



Woodforest Acceptance Solutions

KwickPOS Restaurant

Executive Summary

KwickPOS Restaurant is WAS's purpose-built restaurant POS platform designed to support the full operational needs of food-and-beverage merchants. It delivers a complete restaurant operating system—combining front-of-house workflows, kitchen routing, online ordering, loyalty, labor, inventory, and integrated payments—into a single platform built for real-world restaurant environments. KwickPOS supports counter service, table service, bar, café, and hospitality-adjacent workflows, allowing operators to run daily service efficiently while keeping payments, reporting, and settlement centralized through WAS.

Strategic Role in the WAS Portfolio

Rather than stretching a generalized or retail-first POS into restaurant use cases, WAS partnered with KwickPOS to deliver a dedicated food-and-beverage platform—while preserving WAS ownership of the merchant relationship, underwriting, pricing, payment processing, settlement, and long-term value.

Who It's Built For

- Full-service restaurants
- Bars and bar-centric operations
- Cafés and coffee shops
- Hospitality-adjacent food operations
- Multi-location restaurant groups

Core Use Cases

- Unified Restaurant Operations
- Full-Service & Bar Workflows
- Multi-Location Visibility & Control

Platform Differentiation

KwickPOS is not just a POS—it is a restaurant operating platform. Unlike retail-style systems or single-function terminals, it is designed specifically around food-and-beverage workflows and service models.

Partner & Merchant Value

For merchants, KwickPOS simplifies operations, increases throughput, and improves guest experience while reducing reliance on multiple vendors. For partners and WAS, it delivers a credible, sellable restaurant solution anchored to WAS acquiring—driving payment volume in one of the highest-transaction verticals.

KwickPOS Restaurant is the restaurant-specific POS platform in the WAS portfolio—built for real food-and-beverage workflows, competitive with industry leaders, and fully integrated into the WAS payments ecosystem.

1. Product Overview

What the Product Is

KwickPOS Restaurant is a full-featured restaurant point-of-sale platform offered through a WAS partner, designed to support the end-to-end operational needs of food-and-beverage merchants. The solution combines purpose-built restaurant POS software, configurable front-of-house workflows, and deeply integrated payment processing to support counter-service, table-service, and bar environments. KwickPOS Restaurant includes core restaurant functionality such as menu and modifier management, order routing, check splitting, tips, and staff management, providing restaurants with a complete POS experience while leveraging Woodforest Acceptance Solutions for embedded payment acceptance and settlement.

Portfolio Strategy

KwickPOS Restaurant was added to the Woodforest Acceptance Solutions portfolio to enable WAS and its partners to compete effectively in the full-service and quick-service restaurant market without forcing restaurant merchants onto a generalized retail POS. Rather than building a restaurant solution from scratch, WAS partnered with KwickPOS to deliver a purpose-built, proven restaurant platform that supports complex food-and-beverage needs such as menu and modifier logic, coursing, tipping, split checks, and order routing across table service, counter service, and bar environments. This fills a key portfolio gap where Delta1st is not intended to compete today, while ensuring payments, settlement, underwriting, pricing, and merchant ownership remain anchored within the WAS acquiring platform. As a result, partners gain a credible, sellable restaurant solution, WAS preserves control of the merchant relationship, and Delta1st remains focused on its long-term proprietary POS roadmap—strengthening vertical coverage and driving payment volume growth in a highly competitive segment.

Ideal Customer Profile (ICP)

KwickPOS Restaurant works best for food-and-beverage operators that need a purpose-built full restaurant POS (counter service, table service, and bar workflows) and want to consolidate restaurant operations that are often split across multiple tools—like POS, online ordering, marketing, labor/time clock, inventory, and delivery management—into a single platform with remote and multi-location visibility. The simple qualifying question is:

“Is this restaurant running POS + online ordering/delivery + marketing/loyalty (and possibly labor/inventory) across multiple disconnected systems today?”

If yes, KwickPOS is very likely a strong fit.

