AMC Convergent IT (AMCCIT) Portal ASP
ZEN GLOBAL PRODUCTS

The AMCCIT Zen Global Retail Management System (RMS) is not simply procurement or sales or debtors or creditors; it is a holistic approach encompassing all the activities including multimedia advertising and marketing making up the entire retailing environment. The AMCCIT Retail Management (ASP) Portal is a purpose built suite of retailing applications that seamlessly work together producing a sophisticated and yet very easy to use Retailer Management System (RMS) that can handle a wide variety of retail enterprises from *single* stores to very large franchise or corporate organizations amongst these shopping centres and airports.

The architecture is Internet based enabling a retailer to gain access to and alter their chain of stores or store specific information from anywhere there is an Internet access point.

Rather than being Internet "enabled" the AMCCIT applications are truly Internet based. This markedly distinguishes the AMCCIT products from the likes of many other providers products which remain reasonably "thick site" computer based and pass some information to a central Internet based host or that require a VPN (Virtual Private Network). The Internet basis means any TCP/IP capable device can be incorporated into the system, including cellular phones and PDA's, whether wireless, WAP or Bluetooth or shelf price labelling technologies such as ILID and RFID technologies.

The software is modular and retailers may choose to use as little or as much of the available functionality as they wish. The model is a subscriber based *application service provider* one, so unlike traditional monolithic software applications the user only pays for what they either can or choose to use.

Implementations of the Portal ASP are available for Windows and Linux.

The AMCCIT products are **hardware independent** and support IBM, NCR, Toshiba amongst many others. AMCCIT provides a **National Support** and is committed without reservation to be <u>fully</u> responsible for the support of our client base. AMCCIT quotations using NCR, IBM or Toshiba equipment always include software and hardware *on-site* and *remote* support with a programmed *Continuing Education Program* (CEP) for clients.

The entire suite of applications is ***open system** architecture* with a choice of databases in both native and ODBC modes. The database of choice is the highly scalable and powerful ORACLE database engine. When implemented with the Zen Global Products ORACLE is an economic choice providing massive SQL capabilities. Alternatively, you may implement MySQL of SQLServer or other database engines.

Functionality is delivered through PHP and Apache, Java, JavaScript and other rapid application developer tools facilitating the applications residing on Linux, UNIX or Windows based platforms. Database support for MySQL, SQL Server and Oracle and others is available.

The PHP is compiled and encrypted; protecting the underlying source code of the applications.

Fundamental to the suite is the ability to <u>drill-down</u> from summary to detailed information, the rules being very simple, anywhere there is a hyperlink there is supporting information below this information.

The RMS package is highly scalable supporting single stores, chains of stores, differing business store types, shopping complexes, airport terminals and the likes.

The AMCCIT Portal ASP products are aimed at the Tier 2 and Tier 3 retail enterprises. The products give the Tier 1 competitors a run for their money – JDA, Retek and the likes; however, there are relatively few retailers in this space compared to the thousands of Tier 2 and Tier 3 retailers. The AMCCIT Portal based ASP products are aimed at the larger potential market group and are priced accordingly; there are value for money implementations for small retailers.

Interestingly, the designer of a potential Internet based competitor recently publicly stated the owners of that product "wish they could do what AMCCIT does."

The business type targets include:
1. Supermarkets
2. Specialty stores
3. Convenience stores
4. Hardware stores
5. White goods stores
6. Restaurants
7. Food and produce stores
8. Cell shops
9. Butcher and Food shops
10. Fast Food
11. Franchised operations

The hierarchical structure of the application facilitates control and reporting at the store level, chain level and higher body level with regional and country reporting. Enterprises operating in multiple currency jurisdictions can use the local currency in that country but report in a unified currency at central levels. The system provides configurable security and privacy of information at the various levels.

Stores may implement:
a)   Point of sale to in-store back office application
b)   Back office application to Portal
c)   Point of sale direct to Chain and Company level portal application
d)   Point of sale direct to Higher Body portal and also to Chain and Company portal

A store or a specific chain or company may only effect and see the information relating to that store or chain or company. Whereas the "higher body" may see all stores or chains. These features are controlled by the "company", "user" and "password" of the party logging into the portal. This architecture makes the AMCCIT portals ideally suited for franchising needs.

Multi-lingual capabilities
Data dictionaries provide a seamless multi-lingual capacity. Indeed the language used by the application can be set by the profile of the person who has logged in. All foreign languages can be accommodated, subject to the translation of the data dictionaries.

The multi-lingual capabilities relate to the application screens and instructions while the data held in the databases is common across the enterprise. The databases supported include Oracle, MySQL, SQL server and so on. ODBC databases are supported through appropriate drivers; Oracle and MySQL are supported native.

Franchises

Zen Global is highly suited for franchised enterprises with centralized ordering, product master control, supplier contracts, many other features but importantly automatic calculation of franchise fees based upon a variety of variables and formats. The fees are calculated on demand, the invoice generated and emailed to the franchisee. Situations in franchises where operators are permitted to sell non franchise fee earning items are catered for.

Supplier Contracts enable deals to be set up with Suppliers for varying periods of time and to be enforced in the stock ordering and stock receipting phases.

Price Matrices

Dynamically handle supplier or other item price variations factoring in margins, price sensitivity and other factors with flexible rounding rules by item or by department to ensure you achieve the best return.

Price Catalogues by Customer

Each prospective customer can have their own price catalogue containing a specific and individual selling price for that customer. If you have 1,000 account customers you could have 1000 different prices for the same product. Price variations are managed using the *Price Matrices*.

RFID

Radio Frequency Identification is supported.

SELF CHECK-OUT

The NCR Self Check-Out is supported and seamlessly integrated into the AMCCIT Zen Global Portal solution.

VISION

Presenting multimedia marketing messages to customers during the selling process is an acceptable method of up-selling or collaterally selling to customers. Buy this and suggest that is also purchased as it complements the first item. VISION is a module with a wizard to make site and central development and distribution of advertisements simple and powerful. VISION can be used to centrally design or program the sequencing of multimedia including menu lists. This includes what is shown, in what order, and for how long and on what terminals in a store or at which stores in a chain of stores. Menu lists can be integrated with the inventory to dynamically remove an item from the menu list when it is no longer available.

VISION multimedia presentations can be built at Head Office, distributed by Zen Global to one, or a range of or all stores within one company or a group of companies or all companies connected to the particular Portal. Stores can be given permission to suspend the centrally distributed presentation or add their own multimedia to it. The material can be professionally designed and incorporated into the Zen Global Vision product for presentation and distribution.

Pricing

Pricing is based upon the business enterprise and is subscription based. A retailer pays for what they use and the enterprises requirements.

Shopping Centres

The tendency and cultural acceptance of rents within shopping centres being charged based upon turnover of the tenant leads to a need for shopping complex operators to be able to predictably and reliably know what these turnovers are. The AMCCIT RMS ASP Portal solution provides an economical state of the art method for doing this whilst at the same time providing the tenant with a system they can use to manage their businesses. The flexibility of the solution means it works well in the large variety of business types found in a shopping complex. The solution is light, integrates with other POS packages readily through the XML interface, does not require sophisticated or expensive or powerful equipment and provides access to the information from any point through authorized access by the person logging on.

Corporate tenants can remotely obtain current information on the performance of their store within a shopping centre not only a few hundred kilometers away but even from foreign countries. These corporate tenants can control these businesses without needing to visit them, thereby gaining a much tighter control over the monetary functions and stocking of these stores.

Airports

The Zen Global range of products are an ideal comprehensive retail solution for domestic and particularly international airports whether there is a single or multiple airports connected.

