



# SANDMAR

## GLOBAL RETAIL SYSTEMS

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RM6000: Retail Management System

ESTRA: Hotel Management System

C3Mi: Central Cash Collection &  
Mangement Information System

**Product Guide**

# Sandmar

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## RM6000 Overview.

RM6000 provides a comprehensive range of software solutions for businesses engaged in:

- Selling goods and services
- Managing and moving Inventory
- Merchandising of goods and services

These activities may all be concentrated within a single business location, or spread across a number of remote business operations, including warehouses, retail outlets and offices.

The RM6000 software range integrates the activities of:

- Selling goods and services from retail outlets, wholesale cash & carry outlets, mail order sales, trade counters, telephone sales, to delivered goods with cash on delivery or on a credit account.
- Selling products via the World Wide Web.
- Inventory management within single, or multiple retail outlets and single, or multiple conventional, or bonded warehouses.
- Merchandising of goods including product range planning, budgeting and purchasing.
- Importing goods from international suppliers with cost price adjustment.

RM6000 modules are available which can integrate together, or stand alone. All modules can be configured to meet specific business requirements. The modules are:

- Sales Manager
- PosXpress: Electronic Point of Sale
- WEBXpress Selling via the Internet
- Merchandising Manager for Product Replenishment
- Inventory Manager for full Inventory Control
- DataBase Manager for managing system data
- Finance Manager for performance monitoring and establishing business rules
- Report Manager for standard and ad-hoc reporting
- System Manager for operational administration
- Network Manager for communications within a multi location environment.
- Advanced Shipment Costing System for importing goods from International Suppliers.
- Restaurant booking.
- Hotel Registration.
- Central Cash Collection & Management Information.

### Software Technology

The SANDMAR RM6000 software range has been created using the latest proven software techniques available, including Object Orientated programming, Visual programming techniques and Client/ Server Relational Database technology. These combine to provide an open software system solution complying with the international standards of operation.

### Background

In 1988 Sandmar developed the retail software range Retail Manager III utilising the MS DOS operating system. RM6000 builds upon that design and the many years of product enhancement to provide a modern Windows based system, created within an ISO9001 quality environment.

### General System Features

**Multi-lingual capability.** The software is available in several international languages. Each user of the system can operate in their preferred language, or at any time they can switch between the available languages.

**User defined business rules.** Where business rules such as taxation, or cost price calculation are likely to vary on a regular basis, then the user can configure the software to operate in a unique way for their business.

**End user business language.** Upon initialising the system, the software can be automatically configured using Sandmar 'Wizards' to operate using specific business terminology. E.G. Ladies Fashion, Men's Fashion, Shoes, Auto parts, Jewellery, Toys, etc.

**Security.** A flexible security system ensures that access to all areas of the system is strictly controlled.

**Currency.** The system can accommodate any currency type and will operate in multiple currencies throughout the system.

**Training Mode.** All areas of the system can operate safely in training mode, therefore not effecting any live database files.

**Software Licenses.** The Sandmar software is available in four license editions:

- RM6           A single site license entry level configuration.
  - RM6000       A multi-branch system which permits full functionality as a Store System.
  - RM6000       A multi-branch system within a Single Database.
  - RM6000/O     A multi-branch system with a small number of users, operating as Outlets.
- POSXpress3, WEBXpress and the Advanced Shipment Costing system are packaged separately.

**Operating System Environments.** The system is designed to take advantage of the Microsoft Windows environments. Licenses are available for Microsoft Windows XP / 2000. Local area networks supported are Novell & Microsoft Windows NT / 2000 Server.

**Computer Equipment.** The software operates with all PC based equipment configured to utilise the operating system environments described above. Point of Sale equipment uses Windows, or OPOS / UPOS Windows based.

**Database Technology.** RM6000 uses the Sybase SQL Anywhere relational database technology. This internationally available, proven technology ensures that the RM6000 is secure at all times. Within a multi-location system Sybase will ensure full synchronisation of the dispersed databases.

## RM6000 Sales Manager.

The Sandmar RM6000 software product range contains modules specifically designed for the selling of goods and services in a variety of sales environments including:

- Retail Outlets
- Wholesale /Cash & Carry Outlets
- Mail Order
- Food & Beverage outlets
- Telephone Sales
- Trade Counter Sales
- Delivered Goods and Cash on Delivery
- Hotels

Within RM6000 two Windows based sales modules; PosXpress and WEBXpress are available. Both permit flexible, secure and tailored facilities for the different selling environments. The Sales Manager module records the necessary sales and inventory information as the sale is completed, thus providing a basis for sales performance analysis and product replenishment. PosXpress and WEBXpress operate with Microsoft Windows 2000 / XP operating systems.

The Sales Manager module operates with a range of dedicated PC based Point of Sale tills, which are available from most leading equipment suppliers. A standard PC with point of sale peripherals such as a cash drawer and receipt printer attached can also be used. The system can be used as a completely stand alone retail solution with all of the RM6000 options available at the Point of Sale. Alternatively, it can be configured to access the Sales module at the Point of Sale, with connection to other RM6000 modules on either a local Back Office computer, or Master Sales Terminal. Within a multi-branch configuration, sales data can be transmitted to a remote Regional, or Head Office RM6000 system.

