sale.
- ✓ **Receipts** Create and email customer receipts or print gift receipts.

- ✓ **Returns** Accept returns and provide refunds.
- ✓ **Parked sales** Void or park (i.e. save) current sale. Easily retrieve and complete later.
- ✓ **Traning mode** Easily train staff on the Sell screen without affecting sales data.

vend RECEIPTS

- ✓ **Print & email** Print and email sales receipts.
- ✓ **Receipt information** Choose whether discounts, promotional details and/or notes appear on receipts.
- ✓ **Customizable styles** Customize multiple receipt templates with store details and business logos.
- ✓ **Historical receipts** Print and email receipts from historical sales.
- ✓ **Gift receipts** Print gift receipts for current or historical sales.
- ✓ **Digital receipts** Issue QR codes for AllReceipts mobile app with any Star Cloud Services printer.

vend PAYMENT TYPES

- ✓ **Payment types** Customizable payment types including cash, credit, debit, check and more.
- ✓ **Banking** Connect your bank with your integrated payment solution. Contact the Vend sales team to find out which banks we currently work with.
- ✓ **Vend integrated payments** Securely accept credit and debit cards with leading payment providers below that sync with Vend POS for a faster, smarter checkout experience.
- ✓ **Global currency** Support for majority of worldwide currencies.
- ✓ **Layaway** Save sales against a customer's account in Vend. Reserve their items in-store until they've paid off their purchase.

- ✓ **Partial payments** Take deposits and partial payments on layaway or on-account sales.

- ✓ **Split tender** Multiple payments and payment types can be accepted in one sale.

- ✓ **Gift cards** Issue, redeem and track gift cards in Vend.

- ✓ **Store credit** Issue store credit manually or as a refund. Allow customers to make purchases with store credit.

- ✓ **On-account** Let customers take their purchase home and pay the bill later. Email or print on-account receipts.

- ✓ **Loyalty redemption** Loyalty is earned and redeemed in dollar values.

VEND INTEGRATED PAYMENTS

- ✓ **USA** Vantiv (iOS, Mac & PC), PayPal Here (iOS), Square (iOS)

- ✓ **Australia** Tyro (iOS, Mac & PC), CommBank's Albert (iOS, Mac & PC), Square (iOS), PayPal (iOS), Payment Express (iOS, Mac & PC), Smartpay (iOS, Mac & PC)

- ✓ **Canada** Square (iOS), Moneris (iOS)

- ✓ **UK** Paymentsense (iOS, Mac & PC), Payment Express (iOS, Mac & PC), Square (iOS), PayPal Here (iOS), SumUp (iOS), iZettle (iOS)

- ✓ **New Zealand** SmartPay (iOS, Mac & PC), Verifone (iOS, Mac & PC), Payment Express (iOS, Mac & PC)

- ✓ **Other regions** Square (iOS - Japan), Paymentsense (iOS, Mac & PC - Ireland), Yoco (iOS - South Africa), SumUp (iOS - Austria, Brazil, Belgium, Chile, Germany, Ireland, Italy, The Netherlands, Poland, Spain, Sweden and Switzerland), iZettle (iOS - Mexico, Brazil, Germany, Spain, Sweden, Norway, Finland, Denmark, and the Netherlands)

INVENTORY

- ✓ **Inventory sync** Manage and track inventory across all stores, warehouses and your ecommerce store.

- ✓ **Export data** Export inventory data to a spreadsheet.

| | | |
|---|----------------------------|--|
| ✓ | Inventory counts | Keep track of stock on hand with full or partial inventory counts using a barcode scanner. Perform inventory counts with an iPhone, iPod Touch or iPad using Vend's Scanner app for iOS. |
| ✓ | Purchasing | Purchase and replenish stock with automated purchase orders, and customizable reorder points. Orders integrate with Xero accounting software. |
| ✓ | Reorder points | Set reorder points and reorder amounts to easily identify low stock levels and automatically fill purchase orders with refill amounts. |
| ✓ | Stock transfers | Transfer stock between outlets, head office and warehouse locations. |
| ✓ | Stock returns | Return faulty or consignment stock back to suppliers. |
| ✓ | Hold | Put stock on hold. |
| ✓ | Barcodes and labels | Import existing barcodes or generate and print new ones. |
| ✓ | Add-ons | Manage complex wholesale requirements through specialist add-ons . |

REPORTING

| | | |
|---|--|---|
| ✓ | Customizable reports | Build custom reports and quickly drill into the data to see how stores, products and staff are performing. |
| ✓ | Mobile-friendly reporting dashboard | Check key stats from anywhere, anytime. |
| ✓ | Sales | View current and historical sales information for users, registers, outlets and customers. |
| ✓ | Products | Report by product type, date, tag, brand, supplier and outlets. |
| ✓ | Payments | Report on revenue received by each payment type. |
| ✓ | Taxes | View a breakdown of tax collected from sales, sales revenue attributed to different tax codes, and any sales revenue that's tax exempt. |
| ✓ | Employee performance | Set daily, weekly and monthly sales targets for each staff member, and see how they are performing against those objectives. |
| ✓ | Customer reports | Track customer spending and liabilities like Gift Cards and Store Credit. |



HARDWARE

- ✓ **Compatible devices** Multi-device and multi-platform. Runs on iPad, Mac and PC.
- ✓ **Compatible hardware** Compatible with selected [receipt printers](#), [invoice printers](#), [cash drawers](#), [barcode label printers](#), [barcode scanners](#) and [credit card readers](#).
- ✓ **Purchase new hardware** Buy a bundle or purchase select pieces from Vend suppliers.



