

Robust function for specialty retail



IBM Retail Application

Highlights

- **Offers a powerful, comprehensive and affordable solution for the small store retail environment**
- **Provides everything it takes to optimize a store's profitability and keep business running smoothly, from a complete point-of-sale (POS) environment to powerful backroom applications**
- **Delivers functionality and control to support your retail environment, from POS to backroom to headquarters**
- **Features outstanding ease-of-use, prompting store personnel through sales functions and backroom tasks alike**
- **Delivers impressive speed and rich functionality to boost productivity and efficiency on the part of both sales associates and store managers**
- **Allows extensive program customization to suit the needs of your stores**
- **Enables you to run an entire store on an IBM POS terminal or to select from a choice of server platforms running Windows NT[®], DOS or OS/2[®] with a DOS or OS/2 client at the terminal**
- **Provides accurate and easy-to-use foreign currency support for your POS transactions... one of the first to be "Euro Ready"!**



Touch-screen checkout support

Retail Application now takes advantage of touch-screen technology to simplify and speed the checkout process. Fast, efficient touch-input lets you take the next step to improving the checkout process and streamlining the physical appearance of the checkout station by removing the keyboard.

Capture of Magnetic Ink Character Recognition (MICR) account number

Retail Application enables you to capture the MICR account number on checks using the MICR reader capability of the IBM Model 4R POS printer and the SureMark™ IBM 4610 POS printers. This MICR number can be used to look up the account in the negative check file and/or to send the number to a central location for check authorization.

Clean receipt printing

The post-line-item modify capability allows changes to any line item in the transaction, with the ability to hold the transaction until complete for printing a clean receipt.

Simplified check handling

Check handling is simplified because the IBM 4610 SureMark Printer handles MICR reading, check franking and printing on the check face.

Electronic journal viewing and searching

Retail Application enables you to search and view electronic journal data, and to maintain the electronic journal even in offline mode. In addition, transaction summary journal data can be written to a local register hard disk, depending on the POS printer. This provides a backup capability in the event of server failure.

Customizing your sales and reporting

Stepping through a simple series of menus, you can define over 100 Retail Application parameters to suit your store's specific sales and reporting processes and management policies. You can also define all printed and displayed messages to meet your needs.

Up to nine security levels

Retail Application lets you control security through either a manager key or authorization code. The system offers both password protection and multiple access levels—up to nine levels of authorization can be specified for any task that requires control.

Wide choice of input devices

With Retail Application, sales input can be from keyboards (you define the layout), touch screens, scanners and/or hand-held bar-code readers. To speed service at the point of sale, sales associates can execute functions with a single keystroke. They can also change any item in the transaction prior to printing the receipt without having to re-key the entire transaction.

Support for many item code styles

Items can be identified by UPC (A or E), EAN and SKU (4-12 digits). SKU numbers can be Modulus 10, 11 or user-defined. Alphanumeric SKU numbers, alternate keys and style numbers are supported. Items can be flagged to prompt for and capture color, size and/or width for later analysis.

Powerful price-management capabilities

In addition to full price lookup, Retail Application gives you smooth control of item prices, including original price, current price and date- and time-sensitive sale price. Sale-price changes can be for a single item or an entire department.

Simplified discount management

Retail Application makes it simple to specify line-item discounts, transaction discounts and discounts by item groups, as well as price overrides. It supports reason codes for price overrides and discounts.

Multiple tender types

Retail Application accepts as many as 16 different tender types, including multiple credit cards, personal and travelers checks, gift certificates, coupons and store credits. It is also "Euro Ready"!

Support for nine tax rates

Retail Application supports up to nine different tax rates, in addition to no tax. It also supports VAT, GST and PST.

Layaway management options

Layaway information is kept by customer last name or layaway number. Customizable Retail Application parameters allow for such options as layaway initialization fees, layaway cancellation fees and layaway minimum deposit percent.

Full credit card acceptance

Retail Application accepts up to six different types of credit cards as tender—with an infinite number of account number ranges for each type. Credit card numbers and expiration dates can be entered through a keyboard or card reader.

Powerful sales reporting

You can maintain one year of historical sales data by month and day, as well as current-year sales data by month and day. Retail Application reports include:

- Graphic displays of sales history and statistics
- Fast seller/slow seller report
- Sales associates by department report
- Department/classification report
- Preferred customer report
- Layaway aging report

Easy access to customer data

This Retail Application feature lets you maintain important customer information for easy access by sales associates. It tracks customer purchase history for the current and previous year along with name, address and phone number.

International options

Customizable features for receipt printing, tax handling (VAT and GST) and check printing make Retail Application a true international solution. Enablement of fiscal printers and electronic payment systems (EPSs) is also included. International customization options cover most European, North American and South American countries.

Double-byte character set (DBCS) support is available in Asia. Translations are available for French, Canadian French, Spanish, Portuguese, Latin American Spanish, Danish, German, Turkish, Japanese and Arabic.