- Independent to multi-location food & hospitality businesses that want remote access and multi-location management without stitching together multiple point solutions
 - Quick-Service / Fast Casual (order-at-counter restaurants, fast food concepts)
 - Full Service Restaurants (table service operations needing table/guest check workflows like tipping and split checks)
 - Bars / Bar & Grill Concepts (tip-heavy environments; bar workflows supported as part of table/bar capability set)
 - Cafes & Coffee Shops (high-throughput ordering plus loyalty/marketing and online ordering)
 - Hospitality-adjacent food operations: benefit from reservations/waitlist, QR ordering, kiosk ordering, and kitchen display options
- Strong fit indicators (practical “yes” signals):
 - They want to grow off-premise revenue with online ordering and delivery support while keeping operations unified
 - They need reservations/waiting list and/or QR table ordering to streamline front-of-house flow
 - They care about repeat business and want built-in marketing/loyalty/gift capabilities rather than bolt-ons
 - They want to reduce labor/point-solution costs by consolidating time clock/labor, inventory, and delivery management under one system

Vertical-by-Vertical Breakdown

Quick-Service Food (QSR) - *(Small Diners, Fast Casual, Food Trucks, Order-at-Counter Restaurants)*

Pain Point: Long lines and slow order flow during rush periods because traditional POS systems are fixed to the counter and can't handle high throughput efficiently.

KwickPOS Solves: KwickPOS supports mobile ordering, handheld devices, self-ordering kiosks, and QR ordering, allowing staff and customers to place orders anywhere—reducing bottlenecks and increasing throughput during peak hours.

Opening Line: “When the lunch rush hits, are you stuck with one register—or can you take orders and payments anywhere customers are standing?”

Pain Point: QSR operators are often forced into POS systems built for full-service restaurants, paying for features they don't need while adding cost and complexity.

KwickPOS Solves: KwickPOS offers configurable workflows and feature sets optimized for quick-service environments—fast ordering, simplified menus, and streamlined kitchen routing without unnecessary table-service complexity.

Opening Line: “Are you paying for restaurant POS features you'll never use, or do you want something built specifically for fast, high-volume service?”

Full-Service Restaurants *(Casual Dining, Fine Dining, Family Restaurants)*

Pain Point: Managing tables, courses, modifiers, tips, and split checks across disconnected systems leads to order errors, slow service, and frustrated staff.

KwickPOS Solves: KwickPOS is purpose-built for full-service workflows, supporting table management, coursing, modifiers, split checks, tip handling, and kitchen display routing in one unified system.

Opening Line: “How are you handling split checks, modifiers, and coursed meals today—and how often does your system slow the service team down?”

Pain Point: Lack of real-time visibility into operations makes it difficult for owners to manage performance, labor, and sales—especially when they're not on-site.

KwickPOS Solves: With cloud-based access and the KwickVIEW management app, owners can monitor sales, staff performance, and operations remotely across one or multiple locations.

Opening Line: “When you're not in the restaurant, how confident are you that everything is running exactly the way you expect?”

Bars & Bar-Centric Concepts (*Bars, Taprooms, Bar & Grill*)

Pain Point: High-volume, tip-heavy environments struggle with tab management, tip adjustments, and fast payment closeouts—leading to mistakes and lost revenue.

KwickPOS Solves: KwickPOS supports bar tabs, tip-at-sale and tip adjustment workflows, fast order entry, and handheld devices so bartenders can serve more guests without slowing down checkout.

Opening Line: “When it’s slammed behind the bar, how easy is it to open tabs, adjust tips, and close checks without mistakes?”

Pain Point: Disconnected systems for POS, loyalty, marketing, and customer management prevent bars from building repeat business.

KwickPOS Solves: KwickPOS combines POS, customer data, loyalty programs, and marketing tools into one platform—helping bars turn one-time guests into regulars.

Opening Line: “Do you actually know who your repeat customers are—or are their transactions disappearing once the tab is closed?”

Cafes & Coffee Shops (*Coffee, Tea, Bakeries, Dessert Shops*)

Pain Point: High transaction volume with low ticket sizes makes slow checkout and order errors especially costly during peak periods.

KwickPOS Solves: KwickPOS enables fast, one-touch menus, mobile ordering, QR codes, and self-ordering kiosks to speed up transactions and improve order accuracy.

Opening Line: “How much revenue do you think you lose every morning because lines move slower than they should?”

Pain Point: Limited tools for loyalty and digital engagement make it difficult to encourage repeat visits in competitive markets.

