

RetailStore is unique.

It's not just point of sale software, it's an intelligent hub of business-critical information. It's a point of service, unifying your operations, arming your staff with information, and future proofing your growing retail business.

The platform provides retailers with:

- ✓ Outstanding POS software with real-time, secure stock, sales, and customer data visibility
- ✓ Omnichannel sales and returns processing including click and collect, dropship, and inter-store transfers
- ✓ Enhanced customer experience with touch screen mobile POS and e-receipt options
- ✓ Advanced real-time reporting including accounting, budgeting and forecasting
- ✓ Cloud-based, modular complete retail management platform with enterprise merchandising and warehousing options
- ✓ Seamless integration into existing ERP, accounting, ecommerce systems, and more
- ✓ Modules for bespoke in-store workshop services

About this document

This document provides a summary statement of functionality provided by the Cybertill RetailStore software, broken down by product section. Further detail can be provided upon request. Please note that some of the functionality detailed within this document is optional and not standard within the product. Please check your sales order for modules purchased.

POINT OF SALE FUNCTIONLITY – THE TILL

General Point of Sale Features

1. The point of sale can be used with a compatible touch screen and/or by a keyboard and mouse.
2. Ability to set multiple operator profiles for security purposes (e.g. store assistants can be denied access to “supervisor” and “manager” features).
3. Log onto the point of sale is by PIN number entry or scanning a barcoded staff ID card as standard. An optional biometric log in using fingerprint is available at an additional cost.
4. Operator can either be automatically “logged off” after each transaction, or remain logged on until further notice, at a manager’s discretion.
5. iPads can be used as points of sale with a connection to a Bluetooth scanner and wireless receipt printer with cash drawer attached to the printer by cable available). iPads must have wireless connection and E-Till is not available on iPads.)
6. Transactions can be “suspended” (i.e. paused), then retrieved later. (Also, transactions can be automatically suspended after a set period of operator inactivity.)
7. Helpdesk number visible on point of sale screen at all times. To help resolve specific issues, point of sale operators can temporarily allow the Cybertill Support team to view and even control the point of sale remotely.
8. The point of sale functions described in this document all operate when the point of sale is connected to a working Internet connection. When the point of sale is operating without a working Internet connection the system allows specific point of sale functions only to operate in Seamless Till mode.

Sales

9. Items can be added to the point of sale basket by barcode scanning, selecting user defined quick buttons (known as Hotshots), entry of the product number or barcode or by selection of the item from a lookup which allows items to be searched for by a number of criteria.
10. Product search by Description, Category, Sub Category, Manufacturer Code or mixture of the above.
11. Detailed product information is available including item name, short description, long description, product picture, real time stock levels and associated products (amongst others).

Point of Sale Receipts

12. Point of sale receipts can be configured to display store address and contact information, receipt logo in black and white colour, a companywide or store specific receipt footer message and a companywide or store specific VAT number.
13. The system can be set to always print either single or multiple copies of a receipt at the end of each transaction.
14. Receipts can be re-printed for any point of sale transactions since the "Start of Session" action was last performed on that point of sale.
15. A transaction barcode can be set to print on each receipt to allow the barcode to be scanned so that the original transaction can be displayed when a customer returns an item at any store on the database.
16. The system can be configured to allow printing of a receipt before a point of sale transaction is complete, known as a Pre-Sale Print.
17. The system can be configured to print Gift Receipts on request, in which case no prices will be displayed on the receipt printed.
18. The system can be configured to print the point of sale operator's nickname as opposed to real name on each point of sale receipt.
19. Any terms and conditions for deposit payments can be optionally displayed on a point of sale receipt whenever a first deposit payment is made for an item.
20. The system can be configured to print customer name, address and telephone information on each point of sale receipt.
21. Receipts can be set to show item reference numbers or both item reference numbers and barcodes on the point of sale receipt.
22. Point of sale receipts can be optionally configured to be emailed to the customer instead of being printed.

Discounts

23. Discounts are those ad hoc price reductions which can be applied by a point of sale operator with permissions to do so during a sales transaction and which are separate to any pre-defined Offers (e.g. buy one get one free) or any discounts applied to specific Customer Groups (e.g. percentage discount to students).
24. Discounts can be applied to either a specific item within a transaction or an entire sale. Discounts can be a percentage (e.g. “10% off”) or a value (e.g. “£5.50 off”) or a price override (e.g. “price changed to £25.99”).
25. Reason codes for discounts must be setup in the system and a reason code must be selected when performing a discount. Each Discount reason code can be set to be a fixed amount (e.g. must always be £1 off or 10% off), be unlimited or have a maximum discount allowed (e.g. no more than £5 off or no more than 20% off).
26. In addition to any maximum allowed each User Group (individual staff members with a common level of point of sale access can be put into groups known as User Groups) can have its own maximum discount set for each discount reason code (e.g. Store Assistants can apply discounts up to 10% but Managers can apply discounts up to 50%). Individual members of staff or groups of staff can be restricted from issuing discounts to any value.
27. Individual products can be set to allow discount or not; only products where discount is allowed will be able to have discounts applied to them. The discount setting of a product applies to all the options within that product.
28. The amount of discount given can be shown on point of sale receipts or not dependent on the configuration selected for how point of sale receipts are printed.
29. A Discount Report gives visibility of each discount given including the transaction date and time and number, location, item details, discount value, price paid, discount reason and authorising user.

Returns

30. The system allows items bought in a store or on a website connected to the system to be returned to any store location.
31. Returns against a sale transaction originally entered into the system can be performed by either typing the transaction number or scanning the transaction barcode printed on the customer’s receipt. This system displays the items still available to be returned and the price actually paid including any discounts given.
32. If the original receipt is not available but the original transaction was sold against a customer’s account the original transaction can be found by searching the Customer’s History which is available on the point of sale in any location.

33. Returning items in the manners defined above prevent an item being returned more than once irrespective of the store the customer returns to.
34. Where the customer does not have a receipt, or the original transaction was not recorded against the customer's account or the original sales transaction was completed on another system then items can be returned by adding an item to a point of sale basket and selecting the Return action against those items. This allows the return but does not provide the same controls defined above.
35. The system allows returned items to be refunded or exchanged for the same or other items in the same point of sale transaction with the net amount owed to or owed by the customer being calculated.
36. Items returned can be marked as being available for resale or being faulty. Items marked as being available for resale are added back into the stock of the store location accepting the return. Items marked as being faulty are added to the faulty stock of the store location accepting the return and can be managed through the Faulty Stock process in the system. The Faulty Stock process allows the items to be written off, returned to the supplier, transferred to another location for handling or added back into stock for resale.
37. Returns debit the sales of the location accepting the return even if it is not the location that processed the original sales transaction.
38. The system can be configured to print either one or two copies of a point of sale receipt which contains returned items.
39. The system can be configured to print the customer name and address details on a point of sale receipt which contains returned items if these details are entered to the system or the original sales transaction was recorded against that customer's account. If the system is configured in this way spaces will be printed on the return receipt to manually record this information on the point of sale receipt.
40. The system allows user definable reason codes to be created for returns with the option for a mandatory note to be entered to allow collection of additional information.
41. Where an amount is owed to a customer the system allows the issue of a credit note either in the form of a Cybertill-generated voucher with a serial number that is printed on the receipt printer or in the form of a credit stored on the customer's account. The system then allows the voucher or account credit to be spent in any location on the database.

