

Retail Software FAQ's

1) Is Ovi a cloud, or system-based POS?

- a. Ovi is a hybrid solution. The database resides on a system, however there is some functionality that can also be done on the cloud. The POS can work even when the internet connection is down unlike many other cloud-based POS systems.
- b. On Ovi's cloud platform we have a full item/PLU module and employee module as well.
 - Item/PLU module- the merchant has the ability to add, delete, or modify any menu items and add modifiers from the cloud.
 - Employee Module- the merchant has the ability to add, delete, or modify any employees and can also setup employee roles, hours, wages and employee permissions.

2) Can Ovi add pictures and/or change the colors of certain buttons for items and departments?

- a. Yes, Ovi's order screen is completely customizable. A merchant can add pictures, colors, or change font sizes by individual items or departments.

3) Can Ovi track my employee's hours and wages?

- a. Yes, Ovi's software has a full employee management module with a detailed clock-in and clockout functionality. Ovi also has the ability to track overtime hours, along with paid or unpaid breaks.

4) Does Ovi have an employee scheduler module that I can print or email?

- a. Yes, Ovi has a built-in employee scheduler module where you can setup weekly or monthly schedules for each employee. Ovi also offers the ability to print or email the schedule to your employees directly from Ovi.

5) Does Ovi track things like voids, deleted sales, or comps?

- a. Ovi tracks every time there is an exception to a normal order process which includes the following keys:
 - Delete
 - Void
 - Complimentary
 - Discount
- b. Ovi offers detailed reports where a manager, or operator, can track each time an employee presses any one of the above buttons.

6) Does Ovi have the ability to track inventory?

- a. Yes, Ovi offers a detailed inventory management program with stock updates also available.

7) Does Ovi have the ability to sell single bottles, 6 and 12 packs?

- a. Yes, Ovi has a unit conversion module available on our software which enables a store manager to create multiple packaging for a menu item. For example, a store is selling a single bottle of a beer, a 6 pack, a 12 pack, and an 18 pack, all of the beers have the same bar code. Ovi will show a unit selection screen once that bar code is scanned to select the respective pack size. Ovi can also track how many individual bottles or packs are sold.

8) Can Ovi track return items?

- a. Yes, Ovi has a comprehensive return item module available on our software.
- b. Ovi has the ability to scan the bar code from the total order and select the items that you want returned.
- c. You can scan and return each individual item as well.
- d. You can also sell and return items in the same order.

9) Can Ovi give a store credit?

- a. Yes, Ovi's software can create unique store credit bar codes. When a customer returns an item/product, the store clerk has the ability to give store credit instead of cash or credit back on their purchase card. In this way, Ovi can help entice the customer to come back to your store for future purchases and use their store credit for payment.

10) Does Ovi have the ability to receive stock and send Purchase Orders (PO) to vendors?

- a. Yes, Ovi has multiple ways to receive stock. Ovi can receive stock with creating a PO in our "Receive Stock" module or, Ovi can place a detailed PO to the vendor and then can also receive stock as well from within the PO module.

11) Does Ovi scan bar-codable items?

- a. Yes, Ovi has the ability to scan multiple bar codes and also embedded bar codes.

12) Can Ovi help make our own bar codes and print bar codes?

- a. Yes, Ovi's item/PLU module has the ability to create new bar codes for an item and also has the ability to print bar codes using a bar code label printer. You can print single bar code labels or print in bulk as well.

13) What is Ovi's technical support hours?

- a. Ovi offers live 24x7x365 technical support. Ovi has U.S based, industry experienced veterans, who are trained and work full-time to provide an average resolution time of under four minutes³ Visit www.ovihq.com or call (800) 767-9585 per call. Ovi takes pride in our company's reputation by offering the best technical support in the industry, with the ability to remotely access each POS system as well.

14) Does Ovi have live reporting?

- a. Ovi has over 70+ built-in reports available within the Ovi system itself, and over 50+ built-in reports available on Ovi's live cloud reporting as well.
- b. Ovi's analytic cloud reporting features a comprehensive graphical interface. All of Ovi's reports are exportable to Microsoft Excel or as a PDF. Ovi also has the

ability to automatically email the top five reports selected by the merchant to multiple merchant owners or operator's email addresses.

c. Some of Ovi's common reports:

- KPI Report – Key Performance Indicators
- Sales Summary and Detail
- Sales by Hour
- Sales by Customer
- Payment type
- Product Mix
- Product profitability
- Order Exception
- Employee Wages, Hours Summary, and Details
- Frequent customer
- EOD Reporting and many more

15) Does Ovi have a live online journal to track individual tickets?

- a. Ovi offers an excellent online journal available as well as our cloud reporting. Ovi shows all complete order receipts with payment and employee information.

16) Does Ovi have online ordering?

