

Vital[®] Select: FAQ



What is Vital Select?

Vital Select is built for busier, more complex in-store environments that need full-featured management, analytics, and insights tools. Think full-service restaurant and high-traffic, high-inventory retail stores.

Vital Select is a cloud-based solution that provides powerful tools to help you run your entire business.

Inventory Management

Get real-time data to better manage inventory expenses, maximize sales and help stay in stock.

Pricing and Discounts

Easily establish and manage price points and discounts.

Taxes and Tax Reporting

Set up, track and manage taxes for accounting procedures, and how they appear at the point of sale.

Customer Payments

Accept all major payment types to help improve cash flow and profitability.

How can Vital Select help my business?

This is a game-changer, providing better insights into information about payments and business operations than competitive payment offerings. Evaluate how employees are performing,

which days are the busiest and may require more coverage, which items in inventory are selling and which aren't, and more. With Vital POS, you gain a much clearer understanding of the dynamics of your business.

What types of payments can I accept with Vital Select?

Accept all major credit and signature debit cards – including all major credit and signature debit cards. Also, tracks and manages cash payments. Payment methods include chip, contactless and magstripe. Vital Select can handle split payment and split orders by items as well as restaurant tipping with tip adjust, partial refunds by item, and cash drawer management.

Can I use Vital Select for a restaurant?

Yes. Vital Select has features specifically designed for a restaurant.

- Order-ahead features
- Server or sales associate assignments
- Combine or split held orders
- Table assignments
- Kitchen and concierge printer functionality
- Pair with Vital Table for pay-at-the table capabilities
- Send orders to station (ex. send order to a kitchen printer).

What are the hardware device options for Vital Select?

Vital Select E15 Register – Our most comprehensive in-store register solution.

- Large, 15-inch touchscreen, easy-to-use interface
- Built-in receipt printer, bar code scanner and cash drawer
- Includes a customer-facing payment device for mag-stripe, chip, NFC cards and wallets
- Includes a PIN pad to support PIN entry to accept payments from PIN based Debit and credit cards

Vital Select X8 Register – A powerful register solution ideal for business that need compact but full featured point-of-sale register.

- Compact design is ideal when counterspace is limited
- User friendly customer display, built-in receipt printer, barcode scanner and mag-stripe as well as chip card reader

Do I need to purchase other accessories with Vital Select?

Vital Select has everything you need to start taking payments and managing your business better right out of the box. However, there are accessories available to help you get more out of Vital Select.

- **Pay-At-The-Table** – A tableside payment option for restaurants featuring swipe, chip and contactless card readers – as well as an integrated receipt printer.

- **Stand Alone Printers** – Even with built-in receipt printers, you may want an additional printer for purpose such and kitchen or concierge printing in a restaurant.
- **Hand Held Bar Code Scanner** – In addition to the built-in register bar code scanners, optional handheld models are ideal for higher traffic environments.

Is it possible to manage Vital Select remotely?

Yes. Vital is a cloud-based platform which provides a single administrative access point across all Vital point-of-sale products, requires less maintenance, and is easy to learn and use. You'll get extraordinary functionality – including a level of business management support such as inventory management and reporting – previously only available through more complex solutions.

What makes Vital different from other similar products?

With Vital, you benefit from an innovative, full-service payment processor with the infrastructure and experience to bring the most to your business.

- Advanced data security technology
- Full training and setup, including inventory and menu assistance
- Integration and mobile processing experts
- Live, 24/7 certified support team

What kind of support do I get with Vital Select?

Yes. A Vital point of sale specialist will help you get set up and running. They'll help you set up and configure Vital Select and from there they'll train you on your solution and support you every step of the way. Once you're set up, you'll always have access to robust self-service tools and 24/7 live customer support.



VitalPOS.com

Contact your sales representative directly for more information or to get started with Vital.

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