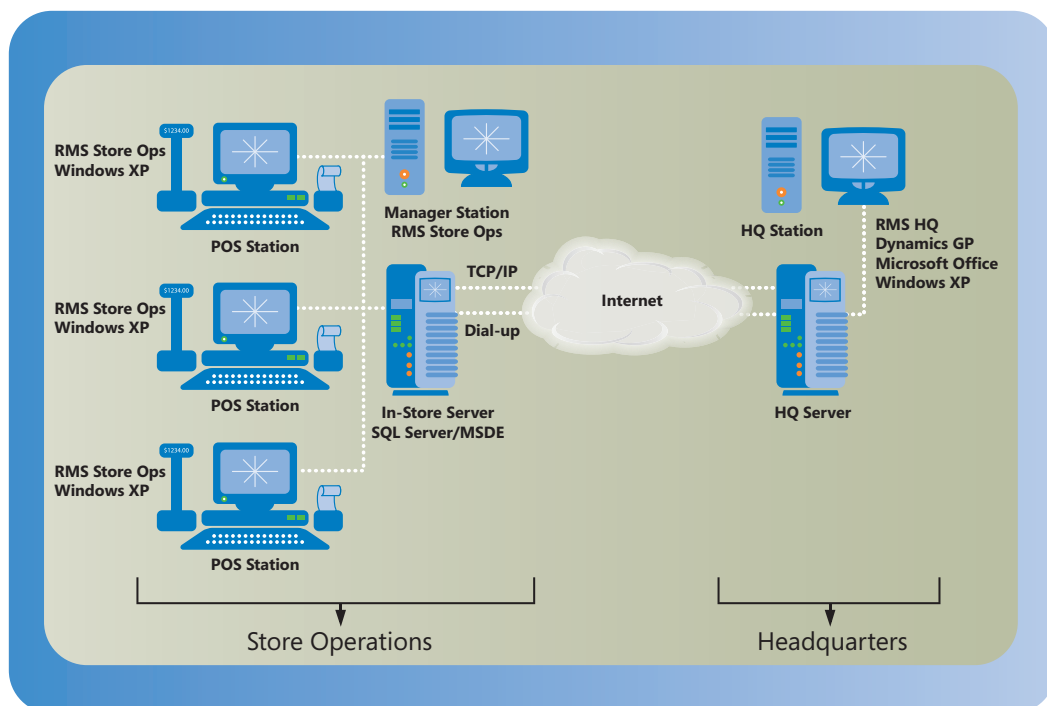RETAIL MANAGEMENT SYSTEM

Store Operations

MICROSOFT RETAIL MANAGEMENT SYSTEM STORE OPERATIONS

Keep the focus on profitability with a Point-of-Sale (POS) solution designed for independent retailers like you—Microsoft® Retail Management System Store Operations. Flexible, affordable, and easy to use, Store Operations empowers managers and associates to process transactions quickly, serve customers and market products more effectively, and streamline inventory and supplier management.


A typical deployment of Microsoft Retail Management System in a multi-lane, single-store scenario: A LAN (local area network) connects Store Operations installations across checkout lanes or POS stations within the store, and an Internet connection connects the stores to a head office running Headquarters.

Helps manage inventory efficiently—for a single store or a chain of stores

Save time, reduce overhead, and put stock to the best possible use with automated, integrated functionality that helps simplify manual stock counts and helps you to track and manage your inventory with pinpoint accuracy.

Manage a full range of inventory types, including:

- Standard hard and soft goods
- Non-inventory items, such as services and warranties
- Bill of material assemblies and inventory kits
- Serialized items, with up to three serial numbers per item
- Apparel matrix and lot matrix items
- Tag-along items
- Weight, including tare and actual
- Multiple units of measure
- Voucher (gift card/gift certificate)
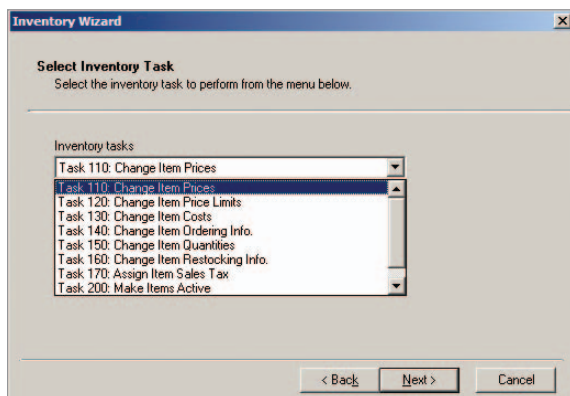
The Inventory Wizard takes you step-by-step through many different tasks.

Automate inventory management to reduce shrinkage and slow-moving items

- Support an unlimited number of inventory items and transactions.
- More easily process and manage work orders, back orders, layaways, and quotes.
- Automatically calculate inventory replenishment based on reorder point/restock level or quantity sold.
- Support multiple suppliers for each item.
- Define master pack quantity for ordering.
- Assign item substitutes and maintain unlimited item aliases (alternate item-lookup codes).
- Attach special notes and reminders to specific items.
- Generate purchase orders.
- Receive shipments and transfer inventory in/out.
- Use the Label Wizard to design and print graphical and bar code labels with or without your company logo.

- Use wizards to quickly add inventory and facilitate large changes to the database.
- Store and track offline inventory—for example, items not for sale.
- Print kit components on receipt.
- Supports 2005 Sunrise and GTIN compliance.
- Rely on NTEP certification.

Give customers a better shopping experience

More smoothly process routine and complex transactions, offer service that keeps customers coming back, and maximize cash-in per customer.

Market more effectively

- Instantly access a complete history of purchases, payments, and account information at the POS.
- Remind customers who forget items they normally purchase, and suggest up-sells, sale items, and volume discounts.
- Serve others while keeping a stalled transaction "on hold."
- Capture, show, or hide customer contact and demographics on POS screen.
- Accommodate partial payments and account payments.
- Use the customer data in Store Operations to help create mailings targeted directly to customers' special interests.
- Customize receipts with promotions for new products and specials.

Provide service that builds lasting customer relationships

- Grant automatic discounts and differential pricing to special customers by using up to 4 levels of pricing.
- Reprint electronic receipts to resolve disputes, speed rebates, and verify purchase dates and amounts.
- Accept multiple tenders such as credit cards, coupons, gift vouchers, foreign currencies, and government stamps.
- Sell—even when your network is down—using the Terminal Offline feature.
- Sell and redeem vouchers/gift certificates/gift cards.
- Process returns, issue store credit, and process deposits on orders.

Gain power, flexibility, and speed at the point of sale

- Access the Internet quickly with online capabilities directly built into the POS transaction screen.
- Improve flexibility with unlimited line-item entry.
- Automatically look up prices, including sales, quantity discount, and promotional pricing.
- Handle U.S. and European sales tax and multiple tax rate tables, such as percent, base, and cap.

- Easily look up quantity on hand and item attributes such as extended description and sub descriptions, as well as display a picture.

- Quickly perform post-voids.

- Ship to multiple locations, select shipping carrier, and calculate shipping charges by weight/value.

- Print check-validation endorsements.

- Search by account number, name, company, address, phone/fax number, e-mail address, and "ship to" information.

- Define different account types—for example, revolving.

- Set a default account type for new customers.

- Look up, adjust, and track invoices for specific customer accounts.

- Apply finance charges on accounts.

- Bill payments for net terms.

Streamline and safeguard payment card transactions

Microsoft Retail Management System helps retailers enjoy the benefits of fast, easy, safe and cost-effective card management from day one with streamlined transaction processing that uses integrated payment processing from industry-leading banks such as Chase Paymentech Solutions and Citibank Merchant Services.

- Increase customer satisfaction with faster, safer, more reliable service.

- Streamline card processing by reducing data reentry at the POS.

- Facilitate easier end-of-month reporting and transaction reconciliation.

- Eliminate expensive middleware for credit card processing and online debit support.

