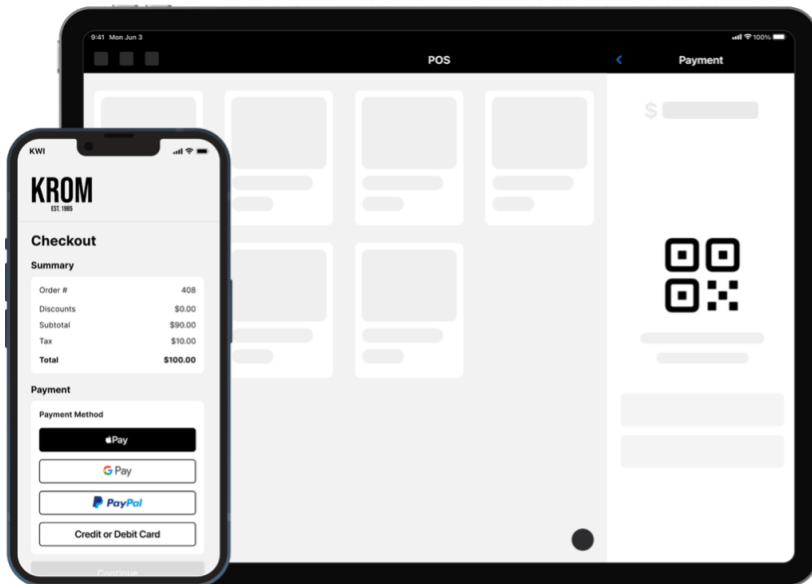


[POS Features](#)

This article describes available KWI POS features, broken out by product area. Click on the feature link to see the full article.



General System Features

The following features are primarily centered around securely logging in to the KWI POS application and general system features.



Feature	Description
Log in	POS users are required to enter user credentials (user ID and password) for a secure login to the KWI POS application. A POS user can be prompted to change their password on first login by selecting the Must Change parameter to Y in Employee File Maintenance.
Remember Me *	The KWI POS app remembers the logged in user on the device. If enabled, when logged out after completing a transaction, the POS user will automatically be logged back in using the same credentials.
Switch User	When the app gets locked, this option lets you unlock the app and log in as another user. For example, if an associate leaves a device unattended and the app gets locked, you can unlock/log back in to the app using your user credentials.
Training mode	Training mode lets you become familiar with KWI POS features by performing transactions that are not processed or reflected in the database.
Change password	You can change an employee's password, or set an initial password, for logging into the KWI POS app.
Price check	You can quickly check the price of a merchandise item, taking into account applicable promotions and discounts.
Company branding *	You can change the background image on the KWI POS login and price check screens with your own company-branded logo.
Test network connection	You can test the status of your network information. This information can be evaluated by your network professionals or relayed to KWI support for analysis.
Native iOS Camera Barcode Scanner	Use the built-in camera on the iOS device to scan barcodes. The iOS camera can be used as an alternate method of scanning barcodes or standalone scanner for all scanning use-cases the payment devices (i.e., Verifone/Adyen) and physical scanners (i.e., Zebra) currently support. <i>Available on iPhone, iPad, iPod touch, and iPhone SE devices. Requires iOS 12 or later.</i>
Text Scanning	The barcode camera scanner now supports the ability to scan text. If an item does not have a barcode or it's damaged, you can scan the UPC to add the item to the cart. The text scanning option is available within the camera scanner UI.

*Required configuration. Contact your Customer Success Manager to learn more.





Point of Sale

A typical Point of Sale (POS) transaction includes adding the merchandise items to be purchased, adding the customer to the sale (optional but recommended), receiving payment for the items, and printing and/or emailing a customer receipt.

