

# Retail Software FAQ's

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

- a. OVVI is a hybrid solution. The database resides on a system, however, there are functions that can be done on the cloud. The POS works even when the internet connection is down, unlike many other cloud-based POS systems.
- b. On OVVI's cloud platform, we have a full item/PLU and employee modules
  - 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. One can also set up employee roles, hours, wages and employee permissions.

## 2) Can OVVI add pictures or perform a change of colors to buttons for menu items and/or departments?

- a. Yes, OVVI's Menu Build function is completely customizable. A merchant can add pictures, colors, or change font sizes of individual menu items or departments.

## 3) Can OVVI track my employees' hours and wages?

- a. Yes, our software has a full employee management module with detailed clock-in and clock-out functionality. OVVI also has the ability to track overtime hours and paid or unpaid breaks.

#### **4) Does OVVI offer an employee scheduling tool with the ability to either print or email?**

- a. Yes, OVVI has a built-in employee scheduler module that can set up weekly or monthly schedules for each employee. OVVI also has the ability to print or email a schedule to employees directly from the POS system.

#### **5) Does OVVI track voids, complementary foods, or wastage?**

- a. OVVI tracks every time there is an exception to a normal order process, which can include the following key pressed items:
  - Delete
  - Void
  - Complimentary
  - Discount
- b. OVVI also produces detailed reporting where an operator can track every time an employee presses any one of the above buttons.

#### **6) Does OVVI have the ability to track inventory?**

- a. Yes, OVVI has an integrated and detailed Inventory Management Program with stock updates available on our POS.

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

- a. Yes, OVVI 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 barcode. OVVI will show a unit selection screen once that barcode is scanned to select the respective pack size. OVVI can also track how many individual bottles or packs are sold.

#### **8) Can OVVI track return items?**

- a. Yes, OVVI has a comprehensive return item module available on our software.
- b. OVVI has the ability to scan the barcode 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 OVVI give a store credit?**

- a. Yes, OVVI's software can create unique store credit barcodes. 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, OVVI can help entice the customer to come back to your store for future purchases and use their store credit for payment.

### **10) Does OVVI have the ability to receive stock items and send purchase orders to vendors?**

- a. Yes, OVVI has multiple ways to receive incoming stock. For example, you can receive stock then create a Purchase Order (PO) in the "Receive Stock" module, or place a detailed PO to the vendor, and receive stock within the PO module.

### **11) Does OVVI scan bar-codable items?**

- a. Yes, OVVI has the ability to scan multiple barcodes and embed barcodes.

### **12) Can an OVVI user make their own barcodes and/or print barcodes using OVVI?**

- a. Yes, OVVI's item/PLU module has the ability to create new bar codes for an item and print barcodes using a barcode label printer. You can print single barcode labels or print bulk labels.

### **13) What are OVVI's tech support hours?**

- a. OVVI offers live 24x7x365 technical support. OVVI has U.S. based industry-experienced veterans, who are trained and work full-time to provide an average resolution time of under four minutes per call. OVVI takes pride in our company's reputation by offering the best technical support in the industry. One way we do this is to remotely access each POS system for simple troubleshooting.

### **14) Does OVVI offer live reporting? If so, how many reports does OVVI offer?**

- a. Yes, OVVI has 70+ built-in reports available on our POS and over 50+ built-in reports on our live cloud reporting. OVVI has a fulltime team of developers who are continually finding new ways to take POS data to continually create more detailed reports.
- b. OVVI's analytic cloud reporting features a detailed graphical interface. All OVVI

reports are exportable to Microsoft Excel and/or PDF. OVVI also has the ability to automatically email the top five reports used to multiple merchant owners or users.

c. Some of OVVI's common reports:

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

### **15) Does OVVI's system have a live online journal that can track individual tickets?**

- a. OVVI has an online journal available as well as OVVI's cloud reporting. This can show all complete order receipts along with payment and employee information.

### **16) Does OVVI have online ordering?**

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

## 17) Does OVVI integrate with accounting software?

- a. Yes, OVVI 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. OVVI has a simple and low recurring cost for this service of only \$25 per month.

## 19) Can Ovvi process gift cards?

- a. Yes, Ovvi has its' own gift card processing program.
- b. You can order your customized gift cards right from our website: [www.OVVIhq.com/giftcards](http://www.OVVIhq.com/giftcards). You have the ability to choose from over 600+ built in designs by restaurant type. You can also insert your logo and company information directly on your own. Take advantage of OVVI's very intuitive design software.
- c. Ovvi 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 Ovvi as well.

