

POS FEATURES



G3N

RETAIL MANAGEMENT PLATFORM



Today's consumers are immersed in technologies that increasingly deliver more value to them for less effort. This is their new norm, and it will continue to become more pervasive over time. They won't expect anything less from you, the retailer.

The growth path for these technologies is highly disruptive to any business. G3N absorbs these disruptions and turns them into tools to help you reach your customers easier and reduce your overheads. It turns what others see as problems into opportunities for you.



G3N

G3N Retail Management Stack features empower you to do more with less.

WWW.MHSYSTEMS.COM



OMNICHANNEL POINT OF SALE, MULTI LOCATION

APP

- Access your POS through our intuitive applications, regardless of your platform. We support full POS functionality on Android tablets, Apple iPads, and legacy Windows desktop computers.
- Connect wirelessly to the latest recommended equipment for a highly effective and agile POS experience; AND
- Seamlessly integrate your legacy peripherals such as barcode scanners, data collectors, receipt printers, label printers, standard printers, and cash drawers.
- Use our advanced customer-facing display technology using tablets.
- All apps and services can run in production or a training sandbox, which can use data from the production system.
- All access to features and limits on use of features is managed through access control at user rights level based on user roles.

CASH DRAWER

- Share cash drawers between multiple mobile stations on the floor to streamline your register operations while maintaining full audit and traceability of all activities.
- Take advantage of multi-currency support for all of your cash-related POS operations.
- Access remote viewing in near real-time into your sales associates' actions at any register. You can pull historical logs, generate audit reports, and set up triggers and notifications for important events and changes.
- Customize alerts and notifications to be sent to your specified teams under certain conditions. For instance, you can send alerts about high and low floats, excessive voids in a predefined time frame, or any other combination of events you want to track.
- Integrate your video surveillance and other security solutions with full synchronization with POS register activity.

FULFILLMENT

- Use checkout feature at register, or use fulfillment features such as split fulfillment.
- Create special orders and manage layaway.
- Fulfill orders through any of your supported modes, such as store pickup, curbside pickup, local delivery, and drop-shipping.
- Schedule, track, and manage local deliveries and curbside pickups.
- Look up inventory at different locations, automate rules-based transfers, manually request transfers, and put items on hold via remote inventory allocation for special orders or layaway.
- Integrate with 3rd party curbside pickup and local delivery fulfillment services.
- Offer customer self-serve features such as order tracking and fulfillment through your own branded and secured customer portal.

GIFT REGISTRY

- Create gift registries for your customers for events such as baby showers and weddings.
- Offer self-serve management of gift registries through your branded secured customer portal.
- Manage sales commissions for associates and referral commissions for influencers that are associated with items listed on gift registries.
- Integrate with 3rd party gift registry services.

UPSELLING

- Manage and deploy supplementary product suggestions, alternative product suggestions, kit completion suggestions, specials, and other promotional suggestions.
- Intelligently target customers with promotions and offers.
- Complete pending sales with cross sales channel integrations.
- Use loyalty program integration to target additional sales at checkout.

SALES COMMISSIONS

- Configure standard sales commissions, product-based sales commissions, and omnichannel sales commissions.
- Extend sales commissions capabilities to influencers and product reviews where possible.
- Define multi-layered sales commission schemes for your managers and personnel.



LOSS PREVENTION

- Browse and drill down on activity at any POS register with full visibility.
- Configure alerts and notifications for high-risk events per your own thresholds, filters, and sequences.
- Integrate with loss prevention services as needed.

GIFT CARDS

- Sell gift cards, issue gift cards as refunds per store policy, and convert loyalty points to gift cards.
- Allow customers to reload gift cards per store policy.
- Set limits and expiry dates on gift cards.
- Track gift card activities across all sales channels, including Shopify.