Feature	Description
Add items to a sales transaction	You can add an item by scanning the barcode, manually entering the UPC number, or adding an item by searching through Item Lookup or Browse. (After adding an item, you can optionally view Item Details for additional information.) Color-coded identifiers indicate the type and quantity of items that comprise a transaction (sales items, return items, Fulfill It items, Special Order items, Ship It items, NMC items, discounted items).
Multi-select POS items	On the POS screen, after retrieving multiple item results via a search, you can select multiple items and add them to a sales transaction (or to a collection if you're configured for clienteling).
Grid View or List View	You can view POS items in the wider Grid View (lets you more easily view images but is not available on an iPod Touch or iPhone SE) or in List View (lets you more easily add items to a transaction without having to scroll down the page).
Add item modifiers	Within a sales transaction, you can add associates, tax overrides/exceptions, discounts (% or \$), gift receipts, price overrides, and more. The ability to multi-select items and then apply modifiers is also available.
Add transaction modifiers	Within a sales transaction, you can add associates, tax overrides/exceptions, discounts (% or \$), and void transactions.
Employee Price	You can be configured to use Employee Price instead of an Employee discount. This option will apply the employee price listed in the system for the item instead of using an item or transaction modifier to apply a discount.
Issue a gift card	You can issue a gift card as part of a sales transaction. You can also make gift card payments, and use Gift Card Balance Lookup to check the balance on a gift card





Feature	Description
Media Exchange	The Media Exchange feature enables you to exchange gift cards, store credit, or cash for another type of tender. For example, you can exchange a \$50.00 gift card for \$50.00 in store credit. (The ability to exchange cash for another type of tender must be enabled; please contact your KWI Customer Success Manager if you're interested in this functionality.)
Add non-merchandise (NMC) items	You can add non-merchandise codes to the sales transaction to charge customers for services, alternations, repairs, or anything else that will not hold inventory.
Donations	Donations can be added to the cart at POS before payment. You can configure the donation screen to automatically display just before taking payment as a pop-up. Charities can be configured as NMCs in the KWI back office so that they appear as donation options when adding a donation to the sale.
Add a customer to the sales transaction	Typically, you'll want to add a customer to the sale, so you have a record of who bought what.
Accept payment for the sales transaction	There are many available payment options, such as credit/debit card (including EMV chip-card capability), contactless payment, cash, gift card, store credit, etc. Split tendering (paying with multiple tender types, such as credit card and cash) is supported.
Access control for manual debit/credit card entry	You can set security permissions so that manager level credentials must be provided when manually entering debit/credit card information. Configured via Security Setup in the KWI Back Office.
Print, Email and SMS Text Receipts	The customer can get a printed receipt, a receipt sent as an email, or both. SMS text receipts are also supported*. Gift receipts are also available as printed receipts. Customer receipts can be reprinted/re-emailed in several ways (Customer Lookup, Transaction Lookup, and Reprint Last Transaction). By default, the alert when a receipt has printed successfully has been removed to save an extra tap during checkout. (If you would like this alert to be displayed, please contact your KWI Customer Success Manager.) *SMS Text receipts is by configuration only. Additional fees apply.
Gift receipts	Gift receipts can be generated per item or for the whole transaction. For example, if a customer buys 2 items that are gifts for separate people, separate gift receipts can be easily generated for each item. Or, if a customer buys 10 items but only 2 of them are gifts, gift receipts can be generated for only those 2 items.



Feature	Description
Pay By Link	Pay By Link launches a transaction checkout experience on the customer's device, which displays the items in the transaction and directs to Aurus Pay by Link for payment capture. It allows the store to transact on KWI POS without the need of a payment device or for the customer to be physically present.
Suspend and resume a sales transaction	You can suspend (hold) a sales transaction in the system, to be resumed later in the day. Suspended transactions purge automatically at the end of the business day.
Item Lookup	Use the Item Lookup feature to access information about a merchandise item. This feature will help you locate a specific item and provide details about the item
Item Lookup carousel images and videos	When performing an Item Lookup on the POS screen, up to 5 images/videos may be displayed in carousel format in the search results (Item Details view).
Item Locator	Accessible via Item Lookup and Browse, Item Locator displays quantities of a selected item available in each store.
Browse (Style Browse)	The style browser (or Browse feature) on KWI POS provides a way to find products you may be searching for by making it easy to browse through categories and filter product results. Use the categories (i.e., levels of hierarchy) to drill down to the last configured category. View and filter results by price, attributes, size, color, and more.
Send a Runner	Prints item information on a receipt from a selected printer so the stock person can bring the item to the sales floor, thereby decreasing the amount of time the customer has to wait for the item to be retrieved.
Interactive map guidance for store locations	During a Fulfill It transaction, or when accessing the Item Locator, you can view an interactive map that shows the location of the store(s), along with the on hand quantity for the item.
Fulfill It	During a Fulfill It transaction, or when accessing the Item Locator, you can view an interactive map that shows the location of the store(s), along with the on hand quantity for the item.
Ship It	You can ship merchandise items to a specified address rather than retrieve them directly from the store.
Special Orders	You can accept deposit payments towards a sales transaction that's to be completed at a later date. The way a Special Order typically works is as follows: The customer makes an initial deposit on merchandise items, and can make subsequent partial payments or modifications (such as applying discounts). When the sales transaction is paid in full, the customer can pick up the items from the store.