The Zen Global products have been integrated into Airport Operation Programs (AOP) using an ORACLE platform. The flexibility and structure of the Zen Global Products enable them to be readily used in all concessionaires making up an airport's retailing environment including duty free shops. Zen Global has a comprehensive *passport tracking* module recording and tracking inbound and outbound passengers and flights calculating the appropriate duty and taxes to be applied. In a multi airport environment the hierarchical structures of organization, companies, regions and sites provides the infrastructure for comprehensive individual and consolidated reporting of the various activities in airport retailing. This includes self serve kiosks and multimedia kiosks and screens.

AMC Convergent IT has developed and implemented systems for:

- ▪ Supermarkets
- ▪ Airports – Kuala Lumpur International Airport (Malaysia)
- ▪ Loyalty – The Loyalty Group (Australia), ALH, Liquor Barons, Thirstycamel
- ▪ Meat & Livestock Australia (MLA)
- ▪ Butcher shops (various throughout Australia)
- ▪ Fishmongers (Australia)
- ▪ Greengrocers (Australia)
- ▪ Delicatessens (Australia)
- ▪ RSL (Australia)
- ▪ Mobil Oil Australia
- ▪ Epsilon (UK)
- ▪ Hairhouse Warehouse - franchise operation (Australia)
- ▪ City Farmers – franchise operation (Australia)
- ▪ Wrappings (Victoria)
- ▪ Sportspick football tipping kiosks & terminals (Australia)
- ▪ Liquor stores
- ▪ Hotel bars
- ▪ Nightlife venues

The retailer business areas addressed by the AMCCIT RMS Portal are:

1. **STORE LEVEL**

STORE SIDE

- Look-up screens 7,200 possible buttons
- Product & Catalogue maintenance (multiple site).
- Specials & promotions (multiple site).
- "Mix n Match" – date based
- Unit Pricing as per S1/0/A supported
- 5 selling prices per item in addition to specials, promotions, bulk quantity pricing.
- Integrated EFTPOS (Quest & Ingenico) dial up or TCP/IP
- **YOU SAVED** informed customer receipts
- **ILID** support – change shelf prices using fluorescent lighting
- Product categorisation from Business Unit, Financial Division, Department, Sub-department, Category, Range, Item, Sub-item, Brand, Label, Size, Colour, Style
- Stock transfers (multiple site) & Inter-branch transfers (multiple site).
- Stock returns (multiple site).
- Purchase orders individual store & consolidated.
- Stock allocation to store(s).
- Replenish by Sales or forecasting or other methods
- Supply chain management.
- Debtors (multiple site) and master slave accounts with invoicing
- Creditors (Suppliers) master/slave accounts and Supplier Contracts
- Lay-by
- Frequent shopper (Loyalty) programs. With automatic sign up and activation.
- Frequent shopper self maintenance and promotional Internet site.
- Marketing program with automatic sign up and activation.
- SMS and email clients or potential clients with offers & promotions or specials selecting based on their preferences, survey results and actual purchasing behaviour. Monitor the results of marketing and loyalty based campaigns.
- Cash & stock control (multiple site).
- Shop assistant/floor walker management & performance monitoring.
- Teller balance or cashier or Head Cashier cash up or shop assistant cash control
- Goal sheet business performance monitoring
- Scheduler – for resource management or time based services such as inshore appointments
- Multi-lingual support dependent upon operator login.
- Web presence, home page for links to own newsletters or activities.
- Point of Service (POS) or your own POS through XML linkage real-time or batch – you choose.
- Drill-down from a dashboard summary to transaction level.
- Define your trading week, 24 hour operation supported.
- Scale entry or unit quantity sales including tare and use by date.
- Promotions within store. Using **VISION**. Advertising & Marketing at POS customer screen multimedia for complementary & up selling with either Centralised dissemination and control or an ability to at local store level to add or replace media to be shown to customers.
- Scale, inline scales, rail scales and wrappers supported. **Certified** S1/0/A compliant.
- Centre Weighing Scales.
- Server Weigh Label delicatessen service.
- POS operator – security & fraud prevention (Control Reports)
- **JACKPOT** - a loyalty member based randomised drawer generating a **reason why the customer walks into your store.**
- B2C –operator to stakeholders customer orders – collect at kiosk or over Internet, process at store, notify customer by email or SMS, customer collect or home delivery payment with invoice/receipt at POS. *(optional)*
- Use the highly sophisticated and powerful AMCCIT POS or an existing or local POS interfaced using the AMCCIT standardised XML interface API and rapidly come online.
- Plus more …..

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2.   **CHAIN LEVEL**

The Retailer at chain or external controlling body level can perform the following functions, providing their privileges allow them to:

HEAD OFFICE/ HOST SIDE

- Retailer product maintenance <u>automatically</u> performed.
- Retailer turnover, profit or transaction numbers for charging purposes just happen.
- Retailer & user invoicing automatically based upon the "users" activities.
- Stakeholder performance including retailers, reporting.
- Information to determine if retailer mix is right.
- Statistics on retail & other airport centric activities (multiple site).
- Franchise monitoring.
- Generate franchise invoices
- Franchise registers – terms and reviews
- Monitor franchisee sales directly, secure tamper proof store sales reporting
- Debtors – global or company or store level. Master/Slave accounts supported.
- Creditors – global or company or store level. Master/Slave accounts supported.
- Inventory Management – can allow or prevent stores from creating items or changing any individual element to the item record.
- Pricing matrices by Supplier and department.
- Global price changes, differing prices in different stores supported with centralised control.
- Automatic import and product master update direct from supplier provided information. With automatic updating to affected stores with grace period for local stores changes if allowed.
- Centralised purchase order consolidation from individual store orders, forwarding to suppliers and processing of the stock receipt at store level. Centralised buying and allocation to stores.
- Centralised control of "big ticket" items by requisition alerting authorisation via the Internet
- Loyalty schemes (company or global) including email, SMS server capabilities
- Marketing schemes (company or global) including email, SMS server capabilities
- SMS and email clients or potential clients with offers & promotions or specials selecting based on their preferences, survey results and actual purchasing behaviour. Monitor the results of marketing and loyalty based campaigns.
- B2C –operator to stakeholders customer orders – collect at kiosk or over Internet, process at store, notify customer by email or SMS, customer collect or home delivery payment with invoice/receipt at POS. *(optional)*
- B2B –operator to suppliers *(optional)*
- Multi-lingual support dependent by operator login and store.
- Multi currency support with standardisation to host country currency for comparative reporting; local companies or stores are reported in local currency with ability to report in host currency.
- Customer self serve – *multimedia* kiosk support. Multi-function kiosk can be used for example for recipe select & print, instructions to clients, customer ordering, loyalty enquiries, sport tipping, etc.
- Informediary – to both customers & stakeholders (Vision).
- Connectivity to other stores/chain using portal technology forming closer ties, if desired.
- An automated technology service.
- Existing POS packages can be interfaced to full portal functionality in less than 5 days using XML.
- <u>Drill-down</u> from a store's summary department level to the actual transaction.
- All transactions at each store are date/time stamped.
- Become your own EFTPOS switch over TCP/IP for all your stores *(depends on EFTPOS network)*.
- Define your trading week and trading hours including from say 5am to 5am the next day..
- Integrate to Oracle financials.
- **VISION** - Advertising & Marketing support and control to Stores from HO with local store insertions and special promotion local or global. Supports customer displays and large format plasma/LCD screens.
- **MULITVENDOR** support.
- **Surveys** – set up and conduct your own or centrally controlled customer feedback surveys.
- **Marketing** – market to anyone using SMS and email without the person being a loyalty member & track how offers perform.
- Plus more …..

