



What's New in Paladin

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WHAT YOU'LL LEARN

- Paladin Point of Sale™
 - FastQuery – Provides store employees with mobile-based access to inventory and product information.
 - Rounding to Nearest Nickel – eliminates cash transaction hassles caused by a lack of pennies.
 - Simplified quotes and stored invoices
- PaladinGo™
 - triPOS checkout
 - Audio instructions
 - Location enhancement

FastQuery



- Paladin has integrated with FastQuery, an AI-powered copilot that connects with PaladinPOS and PaladinGo, to give store employees instant access to inventory data and product information.
- Benefits:
 - Improves customer service.
 - Helps new hires perform at the level of experienced staff by providing instant, AI-driven answers.
 - Streamlines store operations and improves team productivity.

Rounding to nearest nickel



- Paladin now gives stores the option to automatically round *up or down* the total invoice amount of cash transactions to whole nickel increments.
- “Penny rounding,” where rounding up or down is as follows:
 - Values that end in 1 or 2 cents round down
 - Values that end in 3 or 4 cents round up
 - Values that end in 6 or 7 cents round down
 - Values that end in 8 or 9 cents round up

Simplified Quoting

Insert Quote Cancel

Recall and Insert an Existing Quote

[Preview](#)

Preview	Name	Memo	Order	Store	Date	Emp #	Acct #	No D
	test	testy			24-Dec-25 08:41		0	☒
	KRISTI				13-Apr-23 14:03	2	1785	☐
	KRISTI QUOTE				15-Apr-24 17:30	2	1785	☐
	MIKE WHITAKER FINAL QUOTE				14-Nov-23 17:32	2	1109	☐
	ROGER SULLIVAN	DONATION TO EASTER...			22-Aug-22 15:01	2	0	☐
	mike whitaker				10-Nov-23 15:25	3	0	☐

F12 Recall

Recall Transaction Cancel

☐ Suspended Sale
 ☒ Quote — Order
 ☐ Kit
 ☐ Special Order
 ☐ On Hold
 ☐ Delivery
 ☐ Ecom

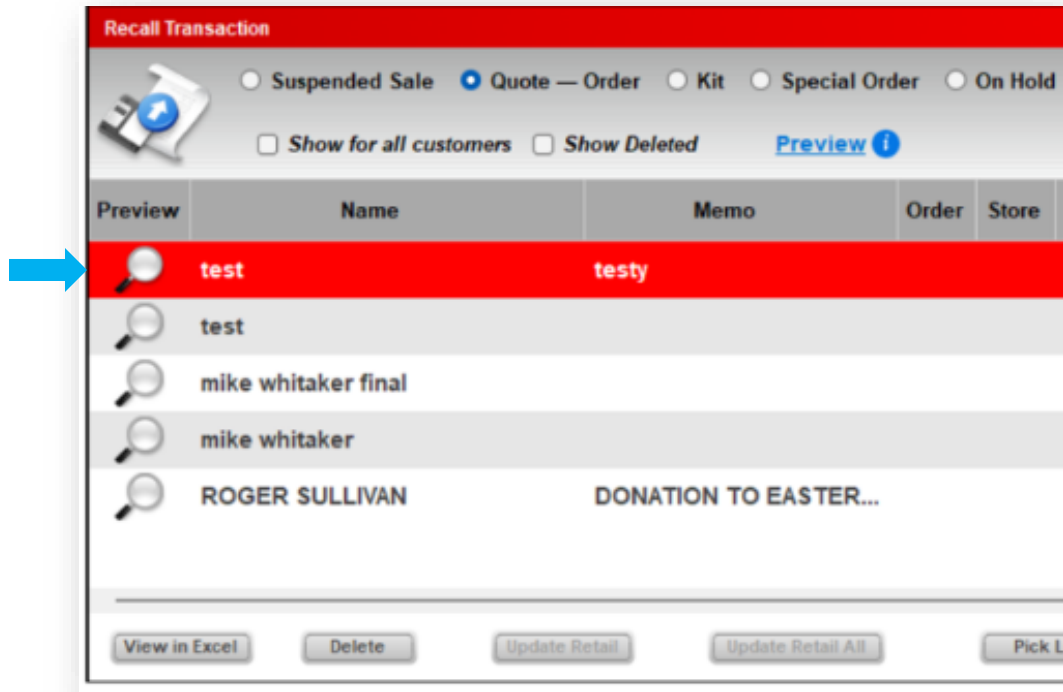
☐ Show for all customers
 ☐ Show Deleted
 [Preview](#)

Preview	Name	Memo	Order	Store	Date	Emp #	Acct #	No Del
	test	testy			24-Dec-25 08:41		0	☒
	test				19-Jul-24 18:34	1	0	☐
	mike whitaker final				11-Nov-23 09:03	2	0	☐
	mike whitaker				10-Nov-23 15:25	3	0	☐
	ROGER SULLIVAN	DONATION TO EASTER...			22-Aug-22 15:01	2	0	☐

View in Excel
Delete
Update Retail
Update Retail All
Pick List
F12 Recall

- Stores have customers who often utilize the same materials for various projects and because of this develop quotes in Paladin that can be utilized repeatedly.
- Paladin now has a **No Del** (no delete) setting, which allows stores to modify past quotes/invoices to fit quotes for current or upcoming jobs.
- With the **Insert Quote** feature, quotes can be inserted into invoices. With the **No Del** setting, quotes can be inserted into invoices customers use for projects they use over time.

