

COMMON QUESTIONS ABOUT MICROSOFT RETAIL MANAGEMENT SYSTEM

▪ **Q. I only have one retail store. I would like to use a computer and software, but don't know if Microsoft Business Solutions Retail Management System is a good fit. In addition, can I use my laptop computer?**

A: Microsoft Retail Management System Store Operations can run at just one store or at multiple stores. There is no requirement to have multiple retail stores before purchasing Microsoft Retail Management System Store Operations. The software, however, is designed to scale should your retail operation begin to grow into multiple locations. And, Microsoft Retail Management System can run on any Microsoft Windows-based computer—laptop or desktop—provided it meets the minimum requirements for installation and operation. Learn more about minimum requirements and see a listing of capable hardware providers.

▪ **Q. I have a growing retail business with six stores, 20 employees, and about \$10 million US in sales. Can I use Microsoft Retail Management System in more than one store?**

A: Yes, Microsoft Retail Management System offers an application called Headquarters that allows retailers with a small chain of stores to centralize control of their Store Operations databases and reporting. For instance, if you had six stores and a head office, you would have six licenses for Store Operations (each store with its own database) and one license for Headquarters at the head office.

▪ **Q. I currently use a cash register to track my sales and store cash. Does Microsoft Retail Management System work with my cash register, or do I need to replace it?**

A: Microsoft Retail Management System does not run on traditional cash registers. Instead, this easy-to-use software application is installed on a Windows-based computer with point-of-sale peripherals attached via the available ports on the computer. (It does not run on Apple computers.) You will need to replace your cash register with computers, which are easy to use and reliable. When used with our software, they allow you to do more than you could with a cash register. You can manage time-consuming tasks efficiently and help increase profits as a result. Like an electronic cash register, Microsoft Retail Management System is used by cashiers or sales associates to ring up orders and tender sales, but it also provides more.

▪ Q. Other than the software, what other equipment will I need to purchase?

A: At a very minimum, you'll need a computer with a standard keyboard, mouse, and monitor. (Remember, Microsoft Retail Management System runs on a Windows platform.) Most point-of-sale (POS) registers using Microsoft Retail Management System also have a standard 40-column receipt printer, a scanner to read barcodes, a cash drawer to store cash and various tenders, and a pole display to let the customers view and verify the item prices and transaction total. Other hardware available for use with Microsoft Retail Management System includes full-page printers, scales, magnetic stripe readers, magnetic ink character recognition readers, signature capture device, PIN pads for accepting debit cards, touch screen monitors, and dual display monitors. To determine what hardware you will need, check the hardware compatibility list, which specifies manufacturers and models of each type of device that is known to work with Microsoft Retail Management System Store Operations. Most of these POS devices require an Object Linking and Embedding for Retail POS (OPOS) driver to properly communicate with the software solution. Contact the hardware manufacturer to inquire about the availability of OPOS drivers for a specific type of peripheral.

▪ Q. I have a PC that runs Microsoft Office and my accounting software. Can I use this computer, and does Microsoft Retail Management System work with my other software?

A: Yes, Microsoft Retail Management System integrates with Microsoft Office and with various accounting applications at the summary general ledger level, including Microsoft Business Solutions accounting products (Microsoft Business Solutions—Great Plains, Microsoft Business Solutions Small Business Manager), QuickBooks, Peachtree, Blackbaud, and MYOB. For example, you will have the ability to export working reports into Microsoft Excel for further data analysis, or use Microsoft Word to do a mail merge of customer information stored in your new Microsoft Retail Management System database for targeted marketing campaigns.

▪ Q. Can I buy and install Microsoft Retail Management System myself?

A: No, Microsoft Retail Management System is not sold in retail stores, but is available from a wide network of Microsoft partners. Experienced Microsoft Certified Partners are retail and software experts, who evaluate your business requirements, sell you the system, install it, and provide training and support.

Accounting Information Services ensures you get the system most suited to your business and that you maximize the return on your technology investment.

▪ **Q. How long will it take me to learn to use Microsoft Retail Management System and to teach my employees to use it?**

A: Based on reports from customers and Microsoft partners, it generally takes anywhere from 15 to 30 minutes to train cashiers and employees. If they need to learn all the features of the POS, it could take a day or two of working with the system to get a good feel for it. How quickly you and your employees learn Microsoft Retail Management System may also depend on what kind of POS system you previously had been using. For example, if you were using a manual cash register and paper ledgers, then it may take a little longer. Accounting Information Services can walk you through the training, make it easy to understand, and be available for follow-up questions. Overall, managers and storeowners will want to take advantage of the many rich features Microsoft Retail.

