retail**pro**® 9

Serious Software For Serious Retailers

Empowering You To Retail Your Way ™

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

Total Retail Management System

Focused on Specialty Retailers & Franchises

True International Solution

Workflow Customizations

ERP Integrations

Accounting Link

Integrated E-Commerce

Flexible User Interface

150+ Prebuilt Reports, KPIs & Statistics

+

COMPREHENSIVE FEATURE SET:

Point of Sale & Checkout

Layaways, Special Orders & Gift Registries

Customer Management, Retention & Loyalty

Inventory Control & Management

Purchase Order Management & Transfers

Robust Reporting and Business Intelligence

Integrated E-commerce

Employee Security, Management & Productivity

Franchise Support

+

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

A Total Retail Management System

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 well as in-depth Reporting and Analytics offer extremely powerful retail management tools, while also allowing for endless customization 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 expertise 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 world.

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

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Franchises
Store-in-Store
Outlets
Corporate-Owned Stores
Any Model or Combination

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, even franchise operations and store-in-store environments.

We understand the importance of centralized 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

- Extreme extensibility

- Ability to add custom features and specific functionality

- Ready ERP integrations (SAP, JDE, etc)

- Fully integrated with accounting packages like Sage MAS 90, Sage BusinessWorks, Quickbooks, Microsoft Dynamics GP: Accounting

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 customization 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 utilize 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, customizations, tools and utilities to realize 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.

![retail pro logo]

For Any Access Point

• Point-of-Sale
• Kiosks
• E-Commerce
• Mobile
• Back Office

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 POS in 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 and perform in sync with your vision

Use our Agile User Interface to

• Extend your branding to all your customer touch points

• Control team member experience of your brand

• Tailor workflows

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 customizing 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.

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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

Powerful and Flexible Reporting

Get Retail Pro® 9 Reports Book

In today's retail environment, you have to deal with an overwhelming amount of transactional data originating from many different areas of your retail organization. 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.

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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 maximize 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.

Retail Pro 9 SBE Key Features

- Specially designed to empower small business owners

- Provides an affordable and flexible turnkey solution to managing small retail business

Retail Pro 9 Small Business Edition (SBE) software

Designed for independent retailers, franchises and small business owners alike, Retail Pro 9 Small Business Edition offers an affordable and effective way for specialty retailers to implement a flexible and scalable POS solution into their businesses. Created for local retail operations of up to five stores, this software package provides the full suite of Retail Pro retail management functionality and includes support for a single language set, single base currency and single tax structure.

Retail Pro 9 GE Key Features

- Provides for multiple company consolidation and regional differences

- Supports multiple languages, currencies and country tax structure

- Delivers tools to flexibly manage Back Office, Store Operations and Point of Sale

Retail Pro 9 Global Edition (GE) Software

From smaller local retail operations to larger multi-national retail operations, Retail Pro Global Edition is specifically designed to give greater control and insight to independent, specialty retailers with the support for multiple company consolidation and regional differences critical to your operation. Because this highly customizable software is not bound by limitations of stores and users you will receive the functionality and features you need to support multiple languages, currencies, and country-specific tax structure all within a single software system; not to mention, the tools you need to flexibly manage your business across your Back Office, Store Operations and Point of Sale.

Retail Pro 9 GEE Key Features

- Unlimited store and company consolidation within a single system with enterprise class scaling to ensure your systems scale with your business

- High Availability database feature sets allow enterprise-level performance

Retail Pro 9 Global Edition Enterprise (GEE) Software

The Retail Pro Global Enterprise edition of Retail Pro is built on top of Enterprise Edition's industry-leading database, includes all of the features and functionality of Retail Pro Global Edition, and adds to that list with the inclusion of key High Availability features not available in other versions of Retail Pro. Retail Pro Global Enterprise edition accommodates any number of Sites and Seats and permits multiple subsidiaries, languages, currencies and country tax structures in the same system.

Retail Pro DataStor Key Benefits

- Provide better business insight through consolidated reporting for multi-site retailers and view multi-regional, multi-currency operational data from a simplified single base currency

- Take advantage of advanced features of Retail Pro 9 quickly, without requiring an upgrade for all Retail Pro 8 retail locations

- Provide a secure, high-performance, low-cost access point to other external systems and eliminate manual data transfers

Retail Pro DataStor

Retail Pro DataStor is an affordable high-performance database that allows you to expand the use of your Retail Pro data, without impacting the speed and performance of the day to day transactional database used within your stores or headquarters. Whether you are looking to consolidate data from multiple versions of Retail Pro or you want to extend Retail Pro data into an external system, you now have an easy, affordable option. Retail Pro DataStor is available in two editions - Standard and Enterprise for those retailers looking to take advantage of the features required by larger datasets.

