



# Retail Pro Overview



Retail Pro is the global leader in retail management systems. As the thought leader in specialty retail for over 20 years, Retail Pro helps retail businesses around the world run more profitably and achieve impressive returns on their technology investments. The software is an integrated system for POS and store operations, merchandising planning and analysis, and customer management/CRM. Every day more than 35,000 installations in 73 countries rely on Retail Pro to handle their operations. Retail Pro's world-class POS interface includes the flexibility to meet your business needs, grow as you grow, and run the business your way.

# Globally Localized Centrally Deployable

Retail Pro Operates in  
18 Different Languages,  
35,000+ Stores and  
73 Countries Worldwide.



## ABOUT ISLAND PACIFIC, INC.

The parent company of Retail Pro - Island Pacific, Inc. is a global leader in retail merchandising, store operations, CRM and multi-channel software solutions. Every day, various forms of Island Pacific software applications are running in nearly 60,000 stores around the world, processing more than \$260 billion in retail transactions.



## RETAIL PRO: STORE OPERATIONS

From inventory precision to flexible screen designs and robust customer data capture, Retail Pro optimizes your point of sale and store operations environment. You can significantly reduce costs and increase efficiency throughout your organization:

- Point of sale
- Inventory management
- Employee management
- Full back office/central office
- Call center/e-commerce/order fulfillment

## MERCHANDISE PLANNING AND ANALYSIS

Making the right merchandising decisions is critical to driving revenue and margin. With thousands of item/store level decisions to be made each week, you need a merchandise planning solution that has the advanced features to make your life easier. Features like auto-replenishment and auto-transfers, with analytics that can analyze history and optimize

replenishment levels. Retail Pro provides **one integrated system** that produces the actionable information you need to reduce stock-outs, reduce markdowns, and make better business decisions.

Key features include:

- Purchasing
- Allocation and replenishment
- Business intelligence and analysis
- Vendor management
- Pricing
- Promotion planning
- Markdown management
- Open to buy

## CUSTOMER MANAGEMENT/CRM

Creating brand-loyal customers is a goal of every retailer. Retail Pro's advanced customer management and CRM features provide the retailer with unprecedented levels of insight into consumer behavior patterns. By understanding their different purchasing behavior, Retail Pro allows you to segment your customers and provide them with compelling offers that keep them coming back to your stores again and again. It is a unique solution in the industry that finally captures all the data needed for CRM to be truly effective.

- Customer data capture
- Customer segmentation
- Advanced analytics
- Customer scoring and binning
- Customer loyalty programs
- Sophisticated RFM and lifetime value calculations





### LOSS PREVENTION

Preventing theft and protecting assets are critical in today's retail world. Retail Pro has the loss prevention features you need to dramatically reduce shrinkage, lock down the system, capture events behind the scenes and prevent employee and customer fraud.

- Audit trail
- Reason codes
- Behind the scenes capture of events
- Detailed associate performance
- Permissions, including robust security settings, with flexible users and groups
- Employee aides to prevent ticket switching
- Video loss prevention package which ties video feeds to transactional data... resulting in better case management and increased restitution ability

### FLEXIBLE REPORTING

Retail Pro offers a wide variety of reports that are invaluable tools for inventory management, sales analysis, targeted customer mailings, and informed purchasing.