ZEN GLOBAL FAMILY OF PRODUCTS
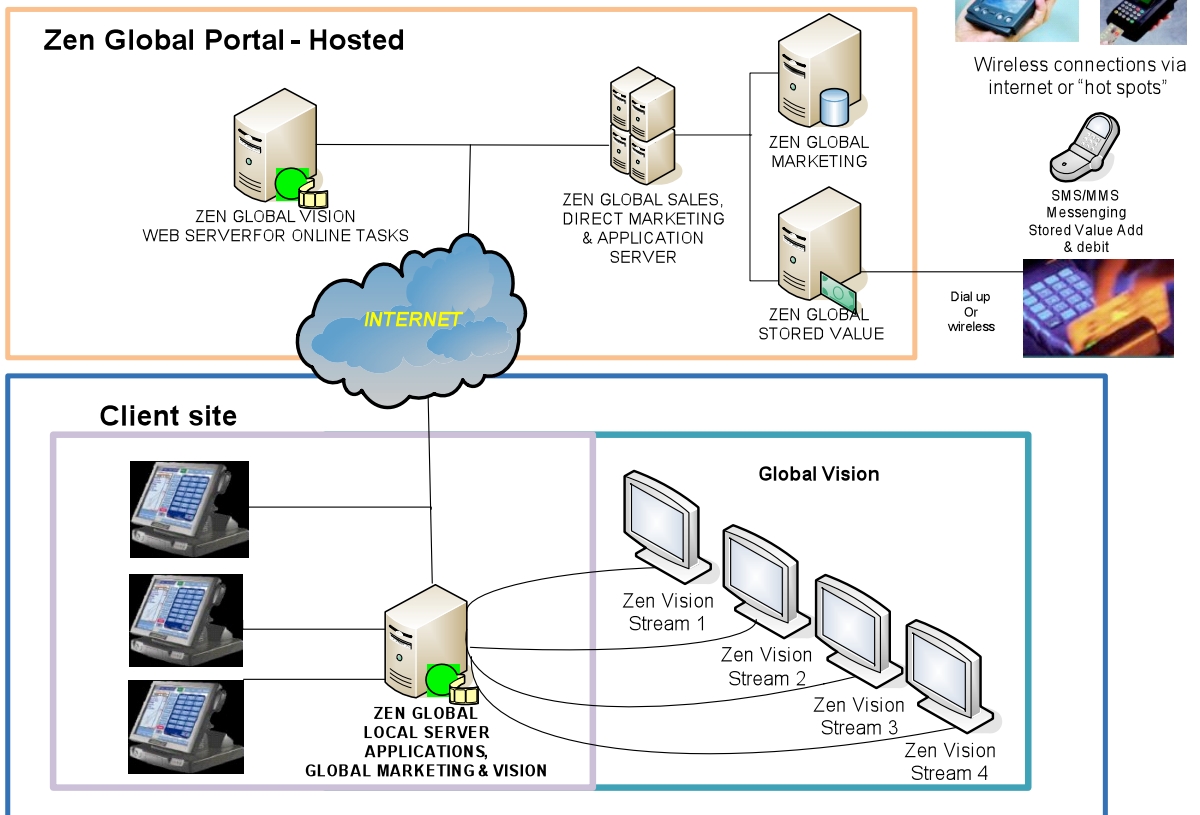
Structure

Zen Global is a subscription service. Users pay for the modules used and it is highly competitive with the traditional server in store based software solutions. It is a hosted service and the hosting can be located <u>anywhere</u> in the world. There are also *localhost* versions of Zen Global which can be located within an Enterprise at either or both of the store or a Head Office and these can report to a central environment.

Redundancy

In retailing redundancy is paramount. Zen Global goes to extremes to ensure continued selling operations can occur in the face of extreme adversity. Even losing the Internet link does not stop Zen Global from letting its users sell to their customers. POSPORTAL the Zen Global point of sale can operate in the absence of the Internet, with some functional online exceptions. POSPORTAL automatically goes into store and forward and reverts to online without human intervention. In the 4 years the Internet data dependent Zen Global applications have been in the field the availability time exceeds 99.99% over 400 sites.

Access Anywhere

To use Zen Global you only need to have an Internet connection; there is no need to carry around disks or computers. You can walk into an Internet Café and log on and see how the business and Enterprise is going or add items or change prices in total security – if you are allowed.

Traces

Zen Global tracks what is done by whom from where and by which login. It can even tell you whether you used a MAC or a PC.

Non Zen Global POS

AMCCIT provides a unified XML specification empowering POS vendors to fully integrate their POS programs with all of the functions of the Zen Global Portal retail management system. In some cases local vendor POS programs are more appropriate to the retail environment in a country. This may because of language or business practices in the country. Some systems are implemented in more than one country and it is easier and a better Return On Investment (ROI) for the customer to make use of either existing POS software or to use a local POS software vendor for support or other reasons. AMCCIT facilitates such needs.

The process of integrating a POS to the Zen Global suite is a 5 day exercise. AMCCIT has done this several times with POS vendors. The resultant integrated system is seamlessly integrated.

Hierarchical Company Structures

Zen Global supports many different combinations of companies and stores within the same portal. The businesses may be the same or totally different and still belong to the same Holding Company. Zen Global can report each store grouping individual for their own financial reporting as well as report on the entire enterprise. Even companies or stores using foreign currency can use that currency with their login and be reported in a common currency converted at a known rate in the Holding Company.

Zen Global's **multi-site** hierarchical structure means:-
- There is **no need** for a *Store Controller*.
- There is **no need** for third party consolidators.
- Store(s) data is available *anywhere* there is an Internet connection as of the last transaction processed in the store(s).

Zen Global is:
- **Multi company**
- **Multi store**
- **Multi lingual**

Flexibility

AMCCIT (a wholly Australian company with a wholly owned subsidiary in Thailand) are the sole originators and developers of the intellectual property in the ASP Portal. This means it has greater flexibility in pricing than the likes of large organizations such as JDA and Retek.

AMCCIT is a development and support house and does not have a large marketing or corporate structure to support.

Zen Global has been developed by a group of skilled retail industry experienced system designers and system architects. The code is not modified old age source; it is all new state of the art rapid application development operating system independent code (except for POSPORTAL). Zen Global is controlled by a large number of configuration variables that determine how it will function in any given set of circumstances. Most of these variables are set once and then never touched again –the Zen Global products change as your business changes. The packages

are continually being developed and expanded. Zen Global is truly a Retail Management System.

Its developers are focused on ensuring it remains at the forefront. Its architecture uses TCP/IP and RAD tools. It is open system and not locked into a Windows environment rather it can live in any operating system environment for which the Database engines are available.

Transactions
Zen Global retains all transactions processed and does not summarise data. This means that at any time in the future the raw data is available for that new report to determine that new trend.

Operator Modes POS
Sales assistant mode, with up to 16 servers simultaneously using the same equipment.
Teller mode for supermarket style check-out operations.
Head Cashier Cash Up functionality.

Operational Modes
A variety of operational methods which can be deployed in the same enterprise provide operators with a high degree of flexibility:

Sales assistant – up to 16 simultaneous logged in, can be sole or all terminals in store or a range of them.

Teller check out – single operator to a terminal for session.

Server Weigh Label – delicatessen style multiple users of terminals. Customer selects product, is served and product is weighed and labelled with a barcode label for scanning at check-out.

Multi-vendor – such as in Food Courts and Department Stores or Markets where there are "stores within a store" are catered for. Each "store" has a POS by which product is selected by the customer. This product has a barcode label and a customer can purchase goods from a number of stores within the area. The customer passes through a single check-out paying for all the purchases at the one point as they are exiting the store. The system "knows" what was purchased from each store and allocates the sales to that store in real time. Each store within a store has a site on the Portal and can see and manage the sales and business. Each vendor can only see their store's figures. Stores owned by the same vendor can all be seen with the same login if desired. Zen Global determines the *commission* or *reconciliation* to be paid to the operator of the supermarket, food court or department store this can be a fixed percentage of sales, a flat fee, a flat fee plus a percentage or other events can come into play.

