Product Overview
Retail Management (ASP) Portal

Solutions

PosPortal
- Point-of-Sale
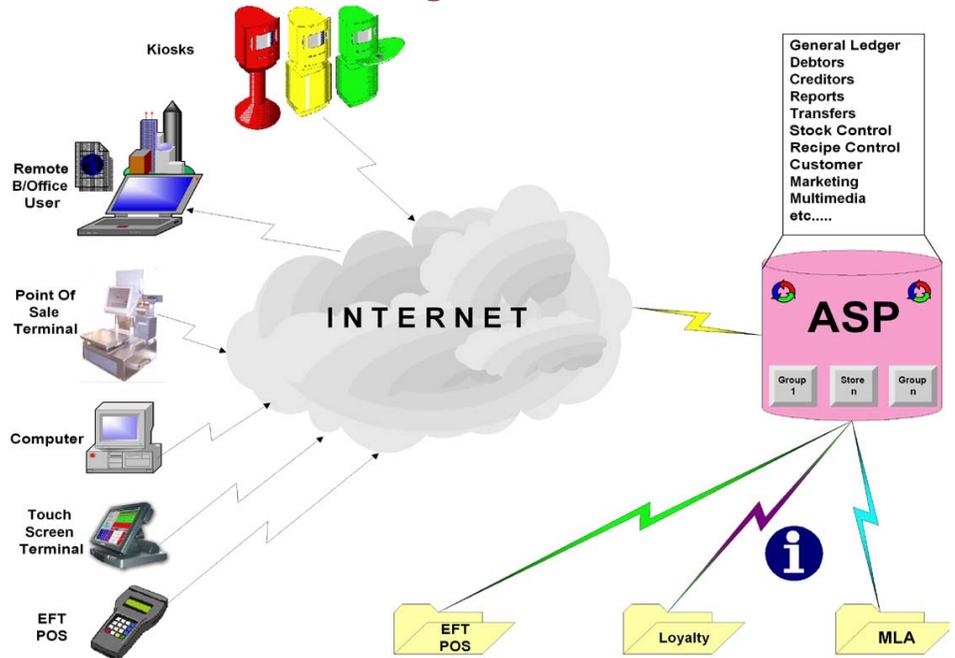- Back Office
- Inventory Desk
- Reporting

e-commerce
- **B2C (**Business to Consumer)
- **B2B** (Business to Business)

TRS Enterprise
- Application Server Provider (ASP)
- Central Office
- EFTPOS Management (tcp/ip)
- Loyalty Management
- Stock & Purchases Management
- Centralised debtors
- Centralised creditors

AMC Convergent IT Network

Retailer Challenges

The retail landscape is constantly changing. Your customers expect instant gratification from a consistent, information-rich, cross-channel shopping experience. The technology changes needed to meet these new business requirements can be expensive and nearly impossible to implement, and the costs of supporting distributed, rigid, multi-platform environments keep rising. When you combine these factors with today's hyper-competitive economic environment, simply maintaining, let alone increasing, margin becomes a formidable task. The answer to meeting these challenges lies in finding the right integrated commerce technology that will help you meet today's needs and adapt to your needs well into the future.

Retail Portals

The advent of the Internet provided the impetus for the development of wide area network accessible information. Historically, these "portals" were used merely for information sharing between users within a common wide area network. *AMCCIT* has taken this concept and expanded it into a <u>full</u> *Application Service Provider (ASP)* model. Subscribers can manage **all** aspects of their retail and customer centric businesses for either a single or a chain of stores from anywhere there is an Internet connection available. The *AMCCIT* solution provides inventory management & control, debtors, creditors, purchase order management, supplier contracts, promotions, specials and more Users can select modules, can, if compatible, use existing POS software through the *AMCCIT* flexible XML interface or alternatively, AMCCIT can provide a *multilingual* end to end fully integrated solution to your retail software needs.

Product Highlights

Point-of-Sale: Provide best-in-class customer service with cross channel, save-the-sale and line busting functionality. A web enabled program that can connect to an in-store server (local host) or directly to the ASP host – *saving costs*.

Back Office: Manage & access your stores from anywhere & anytime, the POS, back office PC, or from home with this

