

vision STORE

It is clear that meeting consumer demand while making the shopping experience a pleasant one is a key differentiator for many specialty retailers. To do this you require a solid infrastructure, including real-time visibility into inventory across the chain, and the ability to capture customer information. With accurate data in-hand you can ensure that your customers are targeted with the right promotions to increase sales through improved store traffic and increased conversion rates.

Vision Store offers your organization a dependable and robust point of sale solution with the ability to manage your stores using powerful workflow management and effective control over employee's access to information.

Vision Store complements Vision Merchandising, Vision Planning, and Vision Financials, allowing you to quickly gain greater control over cost management, markdowns, shrinkage and allocation of merchandise per store, further supporting the next seasons planning and OTB dollars.



Highlights of Vision Store:

- Capture customer information including survey tools to collect information at various levels including service, transaction, and item
- Personalize the POS interface keeping in line with your store brand and the customer experience
- Connect to the internet and access your organization's website or intranet to improve customer service and keep employees up-to-date on new initiatives and programs
- Advanced security features in the back office controls and manages employee user rights
- Supports online and offline modes in the event of a service interruption

Features

- Time and attendance
- Cash management
- Special orders
- Work orders
- Style look-up
- Service appointments
- Customizable receipts
- Price tickets
- Promotions
- Transfers
- Various terminal modes
- Extensive on-line help
- Customer relationship management
- Returns management
- Various tender types
- Exchange rate management
- Gift cards
- Voids
- Discount management
- Adjustments
- Tax rate management
- Suspend/ Transfer/Merge transactions
- Change or sign off employee
- Gift receipts
- Layaways
- House accounts
- Security and controls
- Customizable interface
- Reporting
- Store open and store close
- Sale of items

Sale of items

An intuitive and comprehensive point of sale solution, Vision Store makes the sale of items straightforward and handles even the most complex transactions. Vision Store supports the sale of all types of merchandise, non merchandise, serialized items, and supports dummy SKUs.

Receipts

As one of the most important items in the sale, Vision Store allows receipts to be fully customized to provide your customers with store policies, marketing messages, store contact information, and even special notes based on the items purchased. Vision Store supports the use of multiple pre-programmed receipt footers allowing you to cater a message to you clients based on events or holidays.

Vision Store also provides the ability to automatically print messages with each item sold, or even print a separate document when an item is sold. This is a simple way to ensure appropriate supplemental information such as vendor rebate coupons are presented to the customer.

Discounts and Adjustments

Vision Store supports discounts by item percentage, item dollar amount, transaction percentage, transaction dollar, and price adjustment. Vision Store includes robust store settings that prevent items from surpassing a predetermined discount percentage or amount.

Special Orders and Work Orders

Vision Store allows you to place special orders and work orders directly at the point of sale and provides customers with various payment options.

Style Look-up

With the style look-up feature, you can search other stores' inventory for the desired item by using the store number, zip code or the customer's zip code, you can quickly access inventory information in surrounding stores to better serve the customer and increase sell-through, ultimately improving customer retention.

Service Appointments

Vision Store supports service appointments such as delivery, tailoring, cleaning or any other service that you wish to offer customers. Appointments can be created with predefined time slot intervals supporting multiple appointments per time slot. Vision Store allows you to include additional notes that pertain to the service offered and track any special requests made by your customers. Track the various types of service appointments by applying color codes to each service.

CRM

Knowing who your customers are and how to reach them is critical to your organization's success. Vision Store captures essential customer information that you can leverage to better target customers. The robust customer profile manages information such as; special notes, customer type, contact information, purchase history, account activity, tax exemption, preferred language, favorite employee and more. Customer information is easily accessible and updated directly from the point of sale.

Vision Store's Survey feature allows you to collect additional pre-defined information for specific items at the point of sale. A survey can be attached to a merchandise item or non-merchandise item and can even be attached to a tender type for a specific state to collect essential market information.

Improve your customer's shopping experience by including memos on receipts at the item level. Memos are fully customizable and can announce an upcoming promotion, advise customers that a percentage of their purchase is being donated to a charity, direct them to your website, or even outline special washing instructions for an item purchased. Make memos a unique marketing tool by advising customers of items that are frequently purchased and/or could be purchased with a specific item for future consideration.

Promotions

Quickly and easily apply a percentage discount to one or many merchandise items at various levels of the merchandise hierarchy. Vision Store even allows you to apply promotions to items by vendor.

Returns Management

Returning merchandise can be as easy as scanning a bar code located at the bottom of the customer's receipt which brings forward all associated tax, discount, and commissionable details automatically. Because Vision Store provides full returns management, items returned in a transaction are identified so they cannot be fraudulently returned again.

Gift Cards and Gift Receipts

Both variable and fixed gift cards are supported. To help improve customer service, employees can quickly access and communicate customer details about their purchase history on the gift card as well as their balance from the point of sale. Vision Store supports gift receipts and multiple gift receipts within a single transaction. Gift receipts can also be personalized.

Tax Rates

Advanced tax rate settings keep you in line with government regulations and work on the concept of jurisdictions. Vision Store includes a comprehensive tax structure based on store location. Tax exemptions can be performed on a specific tax or selected items.

Layaways

Allow your customers to place merchandise on layaway to secure a sale. Vision Store makes it easy for customers by providing them with the option to leave a deposit and make unlimited payments towards their purchase. Layaways can be canceled and forfeited based on business rules and store policies.

Cash Management

Easily track and monitor cash movements in and out of the registers, to and from the store safe, bank deposits, and safe adjustments.

Training and Help

Training employees in an “online” “real-time” environment is easily made possible with Vision Store. This intuitive POS solution provides context sensitive, interactive help allowing new users to progress through transactions using a “What Happens if I Press This Button” approach to learning. New users can be productive instantly.

Time and Attendance

Vision Store allows you to easily track time and attendance of your staff. Understanding why employee work time differs from their sign on or sign off time is essential. Vision Store prompts the employee to choose the most appropriate reason for the discrepancy from a preset list within the system.

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