Manager Overrides

42. Where a point of sale operator does not have permissions to complete specific point of sale actions (e.g. Void a point of sale transaction) because the retailer has configured their user permissions to prevent them from doing so, another member of staff with permissions to complete that action is able to sign into that partially completed transaction and complete it. The transaction will be recorded as having been completed by the authorising staff member rather than the original point of sale operator.

Line Voids & Voids

43. Subject to being given user permissions to do so point of sale operators can remove an item from a point of sale transaction (known as a Void Line or Void Last Item) or remove the entire transaction (known as a Void Transaction) prior to the tender process being completed.
44. Individual members of staff or groups of staff can be restricted from carrying out either Void Item or Void Sale or both.
45. Reason codes can be configured so that point of sale operators can select a suitable reason for a void.

Stock and Orders

46. Point of sale operators have real time visibility of items' stock levels across some or all locations, which can be configured by the customer.
47. The point of sale allows you to take orders for items which your branch is out of, but other branches have stock available, either for collection (i.e. customer comes and collects the order at a later date) or for delivery (i.e. the item is delivered directly to the customer's home).
48. Complete Delivery/Shipping configuration, so the system can be set to automatically calculate an order's delivery charges based on (a) either the order's total weight or value, (b) the customer's delivery location (i.e. are they UK, Europe, America etc.) and (c) the courier service to be used (e.g. standard, next day, Saturday).
49. The ability to take orders for items not currently in stock in *any* location. This can be done as a direct order to the supplier using the purchase order functionality (i.e. a "special order"). Or, if some units of the item have recently been ordered from the supplier and are expected to arrive soon, one of those units can be "allocated" to the customer.
50. The Emergency Till program allows for the point of sale's core functionality to work even in the event of an Internet connection failure.

Delivery and Transfers

51. There is the capability for the point of sale to view all deliveries and transfers due to that store.
52. There is also the capability to see all transfers due *from* the store (i.e. which other locations are waiting for that store to send out), be it to fulfil a customer order or just to replenish another branch.
53. Any of the above deliveries and transfers can be booked in to the store through the point of sale interface.
54. Inter Branch Transfers can be requested at point of sale.

Transaction Payments

55. Payments can be made on the point of sale by Cash, Check, Card, Voucher, Finance and Account Credit. Card payments can be made by manually confirming payment (when a separate card payment terminal is used) or by using the optional integrated card payment terminal and software.
56. Additional payment methods are available on the point of sale subject to the specified optional feature being purchased:
 - Gift Card (requires purchase of the Gift Card feature)
 - Charge to Trade Account (requires purchase of the Trade Account feature)
 - Pay with credit earned on Loyalty card (requires purchase of the Loyalty feature)
57. Point of sale's can accept payment in multiple tender types in a single transaction.
58. Payments can be made to accounts or to credit balances (credit notes or loyalty balance).
59. Individual POSs can be configured to allow cash payment in currencies other than local currency. For any payments made in the accepted foreign currencies any change due is given in the base currency of that point of sale. The required amount in the foreign currency and the change amount in the local currency will be calculated using the exchange rate that exists in the system at the time of the sales transaction, which is explained in more detail in the section titled "Multi Currency".
60. If the optional integrated card payment terminal and software are used, then no customer credit or debit card data is stored within the system and the system is therefore outside of the scope of PCI compliance.
61. The Finance method of payment does not integrate into any third-party finance provider. However multiple finance methods can be created to report on for a variance.

No Sales and Cash Management

62. The system allows money to be added to or removed from the point of sale outside of a sales transaction by means of a No Sales transaction which is either a "Change" or a "Petty Cash" transaction.
63. Ability to track all petty cash transactions (either taking money out of or paying money into the point of sale) with user definable reason codes.
64. Cash uplift to safe using the cash lift managers option.
65. Banking Slip reporting.
66. Session management with individual cash up per session.
67. At the start of the day, entering the start of day float is compulsory; the point of sale will not permit any transactions to take place until the float is entered.

68. Both the start and end floats appear on the end of day printout.

Offer Management Promotions and Loyalty

69. Offer Management promotion engine allows a huge range of promotions to be configured which the point of sale can then automatically apply, including:
- X% discount
 - £X discount
 - buy one get one free
 - any 3 for £X
 - buy A get B half price
 - spend over £X and get Y% off selected items
 - “ladder” deals (i.e. the more units you buy of something, the more discount you get)
 - “kits” (i.e. buy items A, B and C together and get a discount off them all)
70. Promotions can be set to only work within a specified date range.
71. Promotions can either work across the entire business, or only apply to selected branches.
72. Promotions can be set to apply in store, or on a website, or both.
73. Promotions can be set so they only apply to particular customer types (such as Retail, Staff and Trade) or to configurable customer groups (i.e. hand-picked groups of “VIP” customers)
74. Promotions can apply to a specific item, a list of hand-picked items, or entire categories.

Customer Relationship Management

75. Customers’ details (such as name, address, email and phone number) can be conveniently recorded at the point of sale.
76. The point of sale can be set to prompt point of sale operators at the end of a sale, “Do you want to record the customer’s details?” – or it can make taking such details mandatory.
77. A “postcode lookup” feature is available at an additional cost, which helps to both (a) speed up and (b) reduce errors when recording customer addresses
78. All customers’ details and transaction histories are available to all stores, in real time (so as soon as a customer’s details are taken in shop A, those details are instantly available to shops B, C and D).
79. Customers’ details can be easily exported from Cybertill as a CSV spreadsheet (useful if you wish to copy customer details from Cybertill into another CRM solution).
80. New customers’ details can be imported into Cybertill from a CSV spreadsheet (useful if you want to take customer data from another CRM solution and load it into Cybertill).
81. Customers’ loyalty values are available in real time across all stores (see next section for more info on loyalty features)

82. A “customer source” field (i.e. a “where did you hear about us?” field) can be activated - and even made mandatory.
83. There are fields for recording whether customers consent to (a) receiving marketing emails from you, (b) receiving marketing letters from you and (c) having their contact details shared with third parties.
84. De-duplication feature: If you try to add a new customer whose house number and postcode is identical to that of an existing customer, the point of sale will warn you of a duplicate postcode.
85. All transactions made to a customer are tracked and reportable.
86. Customers can be allocated a pre-printed barcode. This can also be used for loyalty; see loyalty section below.
87. If you wish to record “non-standard” information about a customer, you can add user defined fields to the “create a customer” form to record that info in (e.g. “birthday”, “favourite brands”).
88. Ability to take deposits (part-payments) on specific items to reserve them for a customer. A business-wide minimum deposit percentage or value can be specified. Also, each customer can be set up with their own individual credit limits, if required.
89. A special type of account for “Trade” customers can be created (as opposed to ordinary “retail” customers); see Trade section later for more details.
90. Customer Notes and Alerts can be created (e.g. if you add an “Alert” message to a customer’s account, the next time another point of sale operator brings that customer’s account up, the “Alert” message will pop up on screen immediately).