- Do away with credit card terminals and dedicated phone lines for transaction processing.

- Process a variety of cards, including MasterCard, VISA, Diners Club/Carte Blanche, American Express, Discover Card, and corporate purchasing and PIN debit cards.

Easily generate purchase orders.

- Security for credit card information handling based on the Payment Card Industry (PCI) Payment Application Best Practices (PABP) guidelines.

- Microsoft Retail Management System also integrates with PCCharge, ICVerify, and Atomic Authorizer.

Save time and money

Jump-start productivity with a solution that's easy to learn and use and that can accommodate changing needs.

Get started quickly and minimize maintenance time

- Store Operations installs and sets up easily. Employees can learn POS functions in minutes, and complete Online Help is available at all times.

- Use Store Operations wizards to complete even complicated tasks more quickly. Input new items, speed inventory management, and reduce the time it takes to perform routine processes.

- Touchscreen support.

- Easily define keyboard shortcuts to speed common tasks.

Manage pricing to maximize profit

- Discount entire sale or selected items at time of sale.

- Set up mix and match pricing structure.

- Utilize "Buy X, Get Y" discount capability.

- Use lot pricing (single, six pack, case, etc.).

- Assign multiple price levels/customer (price break tables).

- Discount from retail.

- Mark up from cost.

- Set profit margin.

- Discount by dollar amount.

- Assign subtotal amount.

- Set percent of discount.

Manage staff efficiently and effectively

- Put items on sale/promotion, set up commission structures, and assign commissions to selected sales representatives.

- Quickly see which associates sell best. Helps predict what days and hours to staff up or cut back.

- Helps ensure tasks are completed with a calendar event planner, reminder messages, and the ability to send messages to cashiers.

- Improve efficiencies for managing staff with a built-in time clock, the ability to generate and edit time card reports, and complete tracking of employee information.

- Generate cashier log report.

An intuitive point-of-sale screen ensures reduced training time and better productivity.

Tailor tools and processes to suit the way you work

Store Operations helps you to manage every aspect of your store with ease and control.

- More easily configure POS screens to display exactly the information your clerks need.

- Customize receipts and price labels with graphics and logos. Exploit many flexible pricing structures with a wide range of discount methods, mix-match pricing structures, multiple pricing levels, sales schedules, markups, and more.

- Choose from various ways to set up new sales and promotions—fast.

- Streamline buying with ordering levels, best-price suppliers, and automatic PO generation.

- Choose from 15 user-defined fields for customer information—for example, birth date, driver's license number, and resale permit number.

- Customize POS buttons for Web-based application shortcuts.

- Add protection of every menu and field based on built-in cashier security levels, including the ability to customize how cashiers work with the POS and daily transactions. Data fields can be hidden, view-only, or editable.

- Help protect your business with these features:

  - Cashier floor limit
  - Assign logon password
  - Enter opening or closing amounts
  - Change tax amount at point-of-sale
  - Allow pay outs
  - Allow editing of time-clock entries
  - Allow generation of X reports
  - Blind closeout
  - View sales graph
  - Allow new customers at POS
  - Allow deletion of customers and items
  - Enable global customers for multi-store
  - Allow POS serial number creation

  - Cashier return limit
  - Grant or deny cashier permissions
  - Change price at point-of-sale
  - Allow no sales (open drawer)
  - Allow item-cost display
  - Allow cashier to view others' time-clock entries
  - Hold transaction (suspending or stacking)
  - View sales journal
  - Sign on before each transaction
  - Allow customer account modification
  - Allow item information modification
  - Require serial number
  - Show customer addresses at POS

Drill deeper into selected reports using filtering options.

Helps you make smarter decisions with timely reports

With fast, accurate insight into your operations, you'll be better equipped to keep pace with the competition and help maximize revenue opportunities. Know exactly what sold best in every department, category, and season. Decide what to buy or mark down. Track return on investment from your ads, mailings, promotions, sales, and discounts.

