

e-Solution[®] **RETAIL**[™]

Distributed retail operations managed by an enterprise-wide retail sales management solution.

e-Solution Retail is an enterprise-wide retail sale management solution that puts you on top of your entire retail business with superior business tools covering both front-end and backend operations.

Resting on e-Solution Distribution's strong backend support, the HQ provides the remote outlets with logistics support, sales order fulfillment, inventory management, purchasing, costing services, etc and at the same time regulates the outlet operations with user access rights and business preferences and policies.

Recognizing the nature of today's ever-changing business environment, the front-end is equipped with flexible transaction processing capabilities and adaptable work functions that streamline operations and ensure quick response to changing business trends.

A Package of Benefits

Empower the Retail Outlets

With e-Solution Retail Management Solution, an outlet is not restricted to function solely as a retail outlet. It can be empowered to handle additional tasks such as entering and processing sales orders, receiving goods and recording vendor invoices as well as transferring stocks. Hence, an outlet can be flexibility configured as anything ranging from a retail outlet to a fully functional wholesale center capable of dealing with resellers and processing credit sales.

You can configure the functionalities of each outlet by assigning the appropriate access rights to the respective users. Through flexibly configured work functions, you can achieve efficiency and effectiveness in your business operations. For example, processing sales orders locally allows faster response to customers' requests. Receiving goods from vendors at the outlets reduces the cost involved in transporting goods from the HQ.

Effective and Efficient Retail Operation

Seamless integration of front-end and backend operations in e-Solution Retail promotes coordination

An enterprise-wide solution for multi-outlet retail operations.

Empower the outlets to carry out more functions.

Configure outlet functions to achieve efficiency and effectiveness.



between outlets and the HQ. Inventory, purchasing and sales orders are better managed to ensure stock availability, improved customer service and ultimately leads to customer loyalty.

e-Solution Retail is also equipped with a full-featured POS transaction processing module designed to enhance customers' shopping experience. It includes support for point-of-sale devices and as well as a range of features that can handle any situation that may arise in a retail environment, ensuring fast checkout lines. Depending on your requirements, you may choose to use the detailed or simplified interface. You may also make use of programmable keyboards to further simplify and speed up transaction processing.

Quality Information for Decision Making

Tomorrow's successful retailers will be those who have effectively focused on every aspect of their operation: buying, merchandising, pricing, sales staff, business hours, profit margin, inventory, management, etc when making strategic decisions.

With remote operations integrated to the HQ operations, HQ is able to collect and combine data from multiple sources such as point-of-sales, sales orders processing and purchasing. Data collected can easily be transformed into complete and relevant information, presented to management on a timely fashion, thus enabling management to identify and seize every market opportunity.

Efficient and Reliable Data Exchange between HQ and Outlets

e-Solution Retail is designed to take advantage of offline processing capabilities of the outlet terminals, avoiding the need to incur high communication cost on permanent connections between the HQ and the outlets. Data replication between the HQ and outlets is carried out using the Microsoft .NET technology to provide security and reliability.

With the use of .NET technology, the outlets need not dial a connection to the HQ but instead exchange data with HQ through the use of Web Service via the Internet. This method allows outlets to carry out data exchange with the HQ anytime instead doing so one at a time.

Secure and Reliable

Security control is implemented from menu level down to the individual field in the transaction windows. You can control access to transactions and master records as well as selected fields in the transactions and master records. Access to reports can also be controlled at menu level.

For the purpose of security, you can assign users to user-defined groups (job function, employee grade, etc) to which different access rights can be granted. In addition, transaction and record-related permissions can be set up for each individual user to determine if the user can override predefined business rules.

Access to the system is also kept in a detailed usage log, recording the

Enhance shopping experience

Gathers data from multiple sources for decision-making.

Offline processing for cost effectiveness.

Advanced Security Features.



tasks performed by each user per login session from the point the user logs on. Instances of overriding business rules are also logged in an overriding log. In addition, you can make use of the built-in backup and restore utility to backup in Winzip compatible format.

With these robust security features, you trace erroneous usage, prevent loss of data as well as guard against unauthorized access to your enterprise information.

Scalable and Evolving

e-Solution Retail can be implemented on organizations with one outlet to one with multiple chain stores. You can also implement e-Solution Retail on a phase-by-phase basis by adding outlets gradually.

e-Solution Distribution's flexible licensing scheme allows you to add-on new users and outlets as your organization grows.

You can also link it up with your choice of either e-Solution Financial or e-Solution Accounting to take full advantage of the complete end-to-end solution provided by the e-Solution Business Suite.

**Add new outlets
as your business
grows.**

HQ Operation – Retail Sales Management

Inventory Management

e-Solution Retail supports inventoried items including normal inventory items, kits, assembled items, consigned items as well as non-inventoried items such as concessionaire and service charges. In addition, the program deals with multiple units of measure and tracks serial, batch numbers and warranty of items sold. The HQ makes use of the inventory management module to manage stock items, ensuring optimized sales at every outlet.

**Handles stock
items of all sizes
and shapes.**

Item Master Maintenance

Item master are maintained at the HQ. This includes creation of new products, as well as updating information of existing items. Information on non-inventoried items is also maintained. Stock information including stock code, description, barcode, product group, unit of measure, complementary and supplementary items are downloaded to the outlets.

Stock Control and Replenishment

The HQ manages inventory level at the outlets by setting maximum, minimum stock level as well as reorder level and quantity. Stock replenishment for each outlet is done based on reorder reports for each outlet. These reports can be filtered by product group, vendor etc. Reorder reports can also be generated for consignment items for each vendor/consignor.