Customer Loyalty

This is an optional chargeable feature not included in the standard RetailStore license.

91. When creating a customer, there will be options to
 - a. add that customer to a loyalty scheme and
 - b. allocate a loyalty card number to them (by scanning the card).
92. The card can function either as a Customer/Supporter Card, or a Loyalty Card, or both at once.
93. As the customer makes purchases, they will earn points. Once they have earned a suitable quantity of points, their account will be credited with an amount of “loyalty credit”.
94. After a customer has earned some “loyalty credit”, when they next go to make a purchase, the till operator will be notified on-screen of how much loyalty credit the customer has. They can inform the customer, and the customer can then decide whether they want to put that credit towards this purchase, or save it for another time.
95. Whenever a loyalty customer completes a transaction, there will be a “loyalty” section on the receipt informing them of how many points they’ve just earned, how many points they have in total, and how much loyalty credit they currently have (if any).

96. Retailers can decide at what rate points are earned, the minimum point threshold (i.e. How many points a customer must earn before they are given any loyalty credit), and exactly how much loyalty credit each point is worth.
97. The system can be configured so customers do not earn loyalty points when purchasing certain categories of product (e.g. so points can be earned by buying wines, beers and spirits, but not tobacco and cigarettes).
98. Loyalty customers who return items will have the appropriate number of points subtracted from their account.
99. When signing up a loyalty customer, if you take their email address, you can set them up to make purchases on the website (and so allow them to both earn points and spend credit on the website, as well as in store).

Gift Card Functionality

This is an optional chargeable feature not included in the standard RetailStore license.

100. Gift Cards can only be issued or redeemed within an individual retailer database on the system; this is known as a “closed loop” Gift Card scheme.
101. Gift Cards can be issued and redeemed using the point of sale, via the optional Cybertill integrated ecommerce feature or via the optional SOAP services feature which can connect the system to a third party ecommerce website.
102. Gift Cards can be set to have a fixed price (e.g. £10, £25 and £50) or an open price (allowing individual customers to purchase a card of any amount required).
103. Gift Cards can be optionally set by the retailer to have an expiry life (e.g. expire 1 year after purchase) or expiry date (e.g. expire on 31st Dec 2015). The system will automatically set cards to an expired status on the night following the expiry date or end of the expiry life. Expired cards can no longer be used.
104. Each Gift Card can have an optional PIN number added and this is recommended where redemption online is allowed in order to reduce the risk of fraudulent use. The intended use is that the PIN on the card is hidden by a removable scratch off panel which would only be known to a genuine purchaser.
105. Gift Card numbers, values, expiry life or expiry date can be imported via a csv file or entered individually using the Adin function when new cards need to be added.
106. Each gift card issued must have a unique number; a minimum of 16 digits is recommended to help ensure card numbers can be generated randomly by any third-party card printing company.
107. When a Gift Card is issued or redeemed the card number can be entered or scanned (provide the Gift Card number in barcode format has been added to the Gift Card). The system does not support reading of cards via magnetic stripe reader (MSR).

- 108. Gift Cards can be redeemed in any location of the retailer which has a point of sale. Individual location cannot be set to prevent redemption of Gift Cards.
- 109. Gift Cards can be issued in one currency and redeemed in a store location which uses a different currency, in which case the Gift Card balance will be updated in the currency in which it was issued by using the exchange rate set in the system at the time of the Gift Card redemption.
- 110. Gift cards can be redeemed in full or in part and be used as payment in any location and across multiple transactions until the card is fully redeemed or has expired.
- 111. Gift cards can be used as partial payment for a transaction (e.g. purchase £80 worth of goods by spending a £50 gift card and £30 cash.)
- 112. Customers can enquire the balance and expiry date of their Gift Card online and point of sale operators can do this on behalf of the customer in store provided the customer is able to provide the Gift Card number and where required the PIN number.
- 113. Gift Cards can be set via default settings to allow refunds or not allow refunds of issued cards. If refunds are permitted the user can set how many days near a card expiry a refund is allowed to prevent refunds being given for issued Gift Cards long after they have been purchased.
- 114. The system does not allow the top up of a Gift Card balance via the point of sale or online either before or after it is expired or fully redeemed. A Gift Card balance or expiry life or date can only be changed through the Admin function in the back office which is intended to be used to correct errors or resolve specific customer service issues.
- 115. The system does not allow the charging of any inactivity fee if a Gift Card is unused.
- 116. If a Gift Card is redeemed in full or in part the remaining Gift Card balance and if set any expiry date will be printed automatically on the customer's receipt.
- 117. Gift Cards cannot be issued or redeemed or have a balance check carried out on a point of sale which is in "Emergency Till" mode.

Multi-Currency

- 118. The system allows stores and POSs in different countries to exist on a single database. The system will allow locations to be created for any country where the currency uses two decimal places but not countries where the currency uses more than two decimal places.
- 119. When the first location is set in a retailer database the "Base Country" and "Base Currency" will be set to the country of that first location unless another country is specifically agreed in advance.
- 120. Whenever a location is added which is in a new country where the retailer database does not already have a store location each product option will require a selling price to be set for that new country. Although some countries share a currency (e.g. countries using the Euro) prices are set for each country to allow retailers to take account of different VAT rates and operating costs for each country.

121. All transactions in a store in a country which is not the Base Country will record the sales and cost value in both the local currency and in the Base Currency. The base currency values will be set by using the exchange rate that exists in the system at the time of the sales transaction, which is explained in more detail below.
122. For countries outside of USA each VAT Code created can be set with a rate for each country for which locations exist on the system (e.g. UK 20%, France 19%, and Ireland 23%). Multiple VAT Codes can be created to allow for an item having different tax treatment in different countries. Each product must have a VAT Code set and the correct VAT will be calculated for the country in which the till transaction takes place.
123. The system allows the user to update exchange rates between the Base Currency and other currencies manually or automatically. If set to update automatically the system automatically updates specific currencies only which are updated each afternoon by the European Central Bank (ECB) at <https://www.ecb.europa.eu/stats/exchange/eurofxref/html/index.en.html> and the date of last update can be viewed for each currency. The update of the system to use the latest rates set by the ECB takes place the following night. Users can apply a modifier to any exchange rate to change the exchange rate for any currency by a set value or percentage each time the exchange rate is updated. This modifier is used to calculate the actual exchange rate used by the system to calculate the base currency value of a transaction carried out in another country.

Enhanced Point of Sale Functionality

This is further functionality that can be accessed from the point of sale but is not necessarily transaction based.