- a. Yes, Ovi has our own online ordering platform. You can view a demo at: <https://order.ovihq.com/>.
- b. Online Ordering is directly integrated within Ovi so when a customer places an online order it automatically shows up within the POS. Ovi will chime when a new order arrives, the server then can simply accept the order and send it to the kitchen.
- c. Ovi's online ordering platform is completely customized. A merchant can add their own logos, background banners, and menu item pictures. Ovi will take one business day to setup. When Ovi activates your online ordering, you will receive a unique URL and all of your menu items will automatically show up on our online ordering platform along with their respective departments and modifiers.
- d. There is no setup cost for our online ordering, only a small \$39 per month fee.
- e. Ovi's online ordering is also setup with a payment processor so your customers can pay for their orders online or pay at the store location as well.

17) Does Ovi integrate with accounting software?

- a. Yes, Ovi has a direct integration with accounting software, such as:
 - Quick Books Desktop – All Versions
 - Quick Books Online
 - Sage 50, 100 & 300
 - Xero
 - Tally
 - Microsoft RMS and many more
- b. Ovi has a simple and low recurring cost for this service of only \$25 per month.

18) Does Ovi integrate with payroll software?

- a. Yes, Ovi has direct integrations with 5+ payroll software, such as:
 - ADP
 - Paychex
 - Gusto
 - Zenefits
 - Workforce and many more
- b. Ovi has a simple and low recurring cost for this service of only \$25 per month.

19) Can Ovi process gift cards?

- a. Yes, Ovi has its' own gift card processing program.
- b. You can order your customized gift cards right from our website: www.Ovihq.com/giftcards. You have the ability to choose from over 50+ built-in designs by restaurant type. You can also insert your logo and company information directly on your own. Take advantage of Ovi's very intuitive design software.
- c. Ovi has a simple and low recurring cost for this service of only \$15 per month.
- d. You can also sell, activate, and redeem gift cards from Ovi as well.

20) Is Ovi connected with any other gift card processing platforms?

- a. Yes, currently Ovi is connected with the following gift card processing platforms:
 - First Data Gift Card
 - Valuetec
 - Mercury Gift Card
 - Datacap Gift Card gateway

21) Does Ovi have a loyalty program?

- a. Yes, Ovi has a built-in loyalty module where you can add multiple loyalty incentives and programs.
- b. For example, Ovi can issue one bonus point for every \$1.00 spent. This can accumulate to 100 points, which could represent a “give away a free” item(s), a discount, or a dollar amount discounted off of a chosen item.
- c. Ovi's built-in loyalty program has no extra charge, it comes standard with our software. 5 Visit www.ovihq.com or call (800) 767-9585
- d. Ovi can also create a customized mobile loyalty app for your restaurant, both for Apple and Android marketplaces, where your customers can download your app and track their loyalty. Customers can also pay using a digital mobile wallet right from within the app

22) Does Ovi have the ability to track inventory by using mobile tablets?

- a. Yes, Ovi has mobile tablet solutions that an employee can scan individual items with mobile tablets and enter in the quantity and price.
- b. Ovi uses a 10” mobile tablet with an easy carrier strap and a 2D scanner. All Ovi mobile tablets work off of the merchant's Wi-Fi network and there are no quantity limitations. Ovi's biggest retail store client utilizes over 30+ tablets today.

23) Does Ovi offer multi-store reporting?

- a. Yes, Ovi's multi-store reporting offers a franchisee or a multi-store operator to view all of their locations with a single login and a combined dashboard. Ovi also uses its KPI (Key Performance Indicator) report for all of the user's locations together.

24) Does Ovi have mix and match pricing?

- a. Yes, Ovi has the ability to create mix and match pricing using its “Combo Module” where a user can create multiple pack pricing as a combo deal or be able to create mix pricing as well.

25) Does Ovi offer report scan data information to Tobacco companies?

- a. Yes, Ovi is currently integrated with Atrium, Philip Morris USA, and RJ Reynold.

Ovvi can report scan data or tobacco sales information to the vendors to receive store rebates on all participating tobacco brands

26) Does Ovvi have a coupon solution?

- a. Yes, Ovvi has a built-in coupon module available. With Ovvi's coupon solution, a retailer has the ability to add multiple coupons using the number of days as validation or add coupons by exact matching conditions for combo deals or individual items

27) Does Ovvi accept Apple Pay and EMV enabled chip cards?

- a. Yes, Ovvi has the ability to accept all EMV chip enabled credit or debit cards. Ovvi also has the ability to accept NFC payments (tap-to-pay) like Apple Pay, Google Pay, Samsung Pay and more.

28) Can we continue to use our own Credit Card processing and still use Ovvi?

- a. Our POS software is compatible with all processors in the United States including:
 - First Data/Fiserv
 - Tsys
 - Worldpay
 - Global Payments – Heartland
 - Clearent
 - EPX and many more

29) Which EMV device can we use for CC processing?

