



Electronics Retail

- *The US consumer electronics and appliance store industry includes about 50,000 stores with combined annual revenue of about USD100 billion*
- *The US industry is concentrated: the 50 largest companies account for 70% of sales.*

Consumer electronics globally has outperformed all other industry vertical and has been resilient to recent downturn of the economy. Dynamism is inherently associated to this vertical and managing an Consumer electronics Retail Store is a humongous task .More so because people visiting an electronics store walk –in to Experience the Best in technology and feel pulse of it.

Store formats in this vertical are variable with no limitations to size or range so one may see an e-store , mobile store , to large, multilevel electronics and appliance superstores with elaborate displays and self-service Kiosks. But at all the places what electronics retailers share in common is a feeling that meeting customer expectations is a daunting task with a bigger challenge of efficient utilization of resources & space. They strive hard to provide the right product mix to their customers in a constantly transitioning landscape of new product launches, models and configuration.

Hence it is mandatory for them to strategically integrate their operations to differentiate themselves on high customer service levels while maintaining firm control of inventory at store & warehouse

An increasing number of leading retailers across the globe operating on iVend Retail have realized significant business process improvements and service differentiation. iVend Retail seamlessly integrates Head office functionality and In-Store functions efficiently into a unified organizational system with the backend ERP delivering better business results.

iVend Retail offers view of inventory across all stores and has inbuilt functionality of auto-replenishment, store retailers and managers in the head office have total control over entire stock. Special orders with integrated shipping is available at all customer touch points whether store or online. This allows better customer service right from Point of Sale by enabling product not in store stock to be drawn and shipped from the warehouse or to be delivered from another store. The solution provides possibilities for customization of product specifications and cross selling of service plans that enhance customer satisfaction

iVend Retail is compliant with powerful advancements in base technologies of electronic point-of-sale, terminals and devices, such as barcode scanners, portable data terminals and point-of-sale terminals . Retailers can choose to opt from a variety of devices that are rapidly changing the way both financial and non-financial electronic transactions are conducted to bring greater convenience to consumers and to increase the operational efficiencies of their businesses.

Nevertheless all these features are available on a mobile platform, hence a retailer would use a mobile platform to enhance in-store shopping experience by using mobile devices as line / queue busters, marketing functions like dynamic location based messaging for promotions, advertising, etc

BENEFITS

As experienced by electronics retailers around the globe, benefits realized through iVend Retail management solutions delivered unparalleled operational performance results including:

- Net increase in ROI- Retailers using iVend Retail POS and Mobile POS have experienced approximately 30% increase efficiency in comparison to operating cost of alternate platforms
- Integrated handling of inventory, sales processes and accounting from the store to head office
- Improved customer service – centralized delivery scheduling system and stock management ensures accuracy of information provided to customer improving customer service, satisfaction and retention
- Streamlined financial processes cut man hours spent in end of day procedures and account reconciliation
- Reduction of operating costs through better control on Operations
- Integrated handling of stores and warehouses improves stock management and reduces inventory Stock-outs
- Increased business visibility , agility and scalability – faster management and operational decision making enhances agility in responding to market dynamics along with scalability to grow as your business grows

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Head Office / In-Store Management

