

MultiFlex RMS

Retail Management System

for multi-stores & single stores



TOP 10 BENEFITS

1. Quick access to accurate information from anywhere.
2. Maximize cash flow through balanced inventory for all categories.
3. Purchase correct amount of inventory for best results at all stores.
4. Know your customers better & manage your relationship for results.
5. Target your sales & marketing activities to relevant customers.
6. Delegate tasks, monitor performances & increase efficiencies.
7. Create the structure to support accurate & timely management decisions.
8. Automations that increase productivity & reduce operating expense.
9. React to opportunities quickly, accurately & with flexibility.
10. Know what works, compete better & remain profitable.

Top 10 Back Office Highlights

1. Optimized programs & reports for Books & Music Retailer.
2. Purchase orders, Receiving, Distributions & Returns to vendors.
3. Inventory control & Re-ordering based on performance & Min. Max.
4. Performance monitoring for staff, merchandise, suppliers & stores.
5. Track customer: Purchases, Types, Sources, Pricing and Preferences.
6. Mail & Email campaigns, Promotions, VIP plans, Loyalty points & more.
7. Employee management: schedules, commissions, spiffs, discounts, etc.
8. ISBN Numbers, Authors/Artists, Publishers & UPC at POS & Back office.
9. Inter-store management of: Transfers, Store credits, gift cards, Loyalty Points, etc.
10. Automations with Cycle count & Physical count, and show at Head-office.

Books & Music



For over 1500 Retailers & Distributors world wide use MultiFlex RMS products an Optimized software combined with Managed Services increasing efficiency & flexibility while reducing operating expenses.



Top 10 POS highlights;

1. Sales, Returns, Exchanges, Special orders, on-holds and more.
2. Flexible Tax & Tender management, Cash, Visa, Amex, etc.
3. Find by UPC, ISBN#, Publisher, Author/Artist, Title, or any part thereof.
4. All POS devices: cash drawers, receipt printers, scanners, display poles.
5. Begin & end of day processes for POS transactions.
6. Print policies on receipts for: Store credit, layaways, gift receipts & more
7. Manage order taking: POS, Phone orders, Special orders, e-commerce.
8. Integration with Payment processors, Visa, Master Debit, etc.
9. Flexible security management to control above policies & report accordingly.
10. Easy to learn & use with minimum training.

MultiFlex RMS Books & Music

Retail Management System

We provide optimized software solutions to businesses combined with "Managed Services" increasing efficiency & flexibility while reducing operating expenses.



How we are different;

1. Programs & reports are optimized for Book & Music stores.
2. One stop shop for all programs & services for retail management.
3. "Managed Services". Reducing your technical issues.
4. Protecting investment in s/w against obsolescence.
5. Lowest cost of ownership with ultimate flexibility.
6. Software as a Service (SaaS) on our servers or yours.
7. Added flexibility for system configuration & security.

About "Managed Services";

We provide the following for you as part of maintenance/support.

1. Synchronize data among all stores every few minutes.
2. Maintain individual database back up per store.
3. Release upgrades with no interruption to your operations.
4. Monitoring performances & minimizing the need for support.
5. Secure access to information from anywhere.
6. Protection from Internet attacks & viruses (in SaaS model).
7. Access to Training systems for new staff.

Customer's Testimonials

We find MultiFlex RMS a comprehensive & easy to use system that is optimized for retail & distribution of Books & Music products. It has provided us with a great flexibility to manage our entire business, including processing orders from different channels, namely: in-store, phone/mail orders & orders from E-Commerce.

Our staff loves the POS and find MultiFlex easy to use & easy to teach to new members. MultiFlex has increased our productivity especially with the phone orders processing & tracking. Soon we will integrate with MultiFlex E-Commerce system to improve access to detailed information for international inquiries & increased business.

Golnar Vahdat, General Manager BDS
Bahai Distribution Services (Toronto).

Models of Offering;

1. Purchase of the software licenses.
2. Software as a Service on Our Servers, pay per month.
3. Software as a Service on your own Servers, PPM.
4. "Your" version of the RMS program. Ideal for Franchise stores.