Stored Invoice Preview



- In the **Invoice Quote** module, **F6 Recall Transaction**, there is a new column on the left with a magnifying glass for each item in the list.
- When users click and hold the magnifying glass, a preview of that item opens, and disappears when the user releases the button.
- There is also a new instruction at the top of the grid "hold magnifying glass for Preview" and a learn more icon with more information.

Do it Best e-commerce tax reporting

PERIOD COMPARATIVE REVENUE 28-May-26 10:13 BY EMP# 1 PAGE 2

LINE #	DEPT ID	DEPT NAME	THIS PERIOD				LAST YEAR			
			NUMBER OF ITEMS	SALES COST	REVENUE	MARGIN	NUMBER OF ITEMS	SALES COST	REVENUE	MARGIN
10	76	IMPULSE & VARIET	0	0.00	0.00	0.0%	8	26.20	41.17	36.4%
11	99	DEFAULT DEPT	0	0.00	0.00	0.0%	51	546.97	1112.41	50.8%
12	101	AUTOMOTIVE	0	0.00	0.00	0.0%	240	2637.55	4937.02	46.6%
13	102	BUILDING MATERIAL	0	0.00	0.00	0.0%	72	733.99	1408.61	47.9%
14	103	CLEANING & JANIT	0	0.00	0.00	0.0%	281	9855.96	12841.69	23.3%
15	104	PET & WILDLIFE S	0	0.00	0.00	0.0%	46	535.22	943.99	43.3%
16	105	ELECTRICAL	0	0.00	0.00	0.0%	511	4692.96	8822.98	46.8%
17	106	PLUMBING, HEATIN	0	0.00	0.00	0.0%	751	7289.11	14245.56	48.8%
18	107	CLOTHING, FOOTWE	0	0.00	0.00	0.0%	361	7322.97	13720.28	46.6%
19	108	HARDWARE & FARM	0	0.00	0.00	0.0%	725	6498.73	14345.71	54.7%
20	112	LAWN & GARDEN	1	18.31	19.99	8.4%	533	16398.28	28202.26	41.9%
21	114	APPLIANCES & ELE	0	0.00	0.00	0.0%	40	1368.71	2042.18	33.0%
22	115	OUTDOOR LIVING &	0	0.00	0.00	0.0%	293	16030.08	24217.90	33.8%
23	116	PAINT	0	0.00	0.00	0.0%	775	7991.54	14533.49	45.0%
24	117	RENTAL	0	0.00	0.00	0.0%	21	358.93	643.26	44.2%
25	118	TOOLS	0	0.00	0.00	0.0%	851	9705.80	19329.40	49.8%
26	119	SPORTS & RECREAT	0	0.00	0.00	0.0%	113	2090.88	5061.20	58.7%
27	120	HOLIDAY & PARTY	0	0.00	0.00	0.0%	123	1663.37	2692.91	38.2%
28	123	HOUSEWARES	0	0.00	0.00	0.0%	247	2919.47	4846.68	39.8%
29	126	STORE SUPPLIES	0	0.00	0.00	0.0%	5	0.98	-117.02	100.8
30	12002	External Tax	1	1.20	1.20	0.0%	0	0.00	0.00	0.0%
31		TAX			0.00				0.00	

- The way the **Comparative Revenue** report in PaladinPOS displays sales tax associated with Buy Online, Pick Up In-Store (BOPIS) orders placed through Do it Best e-commerce has been updated.
- Previously, sales tax for these orders appeared in the report as **Other Tax**.
- Those taxes are collected by the Do it Best e-commerce platform, not PaladinPOS, and now displays as **External Tax** in the Comparative Revenue report.