PRODUCTS

- ✓ **Product details** Categorize products by supplier, brand, tag and type. Add product images, taxes, pricing and markups.
- ✓ **Styling** Manage multiple item dimensions, including color, size and style.
- ✓ **Bulk import & export** Import and export product data into spreadsheets or CSVs.
- ✓ **Composites** Bundle multiple products into one composite product while inventory levels adjust accordingly.



PRICING AND PROMOTIONS

- ✓ **Promotions** Set discounts across all or select products in just a few clicks. Run customized offers like Spend and Save or Buy One Get One. Target select customer groups, outlets, date ranges and times.
- ✓ **Price books** Set fixed price points for select customer groups, such as wholesale. Import and export your price books.



CUSTOMER RELATIONSHIP MANAGEMENT

- ✓ **Customer details** Record and update customer contact details, assign sales and track purchase history.
- ✓ **Customer groups** Organize customers into groups such as staff, VIPs etc.
- ✓ **Promotions** Offer storewide promotions or assign by customer group.

- ✓ **Accounts** Manage customer accounts receivable.
- ✓ **Loyalty** Let customers earn and redeem points in a customizable loyalty program.
- ✓ **Store credit** View customer store credit balances and redemption history.

vend RETAIL ADMINISTRATION

- ✓ **POS administration** Maintain outlet and register details.
- ✓ **Taxes** Configure taxes by outlet.
- ✓ **Payment types** Maintain multiple payment types.
- ✓ **Dashboard** Customizable dashboard homepage for a quick overview of store performance and important information.
- ✓ **Register closures** Use register open and close processes.
- ✓ **Cash float management** Track cash movements including cash out and petty cash.

vend STAFF MANAGEMENT

- ✓ **Users** Manage users, user profiles, targets and roles.
- ✓ **Permissions** Define what employees can see and actions they can perform.
- ✓ **Sales** Track sales by cashier and date.
- ✓ **Targets** Define and manage sales targets.
- ✓ **Training** Enable training mode to train staff without affecting sales data.



ECOMMERCE



Products & inventory management

Sync products and inventory from brick and mortar stores to WooCommerce, or your connected ecommerce site.



Powered by trust

WooCommerce is built on WordPress, the software powering more than 34% of the web. Regularly audited by Sucuri, an industry leader in security, you're in good hands.



Content at the core

Working on top of the world's most popular content management system, WooCommerce seamlessly integrates commerce with content. Everything you need is in one place.



A modular system

WooCommerce is kept lean so you can add just the options you want. It's also made to work alongside your favorite WordPress plugins, so you can keep the features you already love.



Sell anything

From physical products and digital downloads to subscriptions, content and even appointments, you can sell anything with WooCommerce.



No limits

WooCommerce is entirely open source, which means you can modify and customize anything and everything. Because you have complete control, you can add unlimited products and users, and take unlimited orders.



Worldwide community

WooCommerce stores and developers come from all over the world - from Norway to South Africa, from Canada to Japan.



SUPPORT



24/7 customer support

Award-winning 24/7 support. Get in touch by email, phone, and social media.



Help center

Free access for all customers including a range of help articles, setup guides, video tutorials, training, and tips and tricks.



Tutorial videos

Visit the Vend YouTube channel to watch Vend tutorials or retail videos on-demand.



Retail resource library

Access practical, free retail resources to run your retail business even better.

- 
Priority phone support

Pay extra on your monthly subscription to get first priority in the phone queue.
- 
Onboarding services

Get help setting up a new store or migrating from an old POS with assisted setup from a dedicated Launch Specialist.
- 
Vend experts

Work with a Vend expert for hands-on care, on-site training, or custom solutions.



INTEGRATIONS AND ADD-ONS

- 
Xero accounting

Share sales and financial data in real-time. Sync daily sales, payment totals, cash movements, cost-of-goods-sold, invoices, liabilities and customer details. Supercharge your reports and gain visibility into your true real-time business performance.
- 
Shopify ecommerce

Use Vend's advanced in-store POS features with Shopify ecommerce to manage inventory across multiple stores, centralize operations, sync products in a single click, view performance in real-time and maximize profits.
- 
Many more add-ons

Streamline or customize your business operations with retail add-ons. Select from a range of tools including employee scheduling, complex wholesale or warehousing, service scheduling, advanced analytics, or traffic analysis.



ACCOUNT MAINTENANCE

- 
Free trial

Free trial period. Sign up for a 14 day trial. No credit card or commitment required.
- 
Referrals

Access a referral program to refer a friend and save on your subscription.
- 
Subscriptions

Maintain subscription plan, add and remove registers. Monthly and annual subscriptions available.
- 
Training and onboarding services

Get setup assistance and support with Vend Services.
- 
Scale on demand

Easily upgrade or downgrade at any time.

**Support**

Amazon Web Services-managed, physically secure, geographically-distributed data-centers with world-class hosting operations and support.

**Secure**

Network and application firewalls managed by a security team. Intrusion detection and log management. Encrypted data transmission protocols for data in transit.

**Availability**

Architected to minimise single points of failure, thereby achieving 99.99% availability for the past 12 months. Highly-available storage, network and computer systems.

**Updates**

All maintenance and updates are designed to be performed while systems are fully online and available.

**Downtime**

In the unlikely event of a complete site outage the offline functionality of Vend POS means you can continue to trade.

**Monitoring**

24/7 monitoring and alerting. Comprehensive monitoring and alerting of all aspects of our infrastructure and application performance, plus a team of engineers available at all times to handle any issues that may arise.

Take the next step to get started with Vend by contacting DrivingOutcomes, your local Vend Partner, to book a demo.

drivingoutcomes.com/booking



DRIVINGOUTCOMES
OMNICHANNEL