 **MICROHOUSE SYSTEMS INC.**
Software Solutions for Business

Purchase orders

- Create new items "on-the-fly" when creating a purchase order.
- Automatically re-order based upon items sales history and/or based on Min / Max.
- Automatically generate orders for items that have fallen below minimum stock requirements at HO for all locations and at each store independently if authorized.
- Allow multiple suppliers for the same item.
- Track purchase orders and items by, Department, category, Brand, suppliers.
- Track proposed ship date, cancel date, Vendor P.O.# & the company P.O.#
- Automatically assign sequential order number for easy tracking.
- Allow to cancel a line from the PO & to "order" in the same PO if the cancel was wrong.
- Allow "close" a line or the entire PO and automatically reflect for On-Order reports.
- Enter special comments for each item on an order, i.e. Special orders, etc.
- Allow Default "Mark-up%" per supplier to be applied for new items & can edit at any time.
- Support Internal SKU numbers automatically generated per item and support of UPC & ISBN numbers for Back office & POS functions.
- Allow currency conversion factors for Buying (for PO) and selling (for POS) functions.
- Allow supplier's part number for ordering references.
- Allow "Copy" PO based on the selected PO to facilitate re-generating PO.
- Automatically generate a purchase order from a customer special order.
- Have purchase order discounts apply to the average cost of merchandise
- Change costs & prices of existing items at the purchase order screen.

Receiving

- Quickly receive a complete or partial order per line or entire PO.
- Received merchandise is automatically added to inventory levels
- Allow to update cost & retail at the time of receive
- Allow updating Conversion factors & duties & shipping / insurance charges during receive & apply such to landed cost & update the average landed cost accordingly.
- Allow to view accumulative received Qty if more than one partial receive is made.
- Backorders are automatic unless order is closed.
- Print bar-code tickets for merchandise received.
- Utilize the item's UPC bar code during receiving.
- Print receiving reports for all stores or for one store
- Print receiving journal for a particular date or for a particular PO.

Distribution & Store Transfers

- Transfer merchandise out of inventory from any location to any location at H.O.
- Receive merchandise "on-the-fly" without a purchase order.
- Transfer merchandise between stores (Inter-Store Transfer) with full tracking.
- Automatically adjusts the inventory levels per store depending on the transfer status.
- Print out a packing slip for the inter-store transfers
- Work with items in a size matrix format, for every store on the same screen
- Use a laser gun or data collector to quickly transfer merchandise.
- Report on total cost of goods and the retail-selling price of the transferred merchandise.
- Inventory that is transferred to another store is automatically updated with the tax rate of that store.
- View current inventory levels for other stores/warehouse from within a transfer.
- Change prices of existing items, from the transfer screen.
- Use sequential transfer order numbers to keep track of the transfers
- Print barcode labels or tags for the inventory, right at the transfer screen
- View the totals being transferred in and out of each store on a transfer
- Easily change the computer-generated barcodes to use the item's UPC code.
- Print a transfer confirmation slip for the shipment (send & receive reports)
- Report individual transfer slip for each store, and consolidated for all stores.

Returned to Vendors & RMA

- Return damaged items to the vendor via RMA
- Automatically deducts returned items from inventory
- Enter the shipper's tracking number for the shipment
- View current inventory levels at the RMA screen
- View the totals on the RMA and shipped totals or method of settlement.
- Ability to enter a credit in the accounts payable for the items returned to vendor via RMA. Print the RMA request and RMA shipping to include as a packing list.

Inventory

- Enter current inventory information into the system
- Support for ISBN Number, Author, and Publisher & Synopsis for all products.
- View inventory at all stores with on-hand & committed stock quantities.
- Supplier cost, Landed cost & Ave. Landed cost for all items with true picture of margins.
- View sales history of each SKU including the last day it was sold and received
- Set minimum and maximum stock requirements to aid in reordering
- Make & audit manual adjustments to inventory quantities
- Capability to review audit trail of adjustments to the inventory allowing for tight security controls.
- Reprint barcode tickets at any time
- Choose from a variety of barcode labels and tickets.

Physical Count & Cycle Count

- Perform a physical/cycle count check also with the use of a portable data collector.
- Track when an item has last been cycle counted.
- Report items that have not been cycle counted since a specified date.
- Spot-check a few items by selected stock, or an entire brand or an entire store
- Generate report that shows any discrepancies between the quantities in the system and the quantities that were counted, thus pin-pointing shrinkage areas.
- Resolve inventory quantities with variance criteria and tracking.