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

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

## 21) Does Ovvi have a loyalty program?

- a. Yes, OVVI has a built-in loyalty module where you can add multiple loyalty incentives and programs.
- b. For example, OVVI 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. OVVI's built-in loyalty program has no extra charge, it comes standard with our software.

- d. OVVI can 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.
- e. There is a one-time cost of \$499 to build a custom app for you and then only a \$99 per month cost to manage and maintain it for you.

## **22) Does OVVI have the ability to track inventory by using mobile tablets?**

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

## **23) Does OVVI offer multi-store reporting?**

- a. Yes, OVVI'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. OVVI also uses its KPI (Key Performance Indicator) report for all of the user's locations together.

## **24) Does OVVI have mix and match pricing?**

- a. Yes, OVVI 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 OVVI offer report scan data information to Tobacco companies?**

- a. Yes, OVVI 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, the restaurant has the ability to add multiple coupons by number of days, validation, or add coupons by exact matching conditions for combo deals or individual menu items.

### **27) Can the OVVI system accept Apple Pay and EMV-chip enabled cards?**

- a. Yes, OVVI has the ability to accept all chip enabled credit or debit cards. OVVI accepts NFC (tap-to-pay) payments 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) Can OVVI do refunds and voids on credit cards?**

- a. Yes, OVVI has the ability to process refunds on credit/debit cards using the OVVI payout module.

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### **32) Does OVVI have a lotto feature?**

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

### **33) How does OVVI work with scales or scanners for grocery stores?**

- a. OVVI integrates with Magellan and Honeywell scales and scale/scanners.

- b. OVVI can scan a product or weigh the product and charge by its weight.

### **34) We have a meat or deli department – does OVVI carry an embedded barcode label maker scale?**

- a. Yes, OVVI has embedded barcodes available on our software. OVVI 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 OVVI's embedded barcode module activated on the front scale-scanners.

### **35) Does OVVI have Age Verification for my liquor store?**

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

### **36) Does OVVI have a style matrix available for my clothing or shoe store?**

- a. Yes, OVVI 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 OVVI support multiple languages?**

- a. Yes, OVVI software supports nine languages as of today:
- English, Spanish, Korean, Chinese, Vietnamese, Thai, Japanese, Hindi and French.
- b. OVVI has the ability to change menu screens to a second language by an employee login. For example, if an employee can only read in Korean or Chinese; when that employee logs in, the menu screen will automatically change to Korean or Chinese for that user based on their unique login.
- c. OVVI's software can print in a second language on the front receipt printer and on the back-kitchen printer. This is a great feature since OVVI is one of the few POS solutions that can print in Korean, Chinese, or Vietnamese onto the kitchen printer.



### **38) Does OVVI offer self-ordering kiosks? Can we change our POS to self-ordering mode?**

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

### **39) Does OVVI have menu programming services?**

- a. Yes, OVVI provides full menu programming services for restaurants for a small, one-time fee of only \$99 for up to 250 menu items. OVVI delivers this service in only 48 hours.

### **40) Does OVVI offer cash discounting services?**

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

### **41) Does OVVI offer surcharging for purchases?**

- a. Yes, OVVI 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. OVVI will add a \$0.59 surcharge when the "Credit Payment" button is selected for the entire order. OVVI then displays at the bottom of the receipt the order total with the surcharge of \$0.59. This amount will be added into the total amount charged to the customer.

### **42) How is OVVI's installation and training done?**

- a. For most situations where OVVI is purchased, the installation and training of our features and services are performed over the phone. When you receive your OVVI hardware, it is already 100% pre-programmed and ready to use. When OVVI is shipped to you, we have made the process to be as simple as just plugging OVVI into a power and internet source, and then making a call

to our implementation group. OVVI'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 need any further help after the initial installation and training, our award-winning support specialists are available 24x7x365 to help.

#### **43) Does OVVI provide onsite installation and training services?**

- a. Yes, OVVI does offer onsite installation services. OVVI 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 OVVI equipment. When the installation is completed, Field Nation will then turn over training of the OVVI POS to one of OVVI's Support Specialists who will conduct the training with you and your team over the phone.