Common usage of this feature is where you may have a supermarket, bakery, butcher and greengrocer in a common physical area *(Store within Store* using a **common check-out***)*.

Another example is in duty free stores where individual vendors can be found within a single store.

(See separate factsheets)

Reporting Periods

In retail no single figure means much; Zen Global groups and presents figures in lots of 7 whether that be as 7 days, 7 weeks, 7 months, 7 years or the last 7 Mondays or Tuesdays, etc. See the trend and act on that trend. Reporting samples available on request show more of the power of this package. See the figures as a table; see the figures as a bar chart or histogram or line chart or pie chart. Because Zen Global holds the actual transaction detail it is available for analysis at any time now or into the future. Data is held within the database for a period of currently up to 7 years and then archived.

Hide menu   Print   Download   Home > State Sales

Report Options

Options   Filters

By [Day ▼]   Date [17 Apr 2007]   Display As [Table ▼]

Dropdown: Day / Week / Month / Year / Sunday / Monday / Tuesday / Wednesday / Thursday / Friday

States by Sales

State	Tuesday 17-Apr-2007	Wednesday 18-Apr-2007	Thursday 19-Apr-2007	Friday 20-Apr-2007	Saturday 21-Apr-2007	Total
VIC	...01					$11,950.01
WA	$6,806.66					$6,806.66
NSW	$6,363.94					$6,363.94
Total:	$25,120.61					$25,120.61

SALES REPORTING - States or Regions with drill-down

Report Options

Options   Filters

By [Day ▼]   Date [22 Oct 2009]   Display As [Table ▼]

Dropdown: Day / Week / Month / Year / Monday / Tuesday / Wednesday / Thursday / Friday / Saturday

States by Sales Inc

State	Monday 19-Oct-2009	Tuesday 20-Oct-2009	Wednesday 21-Oct-2009	Thursday 22-Oct-2009	Friday 23-Oct-2009	Saturday 24-Oct-2009	Sunday 25-Oct-2009	Total
VIC	...60	$106,060.55	$125,986.77	$191,074.99	$201,404.63	$203,739.52	$137,298.02	$1,065,289.07
QLD	...07	$41,042.48	$47,207.87	$78,641.40	$56,878.21	$73,275.70	$36,544.11	$375,392.84
NSW	$21,917.65	$24,106.11	$23,636.00	$53,616.25	$35,192.08	$47,056.31	$24,599.29	$230,123.69
SA	$9,109.35	$10,158.30	$11,456.61	$23,455.61	$14,547.63	$21,672.21	$9,670.49	$100,070.20
WA	$8,859.78	$10,588.65	$8,464.94	$18,814.70	$11,286.54	$19,664.34		$77,678.95
ACT	$5,049.35	$5,188.35	$4,701.90	$5,513.19	$7,436.49	$9,683.06	$8,480.25	$46,052.60
TAS	$1,607.30	$2,216.15	$2,135.35	$1,064.45	$3,155.25	$2,393.30	$942.15	$13,513.95
Total:	$358,595.66	$379,249.08	$426,572.57	$708,200.96	$627,985.82	$719,613.86	$410,808.29	$1,908,121.30

REGION SALES REPORT DRILL DOWN

Sites by Sales Inc

Site	Monday 19-Oct-2009	Tuesday 20-Oct-2009	Wednesday 21-Oct-2009	Thursday 22-Oct-2009	Friday 23-Oct-2009	Saturday 24-Oct-2009	Sunday 25-Oct-2009	Total
Castle Towers	$2,184.60	$3,329.70	$2,764.90	$7,237.79	$4,753.90	$7,552.19	$3,617.05	$31,440.14
Miranda	$2,023.05	$2,706.64	$1,829.90	$7,436.40	$3,963.90	$4,607.35	$4,588.00	$27,155.24
Parramatta Lv 5	$1,723.60	$2,935.12	$2,397.80	$5,620.00	$3,433.15	$6,260.36	$2,887.25	$25,257.28
Albury	$2,725.85	$2,157.65	$3,440.70	$5,398.40	$3,801.84	$4,586.95	$1,345.40	$23,456.79
Tuggerah	$1,758.30	$2,230.20	$2,355.00	$5,580.85	$3,200.59	$4,026.91	$2,012.99	$21,164.84
Liverpool	$1,382.70	$2,182.85	$1,739.75	$4,580.90	$2,449.35	$3,683.35	$1,328.20	$17,347.10
Parramatta Lv 1	$1,848.65	$2,008.60	$1,962.40	$4,393.60	$2,155.10	$2,602.45	$2,138.00	$17,108.80
Eastgardens	$2,287.40	$1,804.35	$1,310.75	$2,863.95	$3,128.80	$3,825.45	$1,409.15	$16,629.85
Glendale	$1,967.15	$1,382.00	$1,595.45	$3,281.20	$3,108.40	$2,856.10	$2,097.30	$16,287.60
Bankstown	$1,603.00	$1,554.70	$1,915.55	$2,245.85	$1,704.10	$2,608.40	$1,601.75	$13,233.35
Wetherill Park	$1,164.70	$774.75	$908.10	$3,552.40	$1,538.00	$3,386.45	$1,574.20	$12,898.60
Young	$1,248.65	$1,039.55	$1,415.70	$1,424.90	$1,954.95		$1,060.35	$8,144.10
Total:	$21,917.65	$24,106.11	$23,636.00	$53,616.25	$35,192.08	$47,056.31	$24,599.29	$230,123.69

INDIVIDUAL STORE SALES REPORT DRILL DOWN from here go to the items

Sales (Inc) by Category Young

Category	Monday 19-Oct-2009	Tuesday 20-Oct-2009	Wednesday 21-Oct-2009	Thursday 22-Oct-2009	Friday 23-Oct-2009	Saturday 24-Oct-2009	Sunday 25-Oct-2009	Total
Hair Salon Service	$235.00	$55.00	$160.00	$180.00	$928.00	$365.00		$1,923.00
Packs	$305.40	$214.50	$106.80	$186.55	$129.70			$942.95
Styling	$49.85	$100.20	$164.70	$101.30	$133.20	$279.05		$828.30
Fashion Accessories	$46.35	$37.75	$139.65	$321.45	$88.65			$633.85
Shampoo	$108.80	$94.80	$142.65	$26.95	$167.80	$74.85		$615.85
Home Hairdressing	$50.80	$23.90	$164.30	$123.95	$97.55	$23.90		$484.40
Electrical	$34.95	$169.90	$169.95					$374.80
Conditioner	$61.90	$123.85	$58.00	$26.95	$65.95	$26.95		$363.60
Piercing	$183.50	$20.90		$34.90	$78.70	$38.90		$356.90
Miscellaneous		$13.00	$88.70	$179.95	$15.00	$49.85		$346.50
Body Piercing Service		$65.00	$25.00	$65.00		$155.00		$310.00
Waxing Service		$22.00	$64.00	$127.00	$67.00			$280.00
Hairdressing Tools	$9.90	$5.90	$24.95		$78.75	$4.95		$124.45
Hair Accessories	$49.50	$6.90	$36.60		$25.85	$3.95		$122.80

STORE SALES REPORT - drill down to departments

Department	Monday 19-Oct-2009	Tuesday 20-Oct-2009	Wednesday 21-Oct-2009	Thursday 22-Oct-2009	Friday 23-Oct-2009	Saturday 24-Oct-2009	Sunday 25-Oct-2009	Total ▼
Cuts	$125.00	$55.00	$80.00	$50.00	$243.00	$50.00		$603.00
Colour			$80.00	$130.00	$385.00			$595.00
Highlights	$110.00				$270.00	$110.00		$490.00
Blow Wave & Sets					$30.00	$110.00		$140.00
Upstyle						$95.00		$95.00
Total:	$235.00	$55.00	$160.00	$180.00	$928.00	$365.00		$1,923.00