Feature	Description
Combined sales	Combined sales are supported. A combined sale includes a combination of multiple transaction types. For example, a standard sales transaction and a Ship It transaction, or multiple Ship It transactions, or multiple Fulfill It transactions, or a Fulfill It and a Special Order transaction.
Single use coupons	You can use a unique coupon code that is redeemable one time only. You can associate a single use coupon to a specific customer. If associated to a customer, a toast message will appear indicating that the coupon is available for the customer; this coupon can then be redeemed from the customer profile. After the coupon is redeemed, the coupon automatically deactivates and cannot be reused.
Manufacturer coupons *	You can use manufacturer coupons that can be scanned and automatically redeemed on the KWI POS.
Stacking coupons	You can combine multiple coupons to the same item in a sale. (If not stacking, the system will calculate the best deal.) An example of stacking coupons is if an item is included in a 50% off coupon, and a customer has an additional 10% off coupon, both coupons can be applied (if desired).
Bounce back Coupons	A bounce back coupon can be used to incentivize customers to spend or purchase a certain amount to earn a coupon they can use online or in-store at a later date. If the customer has met the criteria to earn a bounce back coupon, the coupon will be issued at the time of purchase and displayed on the customers' receipt or in the customer's profile (if that customer's profile was attached to the sale at the time of purchase).
Product Companions	You can automatically add companion products or non-merchandise items to the cart when a specific product is added. For example, if a customer adds a shirt to their cart, its associated products, such as a tie or fee, will be automatically added to the cart along with the shirt.

*Required configuration. Contact your Customer Success Manager to learn more.

Returns

Customers can return merchandise items with or without a receipt. If a customer is returning multiple items within a transaction, they must be returned one item at a time. Note that you





can combine a return and a sale as an exchange. Each store may have a different return policy, as determined by company management.

Feature	Description
<u>Lowest Sale Price for Blind returns*</u>	Customers can return items not linked to a transaction (these are known as blind returns). For blind returns, the KWI POS can be configured to check for the lowest sale price of the item based on the configured number of days back (including up until the current day's sales). The lowest price will be the return price.
Tokenization	You can have KWI configure the app so that returns are quickly processed to the credit card used in the original sales transaction without the physical card being present. This is accomplished via a secure token that associates the transaction to the card. (This capability is not currently available for integrated international payments.)
Return reasons	A return reason code can be collected for each return item for reporting purposes. You can modify the reason code for a line item at any time within the transaction, prior to payment. A single reason code can be assigned per return item or a return reason code can be assigned for all items being returned in the same step.
Return reason required? (Y/N)*	You can be configured so that entering a return reason isn't required. The field will be highlighted in red indicating that a value is required, and the Return button will be disabled. This functionality is configured at the company level.
Increment the quantity of an item	Scanning an existing UPC in a return will increment the quantity of the item rather than adding it as a new line item. Also, a client can set security permissions so that manager level credentials must be provided in order to manually increment the quantity of a returned item. This can be configured via Security Setup in the KWI Back Office.
Restrict refunds to the original payment method*	The customer can select to receive the refund credit using the same form of payment (FOP) as the sales transaction payment. The customer can also select to use a different tender, which requires manager level credentials before presenting the usual Payment screen tender options. This can be configured via Security Setup in the KWI Back Office.