Key Retail Pro®9 Features

Point of Sale & Checkout

- 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

- Fully integrated EFT payment processing that is fast, secure, reliable and PCI compliant.

- Centralized 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 utilize 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

- Easily launch your e-commerce website (or a competitor's website) from point-of-sale to compare prices

- 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

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 personalized 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

Purchase Order Management & Transfers

- Automatically create purchase orders based on existing stock, minimum/maximum stock levels and customer order commitments

- Optimize 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

- Personalized 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

- Analyze 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 reports

  o 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 profitable decisions.

- o 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

Integrated E-commerce

- Fully integrated E-Commerce allows near real time inventory and customer data sharing with Retail Pro saving you time

- Flexibility to custom design your online store to stay in tune with your brand and control every aspect of the customer experience

- Securely manage online payments and know your customers' information is safe

- Easily manage the fulfillment of web sales from picking ticket generation to shipment confirmation & tracking

- Web sales automatically appear in Retail Pro as sales transactions which can be seen in customer history

- Drive sales with advanced web features like featured items, promotions and active cross-sell suggestions

- Leverage built-in Search Engine Optimization and support for Social Media tools

- Track online sales activity in real-time with reports on sales, payments, backorders, and shipping

Ease of Use & Flexibility

- Each and every Retail Pro screen can be fully customized 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 customized 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 employee 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 functions 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

Support for Franchise Businesses

- Support for both single and multi-brand franchising models

- Gain broad visibility into franchisee sales performance as well as detailed transactional data for all levels of business – for a single franchisee store, all stores across the entire franchise enterprise, and everything in between

- Achieve greater accuracy and transparency into franchisee business activity and revenue numbers in order to verify and expedite royalty payments and fees

- Gather actionable information on customer activity, marketing/sales effectiveness and employee efficiency in order to monitor, improve and enhance the franchise business

- Provide franchisees with access to their own data (sales, merchandising, inventory information, employee productivity, pricing, promotions and more) while ensuring that the data remains secure and inaccessible to others franchisees

- Maintain visibility into franchisees across borders with automatic conversion of currencies to single currency when viewing or reporting on franchisee information

- Increase sales and customer loyalty by issuing and tracking fully-integrated gift cards, gift certificates and store credit across the entire franchise enterprise

- Create purchase orders for specific stores, all stores for a franchisee or all stores across all franchisees to take advantage of volume discounts

- Quickly and easily manage inventory updates and changes across all franchisees

- Optionally share customer information across all franchisees

The World in Retail Pro Blue - Borderless
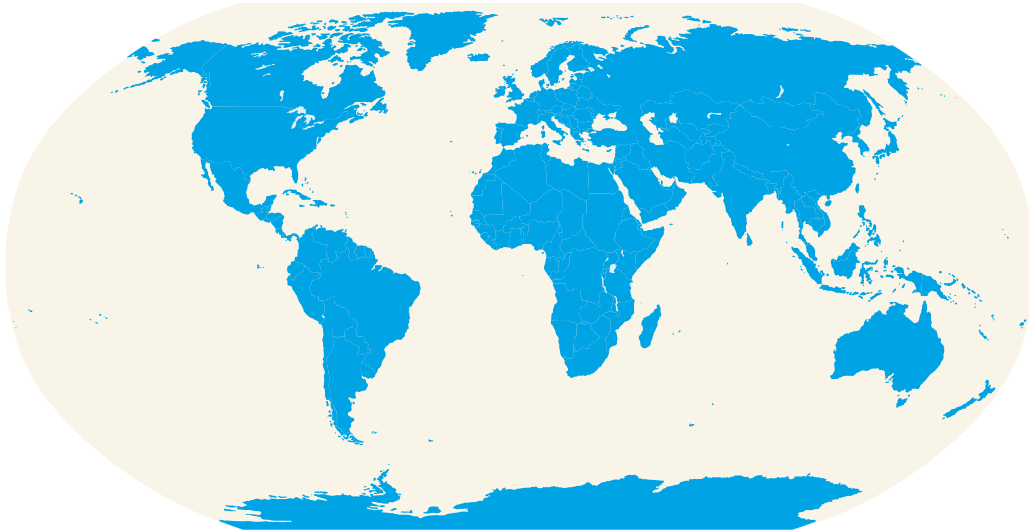
Customers in 87 countries
Over 90 partner offices across the globe
Serving 52,000+ locations
1000+ Personnel
320+ Certified Technicians

We deliver freedom to retail anywhere

Contact us today to learn
what is possible with Retail Pro

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