STORE SALES REPORT drill down to item sales

Top 10 Hair Salon Service by Sales: Young : Ranged By Department Cuts

Item	Monday 19-Oct-2009	Tuesday 20-Oct-2009	Wednesday 21-Oct-2009	Thursday 22-Oct-2009	Friday 23-Oct-2009	Saturday 24-Oct-2009	Sunday 25-Oct-2009	Total ▼
Mens Cut		$20.00	$35.00	$20.00	$58.00	$20.00		$153.00
Child 6-12yrs	$65.00		$15.00		$25.00			$105.00
Ladies Cut - Trim				$20.00	$50.00	$30.00		$100.00
Ladies Cut - Restyle	$60.00	$35.00						$95.00
Ladies Shp/cut/bw					$40.00			$40.00
Ladies Cut - Medium					$35.00			$35.00
Child 0-5yrs			$20.00	$10.00				$30.00
Ladies Cut - Short					$25.00			$25.00
Mens Clipper Cut			$10.00		$10.00			$20.00
Top 10 total:	$125.00	$55.00	$80.00	$50.00	$243.00	$50.00		$603.00
Category total:	$125.00	$55.00	$80.00	$50.00	$243.00	$50.00		$603.00

STORE SALES REPORT drill down showing transactions containing a specific item

Transactions with Mens Cut: Young

Terminal ▼	Monday 19-Oct-2009	Tuesday 20-Oct-2009	Wednesday 21-Oct-2009	Thursday 22-Oct-2009	Friday 23-Oct-2009	Saturday 24-Oct-2009	Sunday 25-Oct-2009	Total:
1		$20.00 25569	$20.00 25610 $15.00 25658	$20.00 25695	$20.00 25700 $18.00 25742 $20.00 25743	$20.00 25759		$153.00
Total:		$20.00	$35.00	$20.00	$58.00	$20.00		$153.00

STORE SALES REPORT drill down to specific transaction showing all details of it

Transaction Header	
Site	Young
Terminal	1
Journal	25700
Shift	1
Date	23-Oct-2009
Time	09:42:14
Duration	15 seconds
Clerk Name	Karissa
Clerk Number	103

Terminal 1, Journal 25700:   Young   23-Oct-2009 9:42:14

Description	Sales	Quantity	Item Discount	Tender
Mens Cut	$20.00	1.000	$0.00	
CASH				$20.00
Total:	$20.00	1.000	$0.00	$20.00

The drill down architecture is carried throughout the product making navigation easy and allowing an operator to determine "what they need to look at."

Report on specific stores, items which sold when others were purchased ("basket analysis") and so on. Even set up by operator which reports they would like to run - "Add it to your favourites".
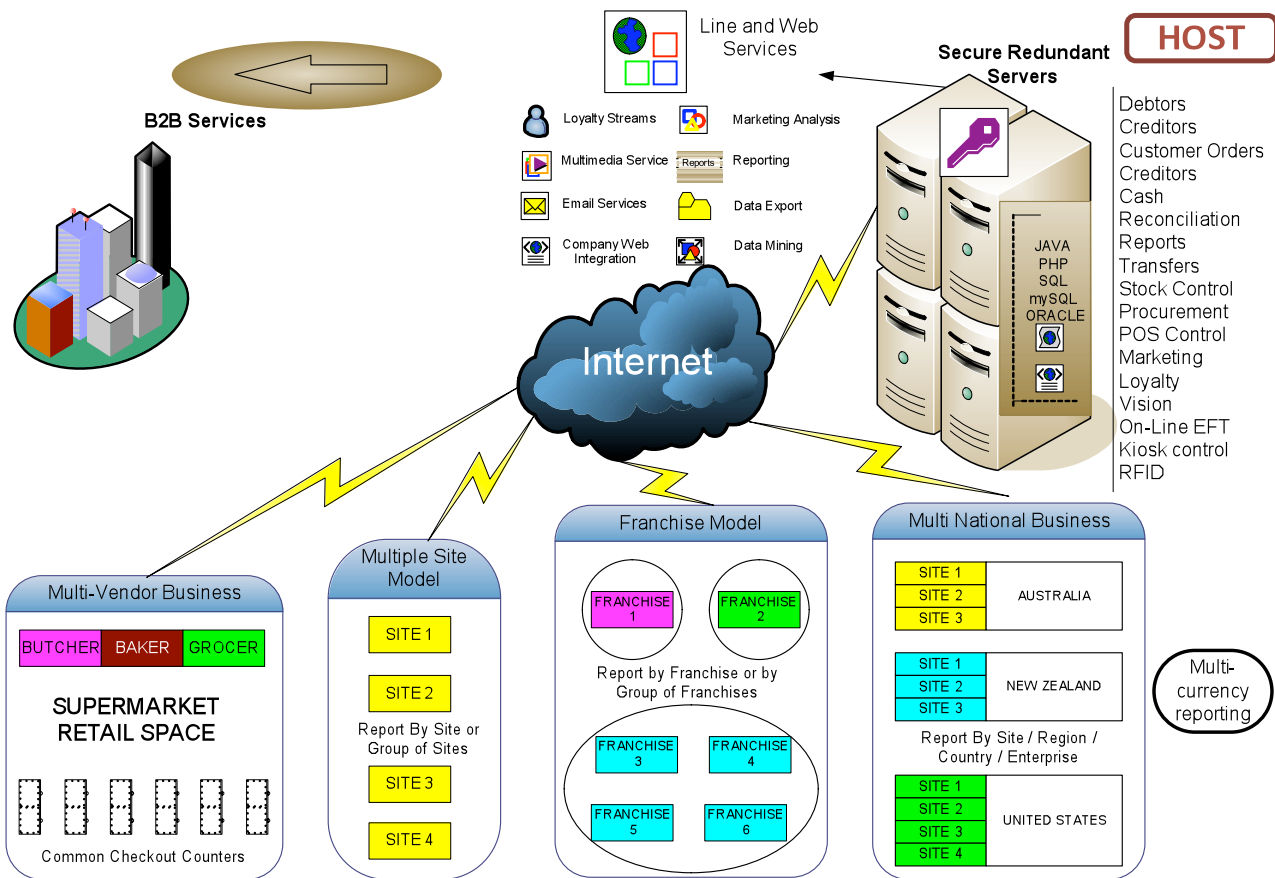
Consolidate or Not
Purchase orders from individual stores can be configured to be consolidated into a single Central or Company supplier order with instructions of what to deliver to each of the stores a part of the order.
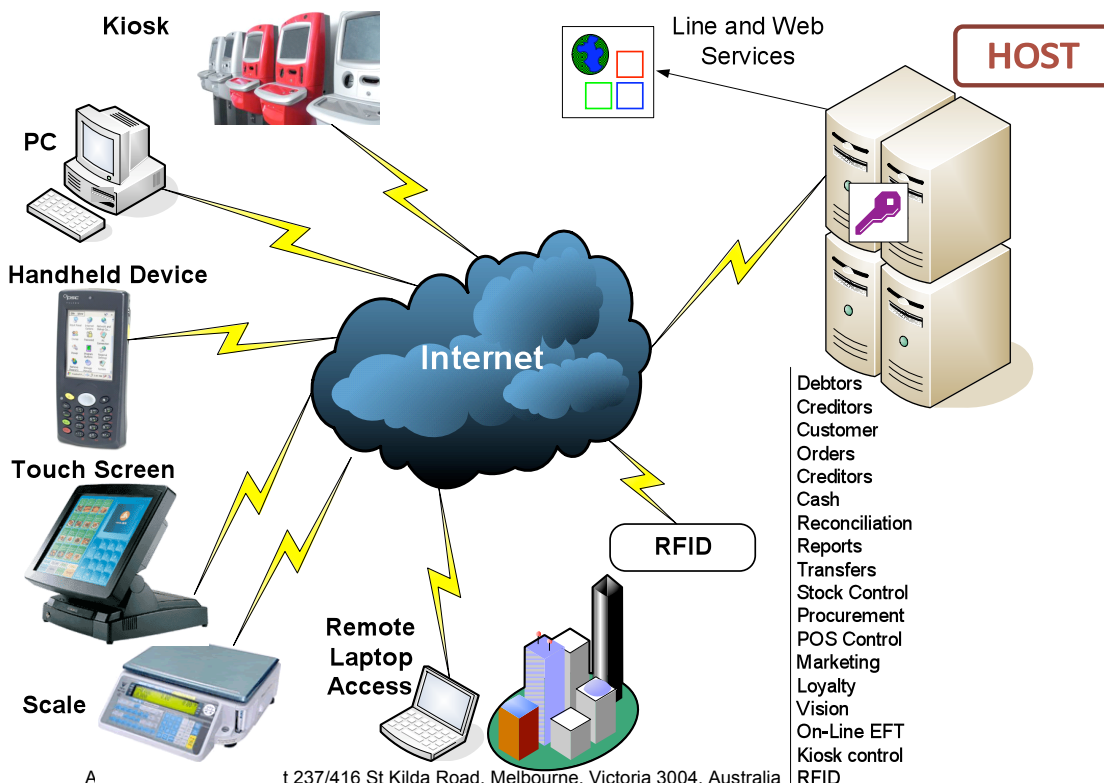
Local Accounting Systems
Because local taxation and accounting rules can differ between countries Zen Global can provide an interface to third party accounting systems *such as MYOB, QUICKEN, etc*. Zen Global manages the tax and charge rules on item sales and stock purchases and exports these journal entries to third party products either in a batch or real time mode. Versions of Zen Global have been interfaced to Oracle Financials and SAP.

