OSTENDO

One system • **Complete** operations

Point of Sale

Features & Capabilities Paper

Ostendo POS brings retail and counter sales into your operations system—whether you're running a showroom, trade counter, or full retail environment. This guide explores how Ostendo handles everything from quick cash sales to complex orders with layby, pickup, and delivery options.

Transaction Environments

Ostendo POS adapts to multiple sales environments. Retail mode handles direct over-the-counter transactions where goods are presented and paid at the counter immediately. Pickup mode allows orders to be paid now with selected items collected later when the customer presents their receipt.

Delivery mode supports paid orders where selected items will be delivered to the customer's premises. Workshop mode creates simple works orders for service items where invoicing and payment come later.

Multi-Site Processing handles POS transactions across branch structures. Each location can run independently while contributing to centralised reporting and inventory management.

The system can create POS Quotes, Orders with optional back-ordering, or direct Invoices—providing flexibility for different customer interactions and transaction types.

Product Selection & Scanning

Touchscreen capability provides graphical item selection screens for easy product identification. Operators can navigate visually through product categories, see images, and select items without memorising codes.

Full barcode scanning enables fast, accurate product input. Scanning a Serial Number instantly identifies the product code, streamlining transactions for serialised items. Multiple barcodes per item are supported—both supplier and internal codes are recognised.

> **Segmented Scanning** reads multiple data elements from secondary equipment. Product identification and weight from a weighing machine can be captured in a single scan, essential for produce and bulk goods.

Linked images display as items are entered, ensuring correct product identification. This visual confirmation reduces picking errors and speeds up the transaction process.

Payment & Financial Processing

User-defined Payment Methods link to specific bank accounts, supporting cash, card, cheque, and other payment types. Automatic Bank Deposit creation groups payments when End of Day is processed.

Layby capability handles part-payment arrangements, receiving deposits and tracking balances until final payment triggers item release. Gift Voucher processing covers both issuing and accepting vouchers.

> **EFTPOS Integration** with Tyro software provides seamless card payment processing. Deposits can be taken directly within POS, and payments from account customers can be recorded and applied to outstanding invoices.

Transactions can be processed for cash customers or account customers. On-account transactions flow through to receivables while cash sales are completed immediately.

Security & Station Management

Multi-station design supports multiple POS terminals with End of Day routines for individual or multiple stations simultaneously. Each station can have different Invoice and Payment Receipt layouts if required.

Station Lock and individual user login provide security with access controls governing price overrides, date changes, and visibility of costs and margins. Alternate Operator allows supervisors to temporarily take over a station.

> **Suspend Transactions** puts transactions on hold for later completion. This handles situations where customers need to get additional items or verify information mid-transaction.

Extensive pricing policies support unlimited Price Levels, discounts, and special pricing with effectivity dates—ensuring correct pricing applies automatically based on customer type, quantity, or promotion period.

Mobility Integration

Standard Mobility functions on Android and iOS extend POS capabilities. Orders can be captured on the floor and readied for counter processing, enabling sales staff to serve customers anywhere in the store.

Stock Counts via mobile devices support inventory accuracy without disrupting POS operations. Real-time stock visibility helps staff confirm availability and locate items for customers.

Quick Invoice Generation from mobile devices speeds up transaction processing for straightforward sales, while more complex transactions can be transferred to fixed POS stations.

Ready to streamline your retail operations?

Contact your local Ostendo Consultant to discuss how these capabilities can be configured for your specific business requirements.

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