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Retail Pro® 9
Serious Software For Serious Retailers

Retail Pro 9 world-class capability to drive your business forward

- Total Retail Management System
- Focused on Speciality Retailers
- True International Solution
- Workflow Customisations
- ERP Integrations
- Flexible User Interface

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Comprehensive feature set:

- Point of Sale
- Layaways, Special Orders & Gift Registries
- Customer management, Retention & Loyalty
- Inventory control & management
- Purchase order management & transfers
- Robust reporting and business intelligence
- Employee security, management & productivity

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A Total Retail Management System

- Point of Sale
- Store Operations
- Customer Management
- Back Office
- Analytics and Reporting

As simple as you want. As sophisticated as you need.Welcome to Retail Pro 9 - one of the most comprehensive retail management software solutions available.

Designed as a complete enterprise solution,Retail Pro 9 has it all. A feature rich front POS, Store Operations,Back Office applications, as wellas in-depth Reporting and Analytics offer extremely powerful retail management tools,while also allowing for endless customisation and tailoring.

Incredibly easy to use and configure, our surprisingly affordable point of sale and merchandising solutions remain unparalleled the world over. Architected with flexibility in mind, Retail Pro 9 is Scalable without limits, allowing our system to adapt to your business, wherever it may take you.

From savvy, growth oriented businesses to prestigious multinational enterprises, our proven expertse and reliability has impressed even the most demanding brands. For more than 20 years, Retail Pro has grown alongside retailers thriving in economies throughout the word.

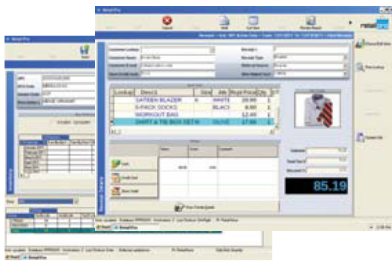Serious software for serious retailers - find out what makes Retail Pro stand out from those ordinary solutions.

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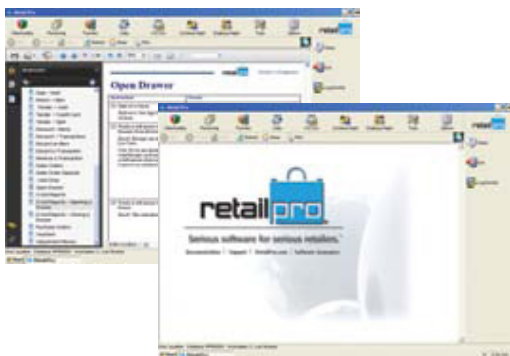
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- Store-in-Store
- Outlets
- Corporate-Owned Stores

- Extreme extensibility
- Ability to add custom features and specific functionality

Do Business Your Way

Around the globe our customers use Retail Pro 9 in ways that best fit their retail business. Flexibility to accommodate a variety of business models allows Retail Pro to power the retail management system needs of retailers of all sizes, from owner -operated brick and mortar specialty stores up to large corporate-run retail chains, and nearly all flavors of specialty retail in between, such as store-in-store environments.

We understand the importance of centralised data access, consistency of delivery and customer experience while ensuring brand integrity regardless of the business model. Creativity in retail is at the heart of what Retail Pro is built upon, while still providing merchants with the tools they need to run their entire operation with increased productivity and controlled costs.

Flexibility Begins with Architecture

The retail climate is always shifting. Whether your retail business is locally or globally focused, our comprehensive solution provides a flexible and extremely robust foundation for growing your business your way and responding to the market conditions that matter to you.

With the Retail Pro retail management system, you have the ability to tailor your software to fit the exact needs of your business, meet your retail operation's unique requirements, and remain innovative at all times.

Our dynamic application programming interface (API) provides retailers the opportunity to build on their Retail Pro solution by adding specific functionality and custom features. No matter how small or large the customisation might be, Plug-in technology is a powerful way to extend the capability of Retail Pro. With direct ties to Retail Pro's inventory and customer data, transactional history, and more, any qualified developer can build convenient and affordable product enhancements that allow you to meet specific business needs and utilise your retail technology investment to its full potential.

Over the years, our community of professional developers has been actively extending Retail Pro software, creating Plugins to meet the diverse needs of a global network of specialty retailers. Today you can leverage that catalog of solutions in your business by accessing them on the Retail Pro App Market, or start anew and create Plugins, customisations, tools and utilities to realise your vision for your business.