Preparation of Product and Barcode Label

In a retail environment, price labels are usually pasted on the products to clearly indicate the price of the item. In addition, barcode label may be required for self assembled items or items that does not come with barcode. You can make use of item information export feature to export barcode,



price (inclusive or exclusive of GST) and other information to comma-separated file that can be read by barcode printing programs.

Stock Adjustments and Transfers

Besides replenishment, the HQ is equipped with various tools to manage stocks at the outlets. Stock adjustments can be done at the HQ to record damaged goods, pilferages, etc. Stock items can also be revalued at the HQ. HQ can also initiate goods transfers between outlets to prevent excessive stock holding at any outlet.

Pricing, Discount and Promotion

Selling prices of all items are set at the HQ and downloaded to the outlets. You can setup multiple price lists for different types of customers. Hence, it is possible to implement membership schemes using a different price lists. Quantity discounts structures can also be set up for each item.

Promotions, either storewide or targeted at certain customer groups can be planned and executed at the HQ. The point-of-sale program picks up promotion prices for promotional items during the effective period of the promotion.

Sales Order Processing

Sales orders entered at the outlet may be processed at the outlet or the HQ. Where orders are processed at the HQ, you can make use of the delivery schedule feature to plan daily delivery. Delivery planning can be done based on sales orders or delivery orders. Invoicing for sales order processed at the HQ can be done using the sales module.

Purchasing

Ordering of stock is done at the HQ with the appropriate authorization. This makes it easier for purchasers to administer every order and at the same time take advantage of quantity discounts that may be available. Purchase orders issued at the HQ may have shipping instructions requesting vendors to delivery goods directly to specific outlets. Goods ordered may also be received at the HQ and subsequently transferred to the outlets.

Customer Management

Customer records captured at the outlets are further maintained at the HQ by assigning the appropriate profiles that can be utilized for more precise database marketing.

Setting Retail Sale Policies

HQ sets the retail preferences and policies that determine what can be done at the outlets. For example, HQ may disallow editing of price during transaction entry or disallow entering of refund transactions. These preferences are designed to prevent fraud at the remote outlets.

Security Control

Administrators at HQ set up user IDs for cashiers at each outlet and assign access rights and permissions to each user. This ensures that unauthorized

Flexible product pricing scheme.

Process sales orders at the HQ or the outlets.

Central purchasing takes advantage of quantity discounts.

Precise database marketing.

Set business policies and preferences governing outlet operations.

users do not get access to sensitive information and outlet operation is carried out in accordance to company policies.

Monitor Daily Activities

Hourly activities at the outlets are captured and shown in the Retail Sale Audit Tape report for managers at the HQ to review. In addition, day-end reports for retail and sales order activities tracks the daily sales amount, collection amount as well as the working hours of each cashier and the cash registers they used.

Performance Analysis

Performance of each outlet, stock item, salesperson or buying pattern is analyzed at the HQ. Besides a range of built-in performance analysis reports, you can make use of the powerful built-in report writer to design customized analysis reports that provide greater insight into the retail operation.

Outlet Operation – Wholesale and Point-of-Sale Transaction Processing

Point-of-sale transaction processing

e-Solution Retail comes with a full-fledged point-of-sales transaction processing capability that supports devices such as cash drawer, receipt printer, customer pole display and barcode scanner. It is also equipped with a range of useful features that are designed to provide fast and flexible transaction processing. Some of these features include:

Collection by multiple tender methods

You can set up multiple tender methods used in your retail operations. They may include cash, VISA, NETS, gift vouchers, etc. In a single transaction, you can split the payment into up to three tender methods.

Transaction hold and release

Transaction hold and release feature allows you to hold one or more transactions and continue to process the next customer on the checkout queue while problems with the held transactions are being resolved.

Policy controlled refund capability

Refund is controlled by settings under the retail preferences. It allows HQ to allow or disallow refund as part of the business policy.

View price history during transaction entry

Price History feature allows you to check the previous selling prices of an item during entry of sales transactions. You can set the number of historical prices to be displayed when using this feature.

Cash Reconciliation

Whenever a change cashier takes place or at the end of the day, cash reconciliation is conducted to verify the cash in the register against the transactions recorded.

Automated outlet reporting.

Leverage on information stored in database.

Flexible and user-friendly POS transaction module.

Account for cash collected.

Sales Order Entry

Sales orders can be entered at the outlets for orders of large items that need to be delivered to the customers. For such orders, deposits are usually collected. The program allows up to two deposits to be recorded using any tender method.

Delivery and Invoicing

Sales orders may be processed at the outlets or the HQ depending on the authority given to the outlets. When processed at the outlet, sales orders can be converted into delivery orders and sales invoices which are in turn replicated to the HQ for updating of AR records.

Capturing Customer Information

Being the point of contact for customers, the outlets are in the best position to capture customer information. Access to the customer master allows outlets to capture customer information be it for membership purpose or for delivery of goods. Customer information captured are replicated to the HQ and can be used for various marketing purposes.

Receiving Goods and Recording Vendor Invoices

Goods ordered by the HQ can be shipped to and received at the outlets. Purchase invoices can also be recorded at the outlets. These transactions are replicated to the HQ for validation and scheduling of payment.

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Process sales orders at the outlets for faster response to customers' requirements.

Captures customer information at front-end.

Receive goods at outlets to reduce transportation cost.