



iVend Retail Management

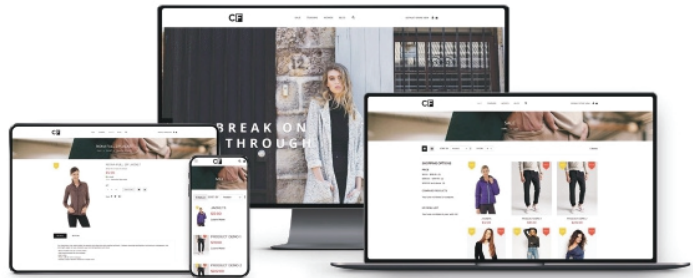


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iVend Digital Commerce

As shoppers increasingly shift to online channels, prepare your business to meet future demand with an integrated eCommerce solution.



Benefits

- Start selling online in record time and reach new customers
- Move slow-moving and excess inventory quickly
- Offer Click & Collect, BOPIS, Curbside Pickup and Contactless Delivery
- Provide a consistent brand experience at every touchpoint
- Operate from a common stock pool to maximise product availability, sales and customer satisfaction
- View enterprise-wide inventory movement for accurate product availability
- Leverage tools to attract, reward and keep loyal customers
- Give customers the freedom to buy from you whenever and wherever they want
- Drive online customers into physical stores and vice versa

Keep Pace with Changing Shopper Behaviour

In store shopping has long been the predominant way to shop, however, online shopping has quickly grown to become the preferred channel for many.

Most consumers now include an online component when they shop, using their smartphones in-store to compare prices and products; gathering inputs and reviews via social media; building and abandoning carts online; and once ready to purchase, expect to have products delivered directly to them, sometimes on the same or next day.

As a response more retailers are recognising the need for their brand to operate around the customer, who wants a seamless experience across channels and the convenience of having their data and orders follow them across channels .

iVend Digital Commerce



Best Buy Shifts to Curbside Pickups Only in Response to Coronavirus



Target rolls out curbside delivery service for online orders in Florida



eCommerce is Winning the Market Share of Spending

Customers are selecting the businesses that can meet their immediate needs for inventory and delivery.

- The shift toward eCommerce is here to stay, as **consumers enjoy the convenience**
- Shoppers reluctant to return to **bricks-and-mortar shopping will opt for eCommerce**
- Retailers could **miss out on significant revenue in the absence of an online store**

New Options for Fulfillment are a Must

Curbside Pickup and delivery has become a lifeline and necessity for every brick-and-mortar business moving ahead.

- Consumers who have increasingly become concerned about safety now want options for **Curbside Pickup, Local Delivery, BOPIS and Click & Collect**
- Consumers are seeking these conveniences and the personalisation that equates to **safety reassurances** during uncertain times

Customer Loyalty Matters More Than Ever

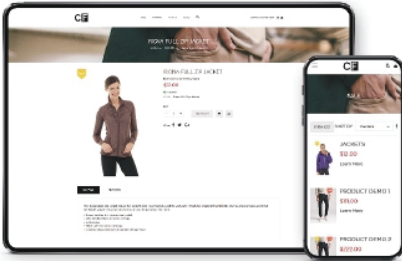
To maintain customer loyalty retailers will need to pivot to keep up with changing shopper expectations.

- Now more than ever retailers need to **value their loyal customers as consumers are more conservative in their spending** due to budget constraints
- Promotional offers will need to be significant and compelling to **encourage customers to start spending again**
- Shoppers now have clear favourite retailers and give an increased priority to **clearly stated facts and competitive prices**



Covid-19 shifts online sales from desirable to essential

iVend Digital Commerce



Prepare your Retail Business for the 'New Norm'

Your eCommerce store should work seamlessly with your bricks-and-mortar. That's why iVend Retail provides an out-of-the-box integration to Magento Commerce Community Edition – 2.3.3.

Integrated eCommerce Powers Omnichannel Excellence

iVend Digital Commerce connects Magento Commerce to power your eCommerce operations with iVend Retail enterprise retail management software. Integrate sales channels across your enterprise to transform your retail operations into a single unified system.

Unlike other options to get online rapidly, iVend Digital Commerce seamlessly pairs your online sales with end-to-end retail management without the need for a lengthy consulting engagement or development project. iVend Digital Commerce is designed to significantly reduce time to market so you can deliver results faster.

