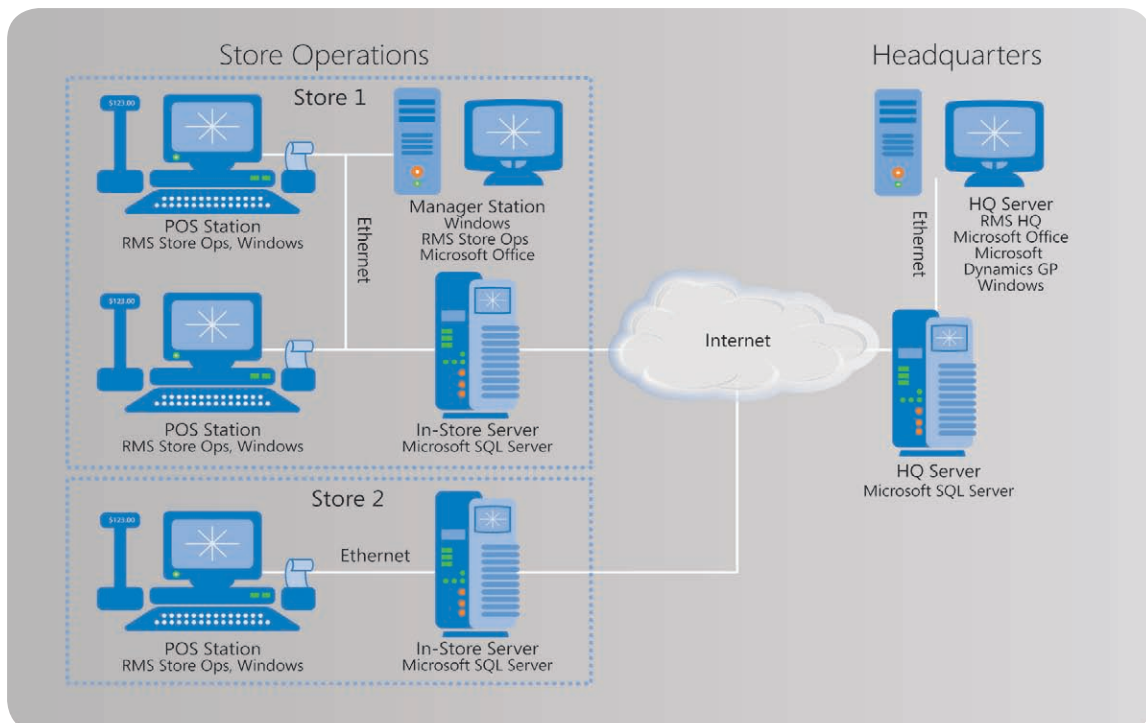


INNOVATE



Microsoft Dynamics Retail Management System Store Operations

Drive retail success with a flexible solution that empowers your managers and associates to process transactions quickly, serve customers and market products more effectively, and streamline inventory and supplier management. Microsoft Dynamics™ Retail Management System (RMS) Store Operations delivers a complete point-of-sale solution that can be run as a stand-alone application in individual stores, as well as connected to the head office via Microsoft Dynamics RMS Headquarters.



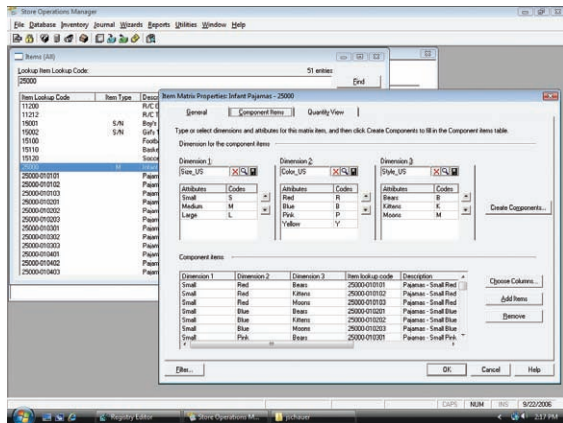
A typical deployment of Microsoft Dynamics Retail Management System in a two-store scenario—one store with multiple lanes. A local area network (LAN) connects Microsoft Dynamics Retail Management System Store Operations installations across checkout lanes or POS stations within the store, and an Internet connection connects the stores to a head office running Microsoft Dynamics RMS Headquarters. For details on additional store-level configurations, contact your Microsoft Certified Partner.

