

Omnichannel Point Of Sale

Kick your store and digital channels as well as your logistics and back office operations into high gear with the ZOKU For NetSuite Omnichannel POS system.

Leverage the power of NetSuite in real time, with advanced sales, inventory management, and CRM integration and reporting.

Available in Release 2020.2

- Layaways/Laybys with partial or complete prepayments
- Item Pricing and promotions can be configured based on received date or lot number
- Tracing of items based on lots and batches



The ZOKU Omnichannel POS is part of the NetSuite-powered ZOKU omnichannel suite.

It runs on Windows, iOS, Mac and Android, online and offline, allowing retailers to service their customers at the counter and around the store, as well as at trade shows and pop up events.



ZOKU offers a multiplatform POS that works on your existing hardware, including peripherals such as receipt printers, barcode scanners and scales. The POS comes with a modern user interface that also works on state-of-the-art mobile checkout devices. It allows you to achieve a very attractive TCO without any of the upfront investments associated with all-in-one solutions that result in fragmented operations. ZOKU POS takes full advantage of the power of NetSuite to drive your operations without unnecessary middleware.

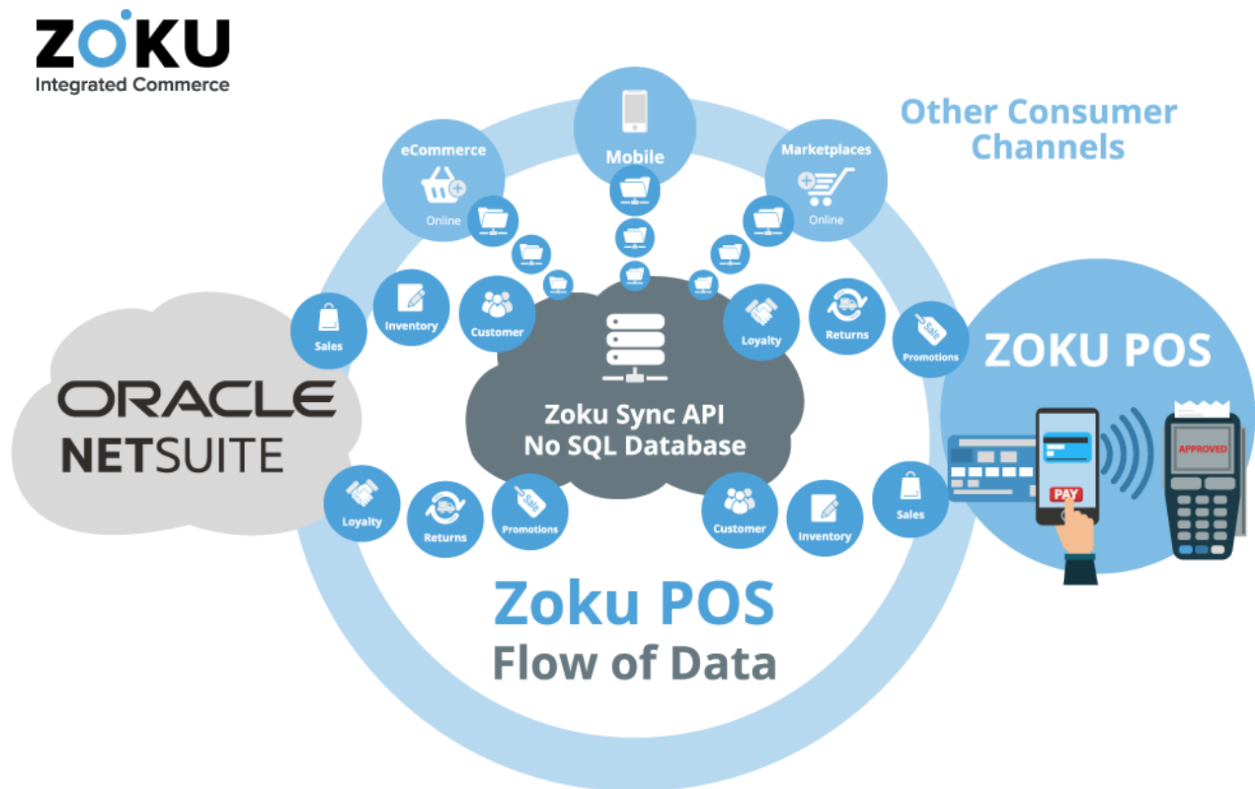
With ZOKU POS, everything from your inventory to your sales orders and customers are connected under the one, centralized system: NetSuite.

