



# Hardware and Building Suppliers

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## INTRODUCTION

### Industry Challenges

- > The need to better leverage growing trend in DIY home renovations and repairs
- > Ability to supply the right products, at the right price, to the right people (consumers and tradespeople)
- > The need to find, train and keep knowledgeable staff that are customer focussed
- > Ability to withstand competition from supermarket-style hardware stores and pureplay operators
- > Ability to simplify complex pricing variations of a wide-range of diverse products and materials

This is where the CONTROL retail business solution can help you better execute on your business objectives and overcome challenges with sophisticated retail technology. CONTROL delivers efficiencies, accelerates sales, increases customer loyalty and enables you to stay competitive while running a dynamic and streamlined operation across stock, staff and stores. The result — **increased profit**.

## CONTROL for Hardware and Building Suppliers

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CONTROL is a fully integrated retail business solution with specific features to meet the needs of single and multi-location hardware and building products' resellers. It is a modular system that is fully integrated to handle all facets of point-of-sale, merchandising, sales analysis, replenishment and stock control, as well as accounting and financial reporting.

CONTROL is designed and developed by Creative Computing and can be modified to suit particular needs to simplify your business processes.

### **Below is a summary of features included in CONTROL that are covered in this brochure:**

- > Special Hardware and Building Product Features
- > In Store Functions
  - Cash and Charge Sales
  - Quotations and Customer Orders
  - Gift Vouchers
  - Loyalty Programs
  - Visual Cards
  - Other Store Functions
- > Head Office Control
  - Merchandising & Performance Management
  - Replenishment & Inventory Management
  - Stocktake
  - Accounts Payable/Receivable and General Ledger

## Special Hardware and Building Suppliers' Features

In addition to standard POS features, we have addressed all the special needs of single and multi-location hardware and building products' resellers, including:

- > Cash and charge sales.
- > Easy promotional price handling.
- > Extensive pricing options including multiple price levels, quantity breaks, customer specific pricing, etc.
- > Full barcode facilities even for difficult items like timber, rope, chain, etc.
- > Serial number tracking for high-ticket items.
- > "Timber-tally" processing.
- > Automatic conversion between a product's buying, holding and multiple selling units.
- > Product notes – e.g., available colours, warranty conditions, servicing facilities, etc.
- > Extensive Customer Order and Quotation facilities.
- > Stocktake using a Portable Data Entry device (PDE).

## In-Store Functions

CONTROL in-store functions have been designed to be fast and easy-to-use.

In-store facilities can be customised by the system administrator, and would typically include:

- > Cash and charge sales
- > Special customer orders
- > Gift voucher sales and redemptions
- > Returns and exchanges
- > Stock and customer enquiries
- > Customer payments
- > Stock receipts and transfers
- > End-of-day reconciliation
- > In-store reporting

## Cash and Charge Sales

- > Fast and simple operation using barcode scanning or minimal keyboard input.
- > Promotional or customer-specific prices automatically apply – there is no need for sales assistants to over-ride prices or discounts.
- > Stock enquiries, including stock availability in other stores can be performed during a sale.
- > Discretionary discounts or price over-rides can require a manager's password and a reason must be entered. Reports of discretionary price variations are available showing the salesperson and authorising person responsible, and the reason given.
- > For charge sales, customer accounts can be selected by phone number, code, name, or by any part of any of these. If more than one account matches the information entered (e.g., SMITH), all possible matches are displayed and the operator simply chooses the correct one.

## Quotations and Customer Orders

CONTROL provides complete facilities for quotations and customer orders, including:

- > Full customer details can be entered or details from an existing customer record can be recalled.
- > CONTROL automatically takes into account any special prices or discounts previously arranged.
- > Ability for authorised users to see the product costs and gross profit amount and percentage while the transaction is being entered and prices negotiated.
- > A quotation can be easily converted in whole or in part into a customer order or directly into a sale.
- > Supplier orders or requests for stock transfers from a warehouse or another store can be generated for items that are not in stock.
- > Ability to easily order non-stocked lines.
- > Optional ability for partial pick-ups and deliveries and to add items to an existing order.
- > Extensive customer order enquiry facilities and reports.

## Gift Vouchers

CONTROL provides complete gift voucher facilities including:

- > Recording gift voucher sales.
- > Validating gift vouchers that are tendered.
- > Gift voucher reconciliation reports.
- > Maintaining the value of outstanding gift vouchers.

## Loyalty Programs

CONTROL supports a number of Loyalty Program functions including:

- > **VIP Customer Cards** – customer details, including demographic information can be entered at point-of-sale.
- > **Bonus Points** – which may be calculated based on purchases and which can be redeemed under the controller of the retailer.
- > **VIP Customer Discounts** - special pricing to established customers who are identified by presentation of customer card.
- > **Mailing campaigns and special member only promotions and events.**

All of the information necessary to operate a Loyalty Program can be recorded at the Point of Sale as part of a sale so a customer loyalty program can be implemented with very little effort.