Feature	Functionality
Replenishment Planning	<ul style="list-style-type: none"> ▪ Available for execution at Store or at the Enterprise ▪ Generate recommendations for stock transfer or purchase orders ▪ Take into consideration <ul style="list-style-type: none"> ▪ Minimum level ▪ Order multiple ▪ Lead time ▪ Replenishment sources ▪ Pack size/UOM
Sales Forecasting	<ul style="list-style-type: none"> ▪ Sales Forecasting model with automatic “best pick” option ▪ Sales Forecasting can be consumed in replenishment planning ▪ Generate forecasts based on <ul style="list-style-type: none"> ▪ Product ▪ Product group ▪ Product categories ▪ Merchandise hierarchy
Merchandize Hierarchy	<ul style="list-style-type: none"> ▪ Logically group items into a merchandise hierarchy for effective planning ▪ Define upto 15 hierarchical levels in an hierarchy
Passbook Integration	<ul style="list-style-type: none"> ▪ Passbook Integration with iVend for iOS & Android based devices <ul style="list-style-type: none"> ▪ Designing a Pass ▪ Template creation ▪ Email Passes ▪ Transaction with passes ▪ Redemption with Passes ▪ Statistics of Passes
Dashboards	<ul style="list-style-type: none"> ▪ Fully interactive business intelligence dashboards ▪ Drag & drop feature to create dashboards in record time ▪ Can be viewed from iVend management console/ any standard browser using the iVend web viewer
Handheld Devices	<p>Manage store inventory using a handheld device running Windows Mobile OS version 6.0 or 6.5</p> <p>Transaction types:</p> <ul style="list-style-type: none"> ▪ Good Receipt PO ▪ Stock Transfer <ul style="list-style-type: none"> ▪ Shipment ▪ Receipt ▪ Item Lookup ▪ Stock Management <ul style="list-style-type: none"> ▪ Goods Issue ▪ Goods Receipt ▪ Goods Return to Vendor ▪ Stock Take
Inventory Turns Report	<ul style="list-style-type: none"> ▪ Calculate number of times an inventory is sold or used in a time period

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Head Office / In-Store Management

Feature	Functionality
Inventory Management	<ul style="list-style-type: none"> ▪ Setup Product database for standard, serialized, batch managed, kit, assembly and non-inventory items or download the same from SAP Business One ▪ Define and manage items by attributes, such as Size, Color and Style ▪ Items can be marked as non-refundable ▪ Store and track offline inventory ▪ Create, manage, build and break down kits at individual stores ▪ Create and manage assemblies at individual stores ▪ Define Open Items which can be used with price override ▪ Track items by serial and batch numbers ▪ Support for variants of the product
Customer Management	<ul style="list-style-type: none"> ▪ Setup customer database or synchronize from SAP ▪ View credit limits, balances and customer contact information at the POS ▪ Define multiple billing and shipping addresses for customers ▪ Extend discount on items based on Customer Groups ▪ Analyze customer buying patterns using sales reports at the head office
Pricing and Promotion Management	<ul style="list-style-type: none"> ▪ Store specific pricing ▪ Period and Volume Discounts: ▪ Special Prices for Business Partners ▪ Discount Groups: Define discounts for Business Partners based on: <ul style="list-style-type: none"> ▪ Item Groups ▪ Item Manufacturers ▪ Define promotions to allow discounts for a specific quantity and/or combination of goods ▪ Promotion based on sale totals ▪ Happy hour based promotions ▪ Define discounts based on: <ul style="list-style-type: none"> ▪ Item Groups ▪ Manufacturers ▪ Tax Exclusive / Tax Inclusive Pricing
Loyalty Management	<ul style="list-style-type: none"> ▪ Web based system with customer portal ▪ Setup and manage multiple loyalty schemes which assign points on customer purchases ▪ Define ageing criteria for loyalty points ▪ Redeem loyalty points against new customer purchases ▪ Loyalty points can be redeemed across the network of stores
Gift Cards / Certificates	<ul style="list-style-type: none"> ▪ Setup and manage multiple gift cards ▪ Gift Cards can be sold and redeemed across the network of stores ▪ Re-charge gift cards ▪ Cash back on gift cards ▪ Support for card or paper based gift cards
Up sells and Alternative Items	<ul style="list-style-type: none"> ▪ Assign item substitutes and up sell items ▪ Up sell and alternate item recommendations automatically pop up on the POS
Cash and Till Management	<ul style="list-style-type: none"> ▪ Create and track the cash being disbursed and collected from each POS from the start till end of each day. ▪ Maintain opening balances for each POS ▪ Ensure till counts at various stages. This helps in auditing and reconciling the till amounts ▪ Record Till Count variance and post variances in SAP Business One.
Layaway Management	<ul style="list-style-type: none"> ▪ Create and maintain flexible layaway plans ▪ Define installment count, minimum installment count, maximum installment count, layaway duration, and inventory issue method for layaway plans

