

Manhattan Active® Point of Sale (POS)



MANHATTAN ACTIVE®
OMNI

PREREQUISITES:

N/A

MODE:

Instructor-led
[classroom and live online]

COURSE LOCATIONS:

- Atlanta, GA Learning Center
- Berkshire, UK Learning Center
- On-site at your facility
- Live online

DURATION:

3 Days

HOW TO REGISTER:

Contact learning@manh.com

Today's stores are more than just places to make a purchase. In an omnichannel world, they are showrooms, customer service centers and local fulfillment points. As stores play a larger role, Manhattan Active® Point of Sale is the next-generation system for retail, helping retailers sell, fulfill and engage anywhere.

This 3-day course blends instructor-led training and hands-on activities to prepare you for the design and implementation of your new Point of Sale system.

Through real-world use cases, you will learn how to stay ahead of customer demands by optimizing store order fulfillment strategies and streamlining operations. By the end of the course, you will be able to process returns and exchanges, run promotions and personalize interactions to drive sales and deliver exceptional in-store service. Topics include:

- **Overview & Navigation**—Introduction to Point of Sale and Omni Facade, the user interface for managing Manhattan Active Omni (MAO) products.
- **Selling**—Ring up items using different types of sales.
- **Returns & Exchange**—Perform validated and non-validated returns and exchanges.
- **Exchange Tender**—Execute an exchange tender transaction and configure tenders for exchange.
- **Pricing & Promotional Events**—Create promotions, deals, events and discounts; use coupons.
- **Gift Card**—Activate, reload and check the balance of gift cards.
- **Store Customer Engagement**—Use the customer dashboard to view purchases and activities.
- **Backoffice**—Manage store operations with manager functions and transactions.
- **Electronic Journal**—Search for orders, analyze transactions and reprint receipts.
- **Engagement**—Configure customer engagements such as email, text and phone interactions.
- **Product Catalog**—Categorize merchandise based on criteria to improve inventory visibility and shopping experience.
- **Manager Override & Routing**—Configure manager override actions such as special voids, returns and discounts.
- **Transaction Number Generation**—Identify and configure high-level transaction details.
- **Global Search**—Locate items, customers and orders.
- **Device Registration & Management**—Create and manage registers, printers, cash drawers and payment terminals.
- **Resilient Cloud for POS**—Perform basic functions such as sales, returns without receipt, and open till even when the system is offline.
- **POS Payment**—Examine payment processing, custom tenders, franking, payment hardening and reconciliation.
- **Store Common**—Perform store associate login, store selection and clock in/out.