Prism|rbs
retail business solutions

PrismRBS PrismPOS on VR Webinar – Questions & Answers from February 7, 2019 at 2 PM

1. Would CRM or Order Fulfillment Customer records transfer over to PrimsPOS?

Yes, order fulfillment and CRM information translates to PrismPOS. You can do a web refund in PrismPOS.

2. When is the projected delivery date in Canada?

There are two (2) Canadian clients participating in the beta program and we anticipate a general release of PrismPOS for Canada shortly after the SPECTRUM/RUG conference.

3. Can we preprogram receipt header changes in advance?

Currently we are unable to "preprogram" receipt adjustments that take effect in the future. You can create a new receipt template that includes your adjustments that could be enacted on the date you would like the receipt to take effect.

4. Could the mobile solution be used to perform PI?

Unfortunately, you cannot run the VisualRATEX application on the mobile devices to facilitate VR Physical Inventory at this time.

5. Are you able to allow no card present CC transactions? Phone calls?

This is dependent on the credit card provider and the settings with that vendor. "Call for authorization" or "card not present" in general are supported.

6. Can the POS create a Special Order for items not on hand?

Special orders are facilitated through the VisualRATEX application and not through the PrismPOS application. With that being said, you could still transact an item in PrismPOS with no inventory on hand. This would cause the item's inventory level to go negative in VisualRATEX and when the special order was processed and received through VisualRATEX, the item's inventory level would return to zero.

7. Will PrismPOS support more than two tax rates in a transaction?

*PrismPOS supports multiple tax codes (more than 2) on a transaction and with the recent enhancements to VisualRATEX and POS*Liberty, which is being tested by a client, more than two (2) tax codes are now supported.*

8. Can you generate PDF receipts for email?

Unfortunately, a PDF version of the receipt is not supported at this time.

9. Does this support emv solution?

Yes, we do support EMV.

10. Is there a way to put product images in the lookup or even attached to the quick buttons?

At this time, we do not have this capability, but our product team continues to take feedback on this item for future enhancement.

11. Do you support campusebookstore integration?

The PrismPOS to VisualRATEX integration currently supports VitalSource, COPIA, RedShelf, and CEI (campusebookstore).

12. Will you send this presentation out?

Yes, we will be sending a recording of the presentation out as a follow-up.

13. Are the receipts emv compliant receipts?

Yes, our system can support EMV compliant receipts, which come into play with our Canadian partners. This does require some spot validation, which may have additional charges, depending on your needs.

14. What credit card terminals are supported? Verifone?

We support both Verifone and Ingenico pin pads.

15. Can you force customer entry based on tender type?

Not at this time.

16. Does this support GM Serialization?

VisualRATEX GM item serialization is not supported at this time but will be developed and included in the general release of the PrismPOS to VisualRATEX integration.

17. Will PCD's have to be setup in both systems?

No, PCD's defined in VisualRATEX will be exported to PrismPOS.

18. Will sale item details show up on the MX device attached?

Yes, sale items show on the receipt on the MX device.

19. Will the rental agreement be emailed to the customer? Is there a way to digitally capture their signature for the rental agreement?

The rental agreement language would be included in the emailed receipt. The consumer's signature for the rental agreement is not captured at this time.

20. What hardware for new POS is currently available and what is to come?

PrismRBS offers several different register platforms for you to consider. These include the Toshiba Wave, Mini Wave, and T10. If you need to upgrade hardware in advance of deploying PrismPOS, you can also consider the Breeze and portable register options offered for VR/Liberty clients. These units are compatible with Liberty and PrismPOS whereas the Toshiba options will not support Liberty.

21. Do you support the entry of serial numbers for Apple products as well as mandatory eWaste fees? and AppleCare (needs serial#)

Both of these features are included in the next development sprint of PrismPOS, which should be coming in the next few weeks. These features are scheduled for the next beta process of PrismPOS.

22. Do you support digital book sales? Currently we use Redshelf, VitalSource, and Copia in store.

These digital book platforms are supported with PrismPOS.

23. When searching for an item after searching by author/ title, can the screen show current onhands?

Make it a bit easier to pick the right item if multiple editions are in your database. This feature is currently captured in the PrismPOS development backlog and will be included in a future release.

24. Can you capture multiple emails?

At this time we are able to capture only one email in POS, but multiple emails can be stored in back office.

25. Can you add a note to the sale that will appear on the receipt such as "special order"

Yes - The PrismPOS register application provides an on screen button "Details" for applying notes/comments to a transaction. These notes/comments are printed on the receipt after the "Change Due" section of the tendering portion of the receipt.

26. Does offline mode allow credit card transactions? If yes, could you please give more details on that process.

Currently offline mode is a "planned offline" feature for non-authorized tenders, cash or check. We are continuing to review our options to expand this, while staying in compliance with point-to-point encryption standards. Credit cards would need to be processed with a cellular authorization service outside of 2.0.

27. Is there a way to exempt an item from transactional discount

A transaction discount will honor the class discount max (which can be zero) from the class file. If there is a special case, you cannot adjust transaction at this time, you would want to add discounts by item (which is possible).

28. Is there a time frame for a loyalty program?

Loyalty is going to be a group project between POS, PrismX and PrismWeb. It is in our combined product backlogs for development. Internal conversations have started but it is really at the brainstorming/discovery phase. We would estimate end of summer for a loyalty program at this time.

29. Is there a time frame when campus card tenders will be supported?

The March 2019 release of PrismPOS will support the Cbord. The April 2019 release will include support for OneCard, Blackboard and Volante.

30. Does it support campus AR integration, or will it have that capability by the time it's released?

PrismPOS currently supports integration with VisualRATEX's A/R module for Scholarships/Grants and will include support for A/R credit limits and departmental charges in the general release of PrismPOS for VisualRATEX.

31. Does it support organizations with multiple stores?

PrismPOS supports multiple stores along with unique configurations for them.

For more information, please email info@prismrbs.com. Our team is happy to provide more detail and answer any additional questions.