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Head Office / In-Store Management

Feature	Functionality
Stock Transfer	<ul style="list-style-type: none"> ▪ Create Stock Transfers between stores or between stores and head office warehouse / distributions centers
Goods Receipt	<ul style="list-style-type: none"> ▪ Receive stock from unknown source (not based on a purchase order or stock transfer receipt) ▪ Receiving items by scanning items
Inter-Store Transactions	<ul style="list-style-type: none"> ▪ Visibility of stock across the retail chain ▪ Book orders to be fulfilled by other stores ▪ Perform sales refund from any store
Sale Attributes	<ul style="list-style-type: none"> ▪ Collect special information at the POS register, e.g. zip codes for advertising effectiveness
Reporting	<ul style="list-style-type: none"> ▪ Generate reports to show sales breakdowns, identify slow-moving items, and check sales for any day—by store, item, Item Group, Customer, Customer Group or Sales Person ▪ iVend provides multiple reports in the following categories: <ul style="list-style-type: none"> ▪ Sales Reports ▪ Collection Reports ▪ Inventory Reports ▪ Fulfillment Reports ▪ Reports can be previewed on screen, printed, or exported to Office Excel, Office Word, and other applications and formats supported by the Microsoft Windows operating system ▪ Ability to edit existing reports as per the user format ▪ New reports can also be added using the custom reporting feature

POS Operations

Feature	Functionality
Transaction Processing	<ul style="list-style-type: none"> ▪ Touch Screen enabled and ability to define keyboard shortcuts ▪ Following transactions are supported on the iVend POS: <ul style="list-style-type: none"> ▪ Sale ▪ Sale Return ▪ Sale Exchange ▪ Sales Order booking / Order fulfillment ▪ Quotation / Convert quotation to Sales Order or Sale ▪ Layaway booking / Layaway fulfillment ▪ On Account Payment ▪ Capturing Lost Sales ▪ Support for multiple transaction types in a single POS transaction, for example the user can execute a Sale, Sale Return in a single transaction ▪ Print Gift Receipt to be given with gift items ▪ Visibility of inventory of all stores and warehouses at the POS with real time inventory control ▪ Automatic Barcode determination at POS: The system follows a sequence of methods in attempting to resolve a barcode to a product or a card swipe to a customer/security use stopping the search when it successfully matches them ▪ Display customer balance and credit limit on the POS ▪ Automatic price and tax determination at POS ▪ Sale Refund without reference to a sale transaction ▪ Ability to attach reason code to transactions ▪ Ability to add sale level comments at the POS. These comments can be printed on the receipt. ▪ Prompt the user to book a Sales Order when the store is out of inventory

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Terminal POS Operations

Feature	Functionality
Transaction Processing	<ul style="list-style-type: none"> ▪ Customer credit limit check on POS ▪ Ability to suspend transactions and recall the suspended transactions ▪ Ability to void items or the complete POS transaction. ▪ Ability to attach different fulfillment plans to different Sales / Order items. ▪ Build / Break down Kits in real-time on the POS ▪ Manager override for following scenarios: <ul style="list-style-type: none"> ▪ Price Override at the item level can be done beyond the Price Override Limits ▪ Discount override at the item / sale level can be done beyond the Maximum Discount allowed ▪ Manager can unlock the POS once it gets locked on reaching the tippel point ▪ Customer credit limits override ▪ Facility for attaching Sales Person to Sale ▪ Track and redeem customer loyalty points
Payment Processing	<ul style="list-style-type: none"> ▪ Payments on the POS can be made by the following tenders: <ul style="list-style-type: none"> ▪ Cash ▪ Credit Card (Supports both online and offline authorization mode) ▪ Debit Card ▪ Check ▪ Travelers Check ▪ Voucher ▪ On Account – This special tender enables the user to leave the payment amount on account ▪ Gift Card ▪ Loyalty Points ▪ Custom tender – This special tender allows businesses to define their own financial instruments and control their integration with SAP Business One ▪ Support for the following Credit / Debit cards: <ul style="list-style-type: none"> ▪ Master Card ▪ Visa ▪ Amex ▪ Diners Club ▪ Discover ▪ JCB ▪ Others – Payment by cards other than the above ▪ Collect payments by multiple tenders ▪ Tender rounding based on retail setups ▪ Automatically update balance / change amount ▪ Automatically update transactions with the default tender for change ▪ Collect advance payment from customers ▪ Transaction payments can be staggered across multiple transactions ▪ Ability to print payment receipts. This feature allows specifying the count of the payment receipt that is required for e.g. credit card receipts are to be signed in duplicate.
Periodic Activities	<ul style="list-style-type: none"> ▪ Create and track the cash being disbursed and collected from each POS from the start till end of each day. Maintain opening balances for each POS and ensure till counts at various stages. ▪ Perform Cash In/Cash Out for the till at the POS ▪ Facility to book petty expenses at the POS ▪ Detailed Tender Counting for Credit Cards/ Debit Cards/ Voucher/ Check / Travelers Check

