

## Point of Sales

### True integration

Point of sales, CRM, purchasing, inventory and accounts in the same application

### Single server architecture

Have centralised control of your system and reduce the costs for hardware

### Multi-store

Supports real-time single and multi-store operations worldwide

### Offline Point of Sale

Mixed real-time and local, batch Point of Sales for greater flexibility

### Mobility

Process sales transactions and even take payments on various handheld devices

### Mixed Platform

Mix and match Windows, Mac, Linux and handheld clients

### Business Intelligence

Graphical dashboards on key sales measures delivered in hours



The World's Best Integrated Business Platform

# Automate point of sale processes and gain powerful insights to help you deliver superior customer service

Enterprise is ideal for a retail Point of Sale environment. This fully integrated system links your front office point of sales system directly to your back office operations. Access the relevant data in real-time, or offline if required.

## Hardware setup

Enterprise is ideal for a Point of Sale environment (POS), such as a shop. Enterprise is loaded onto a PC connected to the network, which acts as the till. Various POS devices can be connected to the PC and used for data entry or output by Enterprise:

### Barcode scanners

Enterprise accepts data entry for any field from a barcode scanner, including stock codes, commercial barcodes, and serial numbers.

### Receipt printers

Enterprise is best set up to print to these printers using escape sequences. Document layout is customisable.

### Cash drawers

Enterprise can issue escape sequences to open a cash drawer when printing receipts.

### Intelligent keyboards

Programmable keyboards allow one or more series of keystrokes to be preprogrammed, so a series of Enterprise commands can be performed at the touch of a single key.

Keyboards can be used in this way for data entry (instructing Enterprise to add a particular piece of data into a specific field), for printing, opening a cash drawer, and moving on to the next transaction.

*"It was important for us that the selling process in the system would be quick and foolproof. It was important that the system was very user friendly, that it's almost impossible for users to make any errors. I am happy that we have achieved these goals with Enterprise."*

*Alan Bekhor, Bekhor Offices*

### Touchscreen monitors

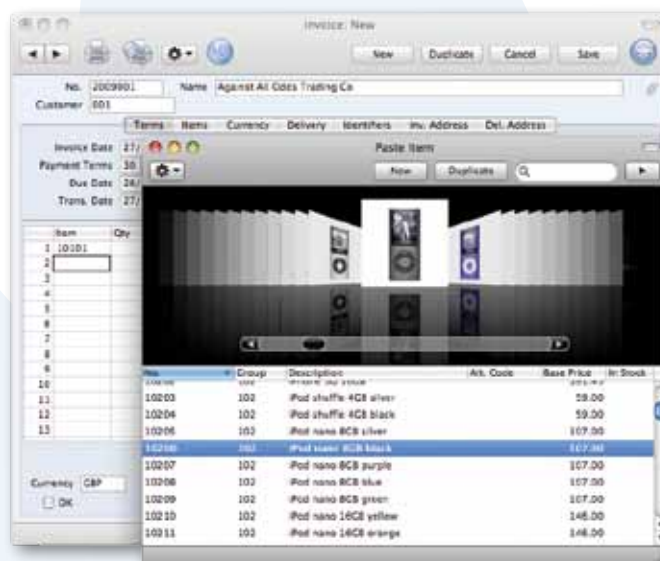
Touchscreens provide faster data entry in predictable environments with few items, particularly food and beverage stores.

### Credit card processing machines

Enterprise can be interfaced with software used to run these machines, removing the need for rekeying of amounts.

## Customer Data Collection

Retail is a fast-moving environment, hence capturing customer details must be as quick as possible. In many cases, you will not want to capture customer address details - Enterprise supports configuration of a default customer with, for example, cash terms on a tax-inclusive price list.



The power of Enterprise's integrated approach becomes apparent when you need to capture customer details. If you have dealt with the customer before (whether or not you have sold to them), you can find their details with a couple of keystrokes, and bring in automatically their payment terms, address details and pricing details.

If the customer is unknown to you, it is possible to enter their details quickly from the invoicing screen. In some countries, interfacing to postcode addressing software can further speed up this process, and help to eliminate errors.

