

RETAIL OVERVIEW

Introduction

The Retail Module in **INFOLAB** is flexible, powerful, and integrated seamlessly to other Business Modules. INFOLAB Retail is suitable for the entire range of Retail Operations practiced by different Businesses, e.g. fast moving consumer goods, specialist product outlets, warehousing, distribution and others. Whether your Business has an emphasis on moving Catalog Items, or taking Customer Orders for assembly, manufacture, repair or other, this software is designed to provide you with workflow, control, management information, and, above all, the power and flexibility to support and facilitate the business processes that your Business requires to function optimally and profitably.

Operator Productivity

INFOLAB Retail is specifically designed for easy, fast and productive handling of Sales, Orders and Quotations. A common Screen allows the Operator to enter any of Sales, Orders or Quotations, and with options to convert from one to the other without re-capturing. Any other required functions, whether CRM, Customer Records, prior Invoices and a host of other functions, are available to the Operator without leaving the Deal Screen. In fact, a current Deal may even be suspended while another Deal is done, before returning to the former.

QUOTATION, ORDER, SALE

Find Customer ?
Customer Order #

ex Catalog

Status Indicators:
Rate Book: None
Transaction Period: Jan 2004
Operator: Data Manager
Cash Account: 10000076 CUSTOMER SALES CASH RECEIPTS (1)
Deal Status: New
Tax Status: May Include Taxable and Exempt Items

Stock Code	Store	Description	Price	Cust Price	Qty	Serial/Batch	Total	Tax	Incl Value
1 01	01	PHOTO PAPER	10.00	10.00	1.00		10.00	1.40	11.40
2 02	01	PRINTER CARTRIDG	20.00	20.00	1.00		20.00	2.80	22.80
3 03	01	PAPER DRAFT .35	0.54	0.54	1.00		0.54	0.08	0.62
4									

A host of functions are available from here, without leaving this Screen ...

Other Items

CUSTOMER: ABC Stationery
Account: 000005
CRM: 00008
Club: 987
Expiry: 31/01/2004

Account Balance: -55.59
Credit Limit: 5,000.00
Available Credit: 5,055.59

Buttons: Sale Functions, Non-Stock Functions, Order Functions, Delete Stock Item, Customer Records, Cancel / Reverse, More Functions, Render Quotation, Notes, Remove Customer Link, Deliver / Hold / Order, Just Exit, Deal Views, Transaction Drills, Tax Setting, Sales Commissions, Save/Retrieve/Create

Take 2 get 11 on PRINTER CARTRIDGE BLACK #3367

Features and Functions

INFOLAB Retail includes just about any Price Instrument you can think of, from Standing Offers (Price, Discount, Take x), Volume Discount and Club Discount to Contract Pricing, Arbitrary Markdown, Formula Pricing, Rate Book Pricing and

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Loyalty Rewards. All of the foregoing are supported in multiple currencies as well, and so are the Tender options, including Cash, Cheques, On Account, Gift Certificates, Credit Vouchers, Credit and Cash Cards, Traveller's Cheques and Forex Notes – but you can decide what to allow in your setup. Retail is also integrated to Customer Relationship Management (CRM), and the CRM links are always present on Deal Screens, providing a visual rundown of all Deal and Events relating to the Customer, with the most recent events at the top of the list.

Apart from the Catalog Sales, Retail Deals also support Goods Return (Stock or Hold), Trade Ins, Direct Items (on demand), as well as Repairs and Guarantees.

Item Tracking methods include Serial, Batch and Matrix (combination of Item Attributes).

INFOLAB Retail User Manuals are presented in a range of focused topics, each of which expand in more detail on Retail functions and features.

User Manuals

The following User Manuals are part of the Retail set of Manuals.

- Overview (this Document)
- Locating the Customer Record
- Quotes, Sales, Orders
- Dealing with Tender
- Reversals, Corrections, Problems
- Cash Up
- Master Files
- Enquiries
- Reports
- Periodic Updates
- Setup and Controls
- Price Instruments
- What Happens in the Accounts
- Negative Stock Controls
- Deposits and Layaways

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