Feature	Description
Restrict the FOP for return credits*	<p>You can have KWI restrict the available payment types when processing return credits, both for returns with a receipt and for blind returns (returns without a receipt). For example, a blind return may only be eligible for merchandise credit in the store.</p> <p>If blind returns and receipted returns are included in the same transaction, the blind returns options are presented.</p> <p>For a receipt-based transaction that requires a split tender refund, you'll be directed to the full list of tenders for transaction-based returns (if you don't have manager level credentials, you'll be prompted for a Manager Override).</p> <p>If the system detects a non-returnable tender, it will use the tender the client configured for this case; if none is configured, you'll be directed to the restricted list of tenders for transaction-based returns.</p>
Set a return subtotal threshold*	<p>You can have KWI set a return subtotal threshold above which manager level credentials are required to continue processing. This subtotal threshold amount is calculated as follows: Quantity x Refund Price for all items. For example, if you're returning 2 items with a return price of \$10 each, and the return subtotal threshold is set at \$19, manager level credentials are required since the threshold has been exceeded.</p>
Additional fields per return line item *	<p>You can have KWI two configure two additional fields to be displayed for each return line item (Color and Size).</p>

*Required configuration. Contact your Customer Success Manager to learn more.

Customer Capture

You can create and edit a customer profile, and associate it to a sales transaction. Additionally, the following customer-based features are available.

Feature	Description
Customer Lookup	Allows you to look up information about a customer, including address information and purchase history and lifetime totals.



Feature	Description
Customer triggers *	Triggers are events that are displayed as informational messages geared for a specific customer during a sales transaction. For example, the “trigger” may note that the customer recently had a birthday, or that the customer is entitled to a special gift as a result of his or her recent purchase history. These message(s) are based on data for that specific customer profile.
Notifications for missing/inaccurate customer data *	Customer profile notifications let you easily identify when desired data is missing (such as email or address information) or if incorrect address/email address information was captured.
Auto-prompt for customer capture *	You can present a pop-up screen reminder if no customer profile is associated with the transaction. Depending on your configuration, you can then force the customer capture or make it optional. You can have KWI configure this screen to be displayed at the beginning of the transaction (before items are scanned), at the end of the transaction (before the Receipt screen), or at both junctures (the second instance will only display if the first one is skipped).
Capture customer profile as part of the receipt flow *	You can capture customer information and create a new customer profile as part of the receipt flow. If a customer profile does not exist for the email address specified on the Receipt screen, one will be created and associated with the transaction. If a customer profile does exist for the email address, the transaction will be associated with that customer profile (if there are multiple customer profiles associated with the email address, you can select which one to associate with the transaction).

Feature	Description
Wishlists	<p>A wishlist is a personalized list of products that store associates can create on KWI POS to keep track of items customers want to buy. Wishlists empower store associates to offer personalized shopping experiences to customers, while helping stores drive sales and customer loyalty.</p> <p>Here are a few examples of how store associates can use wishlists:</p> <p>Customer follow-up & online access: After interacting with a customer who couldn't make an immediate purchase (or the product was out of stock), store associates can create a wishlist to save the items for future reference. Later, if the customer contacts or visits the store again, the associate can readily access the wishlist to help the customer purchase the desired items.</p> <p>Quick access to favorites: Store associates can add customers' frequently purchased items to their wishlist, streamlining repeat purchases.</p> <p>Personalized recommendations & engagement: Store associates can refer to customer wishlists for tailored product suggestions, creating personalized shopping experiences (clienteling). They can also curate wishlists for customers based on their interests and past purchases for upselling opportunities.</p> <p>Wishlist can be viewed and actioned from the customer's profile.</p>
Website Activity **	<p>Customers can shop online and save items to their shopping cart without checking them out. After retrieving the customer profile, you can view the abandoned online shopping cart items. If you so choose, you can then perform additional steps that will let you add abandoned cart item(s) to a sale.</p>
Customer purchases **	<p>After retrieving a customer profile, you can quickly view a list of items purchased by the customer for up to 6 months. This enables you to easily identify customer preferences based on their short-term and long-term purchase history.</p>
Recommendation Engine **	<p>You can quickly view your company's most popular items (company-wide best sellers) and items that are trending locally in your store. You can also view recommended items defined by your company, sorted by category (up to 3). You can then easily add these items to a sales transaction. After retrieving a customer profile, you can also view a list of these recommended items.</p>
Clienteling **	<p>You can create a collection of merchandise items (up to 5) that you feel may be of interest to a customer. You can email this collection to the customer or save it for later. Both emailed and saved collections can be viewed in the customer's profile.</p>