**PosXpress** offers conventional Electronic Point of Sale Tilling.

PosXpress provides a fast selling environment where the sales emphasis is geared to customers who have self selected their goods and require a quick payment facility. PosXpress also acts as a payment point for goods or services that have been selected with the help, or guidance of an assistant. Several editions of PosXpress are available to suit different end user requirements. E.G. Supermarkets, Fashion, Trade sales etc. PosXpress is available in Windows and OPOS / UPOS (OLE for Retail POS) Windows editions.

**PosXpress / Touch** offers Hospitality Tilling.

POSXpress / Touch provides a hospitality, Food & Beverage point of sale facility using Touch screens. Sales staff can use cards or Dallas keys to log onto a sale and 'hot' swap with other sales in progress. Restaurant sales are linked to a customer table and requirements are printed to kitchen or bar printers. Up to 100 remote printers can be attached to each till.

**WEBXpress** offers interactive Point of Service selling.

The Point of Service module WEBXpress, has been designed for selling activities within a business environment where a degree of interrogation with the information database is required. Typically, a sale is achieved through a dialogue with the customer, where for example questions of availability, price, quotations and shipping details are paramount. The RM6000 Windows based application provides prompts and procedures to complete a sale of this type. The user has the flexibility to configure PosServe to operate in a similar way to the tilling module, right through to the complex interactive environment of telephone sales and mail order. Goods can be ordered at one location, shipped and invoiced from other locations.

Sales may be directed to the system from a WEB site or similar system. These sales are automatically imported into WEBXpress for processing.

### Key Features of Windows Point of Sale: PosXpress3.

PosXpress3 Features include:		
Account credit limit check		Multiple Promotion Types
Assistant security		
Assistant / Till performance report		OLE for Retail POS supported.
Automatic promotional pricing		
Automatic change calculation		Petty cash payment
Account balance enquiry		Product discounting
Allocation of payment against COD		Product quantity / location enquiry
		Product price enquiry
Bar Codes can be added at POS		Price override
		Product enquiry
Cash back		Product surcharge
Cash on Delivery		Product Serial Number logging
Cash pickup		Product Returns
Cashing Up procedure - Configurable		
Cash reconciliation procedure		Retail price inc. or ex VAT / Sales Tax
Cash loans to other tills		Remote Kitchen / Bar printing
Cheque Printing at point of sale		
Credit Notes		Quantity sale
Credit card surcharge automatically applied		
Customer registration.		Sale of non inventory 'Special' items
		Sales tax / VAT Registration No. on till receipt
Detailed product description on sale line		Supervisor security
Discounts by value or percentage		Sale by product code
Discounting on transaction total		Sale by Multiple bar-code
		Sale by manufacturers code
EFT-POS link to card processing Centres		Sale by Multi-pack bar-code
Event Logging of all 'non selling' events		Sale by description
		Savings club & Account payments
Fiscal Memory modules available		Save / Recall transaction
		Save restaurant sales by Table
Goods on Deposit / Layaway		Sale of linked products
Goods on Reserve with Deposit.		Sell By Date tracking
		Split tendering
Hand Held Terminal sales		
Hot sales switching		Tendering by Multi-currency types
		Tendering by cheque
Invoice – Full		Tendering by credit card
Invoice Message		Tendering to account
		Tendering by coupon
Journal printing		Tendering by voucher / Loyalty Points.
		Tender - Cash On Delivery
Keyboard Hot Keys for fast selling		Training mode
		Total accumulated discounts on sale
Lock Till facility		Touch Screen Technology
Loyalty scheme		
Logo printed on receipt		Variable Till receipt message
		Variable receipt layout design
Multi-lingual operation		Void line
Multi-pack sales		Void transaction
Multiple prices for each product		
Microsoft Windows Based		X totals
Multiple products with a single barcode		Z totals
Multiple cheque types.		
		3 <sup>rd</sup> Party Payments e.g. Electric bill

## RM6000 DataBase Manager.

Authorised access to add, enquire, delete or amend all principle information within the system is achieved via DataBase Manager. Data entry forms are designed to be secure, fast, flexible and efficient, with helpful prompts to aid the occasional system user.

The product database can be designed by the user to meet the organisational needs of the business environment, thereby enabling meaningful information to be retrieved to monitor company performance. To assist in configuring the database and reporting information quickly, a user defined product classification system can be employed. Up to 24 levels are permitted within the classification system for a single company. The classification system provides 6 levels to define a business structure such as department and group; 12 levels to define the unique characteristics of the product such as style, colour, size and a further 6 levels to cover additional information such as Season, fabric, or country of origin. Where multiple companies exist within the organisation, then different product classifications can be synchronised enabling reports to be produced based upon common characteristics. The number of levels used within the classification can be determined by the user, thereby enabling a simple, or complex product database to be created. This level of classification allows the ability to monitor stock valuation, sales performance etc. within very flexible, user defined categories. The RM6000 system can contain unlimited classification systems.

RM6000 can be installed using the Classification Wizards to aid in the initial set-up, for example, countries, colours, sizes, weights etc.

To assist in the speedy entry of product details, a Rapid Data Entry module is available which enables pre-defined data to be duplicated between product records. Data can also be input via a GRID where the majority of product details are common. This is typically useful in the Fashion environment where colour and size vary by Style number. The Rapid Data Entry system can automatically create product codes based upon pre-set configurations, or by combinations of colour, size etc.

