



## Point of Service

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CONTROL Point-of-Service is fast and simple-to-use, with minimal keystrokes required for any operation and offers a full range of Point of Service transactions including:

- Cash and Charge Sales
- Layby Sales & Special Customer Orders
- Customer Payments
- Returns and Credit Notes
- Gift Vouchers Sales and Redemption
- Petty Cash
- Quotations & Repairs

The Point of Service module integrates fully with the Inventory Management, Accounts Receivable, Accounts Payable, Replenishment and General Ledger modules.

*The CONTROL Point of Service module includes:*

- Easy Item and Customer Selection
- Item Price and Discount Control
- Enquiry Facilities
- Tendering
- Special Product Types
- Gift Vouchers
- Laybys
- Customer Relations Management (CRM) and Customer Tracking
- Customer Orders and Repairs
- Multi-store or multiple stock location/type facilities
- Deliveries
- Returns
- Transaction Docket Printing
- Quotations
- Sales on Credit
- Transaction Reference Numbers
- Store "Back-Office" Functions
- Other Features

### **Easy Item and Customer Selection**

- Items can be selected by barcode, product code, description, supplier's product code, supplier, etc.
- Customers can be selected by customer phone number, mobile number, name, license number, etc.
- Partial field search/match facilities are available on all the above fields.
- All these facilities eliminate the need to remember codes.

## Item Price and Discount Control

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CONTROL will select the correct price for each item being sold, taking into account various factors as follows:

- any promotional price and the date and time when it comes into effect and when the promotion is over;
- Prices and/or discounts based on product group/customer group or specific mixture or products;
- quantity being purchased;
- a current quote or contract price for this customer.

Operator initiated discounts and price overrides, either on a per line or whole transaction basis can be controlled as follows:

- A discount beyond an individual sales assistant's limit (which may be zero) requires the entry of an authorised person's password.
- An operator may be forced to enter a discount reason for any operator initiated discount or price override.

## Enquiry facilities within PoS

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- Stock availability in the store and other stores, warehouses and associated companies
- Detailed notes on products, e.g. warranty conditions, care instructions, etc.
- Associated products – other items in the family, spare parts, etc.
- Detailed notes on customers – can be updated as well
- Details of other orders for the selected customer
- Alternative/superseded product information.

## Tendering

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- Provision for multiple tenders on one sale (split tendering).
- Tender types can include Cash, Cheque (option to record Name and BSB for production of Bank Deposit Slip), Credit Card (with accounting for both same day clearance and delayed payment), EFT, Foreign Currency (definable currencies - with updateable exchange rates), Gift Vouchers, Credit Notes, Finance company, Coupons, etc.
- Ability to have amounts tendered against customer orders, laybys and charge sales.
- Cash Declaration and Balancing by till, cashier or any group of these.



## Special Product Types

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- Full style, colour and size facilities
- Full facilities for serial numbered stock or items required to be tracked individually or by batch.
- Ability to sell product packages or kits made from other products on file, with the ability to substitute components.
- Ability to sell a customised product by specifying a base product and then select from lists of possible attributes.
- Services or generic products can be sold by entering a representative product code and then entering or modifying the product description and/or price.
- Nomination of the type of stock, e.g. normal sale stock, demonstration stock, faulty stock, etc.

## Gift Vouchers

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- When selling a gift voucher, the details of the customer buying the gift voucher can optionally be recorded.
- CONTROL provides for pre-numbered Gift Vouchers as well as system controlled gift voucher numbering.
- Gift voucher number ranges can be assigned to each store and CONTROL will ensure that the number for a gift voucher being sold is within the designated range for selling store.
- CONTROL provides facilities for checking the validity of a gift voucher number, regardless of which store it was purchased or redeemed at.