124. Instant messaging to all users direct to the point of sale from any location. This is real time and requires no access to a third-party messaging or email application. (Retailers can configure which users are allowed to compose new messages, and which users can only receive.)
125. Dedicated central file store for download of documentation and other files, including all online training manuals, quick reference guides and training videos.
126. Time and attendance recording capability for all staff. Users can press the “clock in” or “clock out” button on the point of sale to record the start and end time of their working shift. This will then allow the system to produce reports about hours worked by specified users over daily, weekly and monthly periods.
127. Store opening and closing logging and reporting; if you record your stores’ stated opening and closing times, you can run a report comparing them to the *actual* opening and closing times (i.e. when the start and end of day procedures were completed) and so identify if a shop has opened late or closed early.
128. Cash management features including recording floats (start and end of day), petty cash withdrawals / payments, cash lifts and banking recording.
129. Delivery acceptance tools, for recording when deliveries of stock have arrived (either sent from a supplier or transferred in from another branch) at the point of sale.

130. Workshop Module allows for jobs to be created at the point of sale (for a repair or a refurbishment). After that, from the back office, job sheets can be created to manage the process from start to finish including stock control of any products used in the job. (See later in this document for more information.)
131. Special Orders, this allows the store to order stock in for a customer and take payment then either the customer can collect the item when it arrives in store or the store can deliver the item to the customer.
132. Accept foreign currency, a point of sale can be set as a default of USD but if it's on a national border it may need to accept the bordering countries currency too. When the user presses the cash button the point of sale will give the user the option to select which currency the customer is paying with.
133. Pre-sale receipt, the user has the ability to print out a receipt before the sale has been finalised. Customers may like to use this as a wish list or a quote to take away with them before committing to a purchase.
134. Sales commission, this is used for stores that have sales staff that work on a commission basis. The commission can be assigned at the till point. Different rates can be set for different products, products can be excluded from commission and a base currency rate can be set against a particular user.

THE BACKOFFICE/HEAD OFFICE

Administration

This is the central configuration part of the application and is used to configure, create and edit everything from products and categories to promotions and default settings.

1. Clock In Management. Allows visibility and reporting of which staff and/or volunteers are currently "clocked in", as well as the hours worked by each employee / volunteer over specific days, weeks or months.
2. Shop Logs. For reporting on store opening and closing times, as well as logs of temporary shop closures.
3. Products and Categories. This is where all products and categories can be created and edited. Categories (aka departments) can be split into up to 4 levels of sub-categories. All creation and amendments are applied instantly across all stores.
4. Products have many analysis fields including category, brand, season, supplier and others.
5. Products can have multiple pictures uploaded, for display at the point of sale or online.
6. For products which can be bought from more than one supplier, retailers can specify which supplier is the "primary" one and which are the "alternates".

7. For products which are purchased from overseas, their cost price is entered in the supplier's currency. The system can then calculate what the cost price in £ would be automatically, either using a dynamic exchange rate, or a (retailer-specified) fixed exchange rate for that supplier.
8. Products can have multiple barcodes and sales methods – e.g. barcode and Hotshot (“quick key”) functionality at the same time.
9. Price Update module. Allows changes to retail prices, cost prices and margins en masse. Contains sophisticated price management tools that can (for example) put cost price up by 5% and increase retail prices to suit whilst maintaining margin and rounding to 99p. All changes can be made date effective (i.e. to take effect on a future date). Functionality is also available to bulk import price change data using a CSV spreadsheet.
10. A product can also be allocated “styles” (variants) such as size and colour. Products with 2 styles can be a full fashion matrix product.
11. Offer Management. This is our promotion engine and allows for the creation and testing of the promotions along with their scheduling. (See earlier in this document for more detail.)
12. Customers. This is where you can create or edit customers in back office mode.
13. Loyalty. From where you configure your loyalty schemes and manage the rates at which points are earned, how much they're worth and what the “redeem quantity” is. (See earlier in this document for more detail.)
14. point of sale. For viewing a list of all your points of sale and editing some elements of their configuration (e.g. what hotshot layout it uses, what type of printer and cash drawer is attached and what currencies are accepted).
15. Label Editor. This is a complete label design program that lets you configure which of your products' details appears on barcode labels, and in what order. (Note that labels can be printed from any Windows machine – point of sale or PC – that meets our minimum requirements, providing a label printer is attached.)
16. Currency Exchange Rates. For viewing - and editing, if necessary - the exchange rates the system is currently using for all foreign currencies.
17. Couriers Module. For configuring all the available delivery options that you want to offer your customers. This can be set to calculate different delivery fees based on either the total weight or total value of the order, as well as the customer's delivery location (i.e. are they UK, Europe, America etc.) and the courier service to be used (e.g. standard, next day, Saturday).
18. Brands. Add all your brand names here to allow for reporting of sales and stock for each brand that you deal with.
19. Users. For creating user accounts for all staff/volunteers, as well as setting their access rights (i.e. permissions). Access rights can be set at the level of individual users, or at “group” level (e.g. permissions can be set for all members of the “Store Assistants” group at once). Can be managed centrally at a head office for all stores.

20. Location Management. For entering branch address details, as well as for dividing the company up into Location Groups (regions/areas) and Location Brands.
21. File Store. Allows a company to store files and documents in the Cybertill system. Useful for distributing documents out to all stores or staff.
22. User Definable Fields. If you wish to record “non-standard” information about your customers or your products, you can add user defined fields to the “create a customer” or “create a product” form to record that info in from here.
23. Default Settings. This is the initial configuration menu that is used to outline the functionality of the system and to pre-set all the initial default values.

Data Import Manager

1. Data Import Manager is a tool that allows you to add new products, new customers, new purchase orders and new suppliers to the system by importing a CSV spreadsheet with a specific format.
2. It's an extremely useful tool for retailers who are transitioning to Cybertill from another EPOS system; if your “old” system lets you export out your products and customers out into a spreadsheet, and you can then rearrange the data in that spreadsheet to fit Cybertill's template, you can get your product and customer data into the system very quickly.
3. Import job types can be saved and ran again whenever there is a need. So, for example, if you have ever used the Import Manager to add new products to your system, then when a new range of products comes out, you can use the Import Manager again by preparing another spreadsheet of the same format with the new products' data in it. (This can be useful to retailers who frequently take on new ranges of products, e.g. fashion shops.)
4. As well as adding new products, Data Import Manager can also be used to edit existing products' details. For example, if you wanted to change the selling price for a large quantity of your products, you could do so by preparing a CSV spreadsheet with all the new selling prices listed in it, then import that via the Import Manager. (Same principle with editing existing customers' details too.)
5. Cybertill provide “template” spreadsheet files that you can load your data into. These template files can be altered, so (for example) if there are some fields of product data information you have no use for, you can remove the corresponding column from the template to simplify it for you and your staff. (Of course, certain “compulsory” columns, such as Product Name and Price, cannot be removed.)
6. Error checking routines. When you try to do a data import, if there are any problems with the data you are attempting to upload, the system will notify you of exactly which row(s) and exactly which column(s) the problems are happening in.