DataBase Manager offers a wide variety of screen based information to aid in management decision making. Information such as, sales history on any product, or sales assistant performance is available at all times.

DataBase Manager holds all current files on magnetic disk. The disk can either be an integral component of the computer being used to run the RM6000 software, or files can be held on a File Server attached to the user's computer or terminal, via a Local Area Network.

At a Head Office system, data for all locations is available.

## Details of Principle Tables held within DataBase Manager

- Accounts Customer account data. An account customer can be assigned to several accounts and several account customers can be assigned to a single account.
- Budgets Budgets can be maintained to control purchasing expenditure. Full 'Open to Buy' facilities are maintained.
- Cost Price Cost prices are based on an average cost, last cost, supplier cost and standard cost. Cost prices may be adjusted to account for import cost using the Shipment module.
- Currency There is no limit to the number of currencies that can be in operation throughout the system. All historic data can be stored in up to three currencies.
- Customers Four types of customer are recognised by the system. Cash customers, Credit Account customers, Cash on Delivery and Corporate Entities. Customers can be members of corporate groups such as clubs, or loyalty schemes. Historic information such as what each customer, or corporate group have purchased and the level of sales revenue are maintained.
- Customer Discounts Discounts can be applied to specific customers, or corporate groups of customers. Discounts can apply to specific products, or product categories
- Exchange Rates Currency exchange rates can apply to both purchases and sales.
- Inventory Inventory information relating to the current stock holding is stored.
- Inventory Location The location of inventory is monitored from a corporate position, down to a specific bin location.
- Locations RM6000 Business location data is held differentiating the role of locations, E.G. Sales Branches, Warehouses, Regional Offices etc.
- Loyalty Customer loyalty schemes can be created & customers attached to them. Loyalty can be based upon points or spend discounts.
- Manufacturers Manufacturer data is held to identify who produces the specific products.
- Payment Cards Credit / Debit Cards data. Uplift surcharges and floor limits can be determined for each card, or sales location.
- Product Base product data. All known information can be stored about a product. The historic data can be stored indefinitely.
- Product Descriptions Each product can have many alternative descriptions. This data is used where a product is sold in different countries and different descriptions are required at the Point of Sale.
- Product Discounts Discounts can be applied to products as Quantity Breakpoints, Value Breakpoints and Multi-Buys.
- Product Components Product component data can identify products that can be sold as a complete unit, or individually.
- Product Classification Product information can be stored in comprehensive user defined classification systems. This system enables users to identify a product by several alternative descriptors. E.G. Style, model etc.
- Selling Prices Product selling price data including pending price changes, or promotions.
- Suppliers Suppliers source data is held to identify who can supply the specific products. A product can be supplied by multiple suppliers.
- Taxation Sales tax type and values. The system will hold multiple sales taxation models, which may apply, in different countries.
- Time Periods table Time periods data. Many time periods can be established for different users. E.G. Accounting periods, Merchandising Seasons, Sales periods etc.
- Audit Trail tables All transactions including: Sales, inventory movements, purchases price changes etc., are recorded throughout the system and stored within an audit table.
- Unit of Measure tables Products can be measured in single units, or any range of weights, lengths etc.
- Registration tables Unique identity numbers can to be stored with a product. E.G. Electrical goods can have serial numbers registered at the goods received location and at the point of sale. The specific product can then be tracked throughout its time within the business.
- Barcode tables Multiple bar codes can be held against a single product.

## RM6000 Merchandising Manager.

The Merchandising Manager module is used to determine what inventory is to be purchased, when it is to be purchased, where the inventory is to be located and the pricing policies to be adopted. This module is used as an aid in the decision making process regarding range planning and product availability in order to maximise sales opportunities. Pricing policies can be easily implemented and manipulated as market forces dictate. Merchandising Manager is used alongside the Inventory Manager module, which controls the physical processes, and movements involved with inventory from the moment it arrives at a location, until the moment it leaves.

The major processes within Merchandising Manager are as follows:

**Product Range Planning.** The merchandiser is able to build a range of potential products, which may be purchased and sold in the future. From this range it is possible to create the actual products to be sold. When the new range has been agreed the information can be output to help in the creation of a product catalogue. Working within 'Open to Buy' budgets and limits which have been set within Finance Manager, the merchandiser is able to plan and monitor purchases.

**Purchasing.** A key element in any retail business is knowing when to buy inventory and in what quantity. The job of knowing what to buy, buying it and entering the inventory onto the computer can be one of the most time consuming tasks retail businesses face. To aid with this task, a wealth of product sales information needs to be quickly and readily available, helping to bring the inventory to the right levels and avoiding over or under stocking; both of which cost money and contribute to lost profits. Merchandising Manager contains a purchase ordering module, which makes buying inventory quick, effective and easy. The Purchase Order module helps in making the right purchasing decisions; all relevant information is presented by the system and additionally a suggested order report can be generated and then automatically converted into a purchase order. Information regarding supplier performance is available to help the merchandiser plan future deliveries.