## Laybys

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- Options exist to allow the “sale” to be considered to have occurred at the start or the end of a Layby
- Automatic calculation of layby finalisation date with ability for operator override
- Automatic calculation of deposit amount with ability for operator override
- Optional ability for partial pickups and to add items to an existing layby, with CONTROL suggesting any required additional deposit amount to maintain required deposit percentage
- The layby docket includes the layby terms, completion date and the calculated minimum weekly payment

## Customer Relationship Management (CRM) and Customer Tracking

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- Ability to capture name, address, phone numbers, etc. at PoS for future marketing campaigns.
- An existing VIP customer can be selected by VIP customer card, phone number, name, etc.
- Special pricing for VIP customers if required
- Bonus point recording and reporting
- Facility for recording demographic - survey details of customers

## Customer Orders and Repairs

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- To reduce training requirements and operator errors, customer order and repair entry is very similar to sales entry.
- Additional details that need to be recorded for a customer order and/or repair (e.g. condition of item being repaired, any accessories attached, etc) can be completely configured without any programming.
- CONTROL will calculate a default order completion date, which can be altered if required.
- The status of customer and repair orders can be maintained, queried and reported on.
- Supplier purchase orders or inter-store transfer requests may be generated to fill customer orders for non-stock items or "made to order" stock items.
- Powerful customer order/purchase order enquiry facilities by customer, order number and product for follow-up and order assembly.

## Multi-store or multiple stock location/type facilities

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CONTROL can be configured to provide:

- Details of stock available in other stores and warehouses.
- Selection of another store or warehouse for fulfillment of one or more stock items
- Can process a transfer to another store or a warehouse, producing the required documentation.
- Can generate a transfer request on another store or a warehouse.
- Can receive stock sent from another store, a warehouse or from a supplier.

## Deliveries

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- A delivery address, delivery method and special delivery instructions can be added for any sale or customer order where items are to be delivered.
- The total weight and or size (volume) of a transaction can be calculated and displayed while the transaction is being entered
- The operator can enter a delivery charge or CONTROL can suggest a delivery charge based on the delivery zone, the total weight or size of the items to be delivered, or a combination of these. This delivery charge can be modified by the operator.
- The current delivery schedule can be reviewed before the operator adds a new order to the schedule.

## Returns

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To process a return can be as simple as:

- Scan the barcode at the bottom of the original sale docket
- provide a return reason code and additional return reason details if required
- review and possibly modify the details recalled from the original sale, including any special pricing or discounts that may have been given
- finalise the return as a credit note or refund the amount(s) tendered on the original sale
- ask the customer to complete the required details on the printed return docket

If the original sale number is not known, depending on company policy, a return can be processed without reference to the original sale transaction or easy-to-use search facilities are provided to find the original sale transaction by customer or by stock item.

Refunds beyond an individual sales assistant's limit (which may be zero) require the entry of an authorised person's password.

## Transaction Docket Printing

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- Transaction dockets can be printed on a variety of printers, including continuous roll docket printers.
- There are a number of "standard" docket layouts, which can be highly customised to suit individual requirements.
- A two line sales message can be modified at any time.
- Special notes can be pre-recorded and any one of these can be chosen to print on selected dockets. (e.g. for special warranty conditions, product care details, etc.)
- All dockets can be printed on the one printer; or the docket style and printer used can be dependent on the type of the transaction

## Quotations

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Full quotation system including the ability to convert a quotation into a customer order or a sale.

## Sales on Credit

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A customer's credit status is checked as the customer's account is selected and as each line is entered.

## Store “Back-Office” Functions

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Store “back-office” functions include all functions that are not customer facing. Features include:

- quick and simple sign-on and sign-off function (providing attendance reporting to management )
- simple till balancing and production of bank deposit slips (including the ability to consolidate multiple tills)
- selected operational reports such as overdue laybys, customer orders not picked up, etc.
- selected in-store performance reports.
- simple processing of stock receipts and transfers to other stores, including the production of transfer docketts
- stocktake functions

In addition, any other part of the complete CONTROL package can be run in the store if required.

## Other

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- Transactions can be suspended, other functions performed, then the suspended transactions recalled for completion. Transactions can be suspended on one workstation and recalled on another.
- Notes can be added to individual transaction lines or to the overall transaction.
- Password control for access to store manager functions.
- Can operate on standard PC equipment or on specialised POS equipment, including touch screen based equipment, and can include a large variety of barcode scanners, docket printers, cash drawers, customer displays, magnetic card readers, etc,
- Sales Assistant Code may be required with each entry or can operate in Cashier Mode.
- Hundreds of configuration options allow the Point-of-Service module to be tailored to individual requirements without programming.