Many retailers use Retail Pro 9 to meet all of their retail technology needs. Others link Retail Pro to other technologies employed in running of their business. Retail Pro integrates with many of the world's leading accounting, merchandising, customer relationship management, ERP and business analytics systems. Retail Pro has a powerful API that can interface with virtually any enterprise business application you may have in place or choose to deploy within your retail ecosystem.
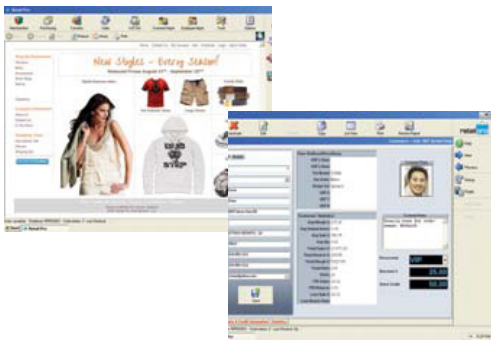
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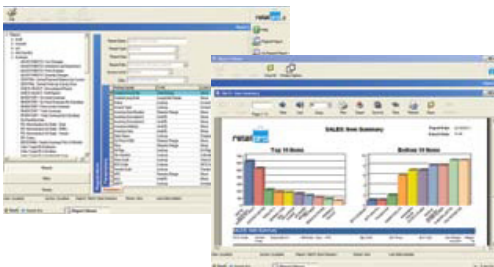## Serious Software For Serious Retailers

- Point-of-Sale
- Kiosks
- Mobile
- Back Office

Use our Agile User Interface to

- Extend your branding to all your customer touch points
- Control team member experience of your brand
- Tailor workflows

- Multi-national
- Multi-region
- Multi-language
- Multi-tax
- Multi-currency

For Any Access Point

At Retail Pro we understand a solid retail management system should offer a lot more than the ability to function as a Point of Sale system. Retail Pro 9 supports a variety of access points, giving the retailer a choice to use it at any point in their operations. From kiosks to POSin brick-and-mortar stores, to E-Commerce online, to Back Office functions and Mobile applications – Retail Pro 9 is the single feature- rich platform that powers retail.

Flexibility to look, feel & perform in sync with your vision

Unlike other software solutions that restrict users to a prescribed set of screens and workflow options, Retail Pro's intuitive user interface is extremely agile and adaptable. The flexibility of our interface provides benefits that continue to further the brand experience for both staff members and consumers. Tailored to an exact fit for your business, the interface allows you to design screens to collect data and process that information in a way that furthers your goals - ultimately improving productivity, saving time and delivering on your brand promise.

Out-of-the-box, Retail Pro 9 comes with powerful utilities to assist you with customising the user interface and screens used by your staff without the need for additional programming and development. The user-friendly graphical interface is nearly limitless in the number of configurations, allowing the freedom to easily tailor and replicate screens and transactions to fit individual preferences. These same tools can provide "Hot-Key" capabilities at the POS application by letting users switch effortlessly between front-end and back-office functions, such as viewing details of an item, checking inventory, and making edits to a style. The look and feel of the POS menu screen can also be carried across other devices in your store, such as tablets and handheld terminals.

Take Your Business Anywhere

In today's competitive environment, retailers need to consider not just immediate challenges, but also find fresh and innovative ways to drive or maintain profits. New revenue streams can often be found outside of established market boundaries and targets. Many retailers are taking advantage by breaking down perceived international walls.

Retail Pro is one of the few, and often only, specialty retail solutions that can work seamlessly across borders. We built our software as an international solution from the architecture up. Whether you want to do business in multiple currencies, in different tax regions, or need to translate your system to any language, Retail Pro makes it easy and seamless.

Whether your business is focused on efforts in a single country, or growing your brand across multiple world economies, Retail Pro's flexibility handles it with ease. We help our customers by making sure they have the features, functionality, and support they need to thrive in local and international markets. Our internationally localised software is implemented and supported by our highly-qualified business partners – in the local language and culture of your retail locations, and with complete understanding of business practices and needs. Through our business partner network, we support more than 80,000 retail stores in 84 countries.

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- Robust reporting out-the-box
- Over 150+ prebuilt reports
- Flexible graphical reports for monitoring sales
- Built-in statistics and KPIs for inventory items and customers
- Flexibility to create custom reports

Our without-borders approach to doing business helps to ensure you have to tools necessary to thrive wherever your retail needs take you.