**Inventory Transfer.** Once inventory has been purchased, another key element is to ensure that it appears in the correct location within a network of retail outlets to maximise sales. Merchandising Manager contains a despatch ordering module, which makes transferring inventory quick, effective and easy. The Despatch Order module helps in making the right allocation decisions; all relevant information is presented by the system and additionally a suggested transfer report can be generated and then automatically converted into a despatch instruction. Inventory replenishment can be made from a variety of warehouse locations and where necessary, the system alerts the user to the need for re-ordering. When operating a multi Branch system with Network Manager inventory can be controlled centrally and branch inventory information automatically updated.

**Product Pricing.** The Merchandising Manager module is designed to provide a focus for profit control within the business operation. The merchandiser is able to allocate the appropriate selling prices against planned profit margins. Promotions can be determined and confirmed for use within all other modules of RM6000. Prices are entered for all products, including against current and pending cost price adjustments. Price changes can be applied to specific products or by a range of products, such as all inventory from a particular supplier. New prices become active as soon as the changes are confirmed, and are then immediately available at the point of sale. Suggested price changes can be automatically created based upon profit margins. Also, a range of specific discounted prices can be applied to special customers. RM6000 will create suggested selling prices automatically based upon product profit margins or mark up.

RM6000 allows the user to re-price or prepare promotional price products in advance of the pending activation date. Multiple promotions can be in operation giving the flexibility of setting different prices for different time periods. For instance, a product can attract a 10% discount for a particular month. Additionally, a further promotional price may be set against the same product for specific days within that month. Merchandising Manager ensures that the correct price is in operation at all times.

A price rounding facility is available to enable prices to be automatically changed up or down to match pre-set price bands. The price rounding model can vary for different product ranges within the system.

Profit margins can be set specifically for each product, or pre-determined minimum margins can be set for products within groups, departments or individual suppliers.

Products can be linked together for the following purposes:

- Multi-buy promotions. E.G. Buy a Camera and get two free films or, Buy a Camera and get 50% off two films.
- Product Information. E.G. Warning that product should only be sold to over 21 age group.
- Product Kiting. E.G. A Camera may be sold with two films as a kit, or the Camera and films can be sold individually.
- Discounts on product Groups. E.G. Buy any 4 items for a fixed price.

Product labels can be produced at any point within the RM6000 system. For example labels can be created at the time the purchase order is raised, the goods received location, or at the sales location. The software can be configured to enable label production to take place at the appropriate business locations.

## RM6000 Reports Manager.

Report Manager offers a fast and effective means of generating information from the data base held within RM6000. Reports can be provided upon demand, or created on a regular basis using the report scheduler. Reports produced by the scheduler are either placed into the users RM6000 report repository, be transferred via an EMAIL system for collection when convenient, or displayed via a WEB browser.

Report Manager offers a range of options for outputting all reports. These options include:

- Direct to a range of printers.
- Direct to the computer screen for immediate viewing.
- Export files in formats such as 'CSV' for input into Corporate systems, or commercial applications such as Microsoft Excel.
- Reports can be scheduled and printed at any time determined by the Report Scheduler. E.G. A specific report is required every Tuesday morning.
- Reports can be sent via FAX or, an EMAIL service to the intended recipients.
- Reports displayed in HTML WEB format or PDF.
- A user can save specific report parameters for regular re-use.

All reports are selected using a standard 'Look and Feel' user interface. This provides a familiar, easy to use process for report selection.

For ad-hoc reports, 'industry standard' Report Generators such as Seagate Crystal Reports, or Borland ReportSmith can be used. All user created reports can be integrated into RM6000 with the Reporting Toolkit.

All reports are numbered with a form reference for use within an ISO9000 business structure.

As RM6000 is a transaction based system, all events are saved within the database. It is therefore possible to create an unlimited range of reports to meet specific user requirements, Where additional reports are required over and above the published list, then these can be created by the end user, Sandmar, or by the IT department / provider.

Additional reports are added regularly by Sandmar. Currently some 300+ reports are published with RM6000. As additional reports are published, they can be downloaded from the Sandmar WEB site for automatic integration into RM6000.

ReportXpress provides on screen graphical reports for sales by hour, day, week etc. The graphical reports are based on a specific product, a sales assistant or a location.

## Standard report information available within RM6000

Within the system, typically a report exists to provide a view on all of the standard base data and transactions detailed within RM6000.

Examples of the types of information that can be viewed are:

- Sales Summary
- Daily Sales Analysis
- Sales History
- Sales by Volume
- Returns report
- Sales by Value
- Consolidated Sales History
- Yearly Sales History
- Period Sales History
- Sales by Till
- Sales by assistant
- Back Order Report
- Branch Performance Report
- Customer Sales History
- Loyalty Scheme Report
- Purchase Orders
- Picking list
- Branch Orders
- Despatch Notes
- Inventory Count
- Inventory Count Variance
- Inventory adjustments
- Random Inventory Count Check list
- Random Inventory Count Variance
- Price Change History
- Aged Inventory
- Inventory Turn / Cover
- Inventory Movements History
- Suggested Orders
- Goods Received Note
- Inventory Ledger
- Purchase Orders
- Goods on Order
- Product Inventory
- Inventory Allocation
  - Multi Branch
- Despatch Orders
- Network Status and Error Logs
- Product Price list
- Standard Margins
- Promotional Margins
- Fast Moving Items
- Slow Moving Items
- None Moving Items
- Open To Buy
- Daily Customer listing
- Best Customer report
- Price Override report
- Customer Invoices
- Branch Goods Received / Despatch Report
- Head Office / Branch Promotional Price Report
- Head Office / Branch Product Change Report
- Head Office / Branch Inventory Change Report
- Head Office / Branch Price Change Report
- Account Balances
- Account Transactions
- Cash Reconciliation
- Sales Tax / VAT Reconciliation
- Currency Change Report
- Data Integrity Report.
- Daily Transaction Log / Summary
- Excess Inventory
- Suggested Despatch Orders
- Quantity Audit
- Value Audit
- Despatch Orders
- Inventory Valuation
- Sales Tax / VAT Analysis
- Classification Totals E.G. Department totals.
- Overstock reports based upon weeks covered required.
- Suggested Replenishment base upon sales history.