Inventory Reports

- Inventory reports to include only merchandise belonging to certain Departments, Category, subcategory, supplier or product type.
- Reports include retail and cost values of merchandise
- View the price, cost and date last received of each item.
- Easy-to-read totals at the bottom of the reports.
- Inventory history report comparing merchandise received, sold and in stock
- Audit trail of all manual adjustments made to inventory quantities
- Audit trail of item changes (cost, retail price, etc)
- Track the number of units received and sold during a certain period
- Report what items need to be reordered — based upon the min/max levels
- View inventory on-hand information for stores while making an order

Customer Management & Marketing activities.

- Reporting on customer purchases and returns history.
- Select reports to include only certain customers (on-account, buying club), YTD purchase amounts or Profit per customer, or special occasion dates.
- Customers mailing list and phone number reporting
- Total sales and date of last store visit
- Birthday and merchandise (brand) preferences
- Gross Margins GM from each customer's purchases.
- Breakdown of customers' total purchases by item & brand
- Report on Customer loyalty points with notices on available & redeemed points
- Multi-tiered pricing including retail price, suggested price and wholesale price.
- Use auto pricing to automatically set retail prices based on target Mark up%.
- View each SKU's original price, landed cost, average Landed cost & the last cost.
- Easily set a group of merchandise back to its original, pre-markdown price.
- Set quantity pricing for each item such as, 2 for \$100, 3 for \$125 & Volume pricing
- Run a timed sale on any group of items that will automatically begin and end on set dates & times.
- Markdown any group of merchandise by a percentage or a dollar amount
- Choose to enter markdowns but not actually commit them until a later date.
- Review the previous and original price for all items that were marked down.
- Cost/price changes controlled by the Buyers' office

Target Marketing Tools

- Target your marketing campaign to the relevant customers.
- Gift cards, Gift Certificates, Store Credits honored at all stores.
- Know your customers & their family & source of advertising & more.
- Loyalty points system & VIP programs to maintain closer touch with customers.
- Manage promotions & on-account customers with their expectations.
- Multiple contacts per company/customer with details
- Direct mail & email marketing campaigns from system

P.O.S. Register

- Perform all primary register transactions (sales, returns, exchanges layaways, special orders, and gift cert / card) at the same screen.
- Find a book or a CD by its Author/artist, publisher, ISBN number or Title.
- Receipts include combination of sales, returns, markdowns and discounts including auto date, time and cashier on each receipt.
- Ability to verify the original receipt for items being returned for entire receipt or partial returns, insuring correct refund or credit.
- Print signature lines for credit card sales, layaway pickups and returns

- Percentage and or Dollar discounts by line item, transaction, customer and/or event. Markdown a line item by dollar or percent.
- Ability to put sales on Hold, proceed with other customers and recall to retrieve the sale and complete it.
- Multi-tender processing for a transaction
- Print multiple receipt copies of each type of transaction.
- Always know who voided a particular receipt, allowing for an audit trail.
- Enter payouts and pickups (Paid in & Paid out), print out to confirm.
- Time and Point register close-outs to check all register activity for the day
- View inventory for all the stores right at the register
- Show savings and discounts on receipt.
- Print comments or special instructions and advertisers on a receipt
- Enter store policies or special comments to be printed at the bottom of the receipt for each type of transaction, i.e: Store Credits, layaways, & gift receipts.
- Sell gift certificates / Cards and track them by each serial number for sold and redeemed at all locations.
- Redeeming of Gift Certificates / Cards is not limited to the store in which it was purchased.
- Ability to "sell" a inventory from another location: furniture shops, elect. Shops, etc.
- Add securities to the workstation set-up to enforce fraud-protection policies.

Sales orders, Special Orders & Layaways.

- Allow quick creation of a "Sales" order & process at warehouse or by other locations where inventory exists.
- Allow items belonging to regular sales & special orders to be on one "sales-order" & take monies for such & let the system to allocate relevant portions for each transaction & for each store.
- Retrieve special orders or Layaways by customer name, receipt number or special order number.
- Special orders automatically create purchase orders, with the ability to assign direct Ship by supplier, ship by Retailers or pick up by customer.
- Ability to enter new inventory at the register when making a special order
- Automatically generate a purchase order for items on a special order
- Allow partial layaways for customer to pick up part of the layaway with the system to keep necessary deposit towards the items left in Layaway.
- Signature option on receipt for layaway pickup
- Assign a Role to the station so it can perform as POS or "phone order" station.

Access rights & Controls.

A highly flexible set up for staff access rights.

- **Web-Based.** MultiFlex Group of programs are Web-Based hence allowing direct access to the system from anywhere based on "authorization level" and if set up accordingly. An Internet "Static IP address is required".