- Preview, print, or export data in multiple formats.
- Filter, hide, sort, and group data the way you want.
- Add your logo for formal reports.
- Drill down to modify the database directly from reports.
- View and print daily sales graphs and journals from any register.
- Preview, search, and print journals by register, batch, and/or receipt number.
- Print X, Z, and ZZ reports.
- Adjust report headers/columns on screen.
- Quickly drill down from summary reports to detailed reports.
- Memorize report settings.

Examples of Store Operations reports include:

Customer List	Accounts Receivable Aging	Account Activities
Summary Daily Sales	Sales Rep and Cashier Daily Sales	Supplier Daily Sales
Register Daily Sales	Department and Category Daily Sales	Summary Daily Tax Collected
Detailed Sales	Detailed Tax Collected	Commission
Cashier Log	Register Analysis	Department Sales/Cost
Top Sales Reps and Cashiers	Top Customers	Top Suppliers
Top Items	Top Departments and Categories	Regional Sales
Item Price and Quantity Lists	Item Value List	Item Reorder List
Item Movement Report	Offline Inventory List	Serial Number List
Supplier List	Alias and Substitute Lists	Work Order Summary and Detailed Lists
Back Order Summary and Detailed Lists	Quote Summary and Detailed Lists	Vouchers Summary and Detailed Lists
Purchase Orders	Inventory Transfers In/Out	Open Layaways Report
Layaway Expiration Report		

Integrate with ease

Store Operations integrates easily with other software packages to help broaden management visibility, eliminate the need to juggle applications and re-enter data, and improve operational efficiencies across the board.

- Interface with accounting software such as Microsoft Dynamics™ GP, Microsoft Office Small Business Accounting, QuickBooks (U.S. version) and Peachtree.

- Manage accounts receivable in Store Operations, then trade summary POS data with popular accounting software.

- Define what summary information goes to your accounting or financial software.

- Use Electronic Draft Capture (EDC) and integrate with leading credit card services to reduce fraud and human error.

- Through the Microsoft partners, additional options are available to complement or enhance Retail Management System to provide various add-in functionality, including:

  - eCommerce Solutions

  - PDA and Mobile/Wireless Stations

  - Additional integration to legacy systems, EDC and Credit Card Services

- Works with familiar Microsoft Office System applications such as Excel and Word, so you can make full use of existing software investments without adding training costs.

- Ship and track online.

- Broadcast Net Display Channels to customers waiting in line, including pre-selected Web sites, Web pages, and ads.

- Use Custom POS Buttons to quickly access Web sites, software packages, and application tools.

Expand economically

Store Operations conforms to the way you sell and work. It gives you the kind of information tools retail blockbusters use—customer purchase histories, electronic receipts, gift certificate tracking, and more.

As your business grows, you can add new lanes or stores with minimal disruptions to retail service—Microsoft Retail Management System offers a common point-of-sale platform that spans single or multiple store locations. Start with basic point-of-sale functionality, then tap into a broad set of retail management tools, or add the Headquarters module as you add new locations and desire centralized operations.

System requirements and other information

System Requirements Use any PC-compatible system running Microsoft Windows XP Home or Professional with Service Pack 1a or Windows Server 2003. It is recommended the system have a Pentium 500-MHz or faster processor, 50 GB of free hard disk space, and 256 MB or more of RAM.

Purchasing and Installation A Microsoft partner will work with you to purchase and install Microsoft Retail Management System. Microsoft partners are trained professionals who have retail industry experience. They are certified to sell and install the system.

Training Based on reports from customers and partners, basic training for cashiers and employees takes anywhere from 15 to 30 minutes. Additional training options are available through your Microsoft partner as well as interactive eCourses available through Microsoft.

Technical Support An optional support package is available to give you access to Web- and phone-based technical support from Microsoft and free software upgrades for the first year of ownership.

Microsoft Retail Management System

Designed for independent retailers—like you. For more information, visit our Web site at:
www.microsoft.com/msrms
PHONE: In the United States and Canada, call (888) 477-7989
E-MAIL: mgpinfo@microsoft.com
Or contact your Microsoft partner.