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Mobile POS Operations

Feature	Functionality
Application Mode	<ul style="list-style-type: none"> Online mode (network connectivity with iVend server): Sync live data for customer and transaction to iVend server and device database get updated on scheduled sync cycle. Offline mode (no network connectivity with iVend server): Data get sync on scheduled sync cycle if application become online on that time.
Application Mode	<ul style="list-style-type: none"> Fast Scanning Mode - To add items faster in transaction Default support of 5 Languages Default Product add mode: Product List/Quick Button Panel/Barcode scanning Transaction receipt printing in 3 different size of paper: A4 receipt, 3" receipt and 2" receipt User customizable receipt in any of the above mentioned sizes Default email settings for email templates Data Synchronization with iVend server : On specified time interval, On fixed time of the day or Manually DB Backup and Restore option to initialize new mobile device.
Transaction Modes	<ul style="list-style-type: none"> Sale Refund Special Order Special Order Cancellation Lay-by Gift Certificate Sale Preview Transactions Recall suspended transactions
Authorizations and Securities	<ul style="list-style-type: none"> Securities on User levels Authorizations for Multiple Transactions on POS Authorizations on Item Edit Authorizations on Receipt Printing Authorizations on Sending receipts via Emails
Customer(s)	<ul style="list-style-type: none"> Add new customer Edit or view existing customer Select customer for transaction Search Customer on the basis of : Customer Code, Name, Phone Number or Customer Group
Product(s)	<ul style="list-style-type: none"> View products Filter products on the basis of: Product Code, Description, UPC Code, Product Group and Product Category
Transaction Item(S)	<ul style="list-style-type: none"> Add products by selecting from product list Add products by scanning barcode Add products by selecting from quick button panel Allow to change/select: <ul style="list-style-type: none"> Item quantity Serial number Price (if allowed) Discount
Transaction	<ul style="list-style-type: none"> Display all transaction items Price, discount, quantity and total by items Display sale level discount, subtotal, tax and net total Unit of Measure supported Allow selected customer editing Suspend transaction Void transaction Allow negative inventory sale based on settings done in iVend Barcode Masking
Sales Edit	<ul style="list-style-type: none"> Apply sale level sales person Apply sale level discount Apply coupon Apply surcharges at sale level Select loyalty id of customer Layby plan selection for layby transaction Advance amount for sales order
Tender Types	<ul style="list-style-type: none"> Cash Credit Card (only in Online mode - gets verified by payment processor) Debit Card (only in Online mode - gets verified by payment processor) Check On Account (only in Online mode - gets verified by iVend server) Gift Card (only in Online mode - gets verified by iVend server)
Transaction Complete	<ul style="list-style-type: none"> Payment with multiple tenders Quick cash complete Display payable amount, paid amount and balance due Display user information Print transaction receipt Email transaction receipt
Preview Transaction	<ul style="list-style-type: none"> List all transactions Delete suspended transaction by single swipe Preview selected transaction Recall suspended transactions



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