ZEN GLOBAL SCHEMATIC ARCHITECTURE

Schematic 1 – ENTERPRISE LEVEL / CENTRAL

Line and Web Services

Secure Redundant Servers

HOST

Loyalty Streams · Marketing Analysis

Multimedia Service · Reports · Reporting

Email Services · Data Export

Company Web Integration · Data Mining

B2B Services

Internet

JAVA
PHP
SQL
mySQL
ORACLE

Debtors
Creditors
Customer Orders
Creditors
Cash
Reconciliation
Reports
Transfers
Stock Control
Procurement
POS Control
Marketing
Loyalty
Vision
On-Line EFT
Kiosk control
RFID

Multi-Vendor Business

BUTCHER | BAKER | GROCER

SUPERMARKET
RETAIL SPACE

Common Checkout Counters

Multiple Site Model

SITE 1

SITE 2

Report By Site or Group of Sites

SITE 3

SITE 4

Franchise Model

FRANCHISE 1 · FRANCHISE 2

Report by Franchise or by Group of Franchises

FRANCHISE 3 · FRANCHISE 4

FRANCHISE 5 · FRANCHISE 6

Multi National Business

SITE 1	
SITE 2	AUSTRALIA
SITE 3	

SITE 1	
SITE 2	NEW ZEALAND
SITE 3	

Report By Site / Region / Country / Enterprise

SITE 1	
SITE 2	
SITE 3	UNITED STATES
SITE 4	

Multi-currency reporting

Schematic 2 – STORE LEVEL

Kiosk

PC

Handheld Device

Touch Screen

Scale

Line and Web Services

HOST

Internet

Remote Laptop Access

RFID

Debtors
Creditors
Customer Orders
Creditors
Cash
Reconciliation
Reports
Transfers
Stock Control
Procurement
POS Control
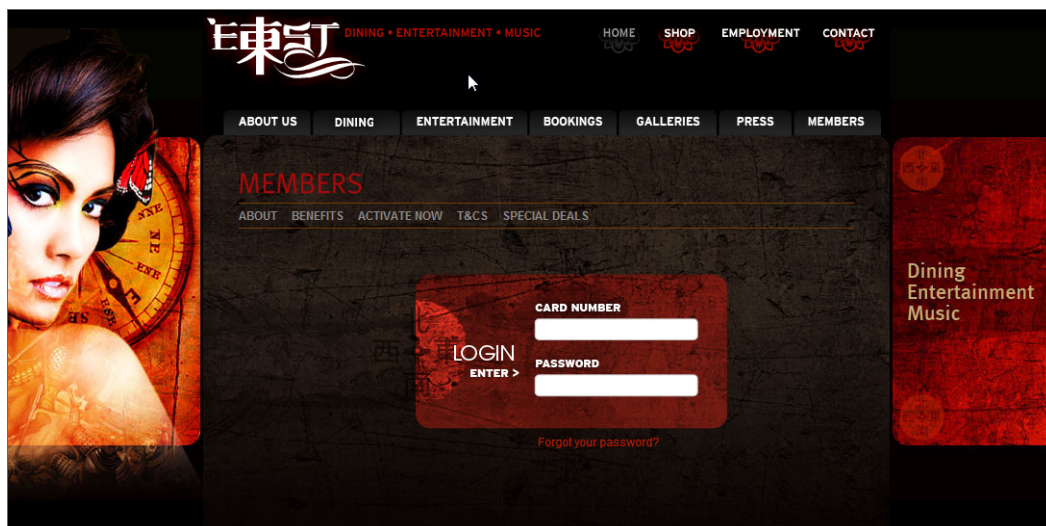Marketing
Loyalty
Vision
On-Line EFT
Kiosk control
RFID

PERSONALISE ZEN GLOBAL

Zen Global can take on the individualism of the user portraying the user's image to both their customers and staff alike differentiating themselves. Zen Global can take on the client's character.