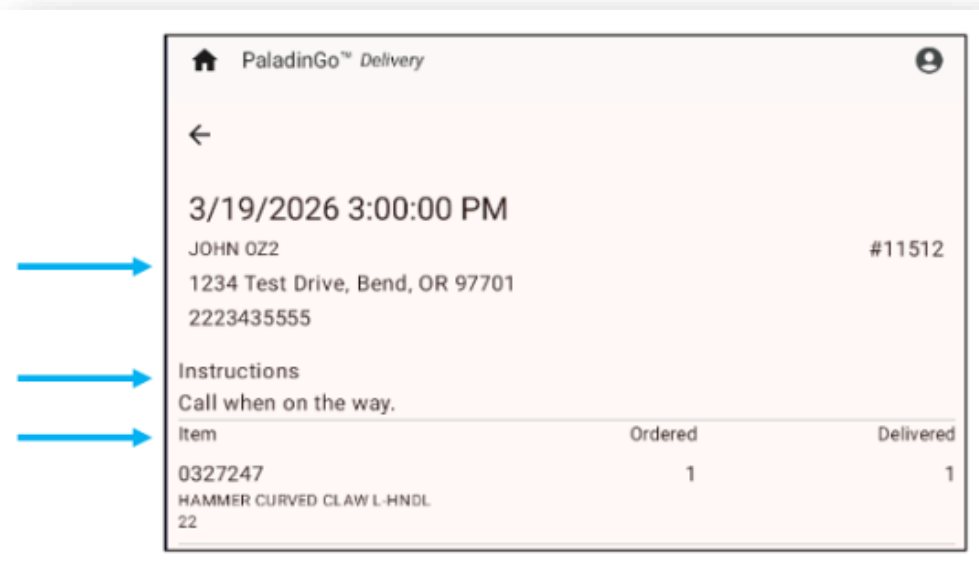
PaladinGo Checkout with Worldpay triPOS



- PaladinGo allows you to sell from anywhere with an internet connection.
- It now completes transactions through Worldpay's triPOS, an online payment integration.
- triPOS uses the Link/2500 LE processing device.
- For instructions on setting up the Link/2500 LE device, refer to the [Setting up Bluetooth for Link/2500 LE Credit Card device](#) KBA.

PaladinGo Delivery

- The PaladinGo™ Delivery module provides the following functionality:
 - View and manage deliveries that were scheduled in Paladin.
 - Enter notes and take pictures with the mobile device.
 - Accept signatures.
 - Modify delivery quantities (reduce quantity only) for automatic crediting in a new invoice.
 - View real-time delivery status, as well as notes and pictures, on a Paladin terminal in your store.



PaladinGo™ Delivery

←

3/19/2026 3:00:00 PM

JOHN OZ2 #11512

1234 Test Drive, Bend, OR 97701

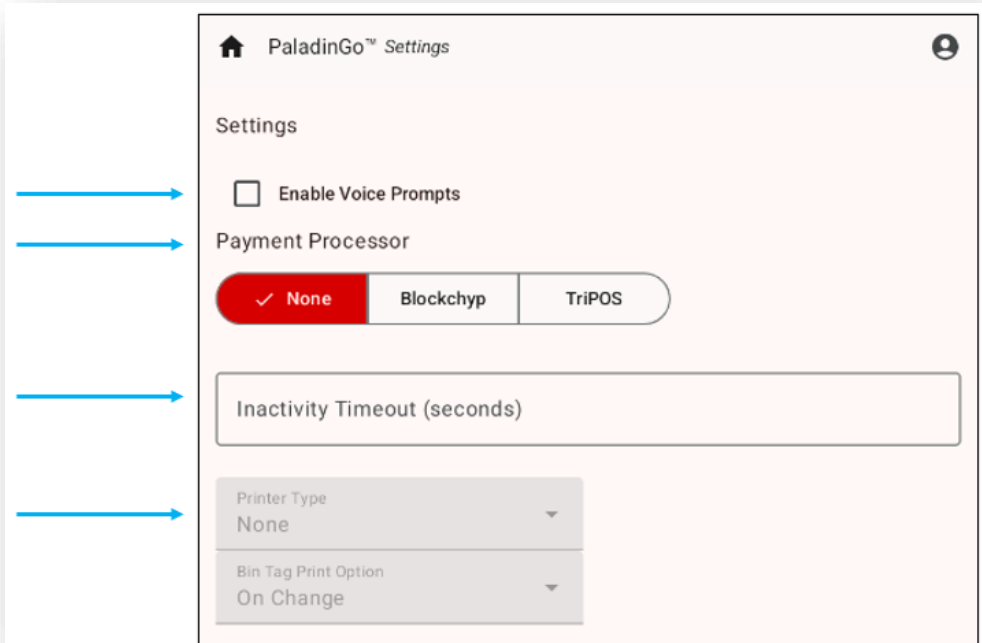
2223435555

Instructions

Call when on the way.

Item	Ordered	Delivered
0327247 HAMMER CURVED CLAW L-HNDL 22	1	1

PaladinGo Audio Instructions



The screenshot shows the 'PaladinGo™ Settings' interface. On the left, four blue arrows point to the following settings:

- ☐ Enable Voice Prompts
- Payment Processor
 - ✓ None
 - Blockchyp
 - TriPOS
- Inactivity Timeout (seconds)
- Printer Type
 - None

Below the printer type, there is a 'Bin Tag Print Option' dropdown menu with 'On Change' selected.

- PaladinGo can now alert users with audio instructions, identical to our RF unit, about the condition of their inventory. Alerts include:
 - Item Overstock
 - Shrinkage
 - Low on Stock
 - Suggest Clearance
- Audio Instructions can be enabled in the PaladinGo Settings Module.



Learn More

To learn more, see the following resources in our [Help Portal](#)

[FastQuery Integration](#)

[Round to Nearest Nickel](#)

[No Delete Feature](#)

[Insert Quote Feature](#)

[PaladinGo™ Checkout Module](#)

[Setting up Bluetooth for Link/2500 LE Credit Card device](#)

[PaladinGo™ Settings Module](#)

A recording of this webinar will be available at portal.paladinpos.com/webinars.

Next Webinar:
To Be Announced
September 1
9am PT

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