Natively Integrated with NetSuite

The ONLY Point Of Sale with Built For NetSuite certification, globally

Unlike “cloud only” and “no database” solutions which only work when connected to the internet, with their performance depending on the quality of the network and processing speed of the back end, ZOKU works at lightning speed and can process very high transaction volumes, on and offline.

This is because it consists of a lightweight, intelligent client application running on the POS device and communicating with NetSuite via ZOKU’s Cloud based integration layer called ZOKU Sync.



Streamline your business Operations

Streamline your operations with sales transactions that post directly into NetSuite, for any of your existing subsidiaries, classes, and departments. ZOKU offers completely paperless auto Accounts Payable and 3 Way Matching with the scanning of vendor bills directly processed into NetSuite.




Superior Cx

Get to know your customer base even better, as the ZOKU POS for NetSuite supports advanced Loyalty points, cash backs, coupons and promos.

ZOKU Pay

An API that allows the integration with any Payment Processor or Payment Device in any country with a simple API to API integration. This allows the ZOKU POS to be integrated with payment terminals globally, with the support of a local partner, integrator or in house developer. In addition, ZOKU has pre-built integrations with global Payment Service Providers.

B2B Features

-  Sales On Account
-  Customer Specific Pricing
-  Sales Tax calculation based on Customer Address

True Omnichannel – By Design

Many providers loosely call their POS systems “omnichannel”. But what is really an omnichannel POS ? Clearly, one that is natively and by design integrated with all other consumer channels, back office operations, and is also designed to integrate with any internal or external service.

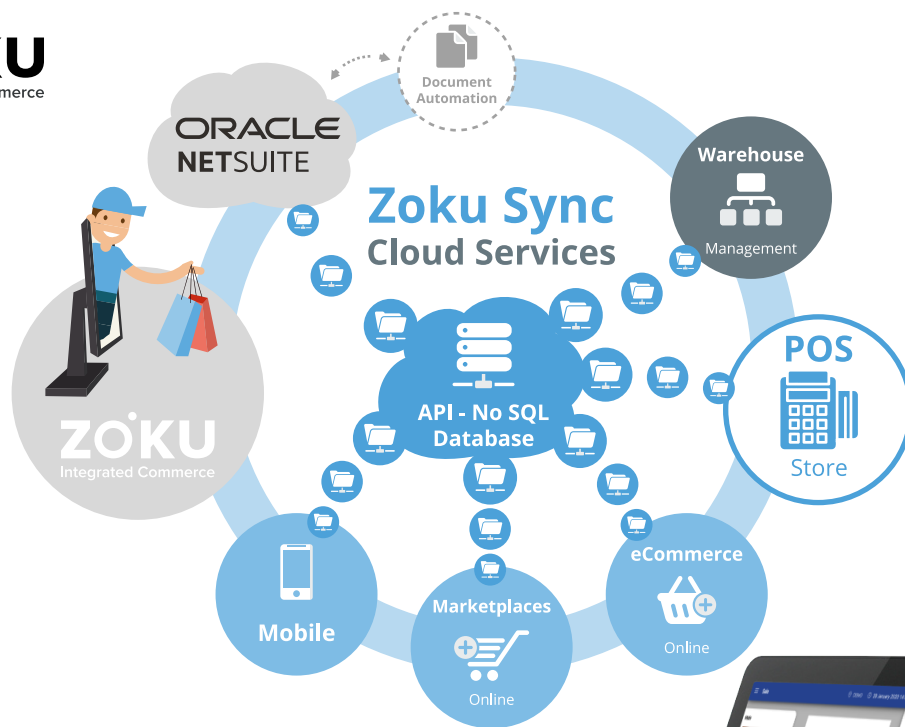
In ZOKU’s architecture, ZOKU’s intelligent client runs on the POS device, ZOKU Sync, a cloud based integration layer integrates the POS client in real time with NetSuite, consumer channels and essentially any service such as Marketplaces, 3PLs, Delivery Services and Payment Processors.