- Deliver an integrated and seamless experience across all brands
- Extend Home Delivery, Same Day Store and Curbside Pickup, BOPIS, Click & Collect, and ship direct to customer from store functionalities
- Cross-selling and up-selling to online shoppers
- Digital delivery of coupons, vouchers and loyalty cards
- Management of transactions, loyalty points, gift cards and coupons
- Business analysis tools to ensure profitable product placement and promotions through coupons

iVend Digital Commerce Packages	Silver Package	Gold Package
Magento Commerce, Community Edition (2.3.1)	✓	✓
Go-LIVE Timeline	5 Days	7 Days
Standard Implementation with Standard Themes	✓	✓
Integration with iVend Retail	✓	✓
Magento Application Management & Support	✓	✓
Payment Gateway Integration <i>(For PayPal Express Checkout, Paypal All in One Gateway, Payflow from Paypal, Braintree, Stripe, Klarna, Amazon Pay)</i>	✓	✓
Omnichannel Gift Card Experience with iVend Retail	-	✓
Omnichannel Loyalty Experience with iVend Retail	-	✓
Omnichannel Click & Collect or Home Delivery or Curbside Pickup Experience with iVend Retail	-	✓
Add-ons		
Native (iOS / Android) or Progressive Web App (PWA) for iVend Digital Commerce		

iVend Digital Commerce



Integration Points

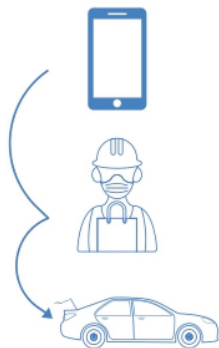
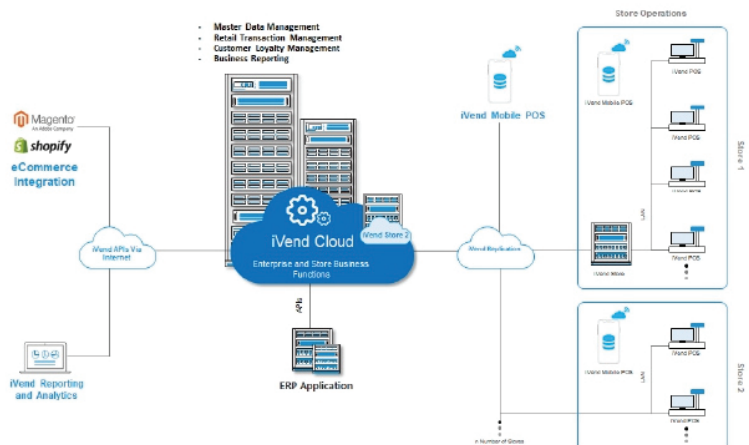
iVend Retail → Magento

- Products (including Alternate, Upsell products)
- Base Price
- Product Category
- Customer Group
- Tax Codes
- Inventory
- Delivery, Invoicing, cancellation and Refund of Magento Orders
- Gift Cards
- Loyalty (Points Only)

Magento → iVend Retail

- Customer
- Order

Application Landscape



Curbside Delivery in iVend Retail 6.6

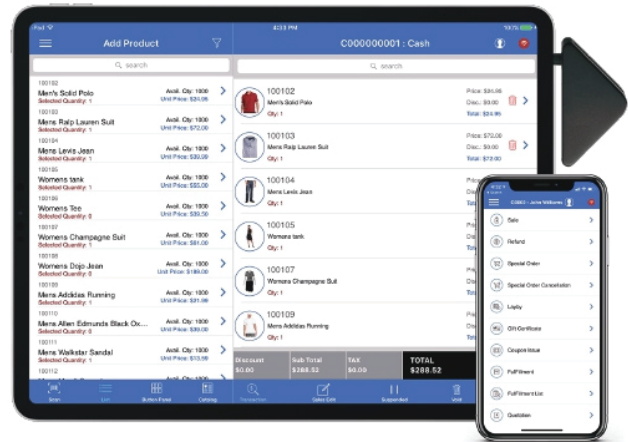
iVend Retail 6.6 is 'pre-built' for omnichannel retailing and includes Curbside Delivery functions with the following requirements:

- iVend Retail 6.6 - this may or may not be integrated to a core ERP
- iVend Mobile POS - for contactless delivery and payments
- iVend for Magento Connector - integrating online orders to iVend Retail
- And of course, a Magento online shopping portal (we can provide that...!!)