KwickPOS Solves: Built-in loyalty programs, digital receipts, and marketing tools allow cafes to engage customers, promote offers, and drive repeat traffic without third-party apps.

Opening Line: “What are you doing today to make sure the customer who ordered this morning comes back tomorrow?”

Multi-Location Restaurant Groups *(Independent Multi-Store Operators, Regional Concepts)*

Pain Point: Inconsistent systems and reporting across locations make it hard to standardize operations and compare performance.

KwickPOS Solves: KwickPOS provides centralized, multi-location management with standardized menus, reporting, and configuration—while still allowing location-level control when needed.

Opening Line: “How easy is it for you to compare performance across locations without pulling reports from multiple systems?”

NOT a good fit

- Enterprise-scale restaurant chains that require highly customized integrations, proprietary back-office systems, or complex ERP-grade workflows beyond a standardized restaurant POS.
- Restaurants seeking a retail-style POS with deep non-restaurant inventory management or SKU-based omnichannel retail features rather than purpose-built food-and-beverage workflows.
- Businesses requiring fully custom APIs or bespoke integrations across external systems where open developer access is a hard requirement.
- Merchants looking for a bare-bones, single-terminal solution with no need for online ordering, loyalty, marketing, kitchen displays, or multi-device operations.
- Operators that require extreme, real-time inventory synchronization between online and in-store retail catalogs outside standard restaurant menu and modifier structures.

Primary Use Cases

Use Case #1

Problem: Order errors, kitchen confusion, and slow service occur because orders, modifiers, and coursing are not clearly routed from the front of house to the kitchen.

Feature: KwickPOS supports structured menus with modifiers, coursing rules, and kitchen display routing to ensure orders flow correctly to the right prep stations in the right sequence.

Value: Restaurants reduce mistakes, speed up food prep, improve order accuracy, and deliver a more consistent guest experience—especially during busy service periods.

Use Case #2

Problem: Peak-hour rushes create long lines, overwhelmed staff, and lost sales because ordering and payment are limited to a fixed counter.

Feature: KwickPOS enables mobile and handheld ordering, QR code ordering, and self-ordering kiosks, allowing orders and payments to happen anywhere in the restaurant.

Value: Faster throughput, shorter lines, higher order volume, and improved labor efficiency without adding registers or staff.

Use Case #3

Problem: Restaurant owners lack visibility into daily performance when they are off-site and must rely on end-of-day reports or manager updates.

Feature: KwickPOS provides cloud-based reporting and remote access through its management tools, giving real-time insight into sales, staff activity, and operations across locations.

Value: Owners gain control and peace of mind, can make faster decisions, and manage one or multiple locations without being physically present.

Use Case #4

Problem: Restaurants struggle to drive repeat business and capture customer data because loyalty, marketing, and POS systems are disconnected—or not used at all.

Feature: KwickPOS includes built-in loyalty programs, customer profiles, digital receipts, and marketing tools tied directly to transaction data.

Value: Restaurants convert one-time guests into repeat customers, increase visit frequency, and increase revenue without relying on third-party marketing platforms.

High-Level Functionality

KwickPOS Restaurant enables food-and-beverage businesses to manage ordering, payments, and day-to-day restaurant operations within a single, purpose-built platform. It combines core restaurant POS functionality—such as menu and modifier management, table and bar workflows, split checks, tipping, and kitchen order routing—with integrated payment processing, reporting, and multi-location visibility. This allows restaurants to support counter service, table service, and bar environments while offering flexible ordering and checkout options (in-store, mobile, QR, kiosk) and keeping transactions, operational data, and customer interactions centralized and easy to manage.

Positioning Statement / Elevator Pitch

Short “Walk-up” Pitch (15 Seconds)

“KwickPOS Restaurant is an all-in-one restaurant and hospitality platform that combines a purpose-built restaurant POS with online ordering, marketing/loyalty, and operational tools—so restaurants can run counter service, table service, or bar workflows in one system while keeping payments and reporting centralized.”