## Visual Card

We can provide an exciting new concept in customer cards. These cards have a human readable area that can be updated in-store. These cards can be used as part of a customer loyalty program where the number of bonus points can be updated after each transaction and **displayed on the customer's card for them to see.**

## Other Store Functions

The Point-of-Sale workstation also allows users access to any other part of the system to which they are authorised: for example, recording stock receipts, stock transfers and stocktakes.

## Head Office Control

Stores can be on-line to a central server or they can operate stand-alone and be “polled” from the central server on a regular basis.

If the stores are on-line, then the consolidated data is always up-to-date. If the stores are off-line, then the data on the central server is brought up-to-date whenever the stores are polled.

Head office functions can include comprehensive merchandising and performance management, inventory control, replenishment management, accounts payable, accounts receivable and general ledger including financial management reporting. **Any of these functions can be made available in the stores if required.**

## Merchandising & Performance Management

- > A comprehensive array of sales reports is available by store, category (department and sub-department), brand, salesperson and stock item.
- > Stock item reports include comparative analysis of sales quantities, sales value, gross profit and stock turns across multiple periods, **best and worst performers**, and comprehensive analysis by style, colour and size, and markdown analysis.
- > Sales by hour reporting can be used to review staffing levels. Number of sales, number of multi-item sales, average sales value and sales by product group by salesperson, can also be used to measure individual performance.
- > Sales value by area can be used to review store layouts.
- > Customer reports include best customers, customer sales by product group, customers due for a bonus point reward, customers with purchases above or below a nominated figure, etc.
- > All sales reports have a range of options that greatly assist merchandising and performance management.

## Manufacturing

CONTROL can be used to manage the manufacturing process. The manufacturing module can be used to create Bills of Materials, determine costing and update raw material stock levels. Components can also include labour at a specific rate.

## Replenishment and Inventory Management

- > Various replenishment methods, including max/min, sales trends, days-to-sell and open-to-buy.
- > Depending on your business practices, orders can be generated by a store for its own requirements or orders can be generated centrally for any selected store or group of stores.

- > Promotional prices can be entered in advance for sales starting on a particular date.
- > Price tickets or barcode labels may be produced automatically for those products requiring them.
- > CONTROL caters for up to four different units of measure for each item – a buying unit, a stock-keeping unit, a selling unit and a pricing unit. CONTROL automatically handles all quantity and price conversions between these units.
- > An easy-to-use Report Writer allows customised reports to be generated and ad-hoc queries to be answered.

## Stocktake

Accurate recording of all sales and stock receipts significantly reduces the need for stocktakes. However, stocktakes are still important to monitor stock shrinkage.

CONTROL has a comprehensive stocktake module with many features including:

- > Provision for both full and cyclic stocktakes.
- > Stocktake counts can be recorded with a Portable Data Entry unit (PDE).
- > Trading can continue while the stocktake is being finalised.

## Accounts Payable/Receivable and General Ledger

CONTROL includes a sophisticated accounting module that is fully featured for retailers' accounting needs. The following lists some of the many features available:

- > Generates required payments (by cheque or EFT) while ensuring you claim any allowable settlement discount.
- > Automatic calculation and handling of GST in supplier invoices and adjustments.
- > Generates consignment stock invoices for consignment stock.
- > Full foreign currency invoice handling.
- > Enquiry facility allows instant access to account details including transaction history, outstanding amounts and notes for each supplier.
- > Cash requirements reporting.
- > Chart of Accounts: unlimited number of accounts, cost centres and groupings. The chart may be established hierarchically, e.g., for reporting by store and overall.
- > Budgets and forecasts may be stored for any account.
- > Ad-hoc cheque printing with transaction details recorded as a sundry payment.
- > Ability to operate in a new financial year before closing off the previous year.
- > Provides for separate financial reporting for stores, departments and profit centres.
- > Handles multi-company consolidations with inter-company accounts automatically reconciled.
- > Full audit trail available at any time.
- > Facilities for extended credit finance accounts including daily interest and arrears calculations.
- > Optional ODBC connection allows for data manipulation and graphing by third party products including Access and Excel

## SUMMARY

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CONTROL supports Hardware and Building Suppliers with sophisticated retail functionality that takes care of POS functions, loyalty programs, staff and stock performance management, and more. This enables you to be more efficient and profitable in spite of modern retailing demands. Additionally, advanced, industry-specific features such as extensive pricing options, serial number tracking, “timber-tally” processing, extensive customer order facilities, and more, means you don’t have the added expense of customising POS software to suit your retail sub-sectors’ unique and evolving requirements.

Significantly, CONTROL for Hardware and Building Suppliers has been designed by Creative Computing, a retail software vendor of more than 25 years where we aim to deliver practical retail software innovations that assist you to compete better locally and internationally.