FACTSHEET

iVend Mobile POS

iVend Mobile POS transforms the store experience with a feature-rich application delivering comprehensive Point of Sale and customer service functionality via any iOS or Android device.



Customer Benefits

- Checkout customers faster, wherever they're ready to make a purchase – in store or at a tent sale, pop-up shop, fashion show, or exhibition
- Access product and pricing information at the touch of a button
- Improve customer service with guidance on products and real time stock availability
- Establish lasting relationships with your customers based on data about their preferences and purchase history
- Allow customers to accumulate and redeem loyalty rewards, coupons and gift certificates
- Supports multiple payment methods including cash, cheque, debit, credit, store credit, gift cards, loyalty points, and print or digital coupons

In a highly competitive retail space where customers can research and compare prices in an instant, mPOS provides opportunity for increased customer interaction and personalised service.

From queue busting to fast service, iVend Mobile POS empowers your store associates to access product information and real time inventory availability for safe, simple and smart transactions anywhere, anytime.

For retailers with limited floor space, pop-up shops or simply looking to evolve the customer experience and streamline the sales process, iVend mPOS serves the omnichannel retailer with an interactive, mobile Point of Sale system that combines personalised selling with enterprise-wide inventory visibility, real-time sales data, product availability, customer history, promotions, loyalty points, Buy Online, Pickup In-Store functionality and wireless payments.

iVend Cloud is a Software as a Service (SaaS) offering delivering the full capabilities of iVend Retail – including iVend Mobile POS – via a hosted infrastructure with fully managed services.

iVend Retail complies fully with GDPR guidelines and configuration options to provide merchants with a solution that ensures complete protection and availability on request of precious customer data.

How It Works

iVend Mobile POS is available from the Apple App and Google Play Stores and is easily installed on any mobile device.

iVend Mobile POS connects to iVend Cloud or iVend Cloud Store depending on configuration settings which can be made directly on the mobile device after downloading. Settings include peripheral setup – printers, scanners, cash drawers, preferred language, receipt size, etc.

Transactional data is synchronised to iVend Cloud in real time. Data to be transferred to the mobile device from iVend Cloud is downloaded at specified intervals set by the user during initial set up and can be changed as business

iVend Mobile POS

Retailer Benefits

- Open expansion possibilities for your organisation and control IT costs
- Effortlessly add checkouts as seasonality demands or during peak sales times
- Turn store associates into more efficient employees – use the same hardware to update inventory when customer traffic is quieter
- Increase sales with easy to open pop-up shops and the ability to provide service at remote events
- Use as a device for order fulfilment, as Online and Special Orders can be configured for fulfilment using iVend Mobile POS
- All transactional data is synchronised in real-time with iVend Enterprise
- Improve security with encrypted transactions that are not stored on the device, making easier to comply with PCI
- Increase sales with Save Every Sale and Up-sell/Cross-sell functionality

iVend Mobile POS works in ONLINE mode Wi-Fi or a 3G/4G/LTE connection. It also works in OFFLINE mode when there is no network connectivity and synchronises with iVend Cloud / iVend Cloud Store when network connectivity resumes. In ONLINE mode, transaction validations such as special pricing, promotions and coupon-based discounts are applied immediately.

The mobile device maintains its own copy of the master data and these values are used for transactions. Synchronisation can be scheduled manually or automatically at set times.

Key Features

- 12 languages as default, others can be added
- 4 sizes of receipt – A4/letter, 4-inch and 2-inch
- Multiple tender types, including
- Accepts multiple tender types – cash, card, check, digital pay, loyalty rewards, foreign currencies, gift cards and charge to account
- Use as a field service device for fulfilment of Online / Special Orders
- Intuitive dashboards for easy reporting and analysis
- Automatic fulfilment of plan for Sale, Sales Order, and Layaway transaction line item
- Strong security and remote support

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
- Search any transaction from server
- Preview transactions
- Dashboard and report for Transactions & Payments collected
- Suspend transaction and recall from another POS terminal
- Sales order fulfilment for Online / Special Orders