Competitive Displacement Pitch (Toast/Aloha)

“Toast and Aloha are established restaurant POS options—so the real question is whether you want a platform that brings POS + online ordering + marketing/loyalty + reservations/waitlist + kitchen display and flexible ordering modes (handheld/QR/kiosk) together as one end-to-end restaurant system. That’s where KwickPOS Restaurant fits: it’s built for food-and-beverage operations and supports QSR, full service, and bar environments without stitching together multiple point solutions.”

Discovery-Led Opening (Conversation Starter)

“Quick question—are you running your POS in one place, online ordering somewhere else, and loyalty/marketing in a third tool... then trying to piece everything together at the end of the day?”

“That’s exactly what KwickPOS is designed to fix—one restaurant platform that consolidates those functions so your ordering, kitchen flow, guest experience, and reporting stay in sync.”

Margin Protection / Cost Recovery Pitch

“One of the biggest margin pressures in restaurants is rising operating costs and payment costs. KwickPOS helps on both sides: it supports a dual pricing model and also reduces the need for multiple disconnected systems by combining POS, online ordering, marketing tools, and operational modules into one platform—so you can simplify your stack and protect profitability.”

Vertical Use-Case Pitch

“Whether you’re quick-service, full-service, or bar-centric, KwickPOS Restaurant adapts to how you operate—mobile and handheld ordering for speed, QR and kiosk ordering for throughput, reservations/waitlist for front-of-house control, and kitchen display/routing to keep production tight. It’s a purpose-built restaurant POS designed to support real-world food-and-beverage workflows across service models.”

Objection Responses

“I already have a restaurant POS.”	That makes sense—most restaurants do. The difference with KwickPOS is that it’s not just a POS for taking orders; it’s a full restaurant platform that combines POS, online ordering, loyalty, marketing, kitchen routing, and multi-location management into one system, reducing the need for multiple vendors.
“Switching POS systems will disrupt my restaurant.”	Totally fair—downtime hurts restaurants. KwickPOS is implemented with structured onboarding, menu setup, training, and staged go-live support so staff can transition quickly without interrupting daily service.
“My system works fine for now.”	Most systems do—until volume increases or service models change. KwickPOS is designed to support growth across counter service, table service, bar, QR, kiosk, and online ordering so you don’t outgrow it as operations become more complex.
“My staff doesn’t have time to learn new software.”	That’s exactly why KwickPOS was built for restaurants. The interface is designed around real service workflows—taking orders, splitting checks, adjusting tips, and routing to the kitchen—so staff can learn it quickly and stay focused on guests, not screens.
“I only need something simple.”	KwickPOS works great for that. You can start with a straightforward setup for your current operation and enable additional features like online ordering, loyalty, or kiosks only when you’re ready—no forced complexity.
“I don’t want to juggle tablets, apps, and third-party add-ons.”	Neither do most operators. KwickPOS keeps things in one system—POS, kitchen display, loyalty, marketing, and reporting—so orders, guests, and data all live together instead of being spread across separate apps.
“What happens if I add another location later?”	KwickPOS is built with multi-location restaurants in mind. Menus, pricing, reporting, and configuration can be managed centrally while still allowing location-level control, making expansion easier instead of harder.

Key Differentiators

Comparison	KwickPOS	Toast	Aloha (NCR)
Fees			
Extra Features = Extra Monthly	Add on \$	Add on \$	Add on \$
Additional Device Monthly Fee	Add on \$	Add on \$	Add on \$
Customized Pricing Available	✓	✓	✓
Industry Specific Software			
Business Size	Small – Medium	Small – Enterprise	Small – Enterprise
POS Type	Web / Android	Android	Windows
Software Type	Cloud / Hybrid	Cloud	On-Prem / Hybrid
Merchant Services	In House	In-House	3rd-Party
Features			
Register Features	✓	✓	✓
Virtual Terminal	✓	✓	Add on \$
Inventory Tracking	✓	✓	Add on \$
Customer Management	✓	✓	Add on \$
Vendor / Purchase Orders	✓	Add on \$	Add on \$
Employee Management	✓	✓	Add on \$
Timecards / Labor Cost	✓	Add on \$	Add on \$
Discounts	✓	✓	✓
Split Payments	✓	✓	✓
Real-Time Cloud Reporting	✓	✓	X
Kitchen Display System (KDS)	✓	Add on \$	Add on \$
Online Ordering (Native)	✓	Add on \$	Add on \$
QR Code Ordering	✓	✓	X
Self-Ordering Kiosk	✓	Add on \$	Add on \$
Reservations / Wait List	✓	Add on \$	Add on \$
Marketing Notifications	✓	Add on \$	Add on \$
Loyalty Programs	✓	Add on \$	Add on \$
Gift Cards / E-Gift	✓	Add on \$	Add on \$
Multi-Location Management	✓	✓	✓
Multi-Language Options	✓	X	X
24/7/365 Customer Support	✓	✓	✓
SMS / Email Receipts	✓	✓	✓
Recurring Payments	✓	✓	Add on \$
Tip Adjustment	✓	✓	✓
Bar Tabs / Pre-Authorization	✓	✓	✓
Menu Modifiers / Variants	✓	✓	✓
Dual Pricing Support	✓	X	X
White-Labeling	✓	X	X