- Order online, e-commerce delivery
- Order online, pick up in-store
- Pay in store, pick up in-store
- Pay in store, e-commerce delivery
- Pay in one store, pick up in another

View Stock in-hand across all locations, including warehouses, and sell items available at other locations on the spot with eCommerce delivery or store pickup options.

Process Returns and Refunds from purchases made at other locations or online.

ZOKU
Integrated Commerce



Powerful and Intuitive UI

The POS comes with an intuitive and fully configurable User Interface for the operator and the consumer (if a consumer facing display is available).

The operator interface can optionally have a menu with categories and unlimited sub categories to add items to the sale on a touch screen, as well as barcode scanning and even product searches in a Google Like product search screen.

You can choose to display product images and information at either display, or use the consumer facing display for promotions or any other information.

The interface was designed with the best Human Factor Engineering principles for ease of use, speed, efficiency and superior User Experience.





Recording Sales

- ✓ Sync all items to POS (offline capability)
- ✓ Barcode scanning with any scanner
- ✓ Search items by ID or name
- ✓ Automatic promo/discount application
- ✓ Manual discount application, per-user limit and submission control
- ✓ Line-by-line sales commission
- ✓ Process returns and exchanges along with sales in a single invoice
- ✓ Graphic receipt printing—any font, any size, images and symbols
- ✓ Configurable Sales Tax Rate calculation



Payment Management

- ✓ Unlimited split payments per sale
- ✓ Support for unlimited number of custom payment methods available
- ✓ Configurable rounding and fixed-value options for each method
- ✓ Integration with payment devices
- ✓ Direct-to-NetSuite reconciliation for shift payments (shift close), for any start/end time



Search

- ✓ Retrieve any item record, even after sales discontinuation
- ✓ Retrieve any historic sale made at any point from any sales channel - any store, online
- ✓ Retrieve customer information with any part of a name, phone number, or customer/national ID



Managing Customers & Loyalty

- ✓ Link customers to sales by adding them to NetSuite CRM instantly
- ✓ Full support for loyalty points accrual and redemption for any sale to registered customers
- ✓ Configurable exclusions and loyalty promotions for items and payment methods
- ✓ Instant insights into customer loyalty through NetSuite reporting



Managing Inventory

- ✓ Real-time inventory control with direct posting sales, returns, and transfers
- ✓ Inventory level lookup for all items and locations in a single screen
- ✓ Accept Purchase Orders and Transfer Orders in the POS interface or the Zoku Mobile app
- ✓ Receive items in a 2-step process
- ✓ 3-way matching facility with a simple wizard interface
- ✓ Scan documents direct-to-NetSuite
- ✓ Generate Transfer Orders from POS store to another location
- ✓ Generate Vendor Returns from POS store to any vendor in NetSuite



Connecting to Other Channels and Internal & External Services

- ✓ Fulfillment options for every sale
- ✓ Single customer profile across POS and online sales
- ✓ Connect to virtually any service via the API Layer: 3PL, Delivery Services, Payment Processors, etc

About

ZOKU is a global software company headquartered in Singapore, with global Centers of Expertise in Asia, Europe and North America. The core team consists of resources with a wealth of experience in software, consulting and business development. ZOKU is a SuiteCloud Development Network and an Alliance partner of NetSuite with expertise in the Retail, Financial, Telecom and Hospitality Industries.

**ORACLE
NETSUITE**
SuiteCloud Developer Network

Talk to us about your business
and we'll help you uncover the path.

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