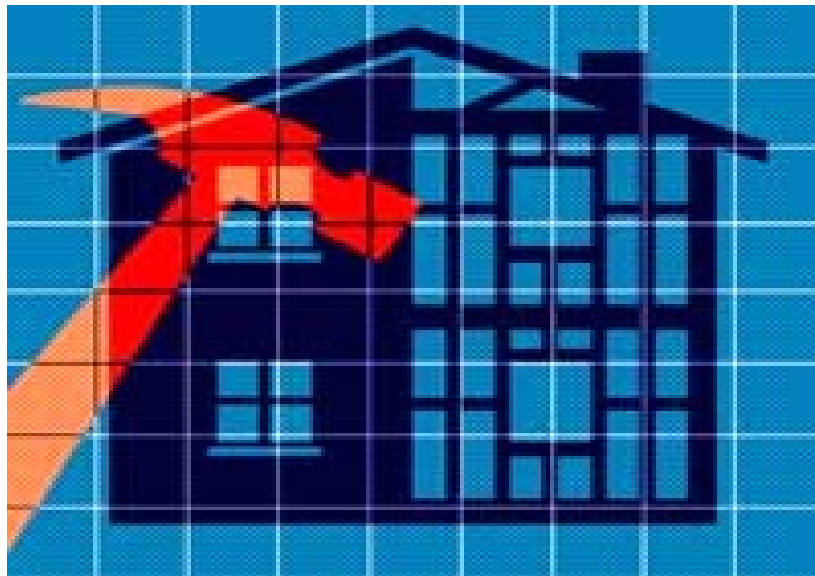# CONTROL *for Hardware and Building Suppliers*

- Cash and charge sales

- Easy promotional price handling

- Extensive pricing options including multiple price levels, quantity breaks, customer specific pricing, etc.

- Full barcode facilities, even difficult items like timber, rope, chain, etc.

- Serial number tracking for High-ticket items

- "Timber tally" processing

- Automatic conversion between a product's buying, holding and multiple selling units.

- Product notes– e.g. available colours, warranty conditions, servicing facilities, etc.

- Extensive Customer Order and Quotation facilities

- Stocktake using a Portable Data Entry device (PDE).

CONTROL for Hardware and Building Supplies

CONTROL is a fully integrated retail management solution with specific features to meet the needs of single and multi-location hardware and building products resellers.

CONTROL is a modular system that is fully integrated to handle all facets of point-of-service, merchandising, sales analysis, replenishment and stock control, as well as accounting and financial reporting. CONTROL can be used to run on standard PC or specialised POS equipment (including touch screens, cash drawers, card readers, barcode scanners etc.).

Only the required components need to be installed in each individual site. For example, POS and cash balancing may be installed in each retail outlet, while other components including the full accounting system is installed only at the head office.

As a fully integrated system, CONTROL will reduce your paper work, increase the efficiency of your business and make more productive use of your staff. CONTROL will allow you to more effectively manage you supply chain and optimise your stock. The result - **increased profit**.

The system is designed and developed by Creative Computing and can be modified to suit particular needs to streamline your business.

The remainder of this brochure details some of the CONTROL features under the following headings:

- Special Hardware and Building Product Features

- In Store Functions

    - Cash and Charge Sales

    - Quotations and Customer Orders

    - Gift Vouchers

    - Loyalty Programs

    - Visual Cards

    - Other Store Functions

- Head Office Control

    - Merchandising & Performance Management

    - Replenishment & Inventory Management

    - Stock-take

    - Accounts Payable/Receivable and General Ledger

Special Hardware and Building Supplies Features

In addition to all the standard features you would hope to find in a package of this nature, we have addressed all the special needs of single and multi-location hardware and building products resellers including:

- Cash and charge sales.

- Easy promotional price handling.

- Extensive pricing options including multiple price levels, quantity breaks, customer specific pricing, etc.

- Full barcode facilities, even difficult items like timber, rope, chain, etc.

- Serial number tracking for High-ticket items.

- "Timber tally" processing.

- Automatic conversion between a product's buying, holding and multiple selling units.

- Product notes– e.g. available colours, warranty conditions, servicing facilities, etc.

- Extensive Customer Order and Quotation facilities.

- Stocktake using a Portable Data Entry device (PDE).

In-Store functions

CONTROL in-store functions have been designed to be fast and easy-to-use.

In-store facilities can be customised by the system administrator but would typically include:

- Cash and charge sales.

- Special customer orders.

- Gift voucher sales and redemptions.

- Returns and exchanges.

- Stock and customer enquiries.

- Customer payments.

- Stock receipts and transfers.

- End-of-day reconciliation .

- In-store reporting.

Cash and Charge sales

- Fast and simple operation using barcode scanning or keyboard input.

- Promotional or customer specific prices automatically apply - there is no need for operators to override prices or discounts.

- Stock enquiries, including stock availability in other stores, can be performed during a sale.

- Discretionary discounts or price overrides can require a manager's password and a reason must be entered. Reports of discretionary price variations are available, showing the salesperson and authorising person responsible and the reason given.

- For charge sales, customer accounts can be selected by phone number, code, name or by any part of any of these. If more than one account matches the information entered (e.g. SMITH), all possible matches are displayed and the operator simply chooses the correct one.

