



### **iVend Enterprise is the core of the iVend Retail solution suite– the central repository from where master data is disseminated across the business, all the transactions get accumulated and the database gets maintained.**

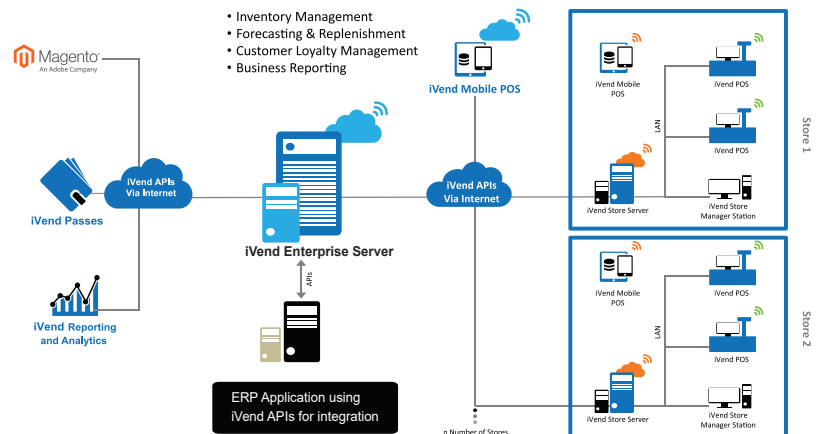
iVend Enterprise optimises inventory availability and therefore sales potential and provides the necessary integration for delivering seamless customer experiences across all sales channels.

iVend Retail fulfills its own legal obligations under the GDPR to provide merchants with a platform that can be configured in compliance with GDPR guidelines and ensures that we adequately protect the data of our customers and make it available upon request. GDPR is a complicated set of requirements that will apply differently from store to store, and we recommend speaking with a data protection professional if you have specific questions about how the GDPR applies to your business.



#### **Benefits**

- iVend Retail allows retailers to maximise their sales potential, by enabling customers to purchase in many different ways, regardless of inventory location
- iVend Retail is optimised for omnichannel retail so customer service is provided in real-time from a truly single stock pool
- For larger retailers iVend Enterprise integrates easily with your ERP or merchandise management system which, with the rest of iVend Retail, makes a fully comprehensive omnichannel solution
- For smaller retailers iVend Enterprise and the other modules in iVend Retail provide a complete business solution when coupled with an accounting package



#### **What Does iVend Enterprise Do?**

- Manages the operation of all modules of the iVend Retail solution suite
- Collates and manages data on all the business transactions, e.g. sales, refunds, returns, store credits, goods receipts, stock counts, etc.
- Communicates with the iVend Store, the application used by the store back office staff to carry out their day-to-day business functions like receiving of goods
- Enables a single view of inventory and customers across the business including the subsidiary companies
- Provides a range of inventory management functionality, most notably forecasting for continuity items and replenishment
- Enables a common and consistent customer experience across all channels the customer uses
- Gives extensive management insight into all aspects of the business
- Includes tools and capabilities to easily integrate the solution with other applications and make customization easier where needed
- Supports multiple deployment options on-premises or on private cloud

## Key Functionality

iVend Enterprise provides the following functionality:

### Data Management

- Centralised management of all configuration options such as user rights, POS management, tax policies, templates, images, etc.
- Master data management for products, prices, promotions, stores and customers. Includes managing catalog product numbers alongside regular product numbers to facilitate a single stock pool
- Multiple merchandise hierarchies for the same product to facilitate planning, forecasting, replenishment and reporting
- Real time data replication between stores and headquarters up to every 30 seconds. This means that the master data and the transactional data are visible across the entire network. iVend Enterprise has visibility of store inventory complete to the last few seconds. This ensures click and collect orders (orders for collection in store) can be processed with a very high level of confidence and fulfilment can be made from local store inventory
- SMS and email integration in iVend Retail has been incorporated with the aim of benefitting retailers and their customers. Retailers can now send SMS and email notifications to their registered customers
- Gross profit or margins calculator on the product helps determining the item cost, margins, markup percentage, and coefficient of the product. Using these parameters, a retailer can calculate the most appropriate price of the product. The calculation of the price can be done from the product screen
- Currently supports sixteen languages

### Audit Logs

Tracking of the changes done in the application are done Via Audit logs.

- Allows for tracking of the changes made in the application. All operations like Addition, Update and Deletion are logged in the application.
- This feature is available across master data such as product, customer, price, item cost, etc.

### Cost Protection

Cost protection feature allows user to configure the system to block the sale transaction if an item is being sold below cost and prompt for manager override.

### Management Insight

- Management dashboards for all KPIs



- Dashboards available on mobile devices through Web Viewer
- Two tools available namely Report writer and Dashboard designer for novices and advanced users
- Visual query builder for analysis
- Scheduler Integration – get pre-defined reports and query results at regular intervals on email and/or as SMS messages

### Multiple Subsidiaries

Define and create multiple subsidiaries, which are separate legal entities. The head office can manage and distribute master data from iVend Enterprise with a consolidated view of:

- Sales across subsidiaries
- Payment collection across subsidiaries
- Stock Status across subsidiaries

Each subsidiary can have its own tax structures, item costing, customer balances, and promotions. Retailers can define local currency, display settings, time zones, replenishment plans & policies across subsidiaries from the head office.