Track and manage inventory with pinpoint accuracy.

Save time, reduce overhead, and put stock to the best possible use with automated, integrated functionality that helps simplify manual stock counts and helps you to track and manage inventory for a single store or a chain of stores.

Manage a full range of inventory types:

- Standard hard and soft goods
- Non-inventory items, such as services and warranties
- Bill of material assemblies and inventory kits
- Serialized items, with up to three serial numbers per item
- Apparel matrix and lot matrix items
- Tag-along items
- Weight, including tare and actual
- Multiple units of measure
- Voucher (gift card/gift certificate)



Easily create and modify individual inventory items in a matrix, as well as add or remove dimensions from existing items and display order attributes.

Simplify complex inventory and purchasing tasks.

- Support an unlimited number of inventory items and transactions.
- Efficiently process and manage work orders, back orders, layaways, and quotes.
- Automatically calculate inventory replenishment based on reorder point/restock level or quantity sold.
- Support multiple suppliers for each item.
- Define master pack quantity for ordering.
- Assign item substitutes and maintain unlimited item aliases.
- Attach special notes and reminders to specific items.
- Export purchase orders (POs) to Microsoft® Office Excel® and Microsoft Office Word for easy customization and viewing in a matrix grid format.
- Receive shipments and transfer inventory in/out.
- Use the Label Wizard to design graphical and bar code labels with or without your company logo.
- Use wizards to quickly add inventory and facilitate large changes to the database.
- Easily manage and modify complex item requirements and quickly add items to POs.

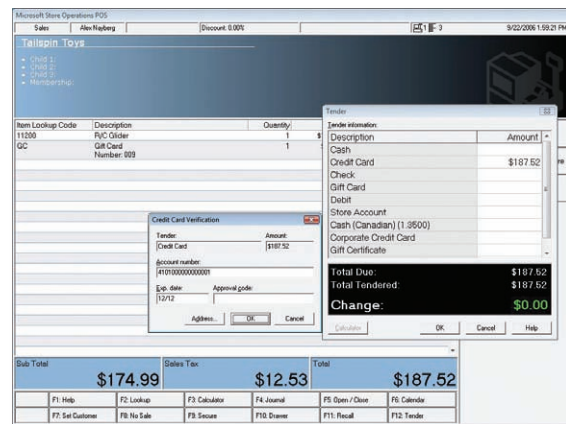
- Store and track offline inventory—for example, items not for sale.
- Ship and track inventory and orders through online services.
- Print kit components on receipt.
- Support 2005 Sunrise and GTIN compliance.

Know your customers—and deliver the service they want.

Smoothly process routine and complex transactions, build marketing efforts based on insight, and deliver personalized service that can maximize cash-in per customer.

Market more effectively.

- Instantly access a complete history of purchases, payments, and account information at the point of sale.
- Remind customers who forget items they normally purchase, and suggest up-sells, sale items, and volume discounts.
- Serve others while keeping a stalled transaction “on hold.”
- Capture, show, or hide customer contact and demographics on the POS screen.
- Accommodate partial payments and account payments.
- Use the customer data in Microsoft Dynamics RMS Store Operations to help create mailings targeted directly to customers’ special interests.
- Customize receipts with promotions for new products and specials.
- Broadcast Net Display Channels to customers waiting in line, including preselected Web sites, Web pages, and ads.



Handle multiple tenders and partial payments at checkout, and reduce transaction times with integrated card processing.

Provide service that builds lasting customer relationships.