A pack of sample RM6000 reports can be down-loaded from the RM6000 WEB site as examples of the report layout and information available.

## RM6000 Inventory Manager.

Inventory or stock management is a key component of the RM6000 system. Inventory Manager controls the physical processes and movements involved with inventory from the moment it arrives at a location, until the moment it leaves. It is used alongside the Merchandising Manager module, which performs all of the decision making regarding what inventory should be ordered from whom and when, and at what location it should be situated to optimise sales.

The major processes within Inventory Manager are as follows:

**Goods Received.** When inventory arrives at a location, the Goods Received module is used to automatically update the inventory figures either as the goods arrive or after they have been physically counted. The goods received process can be performed using a standard PC terminal, or at the point the goods are being checked in by using a range of hand held devices. Cost price data is updated according to parameters set within the Finance Manager module.

**Despatch.** Goods may be transferred from one location to another using the despatch module. This may happen where Merchandising Manager has instructed the physical movement of inventory from one site to another in order to optimise sales opportunities. As part of this procedure picking lists are produced. It may also involve the despatch of inventory back to a supplier. As with Goods Received the process may be performed using a standard PC or one of a range of hand held devices.

**Inventory Counting.** This operates either manually, or with the use of a range of hand held terminals. The inventory counting activity can be a periodic one off operation with the outlet closed, spread over a period of time with inventory counting by Departments or product groups, or can be undertaken with the outlet remaining open.

**Label Printing.** All of the necessary bar code or pricing labels for products and shelf edges are generated by the system. A range of non standard labels and specialist label printing equipment are also supported within Inventory Manager.

**Internal Inventory Transfers.** RM6000 supports multiple shelf and inventory locations within a site. The movement of inventory from one physical location to another is controlled from Inventory Manager. Transfer documentation may be produced, and movement transactions may be recorded on both PCs and a range of hand held equipment.

**Export / Import with Hand Held Terminals.** All RM6000 instructions can be exported in CSV format for use with Hand Held Terminals. E.G. Inventory Counting, Goods Received etc.

## **RM6000 Finance Manager.**

The Finance Manager module holds the business and commercial rules of the company. These rules force non financial personnel to operate within the financial constraints of the business. This module provides financial planning information and links to third party accounting systems and spreadsheets.

### **Business Rules**

RM6000 contains business rules for important issues such as sales tax and cost price calculation. These parameters can be set from a range of standard options, or where required unique algorithms can be created.

RM6000 gives control to the user in selecting the Business Rules. For example in selecting the cost price rules, it is the user who is determining the basis upon which inventory will be sold and valued. Also, once the cost price has been determined the profit margin can be calculated against the selected cost price level.

RM6000 has the ability to accept multiple currencies for different business functions. Where an International Company has branches in many Countries, then for each site the local base currency may be held. Within Finance Manager the rules regarding which currencies are accepted and for which function are determined. The entering and amending of the exchange rates are also managed and monitored from this module.

Customer accounts can be set up with authorised credit limits and the account balances monitored.

### **Financial Reconciliation**

RM6000 automatically provides all the necessary information for the reconciliation of banking, customer account balances, Sales and Value Added Taxes. Information from all of the sales outlets is processed centrally on a regular basis and the relevant reports are made available.

### **Financial Planning**

RM6000 provides the ability for setting 'Open to Buy' budgets within the Merchandising / purchasing functions. These budgets can be based on overall spending, product ranges or specific products. Once budget limits are set then spending outside of these limits without authority is prevented.

Performance of sales revenues and gross margins can be determined for products, ranges of products, sales outlets and the total business. Management information about actual performance against forecast budget enables immediate action to be taken including adjustments in stock holding and purchasing limits. The performance information is available for any time period.

### **Data Interface**

RM6000 provides a standard data interface to many of the accounting packages available world-wide. The published interface supplies all relevant data for transferring sales, customer, supplier and product information.

### **Control Accounts and Audit Trails.**

All transaction data created within the RM6000 system is stored within a set of Control Accounts. Transactions include sales, purchases, price changes, stock movements etc. At any time audit trail information can be created to trace historical transaction events.

## RM6000 System Manager.

System Manager is the software operational control module of the RM6000 system.