Purchase Order Processing

1. Suggested Purchase Orders to central stock locations or direct to branch.
2. Suggested orders can be based on Min/Max stock levels or based on sales.
3. Sales-based suggested orders can be configured to look at sales over any time period.
4. Purchase Orders can be generated in store and sent direct from store.
5. Purchase Orders can be generated in store but then viewed, amended and approved at H.O. in real time.
6. This allows for both Push and Pull order generation.
7. There are multi-branch direct drop orders that allow for the generation of one “main” order, which is then split into individual branch locations for direct shipping to store.
8. Purchase orders can be sent via print, or electronically via e-mail or E.D.I.
9. Purchase orders can be viewed and amended where required and reported by due date.
10. You can specify for each individual supplier whether they do back orders or not. For suppliers who do not, when you go to book in a delivery, it will automatically mark the purchase order as “complete” even if there were items you ordered but did not receive.
11. Once an order is accepted as a delivery and booked into stock, you get the option to “save labels” – i.e. you are asked whether you will need to print barcode labels out for those goods or not. If you say “yes”, a new print job will be added to Cybertill’s Label Printer screen accordingly.
12. Barcode labels for delivered goods can be printed at any location and from any machine, so if there is a delivery to store then labels can be printed there.
13. Deliveries can be matched to invoices, if required; there is a facility for recording the supplier invoice number which a particular delivery pertains to.
14. There is visibility of any P.O.s at any site - even at the point of sale - and customer orders can be tagged to the P.O. and automatically allocated. (So, if a customer wants to order an item from you which is currently out of stock, but you’ve already raised a purchase order to get more in, the point of sale will let you allocate one of the units on that purchase order to that customer.)
15. Customer orders are automatically added to any suggested orders. (So, if customers have ordered an out-of-stock item from you, if you later ask Cybertill to create a “suggested” purchase order for the relevant supplier, it will ensure the customer’s requested item is on the order.)
16. Customer details can be sent to the supplier if they have direct shipment facilities.
17. There are detailed Purchase Order reports available which can display received and outstanding purchase order status, along with filters for product name, supplier name, brand, category, order reference and location.

18. P.O. Deliveries can be booked in at any location, by exception, by detailed blind entry, or by hand held terminal with over/under reporting.

Stock Control and Replenishment

Cybertill has as standard a sophisticated multi-branch stock control system, which incorporates a powerful replenishment solution. Features include:

1. Purchase Orders can be booked directly into warehouse, multiple warehouses or to branch.
2. Complete replenishment system from warehouse to store.
3. Replenishment can be carried out using either a Min/Max stock algorithm or a variety of sales cover algorithms.
4. Complete stock control of high value or collectable items, wherever they might be located.
5. Branch to branch stock transfers can be suggested, just as with stock replenishment.
6. Transfer requests can be managed in store.
7. Full reporting on all “in transit” items.
8. If there are any discrepancies between the quantity of units sent out from location A and the quantity received at location B, an entry is added to the “IBT Dispute Log” screen. Once the dispute has been investigated the retailer can conveniently “resolve” the dispute from that screen, and correct branch stock levels accordingly.
9. Transfers can be booked in by scanning the items received using a hand held terminal.
10. Dedicated stock take facilities are available at all locations (whether store or warehouse).
11. Stock takes can be prepared at H.O. for stores to carry out, on specific dates.
12. Stock take can be partial or total (i.e. for all products, or for selected lines only).
13. Perpetual rolling stock takes are supported.
14. All stock takes provide variance reports before any “updated” stock levels are applied.
15. Stock snapshots are available at any stage.
16. All stock reports are visible in real time, from H.O. or to regional/area manager users from any location.
17. Detailed stock reporting module gives many configurable and filterable reports.
18. Matrix stock reports are available for products that come in size and colour variations.
19. Detailed and complete stock audit, tracking every instance of stock levels being changed.

Supplier Configuration and Management

1. Suppliers can be completely configured within the application.
2. Suppliers can be set as being a Manufacturer, a Wholesaler, a Sub Contractor, an Administrative or Service Supplier.
3. Suppliers can be configured with Credit Limits, Carriage Free Settings and Minimum Order levels.
4. Supplier Terms can be configured, along with lead times.
5. Whether suppliers do Back Ordering or not can be configured.
6. The currency a supplier trades in can be set – along with whether the supplier has a fixed exchange rate, or whether they use the current rate.
7. Detailed reporting by supplier is available through our Reporting Module Below.

Sales Analysis and Reporting

1. Configurable, filterable standard reporting suite covering all aspects of sales from product and category to financials.
2. All reports are available in real time as standard.
3. Live Audit Trail is available for any store or stores.
4. Sales Reports are fully historic for all transactions completed in the system.
5. Audit trail is also fully historic for all transactions completed in the system.
6. User Definable Data Export module for exporting data from the system in spreadsheet form – ideal for extracting data for external packages and spreadsheets.
7. Enterprise Crystal Reporting suite of reports.
8. ODBC on site server available for data mining and BI.
9. ODBC cloud based server available for data mining and BI.
10. All reporting can be in real time from any location. (30ms delay on ODBC)
11. CRM and Mail Shot reporting down to item level is available and can also be exported to external packages.

Mail Order and Sales Order Processing

The ability to take customer orders using the Sales Order Processing module is an additional chargeable feature not included in the standard RetailStore license.

1. Sales Order Processing module allows for Mail Order and Telephone orders to be entered into Cybertill.
2. S.O.P. module allows for sales to be made against any stock location.
3. S.O.P. module allows for the creation of new customers, or for the sale to be applied to any existing customer, regardless of whichever channel or branch they were registered in.
4. Real time stock visibility is available for any stock location.
5. Sales can be made against stock in any location, be that warehouses or actual branches.
6. Customer alerts and prompts are available
7. Sales against customer credit is available.
8. All orders go into our dedicated Mail Order/Web Order pick, pack and despatch system (see below for web orders).
9. Items on purchase orders can be reserved to fulfil specific customer orders of those items
10. Customer Not Present card processing solution can be integrated.

E-COMMERCE

This is an optional chargeable feature not included in the standard RetailStore license.

Cybertill can either provide a complete E-Commerce solution or provide a real time SOAP interface to existing E-Commerce systems.

--- Integrated E-Commerce Solution – General and design

1. Cybertill can provide a complete E-Commerce website for goods using the same product database and the same customer database as in store.
2. Complete content management solution, including page creation and editing via a WYSIWYG word processor-style interface or by HTML.
3. Choice of predefined stylesheets (i.e. colour and layout schemes; “skins”), or the freedom to create your own stylesheets.
4. Ability to include Javascripts in your site by saving them to the Javascript Editor screen.
5. New content can be put in “beta” status (i.e. invisible to everyone except you) until ready for publishing, at which point its status can be changed to “live” (customers will then see it).
6. List of predefined features, common to most websites, that can be added to your site in one click (e.g. a “shopping basket” section, a “log in” link, a list of product categories, a list of brands, “search” options)
7. “Product Search” feature lets web customers search for products by name, description or unique item code.
8. “Subsections” feature allows your website to have different header, left, right and footer areas when viewing specific category pages.