- Grant automatic discounts and differential pricing to special customers by using up to four levels of pricing.
- Reprint electronic receipts to resolve disputes, speed rebates, and verify purchase dates and amounts.
- Accept multiple tenders such as credit cards, coupons, gift vouchers, foreign currencies, and government stamps.
- Sell—even when your network is down—using the Terminal Offline feature.
- Sell and redeem vouchers, gift certificates, and gift cards.
- Process returns, issue store credit, and process deposits on orders.

Gain power, flexibility, and speed at the point of sale.

- Access the Internet quickly with online capabilities directly built into the POS transaction screen.
- Improve flexibility with unlimited line-item entry.
- Automatically look up prices, including sales, quantity discount, and promotional pricing.
- Handle U.S. and European sales tax and multiple tax rate tables, such as percent, base, and cap.
- Easily look up quantity on hand and item attributes such as extended description and sub descriptions, as well as display a picture.
- Quickly perform post-voids.
- Ship to multiple locations, select shipping carrier, and calculate shipping charges by weight/value.
- Search by account number, name, company, address, phone/fax number, e-mail address, and "ship to" information.
- Define different account types—for example, revolving.
- Set a default account type for new customers.
- Look up, adjust, and track invoices for specific customer accounts.
- Apply finance charges on accounts.
- Bill payments for net terms.

Streamline and safeguard payment card transactions.

Enjoy the benefits of fast, easy, safe, and cost-effective card management with integrated payment processing from industry-leading banks such as Chase Paymentech Solutions.

- Streamline card processing by reducing data reentry at the POS.
- Facilitate easier end-of-month reporting and transaction reconciliation.
- Eliminate expensive middleware for credit card processing and online debit support.
- Do away with credit card terminals and dedicated phone lines for transaction processing.
- Process a variety of cards, including MasterCard, VISA, Diners Club/ Carte Blanche, American Express, Discover Card, and PIN debit cards.
- Address Verification Support (AVS) helps ensure optimal credit card discount rates when cards need to be entered manually.
- Take advantage of Microsoft Dynamics RMS integration with PCCharge, ICVerify, and other leading providers.

Save time and money.

Jump-start productivity with a solution that's easy to learn and use and that can accommodate changing needs.

Get started quickly and minimize maintenance time.

- Microsoft Dynamics RMS Store Operations installs and sets up easily. Employees can learn POS functions in minutes, and customizable Online Help is available at all times.
- Use Microsoft Dynamics RMS Store Operations wizards to quickly input new items, speed inventory management, and reduce the time it takes to perform routine processes.
- Speed transactions with touch-screen support and user-defined keyboard shortcuts.
- Set up custom POS buttons to quickly access Web sites, software packages, and application tools.

Maximize profitability with flexible pricing options.

- Drive increased sales with discount functionality, including mixed-case discounts.
- Discount entire sale or selected items at time of sale.
- Set up mix/match and "Buy X, Get Y" pricing structures and schedules, including fixed price and percentage discounts.
- Utilize lot pricing (single, six pack, case, and more).
- Assign multiple price levels/customer (price break tables).
- Set up discounts from retail—including percentage discounts—markups from cost, and discounts by dollar amount.
- Set profit margin.
- Assign subtotal amount.

Manage staff efficiently and effectively.

- Put items on sale/promotion, set up commission structures, and assign commissions to selected sales representatives.
- Quickly see which associates sell best to better manage staffing needs.
- Help ensure that tasks are completed with a calendar event planner, reminder messages, and the ability to send messages to cashiers.
- Improve efficiencies for managing staff with a built-in time clock, time-card reports, and tracking for employee information.
- Generate cashier log reports.

Integrate with ease.

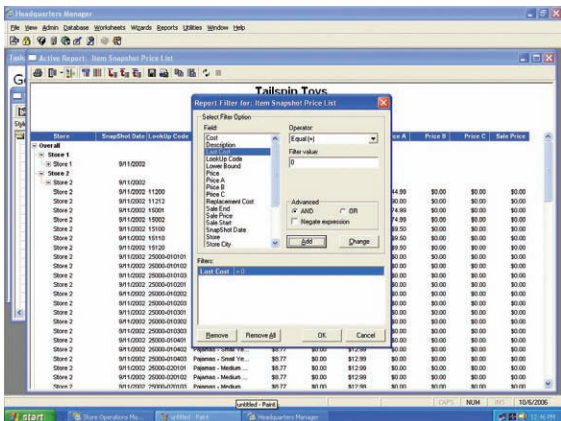
Microsoft Dynamics RMS Store Operations integrates easily with other software packages to help broaden management visibility, eliminate the need to juggle applications and re-enter data, and improve operational efficiencies across the board.