Powerful and Flexible Reporting

In today's retail environment, you have to deal with an overwhelming amount of transactional data originating from many different areas of your retail organisation. Having a robust and flexible reporting solution that can consolidate all this information and present it in an easy-to-use, accurate and consistent manner is critical for success.

With Retail Pro 9, you can get an integrated reporting solution preloaded with 150+ standard reports that can have an immediate impact on your business and help you make better, more informed decisions. Using these standard reports, you can monitor key performance indicators (KPIs), track inventory stock levels, determine best/worst sellers, manage employee commissions, generate sales tax liability reports, determine top customers and much, much more. And if you have more sophisticated reporting needs, you can use any ODBC-compliant reports writer (such as Crystal Reports) to create custom reports for Retail Pro.

Always the right size to fit your retail business at any stage of growth

Retail Pro retail management software is built on one the of the most robust and stable database platforms available on the market today. The flexibility inherent in its design easily integrates with legacy systems, allowing retailers to maximise use of the existing resources while still looking to the future. Highly scalable, this solution can meet the unique needs of your retail business as it evolves and grows. You can take Retail Pro 9 from running a single store to powering thousands of locations across the globe. If you can dream it, Retail Pro can take you there.

For more information about this solution, please contact us at **sales@trginternational.com** *or check out our website at* **trginternational.com**

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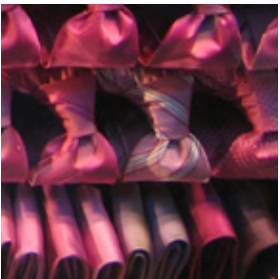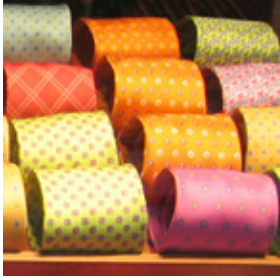## Serious Software For Serious Retailers

Key Retail Pro®9 Features

Point of Sale

- Quick and flexible item entry using barcodes, general descriptions, manual inventory lookup or optional touch screen item buttons
- Flexible customer lookup using name, phone, company or miscellaneous information like store card or driver's license
- Display as much or as little item and customer information as required on screen
- Issue and track fully-integrated gift cards, gift certificates and store credit across multiple store locations in real-time
- Centralised processing of merchandise returns and exchanges with built-in verification reduce fraudulent returns
- Native promotions functionality to support BOGO, BTGT, BOOM, and coupon tracking and more
- Automatic discounting/pricing at point of sale based on customer type (retail, wholesale, employees), number of units sold or season (date)
- Speed up POS transactions with user-defined touch screen cash buttons and quantity (multiplier) buttons
- Accept and utilise an unlimited number of foreign currencies at point-of-sale
- Easily place sales receipts on hold as needed, and un-hold them from any POS terminal
- Perform quick price checks (including tax) and stock inquiries directly from point of sale without creating a new sales receipt
- Discreetly track specific suspicious activities like sales cancellations and system reboots occurring at point-of-sale that may require further investigation
- Quickly and discreetly track miscellaneous marketing and demographic information at point of sale to use later to better understand your customers and track your marketing ROI
- Easily track non-sale cash added or removed from the cash register, such as petty cash used to buy office supplies for the store

Layaways, Special Orders & Gift Registries

- Track layaways, customer special orders and backorders and take an unlimited number of deposits, which can be suggested and/or required
- Easily convert sales transactions to layaways or special orders
- Setup and manage gift registries that are available across multiple stores or only at a specific store location

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Customer Management, Retention & Loyalty

- Track an unlimited number of customers

- Setup an unlimited number of user-defined fields to track miscellaneous customer info, such as size, favorite color, favorite brand, birthday, etc.

- Determine exactly what information is required for new customers to ensure that employees are entering all relevant information into the system

- Quick and easy access to customer purchasing history allows sales reps to provide personalised service and meaningful recommendations to customers

- Use Customer Security Levels to control exactly what Personally Identifiable Information about your customers can be viewed and/or edited by employees

- Integrated customer loyalty program allows for tier rewards based on customer spending, visits, profitability and other metrics.