Key Configurations and Sales Channels

Key Configurations

KwickPOS Restaurant is a cloud-based, restaurant-specific POS platform deployable as a fixed in-store system, mobile/handheld POS, or self-service ordering solution. It supports counter service, table service, and bar environments and can be configured across POS stations, handheld devices, kitchen display systems, kiosks, and QR-based ordering. The platform is modular, allowing restaurants to enable features such as online ordering, loyalty, marketing tools, reservations/waitlists, and multi-location management based on operational needs, while payment processing and reporting remain tightly integrated.

Sales Channels

KwickPOS Restaurant is sold through Woodforest Acceptance Solutions internal sales teams and approved ISO/partner channels. WAS manages merchant onboarding, underwriting coordination, payment processing setup, hardware provisioning, and ongoing first-line support, enabling partners to deliver a turnkey restaurant solution while maintaining centralized control over the acquiring relationship.

2. Product Capabilities

Standard Features

Feature	Standard	Description
Core POS (Front-of-House)	✓	Run in-store checkout and order entry through the restaurant POS interface.
Menu Management	✓	Create and manage menus and items for all ordering workflows.
Modifiers / Customizations	✓	Support item modifiers and customizations for restaurant ordering.
Table-Side QR Ordering	✓	Guests scan a QR code to view the menu and place orders sent to the kitchen.
QR Payment (Receipt Scan)	✓	Customers pay by scanning a receipt QR code using digital wallets.
QR Code Ordering & Payment	✓	Support QR-based ordering and payment workflows.
Coupon Creation/Management	✓	Create coupons that automatically validate at checkout.
Self-Ordering Kiosk	✓	Enable guest self-ordering via kiosk workflows.
KwickMENU Customer App	✓	Customer-facing app for browsing menus and placing orders.
Kitchen Order Routing	✓	Orders route directly to kitchen displays or printers.
Delivery Management	✓	Built-in tools to manage delivery operations.
Real-Time Driver Management	✓	Manage delivery drivers and assignments in real time.
Route Assignment	✓	Assign delivery routes to drivers efficiently.
Pre-Order Scheduling	✓	Accept future-scheduled delivery and pickup orders.
Remote Ordering / Call Center	✓	Accept phone orders through call-center style workflows.
Customer Alert Messaging	✓	Notify customers when orders are ready or delivered.
Operational Alerts	✓	Real-time alerts for voids, discounts, and access activity.
System-Wide Announcements	✓	Broadcast operational announcements across the system.
Marketing Tool (SMS & Email)	✓	Text and email campaigns with targeting and templates.
Loyalty Program	✓	Built-in loyalty program with configurable rewards.
Gift Cards (Physical & Digital)	✓	Support branded gift cards and gift balances.
Customer Relationship (CRM)	✓	Store and manage customer profiles and order history.
Multi-Location Management	✓	Centralized management of multiple restaurant locations.
Remote Access	✓	Manage operations remotely via browser access.
KwickVIEW Owner/Manager App	✓	Unified dashboard for reporting, operations, and controls.
Financial & Business Reporting	✓	Sales, revenue, and operational performance reporting.
Inventory Management	✓	Track inventory items used in restaurant operations.
Advanced Reporting	✓	Analyze inventory, performance, orders, payments, and employee reports
Multi-Language Support	✓	Support multiple languages for staff and menus.
Offline / Stable Mode	✓	Continue operations during temporary connectivity issues.
Dual Pricing Support	✓	Support cash vs. card pricing models.

