Microsoft
Business
Solutions

Microsoft Business Solutions

Retail Management System

Version 1.2

Enhancements

Microsoft
Business
Solutions

next level.

The business software of choice for small and medium-sized* retailers, Microsoft® Business Solutions Retail Management System (RMS) equips you to run, control, and plan the growth of your single- or multi-store business. It is easy to use and highly adaptable, so you can benefit from it immediately. Retail Management System takes the pain out of managing your business and helps you improve your revenue stream, customer service, and overall efficiency.

Release 1.2 includes capabilities that make it even easier for you to use the technology, personalize it to the way you like to work, and help you keep pace in a highly competitive marketplace. Whether you run the Retail Management System Store Operations or the Retail Management System HeadQuarters module, this new edition helps make it possible for you to —

• Make your business software more versatile by integrating with other business applications

• Improve customer service and revenue with new payment processing and service features

• Simplify processes and safeguard business information and transactions

• Tailor your solution to the way you work

*RMS does not currently support centralized merchandising.

MICROSOFT BUSINESS SOLUTIONS RETAIL MANAGEMENT SYSTEM
VERSION 1.2 ENHANCEMENTS

Microsoft Business Solutions Retail Management System 1.2 works with popular accounting software and Microsoft Business Solutions–Great Plains® General Ledger to help give you better control over your finances, business performance, and vendors.

INTEGRATE RETAIL MANAGEMENT SYSTEM WITH YOUR ACCOUNTING SOFTWARE

Connect information across your business with Retail Management System and QuickBooks 2003 General Ledger and Accounts Payable. In earlier versions, you can only export GL data from RMS to QuickBooks. Now with 1.2, you can populate the Store Operations database with supplier and item information from your QuickBooks 2003 application. The QuickBooks 2003 import includes:

- The chart of accounts from QuickBooks, which will appear in Retail Management System within a drop-down list
- Vendor information
- Items of merchandise in your store
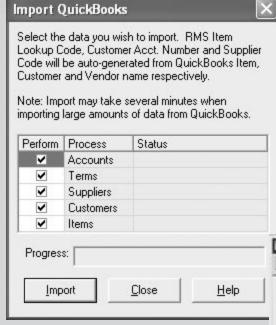- Vendor payment terms, also inserted automatically on newly created purchase orders

You can also export data from Microsoft Retail Management System to QuickBooks:

- Summarized financial transactions can be reflected in the QuickBooks General Ledger
- Closed and received purchase orders appear in QuickBooks as bills

MERGE RETAIL MANAGEMENT SYSTEM WITH MICROSOFT BUSINESS SOLUTIONS–GREAT PLAINS

Streamline order management and fulfillment by connecting Microsoft Great Plains General Ledger and Retail Management System with an add-in to Great Plains. With this capability, you can import closed purchase orders and summarized financial transactions from Retail Management System HeadQuarters into the Great Plains General Ledger. You can use the invoice matching function of Great Plains to correlate invoices with purchase orders. These purchase orders and financial transaction can originate at any store in your operation.
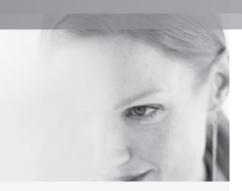
Import data *from QuickBooks into Retail Management System.*

Import vendors *from HeadQuarters into the Great Plains Item Report.*

With these new and enhanced features, you can increase customer loyalty and service quality— and at the same time, help increase your revenue stream.

Improve efficiency and reliability with enhancements that simplify your day-to-day operations and increase controls over transactions.

PROCESS DEBIT CARDS WITH CITIBANK MERCHANT SERVICES

In addition to integrated credit card processing, Retail Management System now offers debit card processing through a relationship with Citibank Merchant Services. You can process multiple debit cards and cash back to customers, as well as set distinct surcharge amounts for transactions and the cash-back feature.

MOVE CARD USERS THROUGH CHECKOUT QUICKLY

Microsoft Retail Management System customers in the SBC service area can benefit from an arrangement negotiated by Microsoft Business Solutions which is complementary to Citibank Merchant Services. With an inexpensive broadband connection to the Internet you can process cards quickly and minimize customers' wait times.