FACTSHEET

iVend Mobile POS

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
- ✓ Infinea Tab 4 for iPad
- ✓ Magstripe reader for iPhone
- ✓ Linea Pro 5 for iPhone/iPad
- ✓ TVS cash drawer
- ✓ Device camera for barcode scanning
- ✓ Koamtac KDC400 scanner and MSR
- ✓ Ingenico pin pad and barcode scanner
- ✓ Motorola TC55
- ✓ Line Pro for iPad various models
- ✓ Star mPOP Bluetooth barcode scanner, combined receipt printer and cash drawer
- ✓ Cayan Payment Processor
- ✓ Handpoint HiLite payment solution
- ✓ Handpoint HiPro payment solution
- ✓ MeritCard payment solution
- ✓ Honeywell Dolphin 70e Black

- Seamless integration with iVend Loyalty
- 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
- Enroll customer to a loyalty program
- Search for and view product information
- View catalogue
- Change item details as authorised
- Apply discounts as authorised
- EOD (End of Day) for single POS stores
- Multiple ways to select items including list view, barcode scan, button panel, carousel-based catalogue view
- Ability to specify effective date of price lists
- Capture sales person
- Add any surcharges
- Cancel complete order
- Email receipt
- X-Tape Report



ONLINE Mode



OFFLINE Mode

Works in **ONLINE / OFFLINE** modes for
Uninterrupted Transactions

Retail POS and ERP Integration

The dream of a retail system where POS and ERP operate in flawless harmony, sharing data, providing unparalleled insight into business operations and inventory, without needing an IT army to make it happen, is possible.

Seamless Integration into the World's Best ERPs

The dream of a retail system where POS and ERP operate in flawless harmony, sharing data, providing unparalleled insight into business operations and inventory, without needing an IT army to make it happen, is possible.

Introducing iVend Retail, a retail management platform designed specifically to make ERP integrations seamless. Which ERP are you running? Sage, SAP, Microsoft Dynamics, or any of the other thousands of software systems out there? iVend Retail integrates with all of them.

Trusted Integrations

iVend Retail has been successfully integrated and certified with many leading Enterprise Resource Planning systems to help retailers optimize data use and gain visibility across corporate, subsidiary and supplier locations, simplify key processes for rapid scaling and provide actionable insights for smarter business decisions.

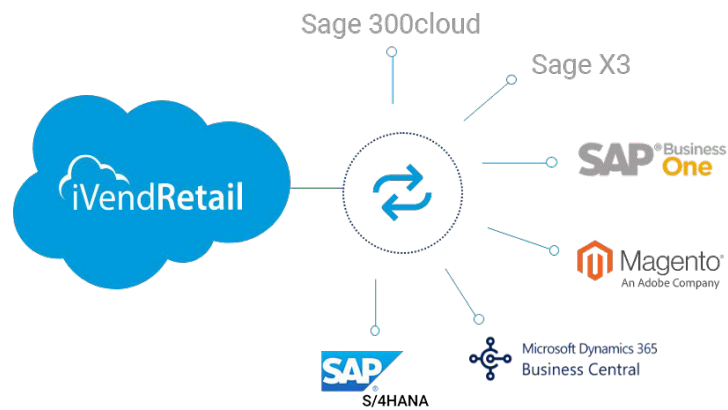
Shared Data

Fulfill your wish of a system where data is shared automatically, with a retail ecosystem that delivers:

- Real-time inventory updates during receiving, sales and returns.
- Less redundancy — data already populates between systems.
- A single stock pool across all websites and channels.
- Data that automatically enables replenishment planning and forecasting.
- End of day transactions — whether cash, credit, gift card already entered.
- Data from all areas together for more meaningful insights.
- Facilitation of multi-site management.

Integrated POS + ERP

Let iVend Retail handle the work of integrating your POS + ERP systems to transform your entire business from a conglomerate of disparate systems into a seamless, synergistic retail ecosystem. Benefits you can only enjoy when you choose our open-source POS and choose to work with iVend Retail:



- Visibility into inventory to allow for business expansion into new channels and markets.
- Unified analytics and reporting to increase efficiency in business processes from scheduling to purchasing.
- Improved customer service, online and in-store, helping you to deliver the customer experience your shoppers expect.

Leave the Work of POS + ERP Integration to us.

Learn more about transforming your operations into a seamless, synergistic retail ecosystem.

SPEAK TO OMNI AFRICA RETAIL EXPERT.

iVend Reporting & Analytics

iVend Reporting and Analytics is a comprehensive suite of business reports and customisable dashboards designed to provide timely and actionable insights.