Optional Add-Ons

Feature	Optional	Description
Online Ordering (Monthly Fee)	Add on \$	Online ordering offered as a monthly flat-fee option.
Online Ordering (Per-Order)	Add on \$	Online ordering offered on a per-order pricing model.
iPad / Tablet Kiosk License	Add on \$	License for tablet-based self-ordering kiosks.
Kitchen Display System (KDS)	Add on \$	Kitchen screens for managing and routing orders during preparation.
3rd-Party Delivery Integration	Add on \$	Integration with external delivery marketplaces.
SMS Message Packages (1k / 2k)	Add on \$	Optional monthly SMS message bundles.
Multi-Location Gift Card Linking	Add on \$	Share gift cards across multiple restaurant locations.
QR Customer Reviews	Add on \$	Collect customer feedback through QR review tools.
Reservations	Add on \$	Reservation management for dine-in restaurants.
Waiting List	Add on \$	Digital waitlist management for peak service periods.

Limitations

- No open app marketplace
- No public APIs or custom integrations
- Limited enterprise-level customization
- Advanced functionality requires paid add-on modules
- No native Buy Now, Pay Later (BNPL) support
- Not designed for complex retail or omnichannel inventory use cases
- Third-party delivery marketplaces control commissions and driver availability
- Full functionality and real-time reporting depend on internet connectivity

User Personas

With fully customizable roles and permissions, KwickPOS Restaurant allows merchants to define access levels based on each user's responsibilities. Roles can be created, modified, and assigned to individual employees to ensure the right level of control without overexposing sensitive data.

Examples of User Role Permissions

- **Business Owner / Operator** - FULL access to all system features including reporting, financial visibility, pricing, menu management, marketing tools, user permissions, and multi-location management.
- **General Manager / Store Manager** - Broad operational access such as order management, staff management, scheduling, reporting, and daily operations, with limited access to sensitive financial controls or user permission changes.
- **Back-Office Admin** - Access to configuration, menu setup, reporting, marketing tools, loyalty programs, and operational settings, but typically restricted from viewing profitability, changing pricing models, or managing user security.
- **Shift Manager / Supervisor** - Access to manage orders, handle voids/refunds, oversee staff during shifts, view limited reports, and ensure smooth front- and back-of-house operations.
- **Cashier / Server / Bartender** - Front-of-house access only—take orders, process payments, manage tips, open/close tabs, and print receipts, with no access to reports, pricing changes, or configuration settings.

3. Architecture & Technical Summary

High-Level Architecture Diagram

KwickPOS Restaurant uses a **hybrid cloud architecture** designed specifically for restaurant operations, combining local system stability with cloud-based management and reporting. Core restaurant functions—such as order entry, kitchen routing, payments, and in-store operations—run locally to ensure fast performance and continued operation even during temporary connectivity issues, while sales data, reporting, menu management, customer data, and multi-location insights sync securely to the cloud. This architecture enables real-time visibility across locations, remote access through browser-based tools and the KwickVIEW management app, and centralized updates without requiring merchants to manage complex on-site servers—delivering reliability for daily service and scalability as restaurant operations grow.

Ecosystem Fit

KwickPOS Restaurant serves as Woodforest Acceptance Solutions’ purpose-built restaurant POS platform for food-and-beverage merchants that require full restaurant functionality beyond a generalized retail POS. Within the WAS ecosystem, KwickPOS enables WAS and its partners to support quick-service, full-service, bar, and hospitality concepts while keeping merchant onboarding, underwriting, payment processing, settlement, and ongoing merchant ownership anchored to WAS. KwickPOS complements WAS’s proprietary Delta1st roadmap by filling the restaurant-specific gap in the portfolio, allowing WAS to address complex restaurant workflows today while maintaining control of the acquiring relationship, long-term merchant value, and payment volume across high-traffic in-person dining environments.