--- Integrated E-Commerce Solution – Products

9. The ability to choose which of your products appear on the website, and which do not; products can be both added and removed, in bulk, very easily.
10. You will be required to create a set of website categories for your products. These will be totally separate from your “reporting” categories and so can be optimised for customer convenience without compromising your reporting ability.
11. Products can appear in several website categories at once (e.g. a unisex jacket could appear in both “Men’s \ Jackets” and “Women’s \ Jackets”).
12. For products that come in different variations (e.g. sizes), there is a choice of how different variations can be presented: (a) In a list, (b) in drop-downs, or – in cases where both sizes and colours must be picked – (c) in a matrix.

13. Products can be marked as “personalized”, giving customers the option to type or select a personalised phrase as they order it (e.g. choosing a player name and number to go on the back of a football shirt). That personalised phrase will then be shown in the system’s order management screen.
14. The system supports product images in JPEG, PNG or GIF format. Also, multiple product images can be uploaded (to show different angles or colours), and the system automatically generates thumbnail images by taking the full-sized images and reducing them down to a specified size.
15. Products can be sold for a different price online than in store; each product has separate fields for “web price” and “store price”.
16. “Associated products” feature, so when web customers click a product for a closer look, they are shown a small gallery of products that are similar to and/or complement it.

--- Integrated E-Commerce Solution – Stock Management

17. “Stock control” feature: When turned on, your site can prevent items with zero stock from being added to the basket. Such products can still be displayed on your site, so customers can see that you normally sell it, but have ran out of it for the moment. (If the feature is left off, customers can still order such items.)
18. If “Stock control” enabled: Units of stock are “reserved” as soon as customers add them to basket – thereby ensuring two customers cannot both purchase the same unit of stock at the same time. If a customer does not complete a purchase within a specifiable time limit, the stock is automatically “unreserved” and freed up again.
19. If “Stock control” enabled: There is also a “notification” feature. If enabled, customers can request a stock notification – i.e. an email informing them when the item they are interested in is back in stock. Such messages are automated and require no effort from the retailer bar turning the feature on.
20. Exceptions to the “stock control” feature can be made for (a) products marked as “Non-stock items” - i.e. special order items, that can be bought in at a customer’s request - and (b) products for which you’re expecting to receive more stock of within a specifiable number of days.
21. The site can be set to automatically remove products that are both (a) out of stock and (b) marked as “discontinued” (i.e. not being manufactured any more) – which effectively makes “cleaning” old products off the site near effortless.
22. Option to mark specific products as “non-deliverable products”, so customers can only reserve them online for collection in store; ideal for items too heavy or fragile to post
23. Option to activate a “reserve and collect” feature, which lets customers reserve items without paying for a time limit of your choice, so they can then come to store to pay for the item and take it home. (If the time limit expires, the items will be “unreserved” – i.e. freed up again for other customers.)

--- Integrated E-Commerce Solution – Customer registration and checkout process

24. When customers register, you can ask whether they consent to (a) receiving promotional email and/or (b) promotional post from you, and also (c) whether they consent to you sharing their details with third parties. If you do not do some or all of those, you can choose not to even ask the question(s).
25. Customers who registered an account can click to “View Order History” (from where they can check the status of current orders too), or even “Re-Order” (if they want to buy the same things they bought previously).
26. If you do a loyalty scheme, when signing a customer up to it in store, you can activate their account for the website. If the customer then logs on to the website using it they can both earn and redeem loyalty points online.
27. Customers with an account can “buy credit” from your website – i.e. spend £50 on their card to “load up” their account with credit to the value of £50. That credit can then be spent either on the website or in store. (So, for example, a parent could “load up” an account for a child as a gift.)
28. Cybertill is compatible with three payment gateways for processing card payments through the website: SagePay, PayPoint and WorldPay.
29. In addition to one of the above gateways, retailers with a PayPal Express account can choose to add a second option for taking payment via PayPal to their site as well.
30. When a customer completes a web order, in addition to automatically emailing customers an “order confirmation”, the site can also automatically send a “retailer confirmation” message to an email address of your choice – so that you are immediately informed as soon as a new order comes in.

--- Integrated E-Commerce Solution – Other

31. An option to “change currency” can be added to the site, allowing international customers to see your prices in a different currency. (The website will show a disclaimer stating that the customer’s bank’s exchange rate may differ from the one used here.)
32. Ability to have web-only special offers, including (but not limited to) “X% off your first ever web purchase”, “buy 2 get 1 free”, “Buy A and B together and get C half price”, and discount codes (e.g. “type in code ABCD1234 at checkout and get X% off”).
33. Product Reviews feature; allows customers who register an account to leave a “0 to 5 star” rating and a written review against any products that you sell. You can set your site so that new reviews are either (a) displayed immediately to all customers or (b) only displayed once approved (i.e. once you’ve checked it for offensive content).
34. The site can automatically email customers in a variety of circumstances – including (but not limited to) order confirmations, to thank them for registering, if they click “I forgot my password”, and a few days after making a purchase to say “consider also purchasing these associated items”.

35. Facebook “Like” buttons and one of three social media widgets (to facilitate sharing on other websites besides Facebook) can be added to all product and/or category and/or brand pages at your discretion.
36. A Facebook “Comments” box can be added to all product pages.
37. Unique Metatags can be entered for your homepage, all subpages, all category pages and all product pages, for search engine optimisation purposes.
38. Also for SEO purposes, the URLs (web addresses) of all product and category pages can be edited.
39. A tool for creating Google Sitemap XML documents is available.
40. The system interfaces conveniently with Google Analytics.
41. A “cookie policy” banner be added to the edge of your website with just a couple of clicks, and the text of your cookie policy page can be edited as you see fit.

--- Interface to an existing E-Commerce Solution (SOAP)

This is an optional chargeable feature not included in the standard RetailStore licence.

The SOAP option is used by retailers who already have an established and successful website that they want to use with their Cybertill system.

1. Cybertill can integrate to an existing website using industry standard SOAP protocols – so the website can use the same product and customer databases as the shops.
2. Website and EPOS can “sync” stock levels periodically, or – if your web traffic is sufficiently light – possibly even update stock levels in real time.
3. Your website can either use the same categories (i.e. departments) as your point of sale software in-store, or have its own separate set of categories.
4. Ability to choose in Cybertill which products appear on the website; products can be added / removed from the “web list” easily.
5. Your site can either ask Cybertill to calculate the delivery charges for a web order (based on order weight/value and country of delivery), or instead, your site can calculate a delivery charge itself, then inform Cybertill what the charge was upon order completion.
6. Managing the picking and despatching of web orders (and the subsequent adjustments to your stock levels) can be done either from Cybertill’s “Customer Despatches screen” or from your website’s systems (which can then notify Cybertill of an order’s despatch via SOAP services).
7. Similarly, processing returns and refunds of web orders can be managed either directly through Cybertill or through your website’s systems (which can notify Cybertill of the return via SOAP).
8. Full technical documentation website detailing every SOAP service that can be called for your web developers.