Event Scheduling / Transaction Processing. System events such as transaction summarising and history creation, reporting, and inter-site communications can be set to follow a user-defined schedule. For example, at the end of any user-defined time period, all of the information relating to sales performance may be consolidated to provide a history data base. The emphasis is very much on removing the reliance upon once a day 'housekeep procedures', although in some situations clearly these may be necessary.

All sales transactions from 'non RM6000' tilling products, and inventory movement transactions from other RM6000 sites are processed to update the central RM6000 database. Such processing may occur as a scheduled event or at any moment the user selects.

Archiver / Backups. System Manager provides facilities for both the total system and/or all of the database files to be backed up, to either magnetic disk or tape. In the event of a hardware or system failure all of the backed up information can be retrieved and the system made operational again. The facility is also provided to archive old data, which is no longer used, but should be retained.

Security. All of the system users are given a security level for programs within RM6000. This ensures that data and functionality is only available to authorised personnel. For example, a user may be defined as having no access, read only access or read-write access within the product record screen.

System Manager provides a facility for tailoring the RM6000 software to meet individual user requirements. The software can also be automatically tailored to work with different types of hardware equipment, languages and currencies. It may also be configured differently to suit varied retail environments.

System Services. In the event of a problem within the hardware or software; the System Services module detects the nature of the problem and provides a range of facilities for corrective action. It provides features to analyse both data and system integrity. These features may be run as scheduled events.

RM6000 Work Flow. The workflow system enables a separation of the tasks of document creation e.g. Purchase Order, and its authorisation. By use of the workflow system the users organisational procedures can be mirrored.

## RM6000 Network Manager.

Full multi location networking control is an integrated module within RM6000. Inventory movement, purchasing and pricing can be managed from any level within the network organisational structure. Head Office consolidated sales information for all Regions or Branches can be available at the beginning of the next working day via overnight communications, or, at any time of the day where communications are appropriately scheduled within the Event Scheduler. Network communications can be via Dial-up telephone lines, Wide Area Network ISDN, Internet or diskette.

Network Manager establishes the communication procedures for the Branch network and monitors network activity and performance. All relevant data is assembled at locations within the network during operational use of other modules within RM6000. Data transmission is undertaken whenever requested. This can be many times per day or several times per week as required

Network Manager may be invoked in a number of ways. It may be as an event scheduled within the Event Scheduler. For example, a head office may dial each shop many times per day to communicate sales, inventory and price change transactions. Alternatively it may be invoked as an unscheduled event for example, sales data from a selected location is unexpectedly required at the Head Office in the middle of a particular day. Network Manager may also be invoked from certain RM6000 applications. For example, a head office merchandiser may order a despatch from a remote warehouse to a shop, and invoke the Network Manager to electronically transfer the order to the warehouse. In addition to this, Network Manager may be invoked so that the user can log in and run the RM6000 application against a remote database. For example, rather than as described in the previous case, the merchandiser might log directly onto the warehouse database and create the despatch order directly. This effectively opens RM6000 into a wide area network.

The Message Services facility within Network Manager provides regular diagnostic information on the performance of the Network and the current status of the equipment at each Branch. Any problems which are identified can be quickly rectified by attention to the hardware equipment or via the System Manager module of RM6000.

NB. Direct communications via a dial up telephone line requires Windows NT Dial Up Communications facilities at each site.

## RM6000 Customer Loyalty

The RM6000 Loyalty scheme offers a flexible range of options for the retail business including, multiple Loyalty Schemes, Points for customer spend, Points for specific products or multi-buys, Loyalty discounts against customer spend levels, Loyalty redemption at the Point of Sales and / or via Vouchers, and Loyalty liability reporting.

The key features of the RM6000 Loyalty Schemes are as follows:

- Multiple Loyalty Schemes can be operational. E.G. Regular Scheme, Gold Scheme, Platinum Scheme etc.
- Schemes can be Points based and / or, Customer Spend Discount based.
- Loyalty Scheme members can be allocated Scheme start and end dates.
- Groups of customers can belong to a single scheme account. E.G. The Smith Family belong to a single loyalty scheme account and all points are accumulated to a single account.
- Points collection and output for 3<sup>rd</sup> Party Managed Loyalty Schemes.
- Customer access to current Loyalty information via a Web Browser.

Points Scheme:

- Against each Loyalty Scheme in operation, a points value can be selected for spend values. E.G. 1 Point for each \$1 spent.
- Start up points can be allocated to the customer Loyalty Account. E.G. Joining bonus of 500 Points.
- Additional points can be added to products, or Multi-Buy of a product. E.G. Buy 2 bottles of product 'A' and receive an additional 10 points. The promotion can have start and end dates.
- Points can be exchanged (if permitted) at the Point of Sale as a tender type. E.G. 400 points available to spend.
- Customer sales receipt will print current Loyalty Scheme Points earned from the sale and total available points.
- Standard letters for issue to customers detailing points earned and production of sales tender Vouchers for use at the Point of Sale. Points converted into Vouchers are automatically reduced from current points available on the customer Loyalty Scheme Account. NB For security reasons the user may wish to pre-print special vouchers.
- Reports detail Loyalty Scheme points earned and total Scheme commitment.

Customer Spend Discount Scheme.

