



# Reseller Enablement Bootcamp

## Important Information

**When: September 28 – October 2, 2026**

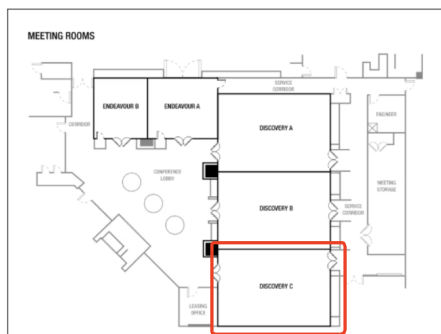
The five-day workshop will take place at SpringHill Suites by Marriott Houston Northwest on Monday and Tuesday, and at the KwickPOS office from Wednesday through Friday.

### Key Locations:

- SpringHill Suites by Marriott Houston Northwest · 20303 Chasewood Park Dr, Houston, TX 77070

*Breakfast is included for those staying at SpringHill*

*Parking is complimentary for all guests*



- KwickPOS Headquarters · 6405 Cypresswood Dr. #250, Spring TX 77379
- Topgolf · 560 Spring Park Center Blvd, Spring, TX 77373
- Bloofin · 6615 N Grand Pkwy W, Ste 325, Spring, TX 77389

DAY 1

Monday, September 28

Location: SpringHill Suites by Marriott Houston Northwest

## Onboarding — Sales Handoff to Basic Setup

08:30 – 09:30 **Registration & Welcome Coffee**

Check-in, badges and materials.

09:30 – 10:00 **Opening**

Week overview and what partners will be certified to do. Attendees will introduce themselves.

10:00 – 10:45 **From Sale to Customer Setup**

How the sales team passes a new customer to the setup team, including the information needed to begin.

**BREAK**

11:00 – 12:00 **The Setup Process and Kickoff Call**

An overview of the full setup process, who is responsible for each step, and how to confirm important dates with the customer.

**LUNCH**

01:30 – 03:00 **Menu Build & Setup**

How to build or import a menu, add options and prices, and review everything with the customer for approval.

**BREAK**

03:15 – 04:15 **Basic Features Setup**

A live demonstration of how to set up Online Ordering, KwickVIEW, and QR ordering.

04:15 – 05:30 **Hands-on Lab 1**

Each group will build a menu using real customer information, set up key features, and present the finished work for approval.

06:00 - TBD **Welcome Dinner**

Location: Bloofin Sushi & Bar

[6615 N Grand Pkwy W, Ste 325, Spring, TX 77389](#)

DAY 2

Tuesday, September 29

Location: SpringHill Suites by Marriott Houston Northwest

## Onboarding — Hardware Preparation, Shipping, Installation & Training

09:30 – 10:15

### Payment Terminal Setup

How to connect supported payment terminals, choose the correct connection method, set up payment processing, and run a test transaction.

BREAK

10:30 – 12:00

### Hardware Preparation, Shipping & Installation

How to prepare, ship, and install the POS station, cash drawer, and printer; connect the equipment; and confirm the location is ready to open.

LUNCH

01:30 – 02:30

### Merchant Training — Basic

How a customer uses the POS during a normal business day, from opening in the morning to completing end-of-day payments.

BREAK

02:45 – 03:45

### Merchant Training — Advanced

How to manage reports, menus, employee access, promotions, and other settings customers commonly need after launch.

BREAK

04:00 – 05:15

### Hands-on Lab 2 — From Unboxing to Test Payment

Each group will unpack and connect a complete POS station, set up the network, printer, and payment terminal, and complete a test transaction.

07:00 - TBD

### Top Golf Event

Sponsored by PayProTec

[560 Spring Park Center Blvd. Spring, TX 77373](#)

DAY 3

Wednesday, September 30

Location: KwickPOS's Office

## Support & Troubleshooting

09:30 – 10:15

### Launch and Customer Success Handoff

What happens on opening day and how the customer is supported afterward, including the first three days, the first 90 days, and the onboarding survey.

BREAK

10:30 – 12:00

### Using Remote Support Tools

How to use the Partner Portal to check device status, review activity and transactions, manage customer access, and reset passwords.

LUNCH

01:30 – 02:30

### Support Escalations, Product Requests, and Updates

How to decide which issues you can resolve and which need specialist help, submit clear bug reports and product requests, and follow updates through completion.

BREAK

02:45 – 04:00

### Fixing Hardware and Network Problems

How to identify and fix common problems with routers, POS stations, printers, payment terminals, and tablets, and how the equipment connects to the business network.

BREAK

04:00 – 04:45

### Hands-on Lab 3 — Troubleshooting Challenge

Teams will race to solve common problems, such as a disconnected printer, delayed payment, incorrect network setting, or kitchen display routing issue.

04:45 – 05:30

### Final Skills Test — Certified Implementation Engineer

Participants will have 30 minutes to set up a working system with multiple printers, a separate network, and Online Ordering. Those who pass will earn the Certified Implementation Engineer credential.

6:00 - TBD

### Dinner at KwickPOS Office

DAY 4

Thursday, October 1  
Location: KwickPOS's Office

## New Products · Marketing

09:30 – 10:15

### What's New in 2026 & Roadmap

An overview of our newest products, who they are designed for, and how features such as the updated handheld experience, tableside ordering and payment, and Kwick Orderly AI work.

BREAK

10:30 – 11:15

### Salon & Spa / Loyalty

How salon and spa businesses can manage appointments, staff earnings, services, retail sales, tips, and payouts, plus loyalty points, memberships, store credit, gift cards, and customer campaigns.

11:15 – 12:00

### AI Menu and KwickSpot

Learn how to use AI to create a menu quickly and use KwickSpot to assign deliveries and manage drivers.

LUNCH (SPONSORED BY SAMSUNG)

01:30 – 02:30

### KwickPhoto and the New Handheld Experience

Take photos from a phone, improve them with AI tools, and explore the updated handheld design and barcode scanner.

BREAK

02:45 – 03:20

### Meet Sunmi

An introduction to Sunmi and its partnership with KwickPOS and how they utilize AI to expand in verticals

03:20 - 03:45

### A WORD FROM SAMSUNG

04:00 – 04:45

### Marketing Resources and Pricing

Learn how the new products are priced and packaged, what sales and marketing materials are available, and how to reach potential customers in the salon, retail, and loyalty markets.

04:45 – 05:30

### New Product Pitch and Competitive Practice

Each group will present a new product, compare it with a leading competitor, respond to common concerns, and explain the advantages that matter most to customers.

DAY 5

Friday, October 2  
Location: KwickPOS's Office

## Sales & Graduation

09:30 – 11:00

### **The Customer Journey Before and After the Sale**

Learn how to understand a customer's real needs, give a focused demonstration, and provide the setup team with the information they need after the sale.

BREAK

11:15 – 12:00

### **Partner Benefits and Customer Updates**

Review the benefits available to partners, including earnings, service, marketing, and lead support, and learn how to stay informed about a customer after the handoff.

12:00 – 01:30

### **Closing Lunch & Awards**