### Inventory Management

- Maintains a single, real time stock file for inventory management efficiency
- Provides full cost-based inventory accounting using standard or average costing
- Statistical forecasting of demand using a variety of statistical methods and an automatic best pick option
- Replenishment based on a variety of factors including lead time, minimum replenishment quantity, replenishment sources and pack sizes or units of measure
- Pricing management and a sophisticated promotions engine for defining and managing promotions across all channels
- A product can have multiple UOMs. This is further extended to where the Purchase UOM of the product can be different from its Sales UOM
- Warehousing functions like receipts, transfers, inventory counting, label printing can be done on Handheld Terminals, which could be running Windows or Android
- Orders received either online or in store can be delivered and fulfilled using iVend Mobile POS. The delivery and payment information gets seamlessly synchronized with the central database.

### Multiple Locations

Multiple locations can be defined for effective back office inventory management. For example, users can define locations for returned items, defective items, etc.



## Customer Experience

- Provides cross channel visibility of all customer incentives
- Supports the management and execution of comprehensive and consistent customer experience across the entire enterprise
- Supports multiple comprehensive loyalty management programs allowing different schemes to be run for different purposes or customer segments
- Supports an enterprise wide gift card program
- Supports electronic coupons or digital passes across all channels

## Deployment and Technology

- Can be deployed on-premise or on-Cloud
- Stores can have a store server and the POS devices can be linked either to the store server or directly to iVend Enterprise over the Internet
- Whatever the configuration chosen, full resilience is maintained even if network connections are lost for a period of time. The replication engine ensures referential integrity is maintained when the network connection is restored.
- Stores can be defined as company owned or franchisee and the options available change accordingly
- Stores can be grouped for reporting purposes and for pricing, taxation and inventory management purposes
- The iVend Retail suite currently runs under the Microsoft operating system using the Microsoft SQL Server databases

## Design Capabilities

### POS Interface Designer

- Pre-packaged and editable design templates for different industry verticals
- New layouts can be created based on retailer preferences
- POS layout can have multiple button panels
- Numerous controls and operations available ensuring complete flexibility
- Ability to import POS layouts from test to LIVE environment

## User Experience

### Notifications

Inter-store communications is key in a retail environment. Notifications enable sending and receiving inter-store notifications for the following back office transactions:

- Stock Transfer Request
- Stock Transfer Shipment
- Purchase Order
- Goods Receipt
- Goods Issue
- Goods Receipt PO
- Goods Return
- Coupon
- Bonus Buys
- Promotions
- Query Based Alert

The communication template for each transaction type determines the users who are notified when a particular transaction is initiated or completed.

Notifications to users can be sent as in-app messages, e-mails and SMS. Administrator can create ad-hoc query based report that can be sent to other users available in the system.

## Operations Management

iVend Retail comes with many in-built features for better and effective operations management. Depending on the nature and spread of the business, these features can either be activated for users at the Head Office or for Store Managers

### Automatic Updates

Automatic Updates functionality enables retailers to receive product updates Over the Air. Once approved from head office the update is automatically made available to the stores, eliminating the need to individually upgrade each station.

Create and manage multiple products at the same time with the Quick Entry Form for Product Master with multiple tabs ensuring all the information is available in one place.

All transactions across stores can be viewed in the Centralised Transaction Register which acts as a ledger of all transactions. Specific transactions can also be searched using different search criteria. The target document of the transaction can also be viewed and printed

Head Office or Store managers can approve / reject POS transactions with the Remote Transaction Approval Feature in case the store manager is not available on the sales floor. Based on the setup, transactions with manual price / discount override can be submitted for offline approval. Once approved, the transactions can be recalled at the POS for completion

To prevent loss and theft at the POS, iVend has Loss Prevention features like: alert to store managers, checking when printer paper roll is running out, cash drawer is closed before cashier proceeds to payment section, preventing printing of suspended transactions, barcode scanning v/s manual entry etc. iVend also provides a Theft Protection dashboard for the store managers for effective theft management.

## Integration to Other Systems and Customisation

- Includes pre-built integrations to standard ERPs, such as
  - SAP IS-Retail
  - SAP ECC ERP
  - SAP Business One
  - Microsoft Dynamics 365 Business Central
  - SAGE 300 and EAM
- Includes a range of APIs to support integration to other applications
- An extensibility toolkit makes it easier to add customisations where unique functionality is required



## iVend Extensibility

iVend Extensibility provides an Add-on framework to enhance and extend the business logic of the application as per new business requirements of retailers that arise due to growing business needs.

- Facilitates to extend UI (User Interface) layer
- Creation of User Defined Field (UDF) and User Defined Table (UDT)
- Includes facility to extend Business Logic as well as new Business Rules
- Publish Add-on per store level and prioritize execution
- iVend DB Context is accessible for SQL Queries execution
- iVend Retail provides a rich bundle of API functions that can be leveraged to integrate with any standard ERP
- Extends the ability to integrate with third party Payment Processors
- Allows the events to be overridden for most of the activities application performs