- Loyalty Schemes can be created which offer the Loyalty Scheme customer a discount based upon the level of sales made with the company.
- Time periods can be selected for the Scheme cycle. E.G. Every year the scheme restarts.
- Multiple discount levels can be set up in each scheme. E.G. After \$1,000 spend 5% discount is offered, after \$5,000 spend 15% is offered.
- Discounts will be automatically applied at the Point of Sale.

## RM6000 Beacon Email Alert System

RM6000 Beacon is an Email system which will alert specified users to a business event which requires attention.

RM6000 Beacon runs on the RM6000 database server and monitors the system for specified events. E.G. Negative Stock of a specific product, or negative margin sales etc. Once the event is detected then Beacon will email pre-set users with notification details so that user action can be taken.

Some business events can contain user defined conditions e.g. %age quantity variance where the %age is set by the user.

RM6000 ships with the following standard alerts:

- Sales Gross Margin Exceeds specified %age
- Sales Gross Margin Below specified %age
- Negative Sale Gross Margin
- Sales Line Value Exceeds specified Value
- Products with Negative Stock
- External goods received variance from Purchase Order
- Minimal Server Disk Space Alert

Additional Beacon Alerts can be added to customer specification.

## RM6000 Advanced Shipment Costing System.

The RM6000 Advanced Shipment costing system is a separate module within the RM6000 system. The module is used to apportion and apply costs incurred in the importation process to the individual cost price of each product.

When products are ordered from overseas suppliers then additional costs are incurred over and above the original purchase cost. These additional costs include such items as freight, insurance, storage, packing, taxes etc.

The costs may apply to the shipment as a whole, to a Purchase Order within the shipment, or to an individual product. The RM6000 Advanced Shipment costing system allows all of these costs to be applied and calculates the new product cost.

Features of the module include:

- A Container (or alternative shipping process) can contain many RM6000 Purchase Orders and also goods not covered by known Purchase Orders.
- The Container can contain a mixture of products, which may be very heavy, or very large. Depending upon the mixture of products held within the Container, costs can be adjusted to bias costs by volume or weight.
- The additional costs can be identified as applicable to the overall and / or to a specific single purchase order only.
- Costs can be fixed, or percentage based.
- Shipment costs can attract duty if required.
- Duty rates for products can be defined and applied.
- A trial costings can be created to determine the cost uplift effect at product level.
- Authorisation of the cost uplift prepares the shipment for the goods received process.
- As importation costs may vary by shipment it is possible to set a Standard Cost for the product which represents a normal uplifted cost price. This Standard Cost can be used for determining selling prices for the products within RM6000.
- At the Good Received point the selected Purchase Order can be uplift by the Shipment costs thereby creating new average costs within RM6000.
- A number of reports are available to monitor uplifted costs and for use with Customs Authorities.

## **RM6000e Selling via the Internet with RM6000**

The RM6000e modules offer an 'Easy to Create & Maintain' web based selling solution for RM6000 customers.

The RM6000 database is published to the WEB and all updates such as new products, prices etc. are automatically available for sale.

RM6000e utilises standard communications procedures to update the WEB database as if it were another shop in the RM6000 network.

RM6000e is based upon a WEB process called Active Server Page which means that when a user requests product information from the database the browser page is created at the server. This technique removes the expensive and time-consuming processes of creating hundreds of individual WEB pages which need constant updating.

As orders are placed at the WEB database they are acknowledged and transferred to the shipping location.

Following the arrival of orders, the following procedures can be followed:

- Process card payments, or await payment by alternative tender types e.g. cheques.
- RM6000 will determine which orders, or partial orders can be shipped from inventory.
- Where part order shipping is permitted then back order tracking will monitor when orders can be satisfied.
- Picking Lists, Delivery Notes, Packing lists, invoices etc. are all generated from RM6000.
- Upon completion sales are processed into the RM6000 database in a standard format for sales history analysis.

Customers can join the RM6000 loyalty schemes and all sales made via the WEB will accrue to their loyalty account.

### **WEBXpress Browsing the RM6000 Database through the Internet, or Intranet.**

WEBXpress enables users across the organisation to view information within the RM6000 database from a standard Internet Browser.

WEBXpress can be designed to browse any of the information retained in the system. Standard features available include:

- Product information including, selling prices, inventory availability by location etc.
- Supplier information.
- Customer information.
- Customer Loyalty Account details. E.G. Customers can view their loyalty account either via the Internet or at kiosks at the retail outlet.

## RM6000 End User Software Support & Training Services

### World Wide Software Support Services:

End user software support services are available to provide telephone help and software resolutions to system problems. The service centres offer daytime response as follows:

- UK support centre                                      covering : Europe, Africa, Middle East
- Moscow support centre                                covering : East Europe, Asia
- USA support centre                                     covering: Americas

An Internet WEB service is available for product information and collection of software and documentation.

### Software Support Services include:

- A telephone HelpLine service is provided to provide advice and guidance on the use of RM6000 software products.
- Complete software support can be provided by modem connection to assist in resolving system problems through to implementing software solutions to problems.
- The service can also provide all RM6000 software feature upgrades to a customer.

### End User training Services:

End user training can take place at the customer premises, or at one of the Sandmar software service centres. Training ranges from retail information workshops, through to hands on coaching of RM6000 software features. Courses available include:

Retail Information Systems Workshop  
RM6000 Management Overview  
RM6000 Front Office Operations  
RM6000 Back Office Overview  
RM6000 Database Manager  
RM6000 Merchandising Manager  
RM6000 Inventory Manager  
RM6000 Finance Manager  
RM6000 Systems Administration  
RM6000 Network Manager Administration  
RM6000 Remote Location Operations.