The Proven and Flexible Choice

To meet the retailer's challenges, AMC Convergent IT offers the PosPortal and TRS Enterprise product suites. Written entirely in Java™, Delphi™ and PHP™, and leveraging the Web services technology for enterprise applications, AMC Convergent IT products provide a proven and reliable technology for integrating the enterprise, stores and all channels in real time. Deliver seamless cross-channel services to your most profitable customers. Share the information needed to support your store operations more quickly and make more informed business decisions across the enterprise.
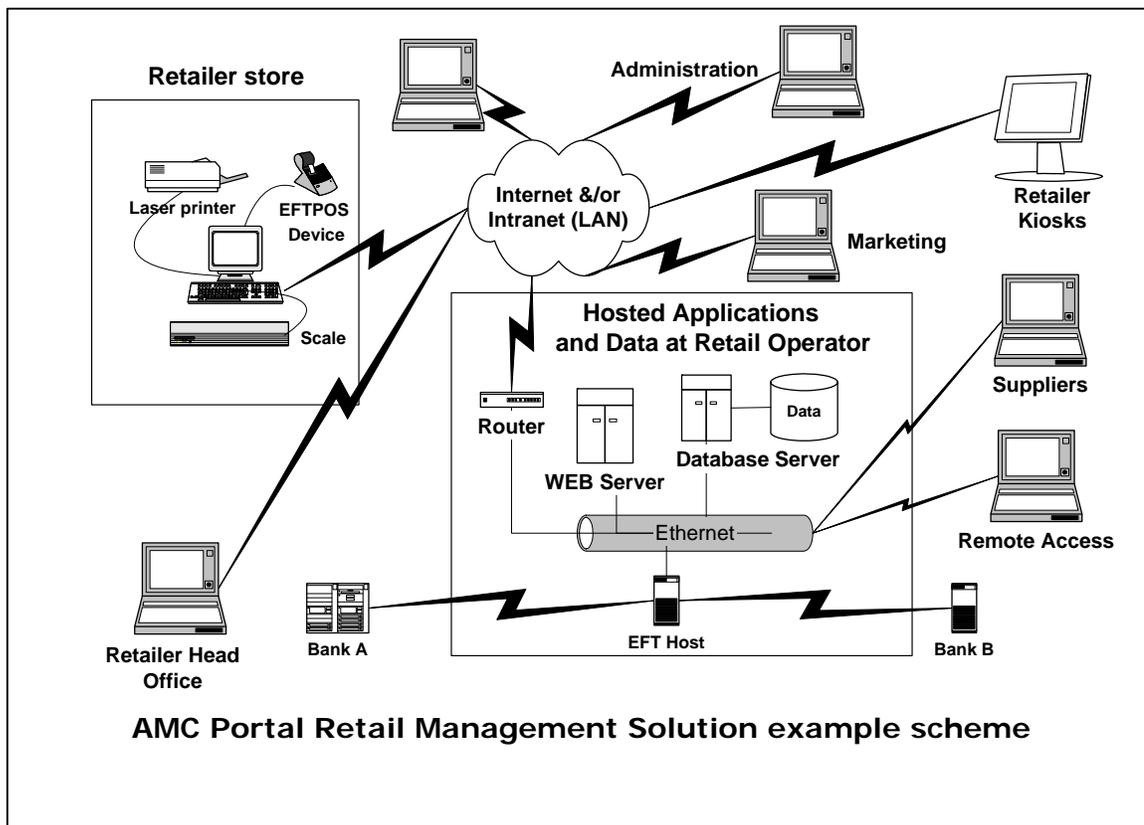
All applications are built on International Standards-based architectural framework, which provides the technology needed to extend the life of legacy assets and make integration and customization faster and easier.

browser-based fully functional
integrated application.

Central Office: Achieve operational
excellence by enabling quicker
response to changing business
conditions via a management
dashboard.

We provide the architecture, applications and professional services you need to more quickly implement your cross-platform, browser & Internet based, integrated commerce solution. Much more than just a point solution or just point-of-sale, AMCCIT products enable you to better support your company's business strategies and store operations on a single platform. In a chain store environment be in-touch real-time with what is happening to cash, stock, creditors, debtors and customers @ each outlet. **Drill-down** capabilities let you manage from summary information and have *immediate* access to the underlying details.

The schematic shows the extremely flexible levels of integration and availability of information from within an Enterprise. Access is subject to tight security and determined by the user login. Prevent or allow specific users access to functionality (inventory, debtors, creditors, suppliers, customers, purchase order management, stock receipting, stock transfers, stock returns and so on).

AMC Portal Retail Management Solution example scheme

Control your business, whether it be a single store or a chain of 1,000 stores, from anywhere you are at the time. The AMC Convergent IT ASP portal removes physical, time and geographic limits from your business world. The Portal integrates all your retailing activities into a single easy to use, go anywhere package accessed remotely or in store including kiosks.

If you have an existing POS that meets your needs – do you have to migrate to a new one, the answer is an emphatic No! Using the highly portable Industry Standard XML format AMCCIT can migrate both into and out of the portal from your existing POS with co-operation from its developer. This prolongs the life of your current investment and brings your operation, with a minimum of disruption, to state of the art retailing principles.

What's included in ZEN Global Portal ASP

STORE SIDE
Mini-portal

- Product & Catalogue maintenance (multiple site).
- Specials & promotions (multiple site).
- 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
- Supply chain management.
- Debtors (multiple site)
- Invoicing (multiple site).
- Customer Orders
- Customer delivery
- Creditors (Suppliers)
- Frequent shopper (Loyalty) programs.
- Cash & stock control (multiple site).
- Shop assistant/floor walker management.
- Teller balance or cashier or shop assistant cash control
- B2C – retailer to consumer *(optional)*
- B2B – retailer to supplier *(optional)*
- Secure transaction processing including EFTPOS over TCP/IP, where banks are supported.
- 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 department summary to transaction level.
- Define your trading week.
- Scale entry or unit quantity sales including tare and use by date.
- Size, Colour & Style
- Branding.
- HACCP
- Scan in the back door – wireless terminals (PDT or PDA).
- Security camera integration with image send.
- Plus more …..