### Pricing

Each customer can be given a price list, for setting their unit prices, and/or a discount matrix (for setting a percentage discount). Price lists can be tax-inclusive or exclusive, and set in any currency. Promotional price lists can be configured, that apply only for a given date range. Prices can be set in this way for all items in the database, or for any individual items or groups of items. Customers can be given "customer-specific" variations to a price list without needing to create a completely new price list. Prices and discounts can also be made dependent on the quantity of an item that is sold.

*"With Enterprise we have dramatically reduced training time for retail operations by 75%."*  
 Robert Ruijgrok, CompNow

### Cash, Credit Cards, Gift Vouchers

Payment terms will principally be cash, but can be any of the other terms in the database. For example, you may have trade customers that occasionally pick up their own items rather than requesting delivery and who want to be invoiced. These terms can be overridden for each transaction - for example if the above trade customer feels like paying cash anyway. Sales Ledger entries

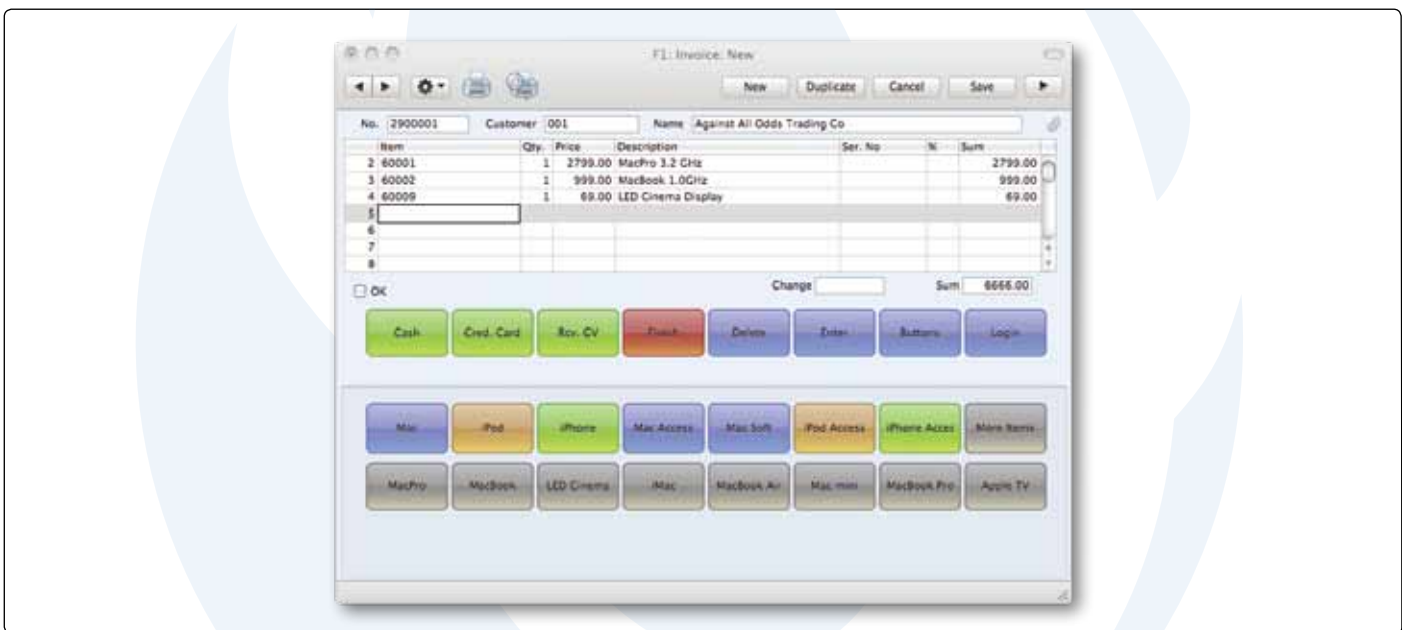
will be created automatically where payment in full has not been received.

*"We need to have a good view about the overall operation and sales data in stores, and with Enterprise's wide area networking capabilities we can log in from anywhere and get a birds eye view of all the showrooms real-time."*  
 Ghassan Bendali, iStyle

For cash transactions, Enterprise will support multiple payment methods even on the same transaction, such as when a customer pays partly with one or more credit cards and partly in cash. Also cashback transactions may be required, and these are calculated automatically. At the end of a shift, you enter a summary of payments received, split by payment type, and Enterprise reports on the comparison between takings booked and received. In many countries, Enterprise offers internet services supporting automatic credit card processing.