Feature	Description
Google Places *	If you start entering customer address information, you can select an address from Google Places. This enables you to speed up and more accurately capture customer information in-store.
Email entry shortcuts *	You can hold down the period button on the email entry keyboard and select shortcuts (.us, .org, .edu, .com, and .net extensions). You can also select configured shortcuts for common email domains. You can list up to 2 domains on an iPod Touch or iPhone SE, and up to 6 domains on an iPad/iPad mini. @gmail.com and @yahoo.com are configured as shortcuts by default.
Email address verification *	Email addresses entered into the KWI POS system are verified. If an email address cannot be verified, an alert will display with options to change the email address or continue anyway.
Customer Uniqueness*	The system can be configured so that the customer's in your database are unique based on their email address. If there is an existing customer with the same email address, an alert appears for the user. The profile cannot be saved unless the email address is changed.
In-Store Sign-up Promotions*	This feature allows new customers to scan a QR code with their phone camera to sign up and receive a discount. Note: While an app-clip is an Apple native feature, a non-Apple device will be able to pull up a web version.
Loyalty*	The KWI Loyalty Platform allows you to create your own loyalty program, reward loyal customers with personalized promotions, and gain valuable insights into customer behavior to optimize your program and marketing strategies. KWI Loyalty is integrated with the KWI platform, allowing you to use loyalty on both KWI POS and your KWI eCommerce sites, and provides access to APIs for custom integrations. With a modular framework and user-friendly interface, KWI Loyalty allows retailers of all sizes and types to get started quickly and easily.

* Requires configuration. Contact your KWI Customer Success Manager if you're interested in this functionality.

** Requires configuration and is only available on iPad and iPad mini devices. Contact your KWI Customer Success Manager if you're interested in this functionality.





Omnichannel

When placing Fulfill It orders, you can be configured to allow the user to select the fulfilling location, or allow the system to select the best fulfilling location based on order routing rules and priority locations (such as a warehouse).

In addition to placing Fulfill It Orders, the POS can be configured to display the Omnichannel Dashboard, where the store can process orders that originated from other stores or other channels.

QR code experiences can also be enabled, such as the ability for a customer to scan a QR code to browse product and see product availability.

Feature	Description
Choose Fulfilling Location or Allow the System to Select (Order Routing Logic)*	When the stores place orders that need to be fulfilled, the order can be assigned in the following 2 ways: System selects the fulfilling store (default) - The system will select the fulfilling location based on configured order routing system logic and inventory thresholds. User selects the fulfilling store - The user placing the order at the POS will have the option to select the fulfilling location.
Shipping Methods*	Shipping methods can be configured so that they can be selected when placing the fulfilling order (i.e., UPS Ground, UPS Overnight, etc.). Each shipping method can have a pre-set dollar amount, and can be configured to be modified by the user or prevent any price adjustments.
Order Notes	Before accepting payment, the POS user can enter internal notes about the order. These notes are visible in the Omnichannel Dashboard.





Feature	Description
Integrated Shipments with FedEx or UPS*	The Omnichannel Dashboard can be integrated into a shipping carrier (FedEx or UPS). This allows the store fulfilling the order to generate tracking and a shipping label when processing the order. The ability to integrate requires API credentials into your shipping carrier.
Omnichannel Dashboard *	The Omnichannel Dashboard can be made accessible from within the POS. An icon will also be visible next the the POS main menu for quick access.
Pick Lists	A pick list can be viewable and printed from the Omnichannel Dashboard. The POS user can select which orders in the dashboard to show on the pick list.
Scan Items for Pick/Pack Accuracy*	When processing orders in the Omnichannel Dashboard, you can be configured to scan items for pick/pack accuracy. Without this configuration, a pack quantity drop-down will be available to indicate if the item is being shipped or forwarded to another store (if the inventory is not available).
Fulfill Store originating orders*	Orders that originated from another store can be processed for shipment on the POS.
Pick up a Fulfill It Order in Store	You can be configured to allow the customer to select Pick up in Store when placing a fulfill it order. The store fulfilling the order will ship the order to the store that placed the order instead shipping the order to the customer's shipping address.
Fulfill Buy Online, Pick up in Store orders*	Buy Online pick-up in store orders that originated from an e-commerce platform (i.e., BOPIS) can be processed on the POS.
Fulfill Buy Online, Ship from Store orders*	Ship Orders that originated from an e-commerce platform can be processed on the POS.
Fulfill Curbside Pickup web orders*	Curbside pickup orders that originated from an e-commerce platform can be processed on the POS. The customer's car details can be displayed.
Fulfill Local Delivery web orders*	Local Delivery orders that originated from an e-commerce platform can be processed on the POS.