System Requirements

- POS stations, kiosks, or handheld devices compatible with KwickPOS hardware configurations (fixed terminals, tablets, handhelds, and kiosks).
- Kitchen display screens or printers for back-of-house order routing (if KDS is enabled).
- Internet connectivity via wired Ethernet, Wi-Fi, hotspot, or cellular data for cloud sync, reporting, and remote access.
- Local network connectivity within the restaurant to support POS stations, kitchen devices, and peripherals.
- Browser-enabled device access for back-office management, reporting, and remote administration.

Certified Platform

- TSYS – Total System Services

Security & Compliance Summary

- Hybrid local + cloud architecture designed for operational stability
 - Role-based access controls with configurable user permissions
 - Encrypted transmission of transaction and operational data
 - PCI-compliant payment processing through WAS-managed acquiring relationships
 - Centralized user management to restrict access to sensitive functions
 - Offline-tolerant operation to support continued service during connectivity interruptions
 - Centralized system updates without on-site software maintenance
 - Business continuity supported through cloud data replication and recovery mechanisms
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4. Product Configuration & Options

Customizable Settings

- **Tax Rules**
 - Configurable tax rules to support state, local, and custom tax requirements.
 - Tax configuration can be managed at the store level, supporting multi-location businesses with different tax needs.
- **Menus & Item Configuration**
 - Create and manage multiple menus by service type (dine-in, pickup, delivery).
 - Configure menu items with pricing, images, availability, and service-specific visibility.
 - Support for item modifiers, variants, and customizations.
- **Discounts & Promotions**
 - Per-Item Discounts: Automatically apply discounts to specific items based on predefined rules.
 - Per-Transaction Discounts: Apply discounts to the total check when conditions such as minimum spend are met.
 - Special Discounts: Allow authorized staff to manually apply preset discounts at checkout.
 - Coupon creation with automatic validation at point of sale and online ordering.
- **User Roles & Permissions**
 - Fully customizable user roles and permissions by employee type.
 - Control access to pricing, voids, refunds, reports, configuration settings, and administrative tools.

- **Ordering & Service Mode Controls**
 - Enable or disable dine-in, takeout, delivery, QR ordering, and kiosk ordering by location or time of day.
 - Configure table layouts and QR codes for table-side ordering (if enabled).
- **Receipt & Branding Options**
 - Custom receipt logos and store branding.
 - Toggle receipt delivery methods (print, SMS, email).
 - Customize receipt content for different order types.
- **Loyalty & Marketing Settings**
 - Configure loyalty programs with reward types (discounts, free items, points or visits).
 - Enable or disable loyalty enrollment at checkout.
 - Manage marketing message templates and basic campaign controls.
- **Online Ordering & Website Settings**
 - Manage business hours, delivery fees, service availability, and holiday schedules for online ordering.
 - Configure branded online ordering site content directly from the back office.
- **Kitchen & Order Routing Settings**
 - Configure kitchen display routing rules by station, category, or service type.
 - Control order flow timing and preparation behavior.
- **Reporting & Dashboard Configuration**
 - Dashboard widgets configurable by metric (sales, taxes, tips, averages).
 - Report filtering by date, location, employee, order type, and payment type.
 - Store-level and multi-location visibility with export options for summaries and transaction data.

Optional Modules

- Online Ordering (Monthly Flat-Fee Plan)
- Online Ordering (Per-Order Pricing Plan)
- Kitchen Display System (KDS) – per screen
- Self-Ordering Kiosk License (Tablet / iPad)
- Large-Format Self-Ordering Kiosk License
- QR Table Ordering

- QR Customer Review & Feedback
- Reservations Module
- Waiting List Module
- Third-Party Delivery App Integrations (e.g., Uber Eats, DoorDash, Grubhub)
- Kwick Driver Delivery Integration (per-order pricing)
- Multi-Location Gift Card Linking
- SMS / Text Messaging Packages (tiered by volume)
- Branded Physical Gift Cards (card production)
- Mobile Hotspot / Cellular Data Plan (for food trucks or mobile setups)