- Segment customers for marketing campaigns based on customer specific KPIs and/or purchasing metrics

- For a filtered list of customers (or a customer segment), easily print labels for targeted mailings, export to Excel for further manipulation or send to e-mail marketing programs

Inventory Control & Management
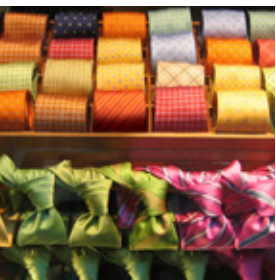
- Track inventory items across the entire product life cycle – from purchasing, to receiving, to transfers, to sales

- Quickly view on-hand, sold, received, on-order and in-transit quantities for each item across all store locations

- Track an unlimited number of inventory items and associated item images

- Predefine an unlimited number of style grid templates for all your apparel inventory management needs

- Create an unlimited number of user-defined fields to track miscellaneous attributes

- Assign an unlimited number of barcodes for each item

- Define an unlimited number of pricing levels for each item for store-based and customer-based pricing

- Track merchandise movement within sublocations of the same store location (ex: from stockroom to sales floor or sales floor to display area)

- Set maximum discount % to specific items to limit the impact of discounts on the items' profitability

- Create kits to bundle items together

- Track serial numbers through the entire product life cycle (from receiving to sales) or on specific transactions only

- Setup an unlimited number of tax codes to track item-specific taxing requirements, like local and regional-based tax structures

- Changes and corrections to item descriptions are applied system-wide so data remains consistent

For more information about this solution, please contact us at **sales@trginternational.com** or check out our website at **trginternational.com**

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Purchase Order Management & Transfers

- Automatically create purchase orders based on existing stock, minimum/maximum stock levels and customer order commitments
- Optimise merchandise replenishment through the transfer of overstocked or low-selling items based on need or as an even distribution
- Effectively manage your purchasing for all stores via a single 'master' purchase order and have those goods distributed automatically to the stores in need of stock
- Quickly and efficiently create purchase orders that meet vendor minimum order requirements (pre-packs)
- Prevent the ordering of specific items that have been discontinued or are out of season
- Receive merchandise with or without referencing a purchase order
- Distribute Advanced Shipping Notices to your stores to inform them of what to expect in their shipments prior to the goods meeting their destination
- Print barcodes and labels as needed or as part of the receiving process

Reports Library & Key Performance Indicators

- Personalised reports within seconds
- Over 150+ prebuilt reports available to help you run your business and make better decisions.
- Monitor sales activity throughout the day using graphical reports by store, vendor, employee and even hour of day for key metrics such as total sales, average sales and margin
- Analyse sales data to measure the effectiveness of pricing campaigns and to guide purchasing
- Built in statistics and KPIs available for inventory items and customers viewable directly from within Retail Pro or through the prebuilt reportss
- Item-level statistics including Sell Thru %, Stock to Sales Ratio, Turn, Days of Supply, Gross Margin Return on Investment (GMROI) help you better understand what's happening in your business and make more profit- able decisions.
- Customer-level statistics including Total Visits, Average Sales Amount, Average Unit Items Sold, Average Margin $ help you better understand your customer's purchasing behavior and can be used to develop more targeted marketing campaigns and provide better customer service
- Designate role-based access levels to each report to ensure sensitive information is protected and reports are distributed safely and securely
- Schedule reports to run automatically
- Export reports to Excel, Notepad, PDF, HTML or Crystal Reports for further manipulation
- For more sophisticated reporting needs, any ODBC-compliant reports writer (like Crystal Reports) can be used to create custom reports for Retail Pro

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Ease of Use & Flexibility

- Each and every Retail Pro screen can be fully customised and designed without any programming to ensure that the screen is intuitive, relevant, and follows your business processes

- All printed documents (Sales Transactions, Sales Orders, Purchase Orders, etc.) can be fully customised and designed to ensure the documents adhere to your branding

- Every label, description and message in Retail Pro can be fully translated into any language or modified to your specific needs

Employee Security, Management & Productivity

- Flexible commission tracking system that allows appropriate rewards for differing levels of em- ployee productivity

- Easily split a single commission between multiple employees involved in the same sale

- Create an unlimited number of user-defined security groups that controls user access to specific areas and func- tions within Retail Pro

- Accurately track employee sales performance by recording specific employee details for each sales transaction and optionally requiring users to logon between each transaction

- Establish sales goals for stores and individual employees that can then be compared to sales performance

- Limit the amount of discounts each employee is able to give at point of sale

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