Enterprise also allows you to issue gift vouchers, and track who these were sold to. Gift vouchers can be redeemed as just another payment method, although serial numbers are verified at the same time to ensure the voucher is legitimate.

Enterprise also supports deposit taking, both on a discretionary basis and as a percentage of the total invoice. Items rung through on the till can be shipped subsequently to the customer.



## Stock

Enterprise has a fully integrated stock system. Refer to Enterprise and Stock and Warehousing and Enterprise and Purchasing for more details. Stock elements that can be unusual in other POS systems include:

- serial number tracking
- ability to take cash while issuing stock later (whether for customer collection or despatch)
- multiple locations, and multiple positions at each location (for easier stock discovery)
- detailed and automated stock counting features
- multiple stock valuation methods
- support for consignment stock
- extensive reporting on sales, margins, item histories, warranties and much more.

## Interface and Searches

Careful thought has been given to the user interface to ensure ease of use coupled with rapid data capture. Examples include:

- cursor movement to mandatory fields only
- item warnings to assist users
- user-definable buttons, at multiple levels
- access to all other parts of the integrated database

It's vital in many POS environments to have quick searches to find data, in particular customers and items. Enterprise supports searches on any string, with drill-through from lists of matching entries onto the point of sales invoice. Items can be given multiple classifications, and then selected by moving through multiple level

menus. You can select using Coverflow - touchscreen or mouse-driven selections of pictures of your stock items.

## Real-time or Batch

Enterprise is a real-time, fully integrated system. Many of the POS users will want to benefit from this, by keeping stock control figures in real-time.

The unique architecture of Enterprise allows the use over wide area networks (WAN), including slow speed networks, without the need for expensive and complex third-party solutions. As a result of this, Enterprise is particularly simple and quick to deploy across multiple sites, allowing you to query stock in alternative locations where necessary in real-time.

*"Enterprise has allowed us to merge information from all of our different locations into one database by each shop connecting to the central server directly."  
Ilze Neihofere, Aprograde*

Some companies may feel insecure working in real-time across multiple sites, and will prefer to use Enterprise's routines for uploading data from remote locations to the server - these can be run at any regularity, not just the traditional overnight method. This "batch" method also provides a fallback for real-time users, should the network connection go down for any reason.

## Queue Busting

In particularly busy retail locations, you may benefit from Enterprise's ability to run on mobile devices such as Windows CE barcode scanners, or Apple's iPod Touch/iPhone. Use barcodes or touchscreen to enter items purchased, and then print to wireless network printers.



## Interaction with Enterprise by HansaWorld database

Point of Sales is a module fully integrated with all other parts of the Enterprise database. Many interactions are possible, promoting key efficiencies, in particular:

### Accounts

Depending on your choice of real-time or batch, you get either real-time or batch accounting entries as well. Either way, you eliminate the need for any rekeying or building of expensive interfaces, and you can navigate between relevant transactions with single keystrokes.

### Stock

Again depending on your choice of real-time or batch, you get either real-time or batch stock control entries as well, across all your multiple locations. These figures are simply queried from point of sales entries.

### Purchasing

It's easy to query when to expect delivery of items out of stock, and store managers have many tools to assist them with purchasing (if they place orders directly on suppliers) or with requisitioning (if there is central purchasing).

### Customer Relationship Management (CRM)

If you capture information about your customers at point of sale, then it's straightforward to target mailshots on a regular basis - for example, it takes around a minute to create an mailshot to all customers profiled as interested in your most expensive product and who have not bought it yet.

### Document management

Any file can be attached to any record in the Enterprise database. Most frequently this will be pictures attached to the Item record - both to assist with data entry and for printing onto invoices.

### Other vertical modules

As Enterprise is a single, integrated database, it's natural for the POS user to be able to make sales or entries in other parts of the system - subject to access rights. The most frequent such entries include service orders (repairs), raising of maintenance contracts and sales of implementation services.