East Restaurant example

Zen Global integrated Zen Global into the businesses web site. The web site accesses and writes the information from and to the Zen Global Host in real time with full security.
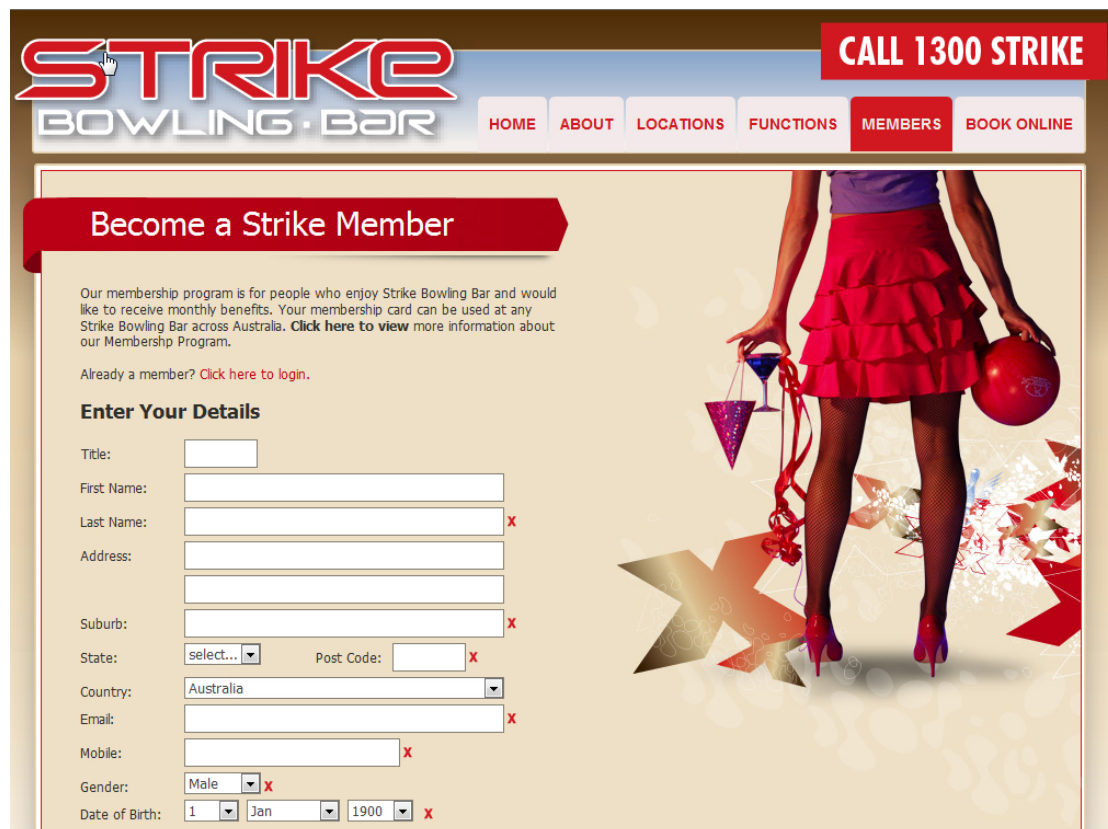
All the Loyalty and Marketing information including basket analysis resides on the Zen Global Host. This enables the business to modify their site using CMS without risking their member's data integrity. The web site does not need to maintain a database only the Zen Global database is required. All points accrual or redeemed and transactional information is held by Zen Global and by putting the web site interaction (create/modify members details at Zen Global also avoids potential synchronisation problems.
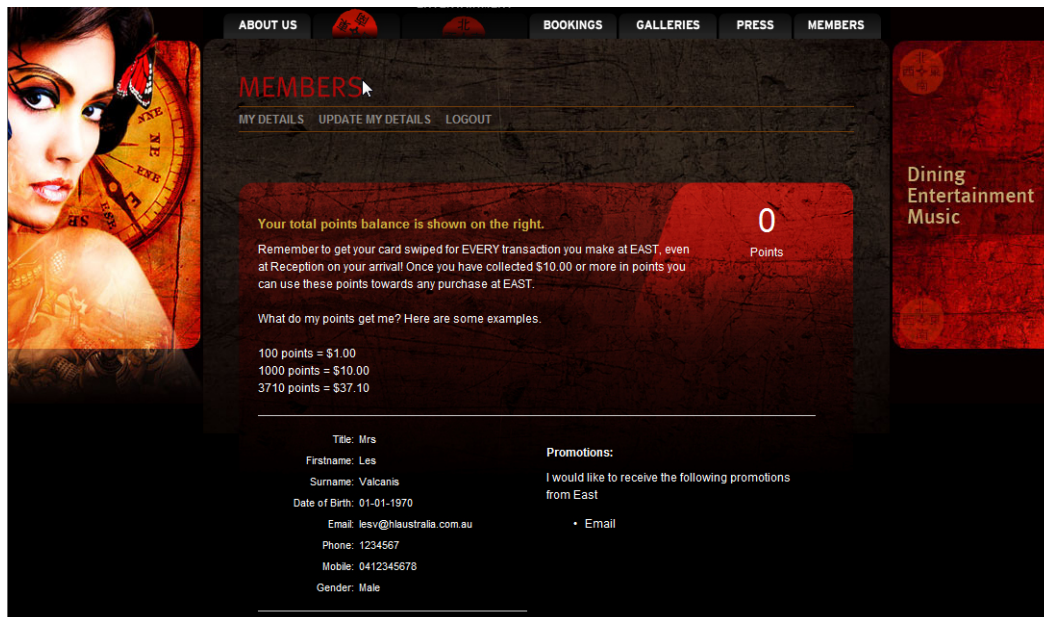
Strike Bowling Bar example

Strike Bowling Bar have a number of sites worldwide and run both member and marketing modules. A person being marketed to is a non-member who has used the venue and provided their email or mobile number. A member is a person who has indicated they wish to be a member and has elected to provide further information.
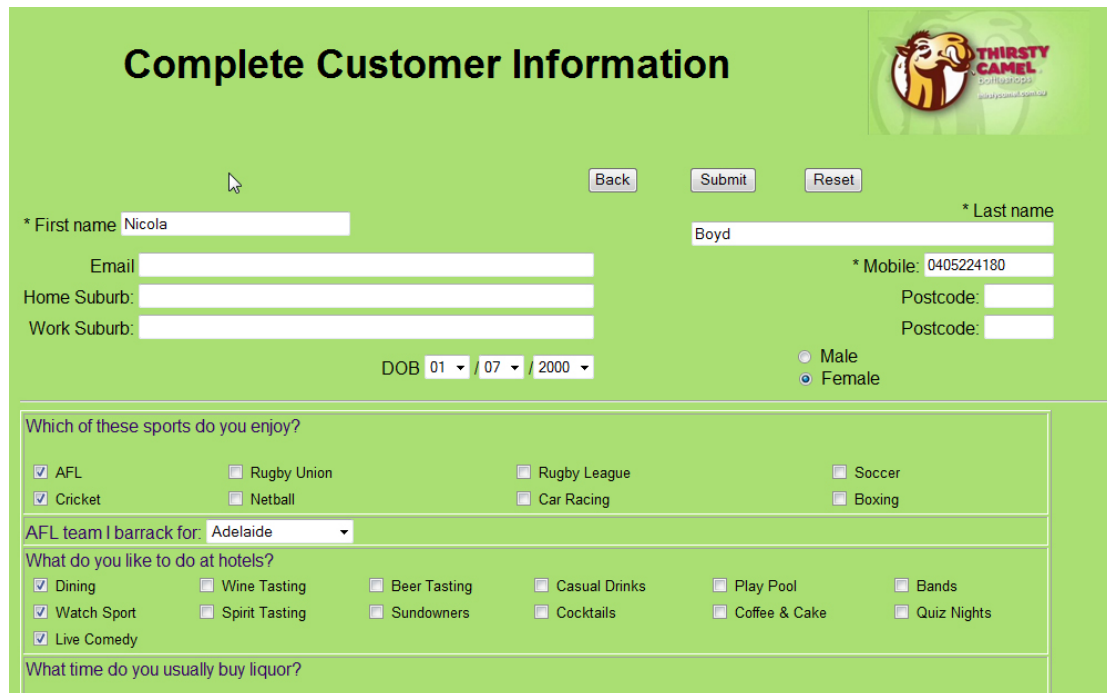
The business has branded or skinned the members' area in their corporate style and uses API calls provided by Zen Global to access the Zen Global database providing a single database without synchronisation issues; allowing the examination of survey information with actual product behaviour to maximise the return from any customer.

Various campaigns are compared for their effectiveness with people in the marketing database compared to those campaigns designed for the Members.

A person previously marketed to who becomes a member has all the information known about them inserted into the Member database.

SURVEY EXAMPLE

Customer surveys can be designed by users with the Zen Global provided wizard. The responses to the survey are held with the person's marketing and/or loyalty member's record. This provides a way of tying together purchasing preferences to activities and interests which can be searched using the powerful filter engine with Zen Global.

Many surveys can be active including a welcome survey when a person first joins. The new member receives an SMS or an email with the URL and is asked to log on and complete the necessary information.

Zen Global is very powerful and sophisticated in the management of members and marketing coupled with the businesses retail functions.

