



[POS Training Videos](#)

The following videos were created to help you use the KWI POS system. When watching a video, we recommend expanding to the full-screen view and following along with your device. Note that configurations shown in these videos may vary slightly from your company's set up (for example, reason codes may vary), but the functionality is the same. Wherever the user interface varies from the iPad to the iPod Touch or iPhone SE, it will be mentioned in the video.

Introduction to POS

This video introduces KWI POS and describes new features in the initial release.

UI Overview

This video walks you through the KWI POS user interface.





Accepting Application Updates

This quick video shows how to accept application updates for KWI POS.

Offline Mode

This video shows how you can process transactions when your system has connectivity issues.

Point of Sale

This video shows how to add merchandise items to a sales transaction, add a customer to the sale, receive payment, and print and/or email a receipt.





Point of Sale - Modifiers, NMCs, and more

This video shows how to add item and transaction modifiers to a sales transaction, add non-merchandise (NMC) items, and view item details (and optionally perform various actions on the item).

Accepting Payment

This video shows how to receive payment for a sales transaction. Credit/debit, cash, gift card, and split tender payments are covered.

Issuing Receipts

This video shows how to print and/or email a receipt at the end of a transaction, including printing a gift receipt.





Customer Profiles

This video shows how to create a new customer profile and add it to a sales transaction, search for and edit an existing customer profile, and view the transaction history associated with a customer profile. Once viewed, you can perform various actions such as reprinting a receipt, returning items, and adding items to a new sales transaction. This video also covers the “auto-prompt for customer capture” feature (available upon request).

Returns

This video shows how to do a return with or without a receipt.

Gift Cards

This video shows how to issue a gift card and check a gift card balance.





Suspend & Resume Transactions

This video shows how to suspend and resume transactions.

Fulfill It & Omnichannel Dashboard - Order Processing

This video describes the process for placing orders on KWI POS and fulfilling orders from the redesigned KWI Omnichannel Dashboard. This video is 15 minutes long.

Ship It

This video shows how to complete a Ship It transaction with no customer profile assigned in the beginning.





Special Order Create

This video shows how to create a Special Order transaction with a customer profile assigned in the beginning of the transaction.

Special Order Lookup

This video shows how to lookup an existing Special Order transaction in order to modify, make new payments, cancel, or pick up the order.

Recommendation Engine

This video provides step-by-step instructions for setting up company-defined Recommendation Engine items in the KWI Back Office for use in KWI POS.





Tray Management: Tray In and Tray Out

This video shows how to open and close your cash tray.

Tray Management: Paid In, Paid Out, and No Sale

This video shows how to perform a Paid In, Paid Out, and No Sale. Be sure to perform a Tray In before performing any of these functions.

Tray Management: Media Declaration and Media Pickup

This video shows how to perform a Media Declaration and Media Pickup. Prior to performing these tasks, be sure to check your cash sales in the tray by using [Daily Ops](#) or [Tray Activity](#), and perform a [Tray In](#).





Tray Management: Tray Activity and Tray Status Reset

This video shows how to view cash tray activity totals for a particular date and to reset a cash tray that is locked.

Store Operations: Media Exchange

This video shows how to do a media exchange. This feature lets you exchange a gift card or store credit for another tender type.

Store Operations: Clock In & Clock Out, Payroll, Change Password, and Lock Screen

This video shows how to clock in and out from the KWI POS and submit payroll hours. It also covers how to change your password or an employee's password, and how to lock the screen to prevent another user from operating under your credentials.





Daily Reports

This video shows how run reports on KWI POS.

Inventory Operations: Transfer In & Transfer Out

This video shows how to transfer inventory in and out of your store.

Inventory Operations: Consignment Transfer

This video shows how to do a consignment transfer, whereby you temporarily remove inventory for the purpose of lending merchandise to a customer (transfer out). The customer then typically “tries it out” and then buys or returns the merchandise (transfer in).





Inventory Operations: Cycle counts and physical inventory

This video shows how to perform cycle counts and physical inventory functions.

Inventory Operations: Receive by Carton and Receive by PO

This video shows how to receive merchandise on the POS.

Wishlists

This video showcases the Wishlist functionality

