



Contact Support

Couldn't find answers? We're here to help!

POS Help Desk

Contact:

Phone: (800) 873-5944 (Dial "1" for Help Desk)

E-mail: helpdesk@kwi.com and include description of problem, issue or question.

About:

- All issues or questions related to KWI POS.
- Support staff available 24/7.

When calling the Help Desk, caller should provide:

- Store #





- Previous FootPrints ticket number, if working on open issue
- First name, last name

Application Support

Contact:

Phone: (800) 873-5944 (Dial “7” for Application Support)

E-mail: appsupport@kwi.com and include description of problem, issue or question.

About:

- All issues or questions related to KWI Merchandising System.
- Will assist you in navigating through menus, help choose reports to meet your business needs and follow-up on training questions.
- Support staff available Mon-Fri 9:00am to 6:00pm Eastern.

When calling Application Support - caller should provide:





- Previous FootPrints ticket number, if working on open issue
- First name, last name
- Client name

Install Team

Contact:

E-mail: install@kwi.com

About:

- New store openings
- Existing store - hardware upgrade

