



retail

S2K Enterprise Edition for Retail

The retail business continues to grow more complex. New distribution channels and e-commerce alternatives are nibbling at gross margins, the life cycles of products are shortening, customers are becoming more demanding, and erratic changes in demand are forcing retailers to make decisions faster than ever before. Worse, consolidation is creating ever-larger chains, which means retailers must manage more store locations, more items, and make thousands of pricing and inventory decisions for each item at each store. The time is right for a powerful tool that combines the efficiency of point-of-sale with the sophistication of an integrated enterprise solution. The time is right for S2K Enterprise Edition for Retail, a comprehensive multi-channel solution for the retail industry.

With S2K Enterprise Edition for Retail you can transform your retail business into a multi-channel organization. This application offers a complete solution for the retail industry, including Point-of-Sale (POS), Accounting, Inventory Management, CRM, Purchasing, Warehouse Management and e-commerce. By centralizing information across your entire organization, you can locate and move items more effectively, eliminate costly delays, and make more informed decisions.

Consider the benefits of end-to-end integration:

- A consistent, reliable infrastructure that extends from the back office to the front of the store
- A flexible and responsive supply chain process that helps you quickly sense changes in customer demand and react efficiently and effectively
- The ability to utilize real-time inventory data to increase customer satisfaction and loyalty
- The ability to leverage personalized customer loyalty rewards and promotions to drive sales
- Improved employee productivity and overall company responsiveness

Key features include:

- Extensive reporting capabilities that enable you to get the most from your data
- Customization capabilities to meet your unique business requirements
- Scalability through features and functionality that grow and expand with your business
- Security to protect your most valuable information assets
- Easy installation to get you up and running quickly
- A wide range of services to support you every step of the way

Challenges and Solutions

Challenge	Solution
Elevate customer service	Real-time access to product information including availability, specifications, and related products allows your sales team to focus on service and eagerly engage consumers with confidence.
Increase cross-selling and up-selling	By quickly identifying and highlighting the value of related products and accessories you can entice add-on purchases and increase sales.
Improve returns management	Streamline the returns process by allowing users to scan the barcode on the receipt and reduce fraud by cross-referencing the return with enterprise records.
Balance inventory with customer demands	Sophisticated forecasting formulas eliminate time-consuming manual processes and establish consistent and accurate forecasts to better manage shelf and backroom inventory.
Reduce bottom-line costs	Improve back-end efficiency with access to real time POS data so users can make faster, more informed store management decisions.
Improve supplier and customer communications	Web-enable your organization and collaborate with suppliers and customers to quickly execute business processes across critical applications with VAI's e-business applications.

The S2K Enterprise Edition for Retail includes the following modules:

Retail Point-of-Sale

Demanding customers insist on high-quality service. But high employee turnover often makes it difficult for retailers to keep well-trained sales people on the floor. With an easy-to-use touch screen interface and complete bar code scanning, S2K's Retail Point-of-Sale application provides easy access to all customer and item information at the touch of a key. An intuitive screen design enables users to check stock across all locations, view substitutions, up-sell related and complementary items, and view product images and an unlimited number of user-defined item specifications.

Inventory Management

S2K's Inventory Management application is designed to help both retailers and wholesalers provide outstanding customer service while maximizing the return on their inventory investment. This powerful application helps retailers:

- Track all receipts, shipments, and adjustments to inventory.
- View stock status information with the ability to drill down to transaction details to help improve customer service.
- Access detailed product information, pricing, landed cost factors, purchasing formula data, and processing flags for each item through an inventory master file.
- Leverage user-defined fields to track product specifications and use as additional criteria when searching for an item.
- Easily view and print item images and specification sheets for sales support.
- Improve fill rates and promote up-selling of additional products by linking substitute and related items to each item.

Financial Management

S2K's financial modules provide complete integration with POS. This solution gives you the information needed to tighten control over payables and receivables, improve cash flow, and react to business cycles. Features include:

Key features of Point-of-Sale include:

- Gift Cards: Create and track serialized gift cards for fixed or consumer-established amounts.
- Serial Number Tracking: Access detailed warranty and service plan information for each item and scan in serial numbers to track warranty items.
- Customer Loyalty Tracking: Capture customer information and use customer sales data to create loyalty programs and discounts.
- Security: Activate management overrides at each point-of-sale terminal and personalize user profiles to allow access to specific features and information.
- Special Orders: Integrate POS with purchasing for special orders and direct shipments. You can make deposits mandatory and track them against orders.
- Sales Team Commissions: Track sales team activity against each sale and create commission reports to encourage customer service and sales activity.
- Layaways: Reserve lay-away inventory items and track customer payments.
- Trade-ins: Provide the ability to accept customer trade-in items and add these products into inventory for re-sale and apply trade-in credits to new sales.
- Returns Management: Establish returns policies that can reduce fraud by cross-referencing the return with enterprise sales records.
- Customer Pick-up: Flag items for customer pick-up and use the pick-up management program to confirm customer pick-ups at any location.
- Deliveries: Flag orders for delivery, add additional shipping charges, and capture all related shipping information for the customer. Use the delivery management screen to print shipping tickets and confirm delivery.
- Customer Self Service/Kiosks: Locate kiosks anywhere in the store to help you streamline operations and enhance the customer experience.

- A three-way match of purchase orders, receipts, and invoices, with conditional e-mail options, alert buyers of accounts payable invoice discrepancies.
- Global customer aging inquiries and collection reminders take the guesswork out of follow-up, dispute, and collection calls.
- Conditional e-mail options alert managers of customer credit issues as they happen.
- General Ledger includes detailed account drill-down capabilities for viewing specific transaction history.
- The comprehensive "Information Center" provides a snapshot of the overall financial status of the company.
- Financial report writer allows users to create an unlimited number of financial reports based on user-defined parameters.

Sales Analysis

The S2K Enterprise Edition Sales Analysis software enables a more strategic approach to sales and inventory management. Users can quickly identify profitable or unprofitable items and improve vendor and customer relations based on volumes, costs, and profitability.

Sales Analysis can help you identify the inventory items that represent the greatest percentage of your sales volume. It can prioritize departments and help you manage inventory stock levels. You can review monthly sales by salesperson, what items or class of items they are selling the most, and at what gross profit percent.

S2K Enterprise Edition's Sales Analysis Software offers:

- User-defined invoice detail history storage and 36-month sales summary statistics.
- Analysis by company, customer, salesperson, territory, item, location, item division, class, or any combination of these criteria, displaying profitability, yearly comparisons, graphical trend charts, and rankings.
- The ability to measure sales volumes, costs, and quantity usage, highlighting seasonal or recurring trends in your business.
- Customizable queries that can be made to identify specific transactions for sales promotions or other unique requirements.
- Customer return reports by reason code for better quality control.
- Multiple display options, including detail or summary form, on-screen displays, or printed reports.

Customer Relationship Management

This dynamic application leverages a central database of all customer and prospect information to help you cost-effectively identify, acquire, develop, and retain your most active customers. Key features include:

Contact Management: Provides an enterprise-wide view of all interactions with customers and prospects. Unlimited user-defined fields provide a flexible database for searching and analysis, and detailed notes help track all communications. From one sales team dashboard, you can generate quotes and track specific opportunities, review account information and history, and create to-do lists to flag follow-up activity.

Marketing Automation: Offers the ability to automate marketing campaigns to the contact database via email, fax, or mail. Using the group e-mail feature, you can send promotional sales information, item coupons, new product information, and collateral instantly to specific contacts within the database.

Supply Chain Management

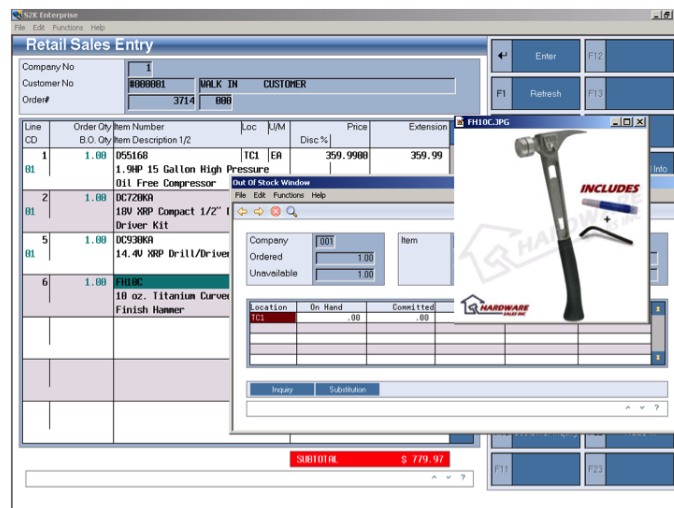
S2K's integrated applications provide end-to-end supply chain management enabling enterprise-wide procurement and warehouse management, with real-time product visibility throughout the organization.