Benefits

- Manage operations in all channels by exceptions and alerts to get straight to problem areas
- No more wading through pages of reports to get to the real issues
- Identify successes on an exception basis so that they can be replicated across all stores or channels
- Analyse loyalty data to improve customer service and loyalty program success
- Analyse terminal, mobile POS and non-store transactions to identify loss prevention concerns and issues to address
- Access data instantly whether in office, in store, or on the go
- Use pre-built templates with retail industry standard KPIs and focused analytics to quickly identify successes and challenges
- Fast deployment, configuration and integration with existing systems for a rapid ROI
- Ability to import sales plans through iVend Extensibility and add reporting against plan

Identify trends from your total retail enterprise to drive maximum return on investment.

iVend Reporting and Analytics delivers meaningful data insights with visualisations of key data segments to operations teams across your retail enterprise.

Gain actionable insights into your business performance with essential business intelligence delivered on a single online dashboard.

iVend Cloud is a Software as a Service (SaaS) offering delivering the full capabilities of iVend Retail – including iVend Reporting & Analytics – via a hosted infrastructure with fully managed services.

iVend Retail complies fully with GDPR guidelines and configuration options to provide merchants with a solution that ensures complete protection and availability on request of precious customer data.

Features

- Comprehensive pre-built and customisable dashboards providing detailed key performance indicators (KPI) and alerts across all operations and channels
- Standard reports that cover retail operational performance that can be run on a schedule or on demand
- An easy to use report writer for any users to develop simple reports without IT assistance
- A full function report generator for the development of more complex reports on an ad-hoc basis, either by power users or IT staff
- A query builder for ad-hoc reporting and queries
- A web viewer for remote browser-based or mobile access from anywhere via the Internet
- A report scheduler for distributing on a custom schedule
- SMS capability allowing authorised users to remotely run formatted reports

iVend Reporting & Analytics

Reporting Capabilities

- iVend Dashboards
- iVend Report Writer for business users
- Reports using StimulSoft
- Query Builder – for ad hoc reporting
- iVend Web Viewer for viewing dashboards via the Internet or on mobile devices
- Report scheduler to send standard reports on a predefined frequency

Available Reports

- Sales (by channel, store, sales associate and transaction)
- Margins and promotions
- Products and product groups
- Basket and affinity analysis
- Inventory consumption and status
- Customers and customer segments
- Payment methods and trends
- Loss prevention alerts
- Analysis by attributes to make reporting more meaningful

Product Features

- Can be accessed on any device - Android, iOS devices or any web browser
- Associative search supports easier drill down from high level data to associated lower level datasets
- Reduce delays in investigating a problem – all users have all the information they need to take action immediately
- Fully integrated with all other iVend Retail applications to pull data from anywhere in retail enterprise
- Real time data to allow for completely up-to-date reporting and problem solving

iVend Reporting & Analytics

Key Reports - Store Analysis

- Net sales vs. Transactions
- Transactions on POS
- Storewide net sales
- Analysis of average sales transactions/store
- Month on month analysis
- Top performers and bottom performers
- Tender Reports
- Inventory Reports
- Gross Profit Reports

Customer Level Analysis

- Company and individual contribution
- Sales trends by day, week, month
- Calculation of basket size from generated revenue
- Customer type vs. Net sales trends
- Transactions vs. Sales associates

Promotions

- Promotional sales vs. Overall sales analysis statistics by promotion type
- Statistics by promotion type

Sales Associates

- Top performers
- Trend analysis
- Individual contribution

Attribute Analysis

- Attribute and sub attribute analysis for matrix
- Trend analysis

iVend Reporting & Analytics



Manage operations across your retail enterprise by exceptions and alerts to quickly address problem areas.

Comparative Sales Analysis

- Net sales growth comparison for store, product group, product drill down

Payment Analysis

- Trend analysis by various payment modes by store, channel
- Inventory snapshot
- In stock and available to commit stock
- Actual stock display vs. Committed stock
- Reorder alerts
- Average weekly net quantity vs. Available quantity

Product Analysis

- Product contribution to total sales
- Net sales by product and store
- ABC analysis by product
- Up-sells
- Gift certificate analysis
- Special categorisation for lost sales
- Newly introduced and non-moving product indicators

FACTSHEET

iVend POS

iVend POS is enterprise-class Point of Sale software that is trusted by thousands of retailers around the world.



