

Retail Systems Partners with Microsoft!



Retail Systems Pty Ltd has recently signed agreements with Microsoft POS Partners becoming WA agents for the new Microsoft Retail Manager Point of Sale solutions.

This exciting new product builds on the considerable success of Quicksell 2000 and brings to Western Australian retailers a feature rich point of sale and back office solution previously only available to chain stores.

Designed for general merchandise and specialty retail environments, Microsofts Retail Manager solution offers an incredible array of features including live reporting, embedded e-mail and web interface and true multi-site functionality.

Worldwide installations already number in the thousands and Retail Systems will be targeting a diverse range of markets including jewelry, clothing and specialty retail environments. With the worldwide success of Microsofts Retail Manager solution, key partners including Retail Systems are developing a range of new product enhancements and feature sets designed to meet the needs of individual retailers.

With Microsoft Retail Manager solution, Retail Systems adds another feature rich product to Western Australian retailers including Focus Professional back office solution for the Hospitality industry and Grocery Manager back office solution for the Grocery industry, Retail Systems aims to cover all market segments with unique and fully featured productivity tools.

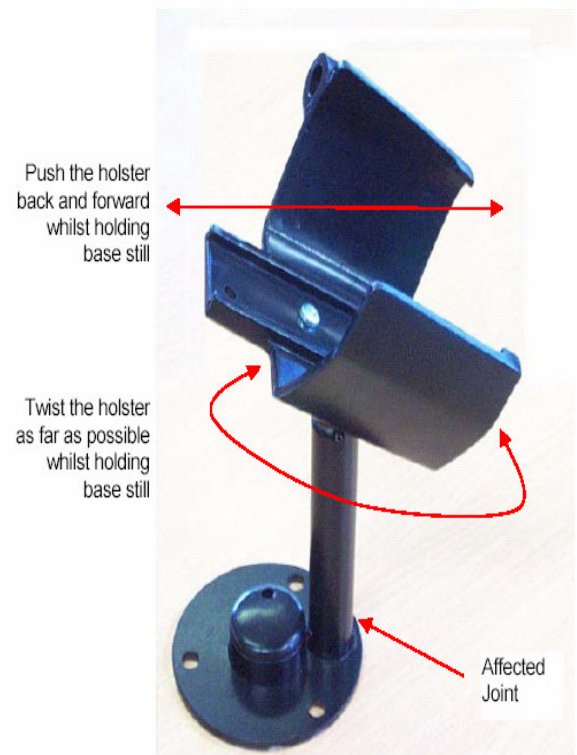
Faulty Swift Pin Pad Swivel Stand and Holsters

Retail Systems received a batch of faulty Swift Swivel Stands and Holsters from our supplier in December 2003. A small number of units have a weak welding point that reduces joint strength. Some faulty stands may have been issued to customers. The issue has since been corrected by the manufacturer and only affects a small number of stands. However, Retail Systems recommends that you test all units received. If you find any units to be defective, they will be replaced under warranty.

Testing the Unit

The weakness is difficult to spot, however can be easily tested in two steps;

- Apply solid force to the holster at the top of the stand. Whilst holding the base still:
 - * Swivel the holster either side as far as it will go, applying pressure past the furthest point.
 - * Push the holster backwards and forward.
- If the unit is **faulty** you will:
 - * Feel the base move, or
 - * See slight fractures in the welding and/or paint cover at the affected joint.
- If the unit withstands the above force, it is **not faulty** and is strong enough to withstand normal customer use. No further action is required.



Grocery Manager Filters Feature



One of the problems that frustrate most Grocery Manager users is the way product descriptions are entered into the database. If more than one person uses GM one user may enter Heinz Baked Beans as "HEINZ..." and the other user may enter it as "HNZ..." FAL also has their own method of abbreviating causing further problems.

Using the **Filter** option in Item Maintenance, you can search for "BAKED BEANS" as a description rather than trying to work out how someone else has abbreviated the brand of the product.

Try the following example yourself:

- From the Grocery Manager main menu go into Item Maintenance, click on the "Filter" TAB at the bottom of the screen.
- Click the field to the right of "Description IS LIKE", and type BAKED BEANS.
- Click on the "Set Filter"

This will take you back to the Item Maintenance search screen, which will only show you products with "BAKED BEANS" in the description.

To clear the filter, either exit Item Maintenance or go into the Filter TAB again and click the Clear Filter button.

Experiment with some of the other Filter options, you will find them to be very useful.

If you need assistance, give Mike, Ian or Gavin a call at the office.

Hardware Support Calls



We have been receiving many calls from customers querying why they have been charged for calls relating to their cash registers when they pay support. Unfortunately, the Annual Support Fee for Grocery Manager or Focus only covers you for calls relating to your Back Office problems, not cash registers.

Retail Systems does offer 3 levels of maintenance for your point of sale - Total Cover, Labour Only or Parts Only.

Total Cover - covers you for just about everything within the hours of support, including parts and labour. Exclusions include damage caused by power problems, liquid damage and travel costs if you are not in the metro area.

Labour Only - covers all labour costs involved with repairs to your point of sale, including telephone support. Parts required are additional.

Parts Only - covers you for the repair or replacement of parts (not equipment) due to wear & tear, exclusions include batteries, scanner glasses, ribbons etc. Labour is paid at an hourly rate.

Please call David Pittman if you have any questions or would like a quotation on maintenance.

Second Hand Monitor Sale



Has your PC or register monitor given up the ghost?? Retail Systems have a limited number of refurbished second hand 15" PC monitors for \$80.00 and 9" register monitors for \$250.00 ex GST. Hurry, stock won't last at these prices!!

Customer Upgrades...

Leopold Hotel

Installation of Versaterm Registers

Cellarbrations at Bayside

Installation of Versaterm registers



New Customers...

Carlton Fresh

Installation of MPRS registers with Grocery Manager Software

Beagle Bay Community Store

Installation of WinPost Registers with Grocery Manager Software

Dewsons Denmark

Time & Attendance Kiosk