SIMPLIFY CUSTOMER PAYMENTS

Customer payments can now apply to accounts receivable at other stores, so that customers don't have to go back to the original place of purchase to make a payment. You can set up a POS at the HeadQuarters location to receive payments centrally or from any store in the business, to be applied to any invoice from any store. This feature is enabled in Store Operations, but requires HeadQuarters to be functional.

OFFER A VARIETY OF PAYMENT OPTIONS

With the new Split Tender functionality, you can offer customers additional payment options. They can use multiple credit cards, debit cards, or gift certificates.

ASSIGN SALES REPS

A customer can now have a sales representative assigned by default, allowing your cashiers to provide more responsive and knowledgeable service.

MANAGE ELECTRONIC FOOD STAMPS

Retail Management System lets you accept electronic food stamp payments. Food stamps don't need to be rounded to full dollar amounts, but can accommodate dollars and cents.

Accept debit card *payments and give cash back with integrated debit card processing.*

LOOK UP ITEMS EASILY

Retail Management System now has a lookup screen that includes matrix, lot matrix, and assembly views. Whenever you manage an inventory item—selling, editing, adding to a purchase order, and more—you have the complete information about it in view.

INCREASE CONTROLS OVER TRANSACTION VOIDS

In version 1.2 of Retail Management System, you can no longer void a transaction more than once. Also, it is no longer possible to void a void or return a void mistakenly.

SET UP DEFAULT SHIPPING SERVICES

Do you want to set aside one register for shipping? New capabilities make it easy to set up default shipping services per register, without affecting any other registers.

MONITOR ITEM MOVEMENT

Use the new item movement report to control merchandise traffic. When item quantities change, this feature informs you of the type and amount of change as well as the time.

DETER THEFT

Only authorized cashiers have the permission to abort transactions in version 1.2, not all of them. This helps prevent shrinkage through theft.

JUSTIFY CASH PAYOUTS

Control your cash outflow better. If you withdraw cash for any reason, you can now record and track that transaction.

ACCESS FILE CONFIGURATION OPTIONS EASILY

There are 66 options for file configuration in Retail Management System. To make it easy to streamline the system, they are now grouped according to the area of functionality they apply to.

Microsoft Retail Management System 1.2 offers a wide range of features that let you adapt this solution to meet your requirements. Retail Management System now has significantly improved physical inventory processing. You also benefit from improved vendor management, as well as enhanced pricing and payment information.

MANAGE YOUR INVENTORY MORE EFFICIENTLY

Gain flexibility by choosing from several tracking methods as you populate the inventory sheet. You can track inventory by department or category, by grouping all items supplied by the same vendor, or all items that have not been counted since a certain date. You can also import inventory counts from your files or manual data entry. The System calculates discrepancies between actual and counted inventory quantities, updates the inventory, and tracks all changes for you in reports. It saves records of physical inventory worksheets, and prints reports which you can use for the manual entry worksheet.

SIMPLIFY KIT PROCESSING

Do you ever offer combinations of items for special occasions, such as seasonal gift baskets or other sets of merchandise? Now you can do so more easily, without worrying about inventory adjustments or data entry busywork. Retail Management System will let you set up kits in the inventory, and update their components automatically. Each inventory change will be reflected in the reports you look at. You can also order the kit components on purchase orders. Retail Management System will automatically assemble the kits on the fly while the sale is rung up at the POS.

MAINTAIN INACTIVE ITEMS

You can now mark inactive items as such, rather than deleting them altogether. Inactive items will not appear on lists, cluttering the view, but are still tracked in historical reports.

ENHANCE SUPPLIER INFORMATION

Set up additional custom supplier data fields. You can define five fields with dates, five with numbers, and five with text. You can also add a notes field to the supplier information.

ADD MSRP

Provide customers with accurate price comparisons by adding the manufacturer's suggested retail price to items. The MSRP can appear on receipts and labels.

ADD ITEM CREATION DATES

Improve accuracy for tracking merchandise by tagging items with their creation dates in the system.