HEAD OFFICE/ HOST SIDE
Portal

- 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).
- Customer Orders
- Promotions
- Specials
- Bulk discounts
- B2C –operator to stakeholders *(optional)*
- B2B –operator to suppliers *(optional)*
- Multi-lingual support dependent by operator login..
- Customer self serve – *multimedia* kiosk support.
- Infomediary – to both customers & stakeholders.
- Connectivity to other stores/chain using portal technology forming closer ties, if desired.
- An automated technology service.
- Frequent shopper (loyalty) programs for chain(s).
- <u>Drill-down</u> from a store's summary department level to the actual transaction.
- <u>Multimedia</u> & <u>recipe</u> functionality
- Integrate other Internet based marketing functions.
- 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.
- Size, Colour & Style
- Branding
- HACCP
- Franchise module
- Integrate to Oracle financials.
- Integrate to MYOB.
- Integrate to SAP.
- Plus more …..

……. These are only some of the features and capabilities of the products

Let AMC Convergent IT's ZEN Global advanced browser and Internet based systems create the customer tagline for your business:

"… provides an *exceptional retail experience."*

Selected POSPORTAL, TRS Mini-Portal and Portal ASP Features

POSPORTAL Point-of-Sale

Give your customers increased options at the point-of-service including "best deal" promotional pricing, preferred customer discounts, special order, and layaway. More importantly, provide instant-gratification services such as fulfillment of web-generated orders, processing of returns for items purchased on the web, and save-the-sale functionality such as cross-store inventory look up and access to your web site. These features enable your stores, the web, and the enterprise to work as one to better serve profitable cross-channel customers. Kiosk browser-based version of our Point-of-Sale application will allow you to reduce the time customers wait in line during peak traffic periods, cost-effectively service seasonal areas inside and outside of the store.

TRS Mini Portal Back Office (local host)

Manage your stores locally, with AMC Convergent IT Back Office mini portal store application. This flexible application allows you to take care of business where it is needed, at the front POS or on the back-office PC. Back Office features include start- and end-of-day operations; item, price and promotional events maintenance; security and store configuration; and an integrated reporting package. Optional PC modules let you take care of transfers, receipts, and more.

TRS Portal Enterprise Central Office (an ASP model)

Improve operational efficiency with centralized access and control of the flow of information across your enterprise, through a browser-based dashboard. Gain the ability to make and execute decisions based on that intelligence – in real time, anywhere at anytime. Central Office provides a centralized operational data store for information received from the stores and other channels for a full view of operations, from summary to detailed transactional POS information from anywhere there is an Internet connection. It includes parameter management for easier implementation of store policies; management of cross-channel transactions and the electronic journal, including access to electronic customer signatures for real-time sales audit, credit dispute and loss prevention activities; in the future sophisticated data management capabilities that leverage EFTPOS and Loyalty technologies. A fully internet based data portal retail management system. See detailed salesperson performance, cash up procedures, basket analysis, complementary purchase and much, much more.

Manage in-store multimedia presentations demonstrations remotely.

Retail Reporting and Application Service Provider Portal

Provides you with summary & detailed reporting at an individual store or group of stores level of your stores on cash management, transaction analysis, loyalty schemes, salesperson performance, customer management and much more.

Provides procurement, replenishment and inventory management information, Business to Consumer (B2C) & Business-to-Business (B2B) functionality and an ability to set up and change item information at a single or all of your stores. Complete and keep safe regulatory reports and more. The solution is scalable, fast, reliable and flexible. Have your own web page or a store web page for newsletters and other functions. Be in touch when you are physically out of touch anywhere in the world.

Solution Benefits

From the point-of-service to the back office and across the enterprise, AMC Convergent IT solutions capture and leverage operational intelligence in real-time. Delivering competitive advantage to more retailers than any other Java, browser or Internet based store optimization solution, AMC Convergent IT provides a unique combination of benefits:

- Greater profitability by enabling operational excellence and best-in class customer service.

- Lower cost of ownership through faster customization and integration, and easier reuse and upgrades.

- Less risk with reliable, flexible, proven solutions that maximize both existing and future investments.

About AMCCIT

Learn how you can benefit from our 20 years of experience with leading retail customers such as Sultan Center Supermarkets, Kuala Lumpur International Airport, Meat & Livestock Australia and CNA.

An AMC Convergent IT representative can provide you with a complete listing of the POSPORTAL and TRS Enterprise (ASP) functionality and provide information on certified and compliance tested configurations.

Call today or visit our web site.

www.amcretail.com

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