Hardware Options

- **POS Stations**
 - 15" Touchscreen POS Station — POS
 - 19" Touchscreen POS Station — POS
 - 15" + 9" Customer Display Station — POS
 - iPad POS Station — POS
 - Tablet POS Station (iPad / Android / Windows) — POS
- **Handheld Devices**
 - PAX A920 Pro — Handheld POS / Terminal
 - MagTek Handheld (iPad Mini + Reader) — Handheld POS
 - KwickGo Handheld — Handheld POS
 - Nexgo N5 / Yuansfer Handheld — Handheld POS
- **Kiosks**
 - iPad Self-Ordering Kiosk — Kiosk
 - 21" POSBANK Self-Ordering Kiosk — Kiosk
 - 27" POSBANK Self-Ordering Kiosk — Kiosk
 - Android Touchscreen Kiosk (ELO) — Kiosk
- **Kitchen Display Systems (KDS)**
 - 15" Kitchen Display Screen — KDS
 - 17" Kitchen Display Screen — KDS
 - 19" Kitchen Display Screen — KDS
 - KDS Bump Bar — KDS Accessory

- **Payment Terminals / Pin Pads**
 - PAX S300 — Payment Terminal
 - PAX A35 — Payment Terminal
 - Ingenico Desk Series — Payment Terminal
 - Ingenico Lane Series — Payment Terminal
 - Verifone P200 — Payment Terminal
 - UIC Series (Bezel 8, 215) — Payment Terminal
- **Printers**
 - Thermal Receipt Printer — Printer
 - Kitchen Impact / Dot Matrix Printer — Printer
 - Sticker / Label Printer (Epson) — Printer
 - Label Printer (Zebra) — Printer
- **Peripherals & Accessories**
 - Cash Drawer — Peripheral
 - Barcode Scanner — Peripheral
 - Customer Display Screen — Peripheral
 - Digital Scale — Peripheral
 - Caller ID Device — Peripheral
 - POS Server (KP Server) — Infrastructure
 - Mobile Hotspot — Connectivity

3rd Party Integration Options

- **Delivery & Ordering Platforms**
 - Uber Eats
 - DoorDash
 - Grubhub
- **Messaging & Communications**
 - Twilio — SMS and text messaging integration
(used for receipts, order alerts, marketing messages, and notifications)
- **Payment & Hardware Ecosystem**
 - PAX Devices
 - Ingenico Devices
 - Verifone Devices
 - UIC Devices
- **Delivery Fulfillment**
 - Kwick Driver — Integrated delivery driver service
(connects to external driver pools for order fulfillment)

5. Operational Processes

Transaction Methods

- Card-present transactions (primary)
- Keyed transactions (MOTO / virtual terminal)
- Online ordering payments (customer-keyed)
- QR-based payment transactions
- Gift card transactions

Reporting Overview

KwickPOS Reports

All reports can be filtered to show specific date periods, store locations, users, products, transaction statuses, etc.)

Report Types	Description of Report
Sales Summary	View total sales by date range, location, and service type.
Daily Sales	Break down daily sales by payment method for end-of-day reconciliation.
Sales History	Review historical sales trends to identify patterns and plan inventory.
Payment Type	See sales volume by payment method (card, cash, digital wallet, gift card).
Order Type	Analyze sales by order channel such as dine-in, pickup, delivery, QR, or kiosk.
Product Sales	View sales performance by menu item to identify top and low performers.
Inventory Usage	Track inventory movement and usage tied to menu item sales.
Product QOH	View current inventory quantities on hand where inventory tracking is enabled.
Discounted Sales	See which discounts and promotions were used and their impact on sales.
Coupon Usage	Track coupon redemption volume and effectiveness.
Tax Collected	View taxes collected by date, location, and tax type for reporting purposes.
Customer Sales	Analyze customer purchase behavior and repeat visit activity.
Loyalty Activity	Track loyalty enrollment, points earned, and rewards redeemed.
Gift Card Sales	View gift card activations, redemptions, and balances.
Online Ordering Sales	Track sales originating from branded online ordering channels.
Delivery Sales	Review sales tied to delivery orders across all fulfillment methods.
Multi-Location Comp.	Compare sales, performance, and trends across multiple locations.
Marketing Campaign	Measure engagement and results from SMS and email campaigns.
Manager Voids	Track voids, refunds, and overrides for operational oversight.

Elevate Reporting and CyberSource Reporting are also available. See the Payments 101 section for further details and what reports can be generated.

Operational Constraints

Constraints vary by software tier and enabled features.