- Work with familiar Microsoft Office system applications such as Office Excel and Office Word.
- Work with existing computers and OPOS (OLE for POS)—compatible peripherals.
- Use Electronic Draft Capture (EDC) and integrate with leading credit card services to reduce fraud and human error.
- Connect retail and financial management through summary integration with Microsoft Dynamics GP.
- Manage accounts receivable in Microsoft Dynamics RMS Store Operations, then trade summary POS data with popular accounting software such as Microsoft Office Small Business Accounting 2007 and Intuit QuickBooks (U.S. version).
- Enhance Microsoft Dynamics RMS with add-in functionality, including:
 - eCommerce Solutions
 - PDA and Mobile/Wireless Stations
 - Additional integration to legacy systems, EDC and credit card services

As your business grows, so will your solution.

From the start, Microsoft Dynamics RMS Store Operations delivers tools that retail blockbusters use—customer purchase histories, electronic receipts, gift certificate tracking, and more. And as your business grows, you can add new lanes or stores with minimal disruptions to retail service—your solution offers a common point-of-sale platform that spans single or multiple store locations. Start with basic point-of-sale functionality, then tap into a broad set of retail management tools, or add the Microsoft Dynamics RMS Headquarters module as you add new locations and move to centralized operations.

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Powerful SQL-based reporting functionality lets you drill down to transaction level details using filtering options.

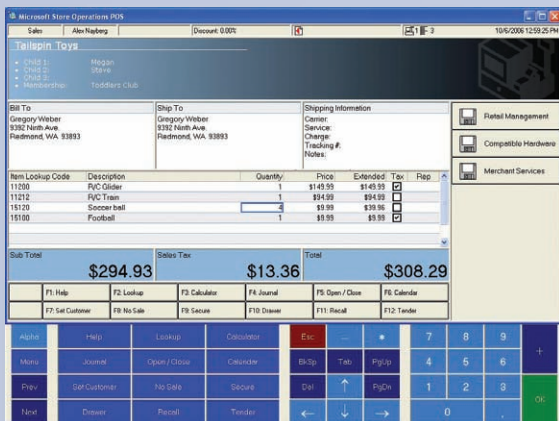
Make faster, more accurate business decisions.

Keep pace with the competition and help maximize revenue opportunities with easy-to-use, flexible reporting options that help you. You'll know exactly what sold best in every department, category, and season, as well as what you need to buy or mark down. Just as important, you can track return on investment from your ads, mailings, promotions, sales, and discounts.

- Preview, print, or export data in multiple formats.
- Filter, hide, sort, and group data the way you want.
- Add your logo for formal reports.
- Drill down to modify the database directly from reports.
- View and print daily sales graphs and journals from any register.
- Preview, search, and print journals by register, batch, and/or receipt number.
- Print X, Z, and ZZ reports.
- Adjust report headers/columns on screen.
- Quickly drill down from summary reports to detailed reports.
- Memorize report settings.

Examples of Microsoft Dynamics RMS Store Operations reports include:

- | | |
|---------------------------------------|---------------------------------------|
| Customer List | Accounts Receivable |
| Aging Account Activities | Summary Daily Sales |
| Sales Rep and Cashier Daily | Sales Supplier Daily Sales |
| Register Daily Sales | Department and Category Daily Sales |
| Summary Daily Tax Collected | Detailed Sales |
| Detailed Tax Collected | Commission |
| Cashier Log | Register Analysis |
| Department Sales/Cost | Top Sales Reps and Cashiers |
| Top Customers | Top Suppliers |
| Top Items | Top Departments and Categories |
| Regional Sales | Item Price and Quantity Lists |
| Item Value List | Item Reorder List |
| Item Movement Report | Offline Inventory List |
| Serial Number List | Supplier List |
| Alias and Substitute Lists | Work Order Summary and Detailed Lists |
| Back Order Summary and Detailed Lists | Quote Summary and Detailed Lists |
| Vouchers Summary and Detailed Lists | Purchase Orders |
| Inventory Transfers In/Out | Open Layaways Report |
| Layaway Expiration Report | |