Partners-say that a store can be up and running in a day.

▪ **Q. Can I customize the application?**

A: Yes, Microsoft Retail Management System has various integration options that allow third-party developers to enhance the provided features. It also allows for totally new, customized features to meet your unique needs. Many third-party applications exist that extend Microsoft Retail Management System to fit specific vertical markets.

▪ **Q. What types of reports are available within the application?**

A: Microsoft Retail Management System offers customizable reports, called Active Reports that give users insight into their sales, customers, taxes, orders, and more. Active Reports can be filtered, grouped, and sorted by any field in the report window. Also, columns can be hidden or displayed to let users see only the data that matters to them. Reports can be exported to Excel, e-mail messages, HTML, XML, and other formats, too.

▪ **Q. What types of transactions can I perform at the POS?**

A: The POS application supports the following types of transactions layaways, quotes, work orders, back orders, returns/voids, and regular sales.

▪ **Q. Can I use my current credit card processing system with Microsoft Retail Management System?**

A: Potentially, Microsoft Retail Management System offers integrated credit card processing imbedded directly into the application through an arrangement with Citi Merchant Services. The system also offers integration with other third parties, including PC Charge, IC Verify, and more.

▪ **Q. Can the system automatically create purchase orders?**

A: Microsoft Retail Management System can automatically create purchase orders at a user's request based a reorder information or sales history. Users can also build their own purchase orders for specific departments, categories, suppliers, and other purposes.

▪ **Q. Is there a limit to the number of items, customers, suppliers, and other data that I can input?**

A: Microsoft Retail Management System does not impose any limits on the number of items, customers, and other data entries. Provided there is enough disk space on the server, Microsoft Retail Management System can support an unlimited number of data entries.

▪ **Q. How is the software licensed?**

A: Microsoft Retail Management System is licensed by active POS registers. The back office application, Manager, is used to enter items, purchase orders, and other data, as well as run reports and view inventory. Therefore, if a client has five computers in a store, with only three being used as active POS registers, only three licenses are required.

▪ **Q. What type of security is offered in Microsoft Retail Management System?**

A: Microsoft Retail Management System offers extremely tight, flexible security within each product. Users have the ability to grant or deny access to any given menu option, window, button, or field within the applications. There are as many as 31 different levels of security that allow you to customize the security settings of your store. You have complete control over who has access to each kind of information.

▪ **Q. How soon will Microsoft Retail Management System pay for itself, and what is the ongoing value to my business?**

A: Many people who incorporate Microsoft Retail Management System into their business report a quick return on their initial investment. To find out what your return on investment could be, [Contact Us](#) or speak to a customer service representative.

▪ **Q. What kind of inventory tracking does Microsoft Retail Management System feature?**

A: Among many other powerful features, Microsoft Retail Management System uses automated Inventory tracking. You can simplify manual stock counts with automated inventory tracking across one or multiple locations, using any stock or sales method. You can support most compatible inventory types, including standard, serialized, kit, assembly, matrix, lot matrix, voucher, non-inventory, and weighed. You can also quickly and accurately calculate how much inventory you need to replenish, and you can track storage of offline inventory, such as non-sellable or broken items.

“Experts in Accounting and Business Management Technologies, Training and Support”

▪ **Q. Will my customers notice anything different at the register?**

A: Yes, Your customers will be impressed with the level of detail you'll now be able to provide them through Microsoft Retail management System. They will get immediate access to detailed product information, personalized information about their previous purchases and payments, and account information. With quick information about customers' buying histories at your fingertips, you will be able to generate copies of old receipts and suggest relevant up-sells, sale items, and volume discounts. In addition, by providing all of your employees with standardized PUS tools that offer the immediate access to detailed product information, you give your customers consistent and personalized information.

▪ **Q. I want to improve our stores marketing campaigns. Can Microsoft Retail Management System help?**

A: Yes. You can use Microsoft Retail Management System to create special promotions such as "Buy one, get one free" or "Buy two at the regular price and receive the next two at half off." Also, schedule store sales in advance for entire departments, categories, or supplier catalogs for a specified date or time. At the point of sale, you can track each discount given to customers through reason codes to gain insight into which sales and promotions are most successful. Use the data in the Microsoft Retail Management System SQL database to build a mail merge in Word or Excel for customer mailings and advertisements. Track your customers' purchase histories to learn their buying habits and to deliver personalized service that will keep them coming back for more.