Dual/foreign currency support

Retail Application allows you to accept payment in two different currencies for all tender types, for example, Euro currency support. You can define a foreign currency key with Retail Application—and accept as many as a dozen different types of foreign currency in one store.

Negative check file

Retail Application maintains a history of bad checks written to a store—recording both driver's license and bank account numbers. If another check from an individual or account listed in the negative check file is received at the POS, the system automatically notifies the sales associate.

Management of human resource data

You can use Retail Application to maintain employee hire and termination data in the system and electronically transmit it to headquarters.

Wide range of data entry functions

Retail Application enables you to enter data pertaining to merchandise transfers between stores, warehouse receipts, vendor shipments, markdowns, physical inventory and supply orders.

Online help at the touch of a key

To get help at any time during a transaction, you need only press a help key. Retail Application help messages are displayed in full on your system screen (and/or you can print them).

Training mode

New sales associates can be trained on the system without affecting actual sales. Retail Application maintains totals for both the live system and the training mode.

Offline mode

If your store network or master terminal is ever unavailable you can use the terminal offline with either diskettes or hard file. Price lookup can be available in offline mode. When your master terminal is available again, all data captured offline will be merged with other data.

Optional features

Inventory management

Designed to make inventory management high on accuracy and low on effort, this option allows individual stores to receive advance notice of corporate inventory directives and to monitor and control inventory actions:

- Merchandise orders and receiving
- Interstore merchandise transfers
- Return to vendors
- Price changes
- Inventory adjustments
- Supplies order entry
- Inquiries and reports
- Gross margin reporting

Promotional events

This feature allows sophisticated promotional pricing schemes to be put into effect automatically—with the system calculating the best deal for the customer. Among the possible promotionals are:

- System-wide event: Buy X dollars' worth, get Y dollars off
- Buy X for special price
- Buy X, get Y free
- Buy X at Y percent off
- Buy Y number of X, get Z number free

Deal items can be mixed and matched.

Time and attendance feature

This optional feature tracks employee work hours, greatly reducing the paperwork required to audit and prepare a payroll. Functions include:

- Employee clocking in/out at the register
- Automatic calculation of clock in/out entries
- Manager review and update of clockings
- Automatic rollover of clocking to payroll hours entry
- Customizable payroll entry types and options
- Tracking of paid breaks (number and total time)
- Validation of employee clockings against employee file
- Detailed clocking report and time-clock analysis report with daily and period-ending summaries.

Electronic mail

Batch messaging (host-to-store, store-to-host, store-to-store) improves communications among sales associates, store managers and headquarters. Whatever the message—from announcement of an upcoming promotion to a reminder of store policy—with this Retail Application option, everyone can be in the know.

Store calendar

This option promotes better management of time and resources at the store level. The store manager and/or headquarters can schedule work lists and directives for store personnel for a particular day as part of a store-specific event calendar and easily track items as they are completed. The current month's calendar is graphically displayed every morning and used throughout the day.

Night operator

Using this option, you can automatically execute functions on the store system on dates predefined by store headquarters. These functions include both printing and clearing of such POS files as item performance, department sales, terminal and sales associate statistics, hourly productivity and sales associate performance.

Credit authorization

This option provides base support for dial-out asynchronous credit authorization, using the store's unique protocol code to communicate with the credit authorization provider. Sample code is provided as a reference. A data file is generated to use for settlement.



Retail Application at a glance

Description	A comprehensive open retail solution for the smaller store, including both POS support and backroom applications
Systems supported	<ul style="list-style-type: none"> • IBM 4684, 4693, 4694 and 4695 Point-of-Sale (POS) Terminals and Controller/Terminals • IBM SureOne™ Point-of-Sale (POS) Terminals • IBM PC Cashdrawer solutions
Networks supported	<ul style="list-style-type: none"> • IBM Token-Ring • Ethernet
Required server software	<ul style="list-style-type: none"> • IBM DOS 5.0 or higher • OS/2 2.1 or higher • Windows NT 3.51 or higher
Required client software	<ul style="list-style-type: none"> • IBM DOS 5.0 or higher • OS/2 2.1 or higher

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Install configuration

This option makes it easy for support personnel to create and maintain a database of store-specific information at headquarters. To facilitate installation of new applications or to recover a store's data files, data can be sent to a store electronically or on diskette. Specific information can include:

- Store name, number, address and telephone number
- Software serial numbers
- Numbers of POS devices
- Modules installed
- Store-specific parameters
- Receipt header, footer and messages
- Tax rate information
- Bank account information
- Credit card service establishment numbers

For more information

To find out more about the IBM Retail Application and other retail hardware and software products, contact your IBM representative or call IBM Direct at 1 800-IBM-CALL (1 800 426-2255). You can also access IBM Retail at www.disu.ibm.com.

Copies of this product specification sheet can be obtained from the IBM-4-FAX (1 800 426-4329) in the U.S. or Canada or by dialing 415 855-4329 outside the U.S. and Canada.