An intuitive point-of-sale screen helps reduce training time and improve productivity. The screen can be customized by partners and include add-ins to fit vertical market requirements.

Tailor tools and processes to suit the way you work.

Manage every aspect of your store with ease and control.

- Quickly configure POS screens to display exactly the information your clerks need.
- Customize receipts and price labels with graphics and logos.
- Choose from various ways to set up new sales and promotions—fast.
- Streamline buying with ordering levels, best-price suppliers, and automatic PO generation.
- Choose from 15 user-defined fields for customer information—for example, birth date, driver's license number, and resale permit number.
- Customize POS buttons for Web-based application shortcuts.
- Add protection for every menu and field based on built-in cashier security levels, including the ability to customize how cashiers work with the POS and daily transactions. Data fields can be hidden, view-only, or editable.

Built-in security features include the following:

- Cashier floor limit
- Cashier return limit
- Assign logon password
- Grant or deny cashier permissions
- Enter opening or closing amounts
- Change price at point-of-sale
- Change tax amount at point-of-sale
- Allow no sales (open drawer)
- Allow pay outs
- Allow item-cost display
- Allow editing of time-clock entries
- Allow cashier to view others' time-clock entries
- Allow generation of X reports
- Hold transaction (suspending or stacking)
- Blind closeout
- View sales journal
- View sales graph
- Sign on before each transaction
- Allow new customers at POS
- Allow customer account modification
- Allow deletion of customers and items
- Allow item information modification
- Enable global customers for multi-store
- Require serial number
- Allow POS serial number creation
- Show customer addresses at POS

System Requirements and Other Information

System Requirements

Built to work on inexpensive personal computers, Microsoft Dynamics RMS can be expanded to operate over local area networks (LANs), keeping operational tasks simple as your business grows.

- Runs with Microsoft Windows® XP Home or Professional with Service Pack 2 or later, Windows 2000 with Service Pack 4 or later, Windows Embedded for Point of Service (Microsoft Dynamics RMS Store Operations only), Microsoft Windows Server™ 2003 with Service Pack 1 or later, or Windows Vista™ Business or later
- Supports POS devices through support of the OPOS (OLE for POS) standard, receipt printers, cash drawers, bar code scanners, and more
- Ships with Microsoft SQL Server Express to provide built-in investment protection with a database that can grow with your business and maintain historical information at your fingertips; also supports Microsoft Desktop Engine (MSDE) or Microsoft SQL Server
- Integrates through the Web—via third-party applications—with traditional, mobile/wireless, and remote retail systems using XML, HTTP/HTTPS, and TCP/IP
- Supports Microsoft ActiveX®, XML, and Microsoft .NET technologies to help ensure fast connectivity and data integration across multiple business systems
- Supports trading partner integration with XML or CSV data export

Purchasing and Installation

A Microsoft Certified Partner with deep retail experience will work with you to purchase and install Microsoft Retail Management System.

Training

Based on reports from customers and partners, basic training for cashiers and employees takes anywhere from 15 to 30 minutes. Additional training options are available through your Microsoft partner and from Microsoft.

Technical Support

An optional support package is available to give you access to Web- and phone-based technical support from Microsoft and free software upgrades for the first year of ownership.

Microsoft Dynamics Retail Management System

Drive retail success chain-wide with customizable, connected solutions.

For more information, visit our Web site at:
www.microsoft.com/msrms
PHONE: In the United States and Canada, call (888) 477-7989
E-MAIL: mgpinfo@microsoft.com
Or contact your Microsoft partner.

Microsoft

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