

The POS built for retail

Your questions answered

What is Genius?

Genius is a powerful point of sale that helps businesses optimize operations and scale efficiently.

Genius is the ultimate command center for shops. It's built to simplify operations, give you a complete view of your business and help you stay in control and on top of things anytime, anywhere. Built with all the features you need to run and grow your business in person or on the go — without hidden costs or extra fees. Genius helps take the stress out of running a business while delivering an exceptional experience to you and your customers.

Is Genius a good fit for my business?

Genius is designed for small businesses with one or more locations and has been built with features for a wide-range of businesses in mind, such as:

- Beauty salons and spas
- Gyms and wellness centers
- Boutiques and gift shops
- Games and novelty stores
- Auto repair shops
- Contractor businesses (HVAC, plumber, landscaping, etc.)
- Beer, wine and liquor stores
- Convenience stores

How long does it take to set up?

Genius was designed for speed and simplicity. You'll have a fully operational system in just a few days, not weeks.

Am I required to use the built-in payment processing capabilities?

Yes, merchants are required to process transactions through Global Payments. This allows you to save time and resources by dealing with one end-to-end partner instead of juggling multiple vendors.

What will training my staff and employees to use Genius be like?

With an intuitive interface and easy-to-use features, we've made sure training your team to use Genius will be simple. After minimal training, your staff will be able to get back to what matters most: providing great experiences for your customers.

If you need a helping hand, we've got your back. Visit help.mygeniuspos.com for set up guides, how-to articles, demos and contact information for our support team.

How many POS devices can I use?

Depending on the plan you select, choose from portable handheld devices or stationary countertop set-ups. Our team will help you choose the configuration that best meets your needs.

What plans do I have to choose for my shop?

Genius has three unique plans available for you to choose from:

1. Essentials

Includes the basics you need to run your business, like Virtual Terminal, payment acceptance, dual pricing, invoicing and flexible text or email receipt capabilities.

2. Advanced

Expands your capabilities to include order ahead, item variants and/or modifiers functionality, inventory management, multi-location reporting and employee time clock. You'll also get our marketing programs' feature- and data-rich dashboards to help you drive new and repeat business.

3. Complete

Includes all the features and functionality we've listed for Essentials and Advanced **plus** reputation management tools (to help you monitor and manage the perception of

your business online) and loyalty program support. When used effectively, these two tools can help to enhance the customer experience, increase repeat business, encourage customer referrals and even increase foot traffic.

What reporting and analytics capabilities does Genius have?

From Essentials to Complete, all Genius users get access to automated core business reports that help you make smart, data-driven decisions. These include daily summaries of payments by day, location and station (where applicable). You can access real-time sales, inventory and customer dashboards and create, save and analyze custom reports tailored to your business needs.

Where can I find pricing for each plan?

Contact your sales representative to identify the best plan for your business and get a quote.

Who do I contact if I need support?

You'll have access to human support from real experts, 24/7/365. Our dedicated team is here to help with everything from quick questions to in-depth guidance — so you never have to go it alone.

Online help center:

help.mygeniuspos.com

Phone support:

866.646.7648

Email support:

Geniussupport@globalpay.com