9. A set of SOAP services to allow data to be exchanged between the system and an external ecommerce website.

--- Features common to both Integrated and SOAP E-Commerce solutions

1. Complete Pick, Pack and Despatch functionality; “Customer Despatches” screen lets you print picking notes for orders, mark items as “picked”, and print despatch notes.
2. When you mark a customer’s order as “despatched”, the system can automatically send an “order despatched” email to the customer, informing them of the “consignment reference” (i.e. order tracking number) that you entered at the point of despatch.
3. Websites can either offer the same delivery options and charges as stores, or have their own separate set of options.
4. Cybertill can apply different delivery charges to web orders depending on both (a) the country of delivery and (b) either the total weight or the total value of the order.
5. Ability to select which branches the website is allowed to sell stock from, as well as the order priority of those branches (i.e. which of them it should take stock from first).
6. The “availability” message that your website displays next to your products can vary depending on what branch the product is in (for example, for products in your main warehouse it could say “Available – delivery within 3 days”, but for products only held in more remote branches it could say “Available – delivery within 7 days”)
7. Sales Analysis report lets you easily (a) distinguish web sales from shop sales and (b) analyse web sales in many different ways.

OTHER STAND ALONE FEATURES

Trade Accounts Module

This is an optional chargeable feature not included in the standard RetailStore license.

This allows for sales to be made to trade accounts using a variety of trade prices.

1. Direct sales to the trade account.
2. Complete trade pricing matrix (Price Book configurable by customer).
3. Sales against credit balance in real time across all stores.
4. Invoice creation and reporting.
5. Balance reporting for each trade customer.
6. Trade accounts can make purchases through a website, at trade prices.

Workshop Module

This is an optional chargeable feature not included in the standard RetailStore license.

This allows for work jobs to be created either at the point of sale, or within the workshop module, and then the whole job process can be managed.

1. Workshop jobs can be created at the point of sale or within the workshop module.
2. Customer can be created or searched - and existing customers' histories can be viewed, to see if the item to be serviced was purchased from that store.
3. The job can then be created, and any parts required for the job can be allocated from stock (or purchase ordered, if there is no stock).
4. "Estimate sheets" can be printed off and given to customers as a quote.
5. "Job sheets" detailing all the parts to be used and/or work to be done can be printed out and given to technicians
6. Jobs can be allocated to a specific technician.
7. Part payments and deposits can be made towards workshop jobs.
8. Complete job history created.
9. Jobs can be updated and marked as "complete" either from the back office or at the point of sale.
10. There are a number of workshop reports as standard.

ENTERPRISE MODULES

This is an optional chargeable feature not included in the standard RetailStore license.

Merchandising – Assortment Management

1. Assortment Management allows products and product options (e.g. specific colours and sizes) to be included or excluded from the list of products allowed to be replenished for a store or group of stores.
2. Stores can be put into Store Profiles (e.g. Large, Medium, Small) and products and product options can be put into Product Groups (e.g. Large Range, Medium Range, Small Range) to enable many products or product options and many locations to be put into an assortment at the same time. A product option belong to many Product Groups and a store can belong to many Store Profiles (e.g. to allow a store to belong to the Menswear Small Range but also to the Ladies wear Large Range at the same time).

3. Assortments can be set to have a start and a finish date; an assortment cannot be made active until at least the day after it is entered.
4. If a product option is not part of a current assortment for a location, then that product option for that location will not have any replenishment calculation made on it in the Advanced Store Replenishment feature. If an Advanced Stock Allocation is attempted for a location that does not have an assortment for the product option selected the system will warn the user but allow the warning to be overridden.
5. A “Min” and “Max” value can be set for all the product options in the assortment which can be used in Advanced Store Replenishment calculations; a “Re-Order Level” and “Re-Order Qty” value can be set for all the product options in the assortment which can be used in Suggested Order calculations.
6. The system allows customer orders to be taken in store for product options that are not included in that store’s assortment and for those items to be transferred into the store for customer collection.

Merchandising – Advanced Store Replenishment

1. The Replenishment Method is the formula used to calculate the quantity of each product option whenever a Replenishment Job is run. Multiple Replenishment Methods can be created, and different methods applied to different product options. The system allows Methods to be created using the list of criteria shown on the screen allowing the retailer to create their own replenishment calculations. A product option can have only one Replenishment Method set against it. Methods allow for a user defined rounding rule to be created so that Replenishment Jobs can round up or down to the appropriate pack size where products are distributed to store locations in pack sizes greater than 1.
2. Replenishment Jobs can be created which allow replenishment calculations to be run for the selected product options and locations at the date/time and frequency specified. Multiple replenishment jobs can be created, and product options and locations can belong to multiple Replenishment Jobs.
3. Replenishment Jobs can be set to automatically create Transfer Requests (which contain the confirmed quantity needed to pick and despatch to a store location) or to allow a user with permissions to do so to make amendments to the calculated replenishment quantities prior to saving and then creating those Transfer Requests.
4. The Replenishment Job allows the rule for how to ration stock if the replenishment demand exceeds the stock available to fulfil that demand from one of three available rules or by allowing a user with permissions to manually amend calculated replenishment quantities.
5. A Job History function allows users to monitor the progress of current Replenishment Jobs and to view the detail of previously run jobs.

Merchandising – Out of Stock Occurrences

1. “Occurrences Summary” report lets you select an item or items of your choice, then tells you how many times those items ran out of stock both (a) in specified locations and (b) across a specified date range.
2. “Occurrences Detail” report lists every individual instance of every item going out of stock, displaying both the *date & time of the occurrence* and - where applicable - the *date & time of when the item was restocked*.

Merchandising – Competitor Pricing

This feature lets you keep a database of how much your competitors charge for the same (or similar) products that you sell.

1. “Competitors” screen lets you write a list of who your competitors are.
2. “Competitor Prices” screen, in which you can record your competitors’ prices for your products, along with whether they are “standard” or “promotion” prices.
3. “Competitor Pricing Report” allows you to report on both your selling prices and those of your competitors, to easily compare the two.
4. You can save unique “competitor prices” for each of your stores, for the purposes of monitoring local / region-specific competition.

Merchandising – Container Management

1. Option to create a list of all the different shipping container types that your suppliers use.
2. For each container, you can record the volume capacity (in cubic metres) and/or the weight capacity (in kilograms), as well as the freight cost per single container.
3. You can also record the volume and/or weight for every product that you stock.
4. For every supplier that you buy from, you can record whether they deliver goods to you in shipping containers or not.
5. Once all the above is complete, whenever you go to create a purchase order for a supplier that uses shipping containers, the system will calculate how many of each container type would be needed to deliver the order, and what percentage of the last container would be utilised.

