

NetScore POS for NetSuite

Frequently Asked Questions

What is NetScore Point of Sale (POS) for NetSuite?

NetScore Point of Sale (POS) for NetSuite provides a powerful application that supports customer facing sales leveraging the power of the NetSuite ERP solution. The flexibility of the cloud-based solution provides an ideal tool for use in retail point of sale environments, front counter operations, mobile retail applications, and showrooms.

What operating systems will run NetScore POS?

POS can be accessible anywhere from any browser that will run on an IOS or Android operating system. Additionally, the application will run on the windows operating platform, giving users a wide variety of devices to choose from for running the solution including, retail terminals, touch screen monitors, tablets, and other mobile devices.

Will the solution run on my current POS hardware?

Please reach out to your NetScore Account Executive for confirmation.

How can I enter orders at the terminal?

Items can simply be scanned, selected from icons on the order screen, or can be looked up via the search capability.

Can discounts be applied?

NetScore POS has the ability to apply discounts, native suite promotions are tightly integrated to manage promotional discounts.

Does the application support store credit features?

Both the issuing of store credits and the ability to use them as a form of payment are supported.

Can I use my loyalty reward points at checkout?

For customers who use NetScore's Loyalty Rewards application, points can be used at checkout.

Can gift certificates or discount codes be used at checkout?

The system supports gift certificates, coupons, and discount codes at checkout.

Does the POS support customer management?

You can create or update the customer details, also find the recent transaction history of any customer, from which you can process returns/exchanges.

Does the POS support buy online pick up/return in store?

Yes, you can purchase on-line and pick up or return an item in the store. This may require configuration of other NetSuite features that are not part of the POS.

What payment types does the POS handle?

NetScore POS can support any types of payments which are NetSuite certified suite apps and is so flexible to integrate with any 3rd party payment processors.

What are the basic infrastructures needed for using the POS in-store?

Our POS can work well with the following devices:

- Terminal: Touch screen monitors, desktop, tablets, and other mobile devices.
- Barcode Scanner: Any device that can connect with your Mac/PC/iPad. It can be connected via, USB port, Bluetooth or WIFI.
- Credit Card Reader: Connect to our POS via USB port, Bluetooth or WIFI.
- Receipt Printers: Receipts can be printed, connect your printer via USB port, Bluetooth or WIFI.

Can I create quotations in POS?

Yes, you can create a quote for an item and later convert them to a sale with a single click.

Can I create an exchange order?

Yes, if you wish to exchange an item instead of a return, NetScore POS makes it easy for you to properly record exchanges.

Can POS users override system pricing for an item?

NetScore POS will allow the user to override pricing if the system is configured to allow this.

What reporting capabilities are available with the solution?

NetScore POS, registers all transactions within the backend NetSuite solution. The full reporting capabilities of NetSuite can be leveraged to report POS related transactions.

Does POS support the ability to split payment methods for a single transaction?

This solution will allow transactions to be split and tendered in multiple payments like cash with credit, credit and credit, credit and check etc.

Can items be purchased in store, but shipped to a location requested by the customer?

Orders can be purchased in store and the clerk is able to specify an address the customer wishes to ship the item to. Shipping costs can be added to the order at time of purchase.

If I have multiple store fronts or a distribution centre associated with my business, can the POS display product availability from other locations?

You can find the stock information by searching or opening the product. Inventory availability will be displayed across all locations.

Can NetScore POS be customized to meet the unique needs of my business?

NetScore POS is fully customizable and will be tailored to your needs by our development team.