# RM6000 Hardware Requirement

## Front Office Systems.

PosXpress3 till systems can operate with a range of specialist Point of Sale equipment, or with a conventional PC. PosXpress3 can operate with POS equipment from ICL, IBM, Epson, Tec, NCR etc. A fiscalised version is also available with ICL & IPC POS equipment.

POS peripheral equipment and conventional PC systems include within the configuration; processor, customer display, cash drawer, receipt printer, customised keyboard, card readers and bar code scanners. Windows PosXpress3 can be configured to operate with either Windows peripheral drivers, or OPOS / UPOS drivers. Windows based POS systems require a minimum of 1GHz and 256MB RAM.

## Back Office Systems.

Conventional PC equipment is used by RM6000 software. The choice of File servers depends upon the size of the database and the networking software in use. PC equipment used should be of 2GHz performance or better with a minimum of 256MB RAM.

## Operating System Software.

RM6000 operates with any Microsoft Windows Operating environment.  
PC equipment configurations will vary dependent upon the chosen operating system.

## Local Area Networking Systems.

RM6000 operates with Windows NT / 2000 Server .  
Network performance should be a minimum of 100MB.

## DataBase Servers.

The Client / Server architecture of RM6000 enables the database to be either loaded on the File Server, or an independent Windows NT Server can be used specifically to locate the Database. RM6000 MiddleWare applications software can operate on the database server or an independent applications server. The specific design will depend upon system usage and customer transaction volumes.

## Wide Area Communications.

Connection between remote locations within an organisation can be achieved by floppy disk for use where telephone communications are unreliable, Dial-up telephone lines, X25 ISDN services or Internet connection. NB. Dial up communications requires the PC at each end of the telephone to be running the Windows NT operating system.

## Hand Held Terminals.

PSION WorkAbout and HC range are fully supported.

## Thermal Label Printers.

Thermal label printers with Windows drivers are supported.

## Estra Hotel Systems.

The Estra Hotel system utilises the core functions and depth of RM6000 with the tools to operate a medium size hotel.

The Estra Hotel system provides the following features within an integrated system:

- Hotel Booking
- Import of bookings from 3<sup>rd</sup> party booking system
- Room Allocation
- Hotel Check in
  - o Checking Customer credit at the bank
  - o Allocating a Customer spend limit within the hotel
  - o Issuing Customer Charge Cards
  - o Part Payments or Deposits
- Customer spending within Hotel using Charge Cards at POSXpress3 POS units in gift shops, restaurants, bars etc.
- Email Alerts when Customer approaching Charge Card Credit Limit.
- Room Asset Management.
  - o Housekeeping Status
- Customer Check out.
  - o Automatic Check out Facility
  - o Additional Charging facility
  - o Links to Telephone Systems
  - o Links to Spa systems
  - o Full Invoice Generated

The Estra Restaurant Booking system provides the following features:

- Multiple Restaurants.
- Full Cover Period Control.
- Reports for Kitchen staff on Cover requirements.
- Spend Analysis by Cover Period.
- Full Cover Capacity Planning.

Point of Sale within Hotel & Restaurants:

- Touch Screen enabled Selling.
- Multiple Screen Menu layouts for different Restaurants & bars.
- Remote Printing for Bars & Kitchens.
  - o Multiple Combinations of Remote Printing at each selling point
- Hot swapping between sales.
- Save & Recall of customer orders by Table number.
- Assistant log in by swipe card, or Dallas key.
- Links to Credit Card Authorising Centres.
- Customers charge to Room by Charge Card.

## C3Mi Central Cash Collection & Management Information System

C3Mi provides a full central Cash Reconciliation system for organisations with multiple selling points including:

- Point of Sale Units.
- Electronic Cash Registers.
- Gaming Machines.
- Vending Machines.
- Lockers.
- Ad Hoc collection points.

The Cash Reconciliation system is used to record the following information:

- Expected Income.
  - o This represents the denomination values generated at the Selling Point.
  - o EPOS systems can electronically feed this information into C3Mi.
  - o ECR takings will be represented by opening & closing till readings.
  - o Fruit machines, Vending machines etc. provide meter readings.
- Declared Income.
  - o The denomination values counted by the operator and supported by a paying in slip.
- Banked Income.
  - o Denomination values counted and banked within the Cash Office.

Payments into the Cash Office may represent a Cash Lift or a final clearance from the selling point.

C3Mi tracks:

- Discrepancy details between Expected, Declared & Banked income.
- Selling Point Management reasons for discrepancies.
- Overdue clearances from Selling points.
- All Cheques, Credit / Debit Card slips, Vouchers etc.
- Transactions associated with the Vault.
- Linked Selling Points
  - o E.G. Wet & Dry sales within a bar Selling Point.
- Payments to the External Bank.

C3Mi supports data importing from external terminals or coin counting machines.

Full Reporting and Audit trails are available.

Links to Accounting Systems for banked details.

C3Mi can either operate completed independently of the RM6000 system, or as an integrated component of the Retail System.