Merchandising – Suggested Orders

1. “Suggested Order Rules” screen, for writing the formulae that your system will use to calculate how many units of each item need to be bought in. Formulae can use variables such as *available stock qty*, *min/max qty*, *how many units are currently on order already* and more.
2. After writing your formulae, you are able to specify which formula the system should apply to which items.
3. You can then use the “Run Suggested Order Calculation” feature. You will be prompted to select the locations that you wish to purchase in stock for and the suppliers you want to order from (other filters are available too), and then the system will display a table of results, listing all the items in question and how many units should be ordered (calculated from the appropriate formula).
4. You will have the option of amending the quantities at this stage (i.e. you can ‘override’ the values that your formulae came to if you wish).
5. The system will also display a “shipping requirements” table at this stage, informing you of what the freight charge for such an order would be depending on which shipping container you opt to use. (NB – This feature requires you to have already completed the “Shipping Container Type” screen.)
6. Once any necessary amendments have been applied, you can either click an option to “Create PO”, at which point a purchase order is generated in Cybertill’s Purchase Order Processing menu which can be processed as usual.

Merchandising – Store Price Groups

1. Your stores can be organized into different “Store Price Groups”.
2. When using the system’s Price Update module, you will be able to conveniently set prices across an entire store price group at once for products of your choice.
3. Store price groups can be reorganised (i.e. stores can be added to or removed from groups) any time. Such changes can be saved in advance – i.e. set to take effect on a specific date.

Merchandising – Shop Floor Filling

1. Using a wireless hand held terminal retailers can both (a) scan the barcode of and (b) type in the quantity for all the items that need moving from the stock room to the shop floor.
2. The datafile which the hand held terminal produces can then be uploaded into Cybertill.
3. A list of all the appropriate products and quantities can then be printed out either from (a) the back office’s “Shopfloor Fill List” screen or (b) the till screen’s OTHER OPTIONS features.

Merchandising – Supplier Invoices and Rebates

1. These invoice-related screens are in a completely separate area from the “book a delivery in” screens. This allows the user to restrict access to the invoice screens so that only your accounts department can access it (and your warehouse people cannot).
2. “PO Invoice Entry” screen lets you record when a purchase order has been invoiced, how much the invoice was for, VAT, discounts etc.
3. “PO Receipts and Invoices Report” screen allows you to see the details of all invoices *over selected periods, for selected locations and of certain statuses* in a table.
4. “Supplier Rebates” screen lets you specify which suppliers offer rebates, *which products* they will rebate you for, *how many* of those products you would need to purchase, *what date range* you would need to purchase them within, and *how much* the expected rebate would be.

Merchandising – Forecasts

A feature for generating forecasts (i.e. creating estimates of what you expect to sell over a period)

1. Sales forecasts can be created for *any products*, in *any stores*, over *any date range* you choose.
2. For each item, forecasted sales can be [a] entered manually (i.e. you type in exactly how many units you expect to sell), or [b] calculated automatically (i.e. take the item’s sales over a previous date range and – optionally - add or subtract a %), or even [c] copied from another, similar item (i.e. take the forecasted sales figure for a similar item, and copy that forecast figure to this item).
3. “Forecasting Accuracy Report” allows you to bring up all the items whose actual sales differed from the forecasted sales by a *specifiable percentage*, for a *specifiable period*. (The report also shows how many instances of the item going out of stock there were, which might explain why sales were lower than forecasted.)
4. “Forecasting Status Report” lets you identify items and stores for which you haven’t made any forecasts within a certain date range.

Merchandising – Budgets

1. In the “Financial Calendars” screen, you can create as many “calendars” as you need (e.g. you could create one called *First Quarter*), then divide them up into “periods” (e.g. *Week One*, *Week Two* and so on).
2. Next, from the “Manage Sales and Margin Budgets” screen, you can enter what your sales targets are for each *category*, for each *period*, for each *store* as you see fit.

3. “Open to Buy Report” available, which tells you how much stock you would need to buy in, so that you have sufficient stock to sell, to meet the targets set in the Budgets module - e.g. if [a] you'd reached 60% of your sales target, and [b] if selling all the stock you currently had left would only bring your sales up to 85% of that target, it would tell you to buy enough stock in to be able to make the other 15%.

Merchandising – Trial Analysis

1. A name for the trial – a trial name can be set up for example “summer dress” this would be used if the store has maybe never sold a summer dress before and would like to trial this in a couple of stores before buying a large amount of stock to sell.
2. The item or items being trialled – Items can be created and set up in a trial. Once the item trial is over the same item can be used to sell in other stores, this will not need to be created again.
3. The date range the trial will run for – dates can be set for a time period of which the trial will run.
4. The stores the trial is taking place in – a select amount of store can be used for the trial to ensure different areas and customer bases are targeted.
5. Reporting – All trials can then be reported on in Sales Analysis, General Stock Overview, Stock Sales Overview and Detailed Stock.

Merchandising – Quality Assurance Management

1. Quality Assurance Management screen lets you create a number of different quality assurance processes. Within each process, you can create as many different steps as is required (e.g. a process called “Clothing QA” could contain steps called “Wash Test”, “Wear Test”, “Iron Test” and “All tests passed”).
2. After creating those processes, you will be able to specify for each individual product which process applies to it, as well as which step of the process it is currently at.
3. The most widely used of your QA processes can be flagged as the “default process”. By doing this, the system will assume any new products you create from that moment on will use that particular process, unless you say otherwise (with a couple of additional clicks).
4. Restrictions can be configured so that certain tasks cannot be carried out on products until they have reached a set stage of their QA process. (For example, you can configure your system so that products cannot be marked as “available to sell” until their “QA Status” field has been set to “All tests passed”.)

Merchandising – Advanced Stock Allocation

1. Upon using this feature, you will be prompted to select the warehouse and enter the purchase order number which you will be allocating from.
2. You can then choose the *store profiles* (see “Assortment Management” earlier) which you wish to distribute to, then the individual stores within those profiles.
3. You are next presented with a table containing all the items and all the selected stores, into which you can enter exactly how many units of each item you wish to allocate to each store. (The system can automatically populate this table based on min/max levels, if requested.)
4. Once finalised, inter branch transfer requests will be created for all those items and quantities. The stock can then be moved by following the standard IBT process (see “Stock Control and Replenishment” chapter earlier in this document for more information).

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Seamless Till

Seamless Till offers you a new and better way to process every transaction smoothly, seamlessly and securely.

In fact, we believe there is nothing quite like it. Our innovative use of HTML 5 technology means we can promise you all your key customer service functions to process transactions in-store whatever your Internet connection with no interruption, no data security issues and no loss of transaction information.

And it doesn't finish there. The new technology we have developed means no data is stored on your local devices but cleverly and securely imbedded in the browser awaiting transfer to the Cloud.