Purchasing: S2K provides one of the most advanced purchasing programs available today. This dynamic application can help you streamline manual purchasing by automating your demand planning and forecasting, purchasing, and ordering process. You can use the following tools and capabilities to optimize buying power across different product lines and multiple locations:

- Powerful formulas analyze historical and forecasted usage for each item, seasonal trends, market demand, and vendor lead times, providing suggested purchase orders for each vendor.
- Complete integration to Retail POS streamlines the processing of special orders and direct shipments and links purchase orders to customer orders, improving tracking and billing.
- Full support for foreign currency.
- On-the-water boat tracking features that allow buyers to track and receive product by container.

- Landed cost options that allow users to roll up freight, duty, and other landed cost charges by item weight, cost, cubic measure, or quantity.
- Purchase order and landed cost price verification that allows users to match invoices to receipts and landed cost charges for verification and posting.
- Automatic tolerance levels that can be set to flag buyers through conditional emails.

Warehouse Management: From the loading dock to the cash register, VAI's Warehouse Pro application puts you in control of inventory flow, allowing you to respond quickly to customer demands, increase inventory turns, and easily share supply information with customers and vendors. Reduce congestion on the stockroom floor by knowing exactly where inventory and finished goods are located. Reduce picking errors and bottlenecks at the consolidation and palletization stages by using bar code scanning for accurate data capture to quickly prepare products for staging and shipping to the stores. With real-time access to inventory data, you can improve customer service by providing complete visibility into the supply chain.



The item inquiry screen allows users to check stock across all locations, view substitutions, up-sell related and complementary items, and view detailed specifications and product images.

e-business/Portals

VAI offers leading-edge web solutions that can help lower business costs by improving efficiencies in your business processes, help increase sales by reaching your customers in new ways, and improve productivity by making the right information and people available to your employees. With powerful e-commerce applications, you can make it easier than ever for customers to buy your products or services, allow customers to service their own accounts, and provide your company with valuable, real-time feedback to help improve your business.

By providing industry-leading portal solutions for your on demand business, VAI and IBM can help improve employee productivity, cut costs, and strengthen relationships with your customers and trading partners. Specifically, you can:

- Allow people to interact with your company in a personalized way.
- Provide employees, trading partners, and customers with a web site on which the information and applications they need have been consolidated and organized for easy access and use.
- Enable employees, trading partners, and customers to quickly execute business processes across critical applications and collaborate with portal users to make faster decisions.

Advanced Features

The S2K Enterprise Edition suite of solutions includes advanced features that can enhance the value of your existing systems. These include:

Workflow Alerts: The S2K Enterprise Edition Workflow Alerts supply today's management with the tools required for successful business-making decisions by providing automated, timely information and support via e-mail. Alerts can be entered to specify tolerance levels and multiple users can be notified of the same event. Some examples of Workflow alerts include:

- **Point-of-Sale**—Alert store managers of price changes, gross profit issues, large-dollar sales, sales of restricted items, late customer shipments, or special orders.
- **Accounts Receivable**—Alert credit managers of credit issues, disputed invoices, returned checks, and write-offs.
- **Purchasing**—Alert buyers about new non-stock item sales, late vendor shipments, canceled special orders, confirmed direct shipments, item receipts and variances, and invoice price discrepancies.

Job Scheduler: The S2K Enterprise Edition Job Scheduler provides users with the ability to process reports and other events at specified times and intervals throughout the course of their business cycles.

Desktop Integration: S2K Enterprise Edition software provides complete integration with PC-based productivity products, such as Microsoft Outlook®, Excel®, and Word®. This integration provides users with the flexibility to utilize desktop applications while taking advantage of the power, reliability, and security of VAI's Enterprise software.

Business Intelligence: Through rich data analysis and data mining capabilities, powerful Business Intelligence tools enable you to provide all of your employees with critical, timely business information tailored to their specific information needs.

EDI Integration: EDI is available with several translator software packages and Value Added Networks (VAN). It offers businesses inbound and outbound mapping capabilities, forward/storage systems for trading partner transmissions and fast-response, error-free, efficient handling of accounting transactions.

As an award-winning IBM Premier Business Partner and software developer, VAI solutions provide the power and unsurpassed value that companies need to address key industry requirements and deliver bottom-line results. Our long-term partnerships with technology leaders, such as IBM, can help you develop a resilient technology infrastructure that provides a security-rich, agile, available, and recoverable environment for your business. One that gives you the flexibility to adjust to changing pressures, demands, and expectations. All supported by a comprehensive set of services, reflecting years of industry knowledge and experience. At VAI, we bring together the best of IBM—and our strategic partners—to effect change and optimize business performance.



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