Benefits

- Deliver convenient and consistent transactions across all sales channels
- Gain a centralised view of inventory, customers, orders, and loyalty
- Equip sales associates with accurate omnichannel information that today's consumers demand
- Approach promotions, returns and exchanges, earning and redemption of loyalty rewards, use of gift cards consistently
- Maximise sales and profits by achieving every possible sale using enterprise-wide inventory
- Sell more with relevant product recommendations at check-out
- Offer simple or complex promotion pricing with a robust promotions engine
- Flexible, on Cloud configuration that's easy to implement with minimal associate training required
- Predictable cost structure that includes management of server infrastructure, security, and application
- True ONLINE/OFFLINE functionality; with stores defined in iVend Cloud, iVend POS continues to operate without Internet
- Intelligent POS automatically switches to OFFLINE mode if connection is lost and ensures data integrity

iVend POS powers brick-and-mortar stores to move beyond processing transactions to delivering customer experiences that drive sales.

Designed for the way retail works today, iVend POS streamlines transactions and provides the seamless experiences omnichannel shoppers have come to expect.

iVend Cloud is a Software as a Service (SaaS) offering delivering the full capabilities of iVend Retail – including iVend POS – via a hosted infrastructure with fully managed services.

iVend Retail complies fully with GDPR guidelines and configuration options to provide merchants with a solution that ensures complete protection and availability on request of precious customer data.

Transaction Capabilities

- ONLINE/OFFLINE mode to enable selling, even if connection is interrupted
- Manages complex omnichannel sales and customer service transactions
- "Save Every Sale" and up-sell and cross-sell functionality drives increased margins and basket size with product-based recommendations on POS screen
- A common system across multiple countries, tax regimes, fiscal rules, languages and currencies, reducing costs and management burden
- Secure payments through regional and country specific integrated payment processing systems
- Enhanced Customer Facing Display captures customer feedback in real time, displays transaction information, videos or images for a heightened customer experience with your brand
- Advanced loss prevention KPIs
- Sophisticated promotions capability using combinations of price reductions, free goods, bonus buys or multi-deals across all channels

iVend POS

- Price check feature to quickly view product details, price and discounts
- Multiple cashiers can work on the same POS terminal and maintain accounts of their individual transactions
- Fast checkout – only 1 to 3 clicks to make the sale
- Keyboard operation or full function touchscreen
- Multiple transaction types in a single transaction
- Multi-currency and language operation
- Matrix view of item attributes for easy product selection from complex assortments
- Support for signature capture devices
- 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 even if purchased in other channels
- Suspend and recall transactions (also between Mobile POS and Terminal POS)
- Age verification and hazardous product warnings
- Specific transaction comments can be printed on the receipt
- Automatically lock POS when idle longer than a set time
- Layaway (lay-by) booking and fulfilment
- Gift receipt printing
- Serial and batch number tracking

Payments

- Flexible payment options in store, online, and on the go
- Accepts multiple tender types – cash, card, check, digital pay, etc.
- Integrations with leading, country-specific payment gateways
- Define Special Tender types for specific situations
- Collect advance payments or deposits
- Receive payments on account
- Print payment receipts

iVend POS

Save Every Sale

- Suggest alternate product, 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 at POS
- Check customer credit limit and credit availability
- Track and redeem loyalty rewards

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 on all aspects of store operations with iVend Reporting & Analytics
- Seamless integration with mobile POS
- Works in true ONLINE/OFFLINE mode
- Mobile POS can use fixed POS cash drawers with full security as needed for cash management
- 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.
- 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 options
- High availability of configurations

iVend POS

Design Capabilities

POS Interface Designer

- Pre-packaged and editable design templates to showcase your brand
- New layouts can be created based on a retailer's preference
- POS layout can have multiple button panels and custom options
- Numerous controls and operations 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 low
- 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

iVend Loyalty

Retailer Benefits

- Build traffic, conversion rates, transaction size and brand advocates
- Respond to competition, win back churned customers, and increase customer lifetime value
- Compatible with iVend for Magento integration
- Make your brand a destination of choice at the start of the customer shopping experience
- Pair with iVend Reporting and Analytics to analyse customer data and build meaningful customer segments
- Develop flexible loyalty programs configured around customers and product groups
- Capture customer data from all channels and leverage insights to drive long-term and lifetime customer

Product Highlights

Deployment Options

iVend Loyalty is part of the iVend Retail solution suite and integrates with other suite applications enabling transparency of data between iVend Loyalty and other suite applications. This means up-to-date customer information is available wherever it is valued based on aggregate customer activity from all sales channels.