UNDERSTAND PRICING HISTORY

With extended price sourcing information, you can review reports for detailed information on discounts.
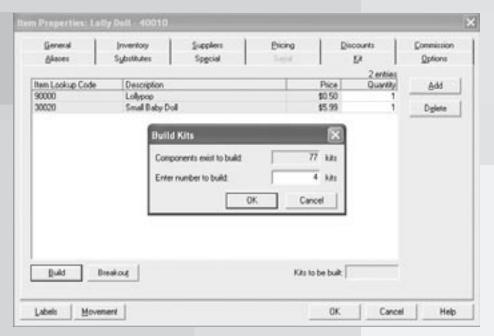
ADD DATES TO REASON CODES

Use reason codes in a number of helpful ways. For example, you can let them help you to manage run time-limited promotions to their expiration date. You can accommodate tax changes or inventory adjustments. With reason codes, you can also record no-sale instances, account adjustments, and more.
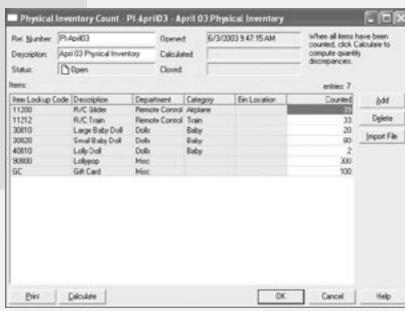
CUSTOMIZE ITEM SUB-DESCRIPTIONS

Add customized titles to sub-descriptions of items for better identification and tracking.

Build and break out *kits with automatic inventory adjustment.*

Perform physical inventory *with automatic inventory adjustment.*

Please get in touch with your Microsoft Business Solutions Partner to find out how to best implement Retail Management System in your business. In order to run version 1.2 of Microsoft Business Solutions Retail Management System, you need the following hardware and software:

STORE OPERATIONS:

Store Operations can run on a stand-alone PC or in a networked environment. You can use these operating systems: Microsoft® Windows® 98, Windows 98 Second Edition, Windows ME, Windows 2000 with Service Pack 4 or later, Windows XP (all versions) with Service Pack 1A or later, or Windows Server 2003.

HARDWARE REQUIREMENTS:

SYSTEM	MINIMUM	RECOMMENDED
Processor:	Pentium 300	Pentium 500 or higher
Hard Disk Space:	4GB free	8GB free
RAM:	64MB or 128MB for Windows 2000, Windows XP or Windows Server 2003	256MB
Video:	SVGA (800x600) with 16-bit video driver	SVGA (800x600) with 16-bit video driver
CD-ROM:	Optional	Optional
Network Card:	32-bit	32-bit

HEADQUARTERS:

AT EACH STORE

Each store must be running Retail Management System Store Operations software and able to connect to HeadQuarters via either a dial-up modem, the Internet, VPN, ISDN, or WAN. You will need to install the Headquarters Remote Client program at each store. Headquarters Remote Client can run on the same computer as Store Operations. Typically, the back office computer, equipped with a modem for communications to the head office, is used for this.

AT THE HEAD OFFICE

Headquarters is designed to run on any PC-compatible system under Windows 98/Me/XP (Home or Professional) with Service Pack 1A, Windows 2000 with Service Pack 4 or later, or Windows Server 2003. At the head office, you will need to install the HQ Communications Server program on a computer equipped with the proper communications gear (modem, the Internet, VPN, ISDN, WAN, etc.) to receive data from stores.

FEATURE	STORE OPERATIONS	HEADQUARTERS
Integrate Retail Management System with your accounting software	●	
Merge Retail Management System with Microsoft Business Solutions Great Plains		●
Process debit cards with Citibank Merchant Services	●	
Move card holders through checkout quickly	●	
Helps to simplify customer payments	●	
Offer a variety of payment options	●	
Assign sales reps	●	●
Manage electronic food stamps	●	
Look up items easily	●	
Increase controls for transaction voids	●	
Set up default shipping services	●	
Monitor item movements		●
Limit transaction abortions	●	
Justify cash payouts	●	●
Access file configuration options easier	●	
Manage your inventory more efficiently		●
Simplify kit processing	●	
Maintain inactive items	●	
Enhance supplier information	●	●
Add MSRP	●	●
Add item creation dates	●	●
Understand pricing history	●	●
Add dates to reason codes	●	●
Customize item sub-descriptions	●	●

More information on Microsoft RMS:

Visit our Website at: **www.microsoft.com/BusinessSolutions/POS**

Phone:

US and Canada call: 1-800-246-5420

E-Mail: mgpinfo@microsoft.com

Or contact your Microsoft Business Solutions Partner.

For more information on Citibank Merchant Services, visit:
www.merchantservices.citibank.com or call 1-877-284-0310

Microsoft®
Business
      Solutions