Feature

Description

[Mobile Product Discovery \(QR Code\)*](#)

This feature allows shoppers to scan a QR code to browse product categories, see new arrivals, check store availability, and more - right from their phone.

This experience is very similar to the Style Browse experience on KWI POS. Customers will have a starting point for the experience (i.e. level of hierarchy such as class or attributes, or a style). They will be able to browse other level of hierarchies, use filters to narrow down results, and view product availability and pricing.

Note: While an app-clip is an Apple native feature, a non-Apple device will be able to pull up a web version.

* Requires configuration. Processing of e-commerce orders on the KWI system requires system integrations. Contact your KWI Customer Success Manager if you're interested in this functionality.

Store Operations & Tray Management

The following table describes features related to in-store operations and cash tray management.

Feature

Description

[Clock In and Clock Out](#)

You can clock in and clock out of the KWI POS system throughout the day as needed (for example, when starting/ending a shift or starting/ending a break). You can also clock in/clock out for another employee provided you know their Employee ID and password. The Activity feature lets you review clock in and clock out records for the specified employee for the day.

[Payroll](#)

Enables you to track the hours worked by an associate on a specified date.





Feature	Description
Daily Ops	Prints daily payment totals processed on the device and in the store. Daily Ops has the capability to include details of check numbers and the amount entered for each individual check, similar to how cash tray entries are listed. If you're interested in this functionality, please contact your KWI Customer Success Manager.
No Sale	Enables you to open the cash tray. A common reason for a no sale is that the associate forgot to give change.
Tray In	Enables you to enter the amount of cash you have in a cash tray. This is typically done at the beginning of the sales day.
Tray Out	Enables you to enter the amount of cash you have in a cash tray. This is typically done at the end of the sales day.
Paid In	Enables you to track the amount of cash added to the cash tray. Change from purchases made with cash from a Paid Out is a typical reason for a Paid In.
Paid Out	Enables you to track the amount of cash removed from the cash tray (typically as petty cash).
Media Declaration	Enables you to count the cash in the tray when conducting an audit or doing a cashier shift change.
Media Pickup	Enables you to remove cash from the tray. Typically, this is done when the amount of cash reaches a threshold.
Tray Association	Enables you to associate a cash tray to one or more KWI POS device(s).
Device Association	Enables you to associate a KWI POS device to one or more cash tray(s).
Reprint Last Transaction	Enables you to reprint the receipt for the last successful transaction of a selected tray management function.
Tray Status Reset	Enables you to reset a cash tray in the unlikely event that it locks.
Tray Activity	Enables you to view the activity for a selected cash tray on a particular date.
Access Controls for Cash Tray when Unavailable	Via security set up in the KWI Back Office, you can require a manager level credential in order to access a cash tray when it is unavailable or unreachable (i.e., store network issues).

Inventory Operations





You can perform inventory management tasks such as adding inventory to a location (or removing inventory from a location). All merchandise items must be received into the system before they can be purchased. You can also transfer merchandise items from your store or receive items into your store.