- a. Most commonly used CC devices used with our Ovvi software are PAX S300 pin pads. For wireless or mobile devices, Ovvi uses PAX D220 pin pads.
- b. Ovvi is also compatible with Verifone VX 805 pin pads through the DataCap payment gateway.

30) Does Ovvi do refunds and voids on payments by cards?

- a. Yes, Ovvi's software has the ability to process refunds on credit/debit cards using our "Payout Module".

31) Does Ovvi process EBT or Food Stamps?

- a. Yes, Ovvi has the ability to accept Food Stamps and EBT cash cards from its

software. You can create specific items for food stamps and track food stamp sales using Ovi's detailed reporting.

32) Does Ovi have a lotto feature?

- a. Yes, Ovi has the ability to sell and payout lotto tickets.

33) How does Ovi work with scales or scanners for grocery stores?

- a. Ovi integrates with Magellan and Honeywell scales and scale/scanners.
- b. Ovi can scan a product or weigh the product and charge by its weight.

34) We have a meat or deli department – does Ovi carry an embedded bar code label maker scale?

- a. Yes, Ovi has embedded bar codes available on our software. Ovi sells CAS LP1000N – 30lb and 60lb scale – label printing scales which captures the weight of an item and prints the price according to its pre-programmed price list. The label can then be scanned by the front register using Ovi's embedded bar code module activated on the front scale-scanners.

35) Does Ovi have Age Verification for my liquor store?

- a. Yes, Ovi uses a customized age verification scanner, M260, to read all state issued ID cards and saves customer information for any future audits.

36) Does Ovi have a style matrix available for my clothing or show store?

- a. Yes, Ovi has a style matrix module available on our software where you can create multiple sizes, colors, or styles, along with bar codes. For example, for one shirt you can create multiple sizes: small, medium, large, x-large, and can add also add different prices and bar codes by size.

37) Does Ovi support multiple languages?

- a. Yes, Ovi's software supports nine languages already today:
 - English, Spanish, Korean, Chinese, Vietnamese, Thai, Japanese, Hindi, and French.
- b. Ovi has the ability to change menu screens to second language by employee logins. If an employee reads only in Korean or Chinese, when that employee logs

in, the menu screen will automatically change to Korean or Chinese based on their unique login.

- c. Ovi's software also has the ability to print in second languages on the front receipt printer.

38) Does Ovi offer self-ordering kiosks or can we change our POS to self-ordering mode?

- a. Yes, Ovi has a free-standing, self-ordering kiosk available in a 21" vertical display.
- b. Ovi's "self-ordering" module enables a customer to place their own orders and pay for the order using the built-in payment device.
- c. Ovi also has the ability to convert a regular POS to self-ordering mode as well.

39) Does Ovi have inventory import services?

- a. Yes, Ovi provides inventory import services for retail for a small, one-time fee of only \$99. Customer must provide Ovi with the inventory file in the right format and Ovi's team will help in importing all items/PLU's along with their cost price, sale price, item code, bar code, etc. Usual turnaround time of only 48 hours.

40) Does Ovi offer Cash Discounting services?

- a. Yes, Ovi has cash discounting available. For example, if a cash discount is programmed to 4% on your Ovi POS then our software will automatically add 4% to all the menu item prices, and only during the check-out process when a cashier presses the "Cash Payment" option will it then give a 4% cash discount. This also reflects on the receipt.

41) Does Ovi offer Surcharging for purchases?

- a. Yes, Ovi has surcharging available. You can determine a certain percentage or fixed surcharge dollar amount. For example, an operator adds a fixed surcharge of \$0.59 for all credit card purchases, Ovi will add a \$0.59 surcharge when the "Credit Payment" button is selected for the entire order. Ovi then displays, at the bottom of the receipt, the order total and then the surcharge of \$0.59. This amount will be added into the total amount charged to the customer.

42) How is Ovi's installation and training done?

- a. For most situations where Ovi is purchased, the installation and training of our

features and services are performed over the phone. When you receive your Ovi hardware, it is already 100% pre-programmed and ready to use. When Ovi is shipped to you, we have made the process to be as simple as you plugging in to both, a power and internet source, and then making a call to our implementation group. Ovi's Support Specialists will help with the entire setup, activation, and training for you and your team on the software and its features. An average phone installation and training will take 2-3 hours. If you should need any further help after the initial installation and training, our award-winning support specialists are available 24x7x365 to help.

43) Does Ovi provide onsite installation and training services?

- a. Yes, Ovi does offer onsite installation services. Ovi works with Field Nation technicians nationwide for this service. Your Field Nation tech will arrive on a scheduled and agreed upon time and will handle the installation of all of the Ovi equipment. When installation is completed, Field Nation will then turn over training of the Ovi POS to one of our Support Specialist who will conduct the training with you and your team over the phone.