TRANSACTIONS

- Manage, park, and recall shopping carts. Share carts with customers for self serve purposes. Add items to the shopping cart, add notes, discounts, coupons, shipping instructions, fulfillment instructions, customer information, and sales associates for commissions.
- Use shopping cart features such as splitting and merging line items, looking up alternative products.
- Add items via scan or search; add configurable products to the cart and manage their configuration.
- Complete omnichannel sales, returns (and exchanges). Setup subscription sales (automatic recurring sales).
- Accept payment tenders of any type you define, including cash in multiple currencies, credit cards, INTERACT, corporate on accounts, and more.
- Create and manage omnichannel layaway and deposits, and special orders.
- Associate various store policy material and comments with transaction items as needed, mark items as FINAL SALE, and attach other attributes.
- Manage special considerations regarding serializable products (serial numbers) and/or lot control measures at POS.
- Create prerequisites for certain items to be sold, such as age restriction checks, ID verification, tax exemption capture, and other criteria that must be met for the item sale to be fulfilled.
- Manage multi-mode fulfillment, including partial or full order completions.
- Capture customer information, associate it with the transaction, and automate loyalty points earnings.
- Enable customers to opt-in or out of marketing communications at checkout.
- Manage sales associate authorizations remotely for price overrides and other functions where the access rights of the sales associate or cashier is not sufficient and an override is required.
- Offer customers self-serve management of order history through your branded secured customer portal.



CUSTOMER MANAGEMENT

PROFILE

- Setup and manage individual and corporate customer profiles.
- Offer self-serve management of customer profiles and historical records through your branded secured customer portal.
- Allow customers to customize their profiles, view their order history, update their information, track loyalty points, manage subscriptions and recurring sales, manage memberships, register analog loyalty programs, track gift cards associated with their accounts, and opt-in to communications for promotion and offers.

MERCHANDISING

- Establish customer memberships and customer groupings. Memberships can be sold as a subscription.
- Create and manage price lists for specific customers and customer groups or membership levels.
- Create and manage static or dynamic product suggestion strategies for customers based on past activity and social networking patterns.
- Plan follow-up sales based on past purchases.
- Enable customers to create and manage wish lists and registries with the ability to set them to public, shared, or private.

LOYALTY

- Create and manage loyalty point plans. Optionally, customize loyalty point plans for various membership plans and customer groups.
- Allow customers to earn and redeem points at the POS.
- Manage returns where loyalty points have been earned or redeemed at the POS.
- Integrate with 3rd party loyalty programs.

REVIEWS, FORMS AND SURVEYS

- Moderate and reply to customer reviews.
- Send promotional and business-related forms to customers.
- Manage RMA forms and enable customers to request RMA and other business or transaction related forms through the self-serve portal.
- Send surveys to customers with incentives such as coupons and rewards.



INFLUENCER MANAGEMENT

PROFILE

- Set up and manage individual and group influencer profiles.
- Offer self-serve management for influencer profiles and access to historical records through your branded secured customer portal. These include proposals, contracts, campaigns, sales activity related to campaigns, earnings, and payments.
- Allow influencers to customize their profiles, update their information, and track proposals, campaigns and earnings.

PROPOSALS

- Offer your influencers a private chat mechanism for proposals and contract finalization.
- Allow influencers to create proposals for sales campaigns and manage these proposals to contract creation with confirmed objectives.

CAMPAIGNS

- Allow influencers to create and manage campaigns based on contact goals.
- Issue coupon codes and manage tracking instruments for associating sales activity with commissions earnings.
- Track influencers campaigns and sales activities across all your sales channels.

EARNINGS

- Create and manage payments to influencers.
- Manage bonuses and other payout instruments.

REVIEWS AND FORMS

- Moderate influencer reviews and online communications related to reviews.
- Assess influencer effectiveness by sending customers forms with incentives such as coupons and rewards.

PAYMENT GATEWAYS

PAYMENT PROCESSOR

- Use Stripe as your payment processor.
- Integrate with other payment processors.



SHOPIFY INTEGRATION, POS & BEYOND

SALES CHANNEL

- Use G3N POS apps and services in your Shopify store.
- Bring the flexibility and power of the G3N environment to Shopify.

GIFT CARDS

- Sell gift cards on Shopify and synchronize balance and redemption history between G3N and Shopify.
- Reload gift cards on G3N to be used in Shopify or G3N.

SHOPIFY POS

- Use Shopify POS as a sales channel in G3N.

ORDERS AND CUSTOMER DATA

- Allow G3N to seamlessly synchronize your order and customer data with Shopify's platform.
- Process fulfillment on G3N or Shopify, and G3N will keep the data consistent between the platforms.
- Loyalty points earned on Shopify sales are reflected in G3N.

PRODUCTS AND INVENTORY

- Enable synchronization of product information and inventory across G3N and Shopify.
- Sales, cancellations and returns are reflected accurately across affected G3N and Shopify sales channel locations.

DISCOUNTS AND PROMOTIONS

- Share discounts between G3N and Shopify.
- Manage promotional campaigns in G3N and push them to Shopify.