Feature	Description
Receive by Carton	Enables you to receive a shipment of items (units of merchandise) into your store, usually from a warehouse or vendor.
Receive by PO	Enables you to receive merchandise items from a Purchase Order. This function is often referred to as “drop-ship receiving” (from a vendor).
Transfer In	Enables you to transfer merchandise into your store from a warehouse, another store, or a phantom location. The phantom location can be used for consignment (see below).
Transfer Out	Enables you to transfer merchandise out of your store to a warehouse, another store, or a phantom location.
Consignment	Consignment allows for the temporary removal of inventory for the purpose of lending merchandise to a customer (transfer out). The customer then typically “tries it out” and then purchases or returns the merchandise (transfer in).
Cycle Counts	Enables you to count a sample of inventory in a store.
Physical Inventory	Enables you to count items in a store. This is typically done once or twice a year by dividing the store into multiple locations and scanning then booking all the items in each location.
PO Entry	Enables you to associate merchandise items on order from a manufacturer to a customer.
Reprint Last Transaction Receipt	Enables you to reprint the receipt for the last successful transaction of a selected inventory function.

Daily Reports

There are several reports that can be run at any time.





Report	Description
Flash Sales Report	Displays the current and historical sales for a store. This report includes either summary sales totals (transaction counts and dollar amounts) by register/device or summary sales totals per hour during the time period specified.
Employee Productivity Report	Displays summary sales totals (transaction counts and dollar amounts) by employee during the time period specified.
POS Restocking Report	Displays the total number of items sold in the store during the time period specified so you can see which items need to be restocked.
Special Order Report	Displays open Special Orders that haven't yet been picked up from the store.
Sales by Department Report	Displays summary sales totals (items sold and dollar amounts) in the store for a selected category (level of hierarchy) during the time period specified. For example, you can retrieve sales totals for each department.
POS Dashboard	Includes color-coded visuals and provides a current look at the sales performance of your store. The POS Dashboard includes valuable data for sales, employees, traffic, and products, for both today and yesterday. All data is specific to the location in which the dashboard is being viewed.
Activity Log Report	Displays store activity during the time period specified. You can run a report for cart transactions, tray management transactions, cash drawer transactions, or for all three types of transactions.
Air printer functionality	After running a Daily Report, which displays in Landscape mode, you can print to an Air printer (a standard printer that doesn't have the space limitations of a receipt printer).

Offline Mode

When your KWI POS device has connectivity issues, you can still process transactions by working in offline mode. The following payment types are available in offline mode: cash, credit card, contactless payment (i.e. Apple Pay), external credit/debit, house account, personal check, mall certificate, and traveler's check. When the connectivity issues are resolved, during your next login, your transactions are uploaded to the KWI Back Office (sales data) and the Aurus Payment Gateway (payment information) for processing.





The following features and functionality are supported in offline mode:

- Standard sales transactions (including item and transaction modifiers)
 - Credit Card, Contactless, and Cash payments
 - Promotions & Coupons (with the exception of single-use coupons and SKU-based promotions)
 - External payments
 - Add a customer to the sale
 - Dollar threshold for Credit Card authorization*
 - Product Companions
 - Earning points (when the device comes back online) - KWI Loyalty.
 - Tray In operations
- * Requires configuration. Contact your KWI Customer Success Manager if you're interested in this functionality.

Offline mode limitations include the following:

- Tray management functions (excluding Tray In)
- Store operation functions
- Inventory operations
- Ship It
- Fulfill It
- Special Order
- Pay with Points (KWI Loyalty) - Note: Points redeemed on transactions performed in offline mode will be reflected after transactions have uploaded.
- Enrollment or Cancellation (KWI Loyalty)
- KWI Loyalty information will not be displayed on receipts
- Debit card and Gift Cards





Internationalization

Feature	Description
VAT *	When applicable, value added tax (VAT) amounts are added to item prices at the POS and on receipts. For example, if an item price is \$10 and the VAT is 20% (\$2), the item price is listed as \$12.
Integrated Canadian payments *	The KWI POS supports integrated payments in Canada.
Integrated international payments *	The KWI POS supports integrated international payments.
5 cent piece (nickel) rounding *	For cash payments that use cash rounding, 5 cent piece (nickel) rounding is supported. For example, if a cash transaction total is \$10.02, it will be rounded to the nearest 5 cent piece (\$10.00).
Language support *	The KWI POS application is supported in Spanish and Canadian French. Once enabled at the company-level, at the device-level you can switch to any supported language on the KWI POS by simply changing the language setting on the iOS device (Settings > General > Language & Region). This setting controls user interface as well as receipt text.

* Requires configuration. Contact your KWI Customer Success Manager if you're interested in this functionality.