Key Differentiators

iVend Loyalty allows retailers to engage with their customers in the way that suits them best with flexible loyalty schemes. Programs are intuitive to set up and provide actionable reporting, including the following features:

- Define and manage multiple loyalty schemes across subsidiaries
- Assign points or currency based on customer purchases or activities
- Allow loyalty points or incentives to expire according to user defined rules
- Managers can override expired points, as desired
- Redeem loyalty points or currency against new purchases
- Inform customers about their rewards balance in the way that suits them best, e.g. email, text message
- Define membership of group schemes, e.g. for family members or to support a particular charity
- Individual plans can relate to specific products or promotions or exclude products such as clearance items or promotions currency ratio

Reward Types

The administrator can globally define the type of incentive a loyalty customer can accumulate on each transaction. The reward type can be either set as "Points" or "Currency". These can later be redeemed by the customer in subsequent transactions.

Loyalty Plan Management

iVend Loyalty offers a variety of methods to define loyalty plans. Push sales of specific items or item groups by defining specific plans. Plans pertaining to transaction value can also be defined to increase sales. Each loyalty plan can be configured across subsidiaries provided the subsidiaries have the same local currency. Plan for selected stores or channels, with bonuses on special days such as a customer's birthday, public holidays or festivals. Plans can be configured to exclude items on discount, price override, promotion or layaway. Additional criteria can be configured to achieve even more complex plans. To resolve conflicts arising out of multiple plans to award eligible points, a conflict resolution basis and method can be set up in the system.

iVend Loyalty

Resilient Operation Modes

iVend Loyalty is by default configured to operate in a real-time mode, i.e. replication and consolidation of data across channels and headquarters happens in real-time. However, when connectivity is lost transactions are processed locally and later synchronised with the headquarters when the connectivity is restored.

Group Membership

iVend Loyalty offers a group membership option that allows a retailer to combine more than one card together into a single card group. This feature is useful in scenarios where the loyalty points of individual family or group members can be combined to extend the benefits to a higher level of loyalty membership.

Customer Notifications

iVend Loyalty sends notifications to customers on level achievements in the program, predefined events, special awards, etc. according to the rules of each program.

Loyalty Referral Program

A Loyalty Referral Program helps to define referral bonus points when an existing loyalty customer refers a new loyalty customer. This is typically used in a multi-level marketing program (MLM).

iVend Loyalty provides this ability to award customers as they move to the next higher loyalty level and now define and award referral bonus points when an existing loyalty customer introduces a new loyalty customer. It is also possible to award points to customers whenever their referred customers move up to the next threshold limit. New customers can be referred via the POS or iVend Store.

Multiple Loyalty Programs

Define multiple loyalty programs for an enterprise or a subsidiary and define set up preferences such as:

- Each subsidiary in an enterprise can have a separate loyalty program
- One subsidiary can have more than one loyalty program
- Two or more subsidiaries can share the same loyalty program, if they have the same subsidiary currency

OMNI AFRICA HEAD OFFICE

14 Eglin Rd, Unit 401 Eglin House,
Sunninghill, Sandton
Tel: +27 10 020 5568
Email: info@omni4africa.com

BOTSWANA

Plot 75783, Block 10, Setlhoa Office Park
Office Block 7, Unit 1 & 2, Gaborone, Botswana
Tel: +267 318 2496 / 395 6793
Fax: +267 318 2494
Email: info.bw@omni4africa.com

MALAWI

Victoria Avenue Street,
Umoyo House; Floor #2
South Wing, Suit #
Tel: +265 999 959449
Email: info.mw@omni4africa.com

MOZAMBIQUE

Millennium Park
Av Vladimir Lenine
174, de Maputo
Tel: +258 828207579
Email: info.mz@omni4africa.com

ZAMBIA

Plot 35179 Alick Nkata Road, 3rd Building Base Park,
Opposite Mass Media, Lusaka,
Tel: +26 0 211 251 968
Fax: +26 0 211 257 366
Email: info.zm@omni4africa.com

ZIMBABWE

27 Chiremba Road,
Hillside, Harare,
Tel: 263-4-747732/3, 2931972/3
Fax: +263-747351
Email: info.zw@omni4africa.com