There is much more your customers can do with Zen Global. Customers are continually amazed that Zen Global caters for their changing needs.

Sales Business Unit Enterprise

This is the highest reporting level data is held to or can be globally affected. An SBU can report to or be grouped with other SBUs for control & reporting.

Company

Many companies can report to an SBU. Data is held to or reported from sites attached to a "company".

Region Grouping

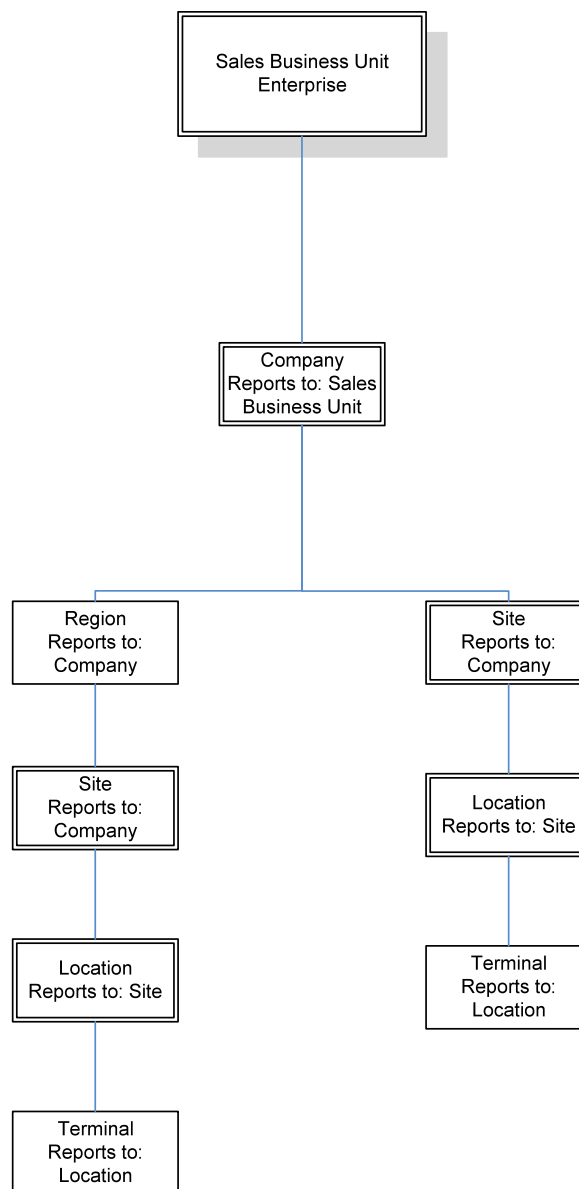Sites within a company can be grouped for reporting purposes to a region

Sites

Sites are grouped into companies. Inventory & other information including sales can be effected selectively or globally at this or a lower level.

Location

This is an area (functional or physical) within a Site. Where locations are not configured the location functions can occur at Site level.
Sales, Financial, User and other information processed by the AMCCIT portal is held terminal, time & date stamped at this level. E.g. Price changes may be for one or more terminals in this Location.

Terminal

This is both where changes effected by a higher layer goes or data generated from the POS or Kiosk or PDT or other device (EGM) goes to. All information is terminal number, date & timestamped.

Sales Business Unit Enterprise

Company
Reports to: Sales Business Unit

Region
Reports to: Company

Site
Reports to: Company

Site
Reports to: Company

Location
Reports to: Site

Location
Reports to: Site

Terminal
Reports to: Location

Terminal
Reports to: Location

Dataflow & Reporting

Data flow is bi-directional at all layers.

There is an additional reporting grouping besides the REGION that caters for Enterprises or Companies that are organized on a geographic or territorial basis. E.g. Items maybe held at location or site or company levels.
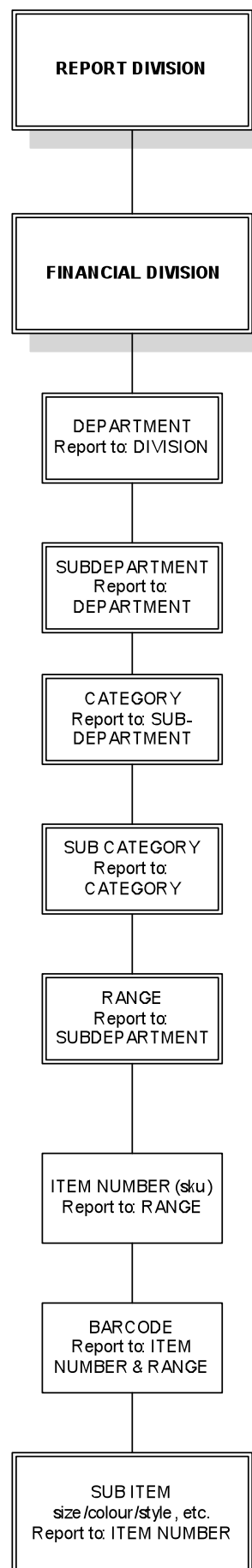
Item Structure
AMCCIT Portal Hierarchy
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Item data is held by Company or site or location level
At each level 5 different selling prices are held.
Stock levels and other item parameters can be assigned
by level inventory is held at (Company or Site or Location)
Different locations or sites or companies can have different
items and departments, etc including business rules .

REPORT DIVISION

FINANCIAL DIVISION

DEPARTMENT
Report to: DIVISION

SUBDEPARTMENT
Report to:
DEPARTMENT

CATEGORY
Report to: SUB-
DEPARTMENT

SUB CATEGORY
Report to:
CATEGORY

RANGE
Report to:
SUBDEPARTMENT

ITEM NUMBER (sku)
Report to: RANGE

BARCODE
Report to: ITEM
NUMBER & RANGE

SUB ITEM
size/colour/style, etc.
Report to: ITEM NUMBER

The information contained in this document is but a sample of the depth and power of the Zen Global suite of Portal ASP based products. The products are suitable to a wide range of enterprises whether standalone or part of one or more groups.

The products provide store or company or global based functionality and different functions can be segmented across the stores.

The previous pages show the versatility of the Zen Global products to be the *hidden* engine behind significant business enterprises with the enterprise's branding and the Zen Global products providing the <u>core</u> functionality for data collection, modification, retrieval and analysis.

These products are *fundamentally* different to the traditional in-store server based applications. Non store consolidator or server is required for multiple sites. Hosting provides an unprecedented level of service, data security, data access and disaster recovery strategies. Pricing is significantly <u>less</u> than the traditional in store server based technologies and the Zen Global system is far more flexible and provides a level of convenience and *future proofing* for the retailer which other systems either cannot or struggle to try and provide.

The technology and systems are proven through use in some 500 commercial sites over a 5 year period and hundreds of millions of transactions. Replication servers at the host level are provided as part of the service. Over a 5 year period the Portal ASP system has had a better than 99.97% service availability throughout Australia and overseas.

The Zen Global products bring together what is known about customers empowering the business to match products with the intangible survey information coupling it with what the customer really buys enabling an unprecedented capacity to match specific customer's likes and needs with the retailers product and service range.

With appropriate permissions from the store operators industry organisations or "buying groups" can have access to real time management of the products they supply to the store for dynamic ordering, promotion performance monitoring, price file maintenance and procurement facilitation. The information which can be accessed can be limited by configuration, e.g. Meat & Livestock Australia are able to see a subset of non store identifying retail sales but no cost information.

See the example for East and Strike Bowling Bar.

Zen Global retail management systems truly provides the "*Power of Insight*" in retailing.

For further information please contact AMC Convergent IT (AMCCIT) at info@amcretail.com or visit www.amcretail.com .

You can review further information on the AMCCIT Zen Global products at:
http://www.amcretail.com/Brochures/Brochure_index.php