Quotations and Customer Orders

Control provides complete facilities for quotations and customer orders including:

- Full customer details can be entered or details from an existing customer record can be recalled.

- CONTROL automatically takes into account any special prices or discounts previously arranged.

- Ability for authorised users to see the product costs and gross profit amount and percentage while the transaction is being entered and prices negotiated.

- A quotation can be easily converted, in whole or part, into a customer order or directly into a sale.

- Supplier orders or requests for stock transfers from a warehouse or another store can be generated for items that are not in stock.

- Ability to easily order non-stocked lines.

- Optional ability for partial pickups and deliveries and to add items to an existing order.

- Extensive customer order enquiry facilities and reports.

Gift Vouchers

CONTROL provides complete gift voucher facilities including:

- Recording gift voucher sales.

- Validating gift vouchers that are tendered.

- Gift voucher reconciliation reports.

- Maintaining the value the of outstanding gift vouchers.

Loyalty Programs

CONTROL supports a number of Loyalty Program functions including:

- **VIP Customer Cards** – customer details can be entered at point-of-service.

- **Bonus points** - which may be calculated, based on purchases and which can be redeemed under the control of the retailer.

- **VIP Customer Discounts** - special pricing to established customers who are identified by presentation of customer card.

- **Mailing Campaigns and special member only promotions and events.**

All of the information necessary to operate a Loyalty Program can be recorded at the Point of Service as part of a sale, so a customer loyalty program can be implemented with very little effort.

Visual Card

We can provide an exciting new concept in customer cards. These cards have a human readable area that can be updated in-store. The most obvious use of these cards is as part of a customer loyalty program where the number of bonus points can be updated after each transaction and **displayed on the customer's card for them to see**.

Other Store functions

The Point-of-Service workstation can be used as a normal workstation, allowing users access to any other part of the system to which they are authorised, for example, recording stock receipts, stock transfers and stocktakes.

Head office CONTROL

Stores can be on-line to a central server or they can operate stand-alone and be "polled" from the central server on a regular basis.

If the stores are on-line, then the consolidated data is always up-to-date. If the stores are polled, then the data on the central server is as at the most recent polling.

Head office functions can include comprehensive merchandising and performance management, inventory control, replenishment management, accounts payable, accounts receivable and general ledger including financial management reporting. **Any of these functions can be available in the stores also if required**.

Merchandising and Performance Management

- A comprehensive array of sales reports is available by store, category (department and sub-department), brand, salesperson and stock item.

- Stock item reports include comparative analysis of sales quantities, sales value, gross profit and stock turns across multiple periods, **best and worst performers**, and comprehensive analysis by style, colour and size, and markdown analysis.

- Sales by hour reporting can be used to review staffing levels.

- Sales value by area can be used to review store layouts.

- Customer reports include best customers, customer sales by product group, customers due for a bonus point reward, customers with purchases above or below a nominated figure, etc.

- All sales reports have a range of options that greatly assist merchandising and performance management.

Manufacturing

CONTROL can be used to manage the manufacturing process. The manufacturing module can be used to determine costing and update raw material stock levels. Components can also include labour at a specified rate.

Re-Stocking and Inventory Management

- Various replenishment methods, including max/min, sales trends, days-to-sell and open-to-buy.

- Depending on your business practices, orders can be generated by a store for its own requirements or orders can be generated centrally for any selected store or group of stores.

- Promotional prices can be entered in advance for sales starting on a particular date.

- Price tickets or bar-code labels may be produced automatically for those products requiring them.

- CONTROL caters for up to four different units of measure for each item - a buying unit, a stock-keeping unit, a selling unit and a pricing unit. CONTROL automatically handles all quantity and price conversions between these units.

- An easy-to-use report writer allows customised reports to be generated and ad-hoc queries to be answered.

Stock-take

Accurate recording of all sales and stock receipts significantly reduces the need for stock-takes. However stock-takes are still important to monitor stock shrinkage.

CONTROL has a comprehensive stock-take module with many features including:

- Provision for both full and cyclic stock-takes.

- Stock-take counts can be recorded with a portable data entry unit (PDE).

- Trading can continue while the stock-take is being finalised.

Accounts Payable/Receivable and General Ledger

CONTROL includes a sophisticated accounting module that is fully featured for retailers' accounting needs. The following lists some of the many features available:

- Generates required payments while ensuring you claim any allowable settlement discount.

- Automatic calculation and handling of GST in invoices and adjustments.

- Generates consignment stock invoices for consignment stock.

- Full foreign currency invoice handling.

- Enquiry facility allows instant access to account details including transaction history, outstanding amounts and notes for each supplier.

- Cash requirements reporting.

- Chart of Accounts: unlimited number of accounts, cost centres and groupings. The chart may be established hierarchically.

- Budgets and forecasts may be stored for any account.

- Ad-hoc cheque printing with transaction details recorded as a sundry payment.

- Ability to operate in a new financial year before closing off the previous year.

- Provides for separate financial reporting for stores, departments and profit centres.

- Handles multi-company consolidations, with inter-company accounts automatically reconciled.

- Full audit trail available at any time.

- Facilities for extended credit finance accounts — with daily interest and arrears calculations.

- Optional ODBC connection allows for user developed queries and reports by third party products including Crystal Reports, Access and Excel.