*"When we close for the day, the Cash Up report makes it easy to balance the cash."*

*Frank-Steinar Pedersen, Eplehuset*

Event	When	Comment	Cash in	Cash out	Balance
Open. Balance	27/7/2009				0.00
POS Inv.	C	Cash	196.46		196.46
POS Inv.	X	Credit Card	168.11		364.57
Total			364.57	0.00	364.57

Item Group	Name	Quant	Sales Incl. VAT	VAT
AUDIO	Audio Products	16.00	364.56	54.29
Sum		16.00	364.56	54.29

Sales Incl. VAT	Sum Std Rate	Total VAT
364.56	54.29	54.29

End Balance	Pay Mode	Open. Balance	Cash in	Cash out	Balance
C	Cash	0.00	196.46		196.46
X	Credit Card	0.00	168.11		364.57

Events after last POS Balance record will not be posted to N/L until next POS Balance record is created

## Modules

- Business Alerts
- Cash Book
- Cheques
- Conferences
- Consolidation
- Contracts
- Course Booking
- Credit Management
- CRM
- Customs
- EDI
- Email
- Expenses
- Fax
- Fixed Assets
- Group Calendar
- Hotel
- Internal Stock
- Jewellery
- Job Costing
- MRP
- Nominal Ledger
- Point of Sales
- POS Offline
- Pricing
- Production
- Purchase Ledger
- Purchase Orders
- Quotations
- Rental
- Report Generator
- Resort
- Resource Planning
- Restaurant
- Sales Ledger
- Sales Orders
- Service Orders
- Share Trading
- SmartView  
(Business Intelligence)
- Stock
- Task Manager
- Telephone Log
- Warehouse Management
- Webshop and CMS

## Technologies

- Business Communicator (Asterisk, Skype and TAPI)
- Forms Designer
- HAL Customisation language
- Intelligent Routing
- Interfacing Toolkit
- Massive Cacheing
- ODBC
- SmartApps Designer
- Wide-area Networking

## Internet Services

- Address Lookup
- Credit Card Payment
- Credit History
- E-invoicing
- Electronic Bank Services
- Electronic VAT Return
- Exchange Rate Lookup
- Postcode Lookup

## Company profile

HansaWorld is a major international software company specialising in business optimisation solutions. The group employs around 300 staff in a strong network of daughter companies and distribution partners worldwide. There are offices in 19 countries spanning all the major continents, allowing HansaWorld to offer international implementations with a single point of contact across many countries.

The group was founded in Sweden in 1988, by Managing Director Karl Bohlin, and is currently headquartered in Ireland. The products are available in 27 languages and work with almost all computers and operating systems. There have been more than 74,000 HansaWorld installations at a wide range of organisations, from small and medium-sized businesses to entrepreneurial divisions of larger companies.

HansaWorld is one of the leading drivers to bring a new perspective to corporate software business needs. Traditional software companies continue to push a silo approach involving developing an Enterprise Resource Planning application that is difficult to integrate with other components such as Customer Relationship Management, Email, Document Management, Workflow and vertical market solutions. HansaWorld has pioneered the approach of developing solutions that cover almost all the company's main business needs in a single, integrated solution, and by underpinning these with constant technological innovation. As a result, this Integrated Business Platform unifies processes across all departments, through advanced software-based best practices which thereby improve the flow and value of business transactions to deliver time and cost savings at every level without compromise.

HansaWorld provides local product management for each market where it actively sells Enterprise. This process covers not just translations (if required), but also localisation for statutory and commercial practices, and ongoing quality control.

## Product Strategy

Enterprise's advanced and successful user interface was first developed for Apple Macintosh in 1988. In 1994, when the program was ported to Windows, it had already been proved by thousands of users. HansaWorld's experience with international sales and modern technology puts it in the perfect position to meet the challenges of the next decade.

HansaWorld provides a wide range of technologies for e-business including internal and external email, several webshop solutions and PDA support. In addition, HansaWorld can help to build a corporate portal. Enterprise is developed using C++ as its programming language, and proprietary technology for database design and for network communication. This allows HansaWorld to have the same products available for several different operating systems, each version optimised for maximum performance.

Currently Enterprise is available for Windows 2000-XP, including Windows CE, Mac OSX, Linux and AIX, Symbian S60 and iPhone.

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HansaWorld UK Ltd  
Abbey Business Centres, 111 Buckingham Palace Road,  
London SW1W 0SR, UNITED KINGDOM  
Tel. +44 (0)845 123 2732 E-mail: uk@hansaworld.com