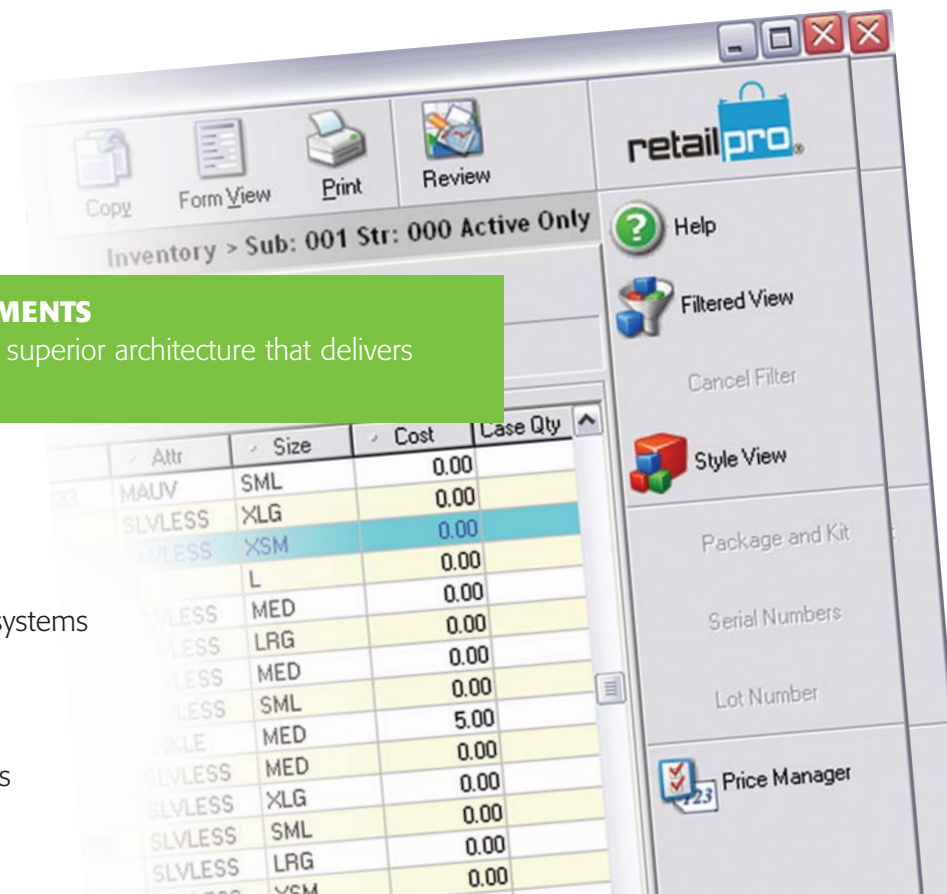
Each report area, such as sales or purchasing, has a variety of ready-to-use report designs. Retail Pro also offers a built-in report designer that is easy to use. Designs are easily customized or you can choose to create completely new templates.

### RETAIL PRO VERSION 9 SERIES IMPROVEMENTS

Retail Pro 9 Series is designed and built using a superior architecture that delivers maximum performance and scalability.

The 9 Series architecture features:

- Oracle® 9i relational database that can scale virtually without limits as your business grows
- Multi-tiered architecture
- Open design for easy integration with legacy systems
- Improved Business Analytics
- Improved Reporting Capabilities
- Easy installation and administration
- Superior adaptability to advancing technologies



### RETAIL PRO VERSION 9.1 - NEW KEY ENHANCEMENTS INCLUDE:

- Introduction of Retail Pro's powerful point of sales features and enhancements to the improved 9 series database
- Integrated payment authorization services directly into Retail Pro
- Easy configuration of Retail Pro to work with the specific hardware devices you use at point of sale

### OTHER 9.1 FEATURES INCLUDE:

#### Receipts

Improved receipt functionality provides for more detailed customer information and tracking, including easy Gift Receipts and new Buttons for Quick Tender and Multiplier Tender or Quantity.

#### Sales Orders

Enhanced Sales Order functionality provides for a variety of specific orders such as special orders, layaways and gift registries.

#### X/Z-Out

Enhanced X/Z Out Reports allow more detailed tracking of individual registers and flexible modification of reports.

#### Check In/Out

The Check In/Check Out feature allows you to track employees' hours by recording each time an employee checks in or out of Retail Pro.

#### Track Merchandise

Creating profile reports that give you greater flexibility in evaluating merchandise and vendor performance.

#### Physical Inventory

Enhanced capabilities in count recording for a variety of in-store and multi-store inventories, including current on hand values and reporting for multiple locations.

#### Technicians Toolkit

Provides easy access to a variety of tools for maintaining the database, including:

- Tuning the database
- Re-indexing the database
- Running diagnostic reports
- Performing backup/recovery
- Rebuilding control and password files
- Restructuring the database
- Adding data files
- Checking and compiling schema

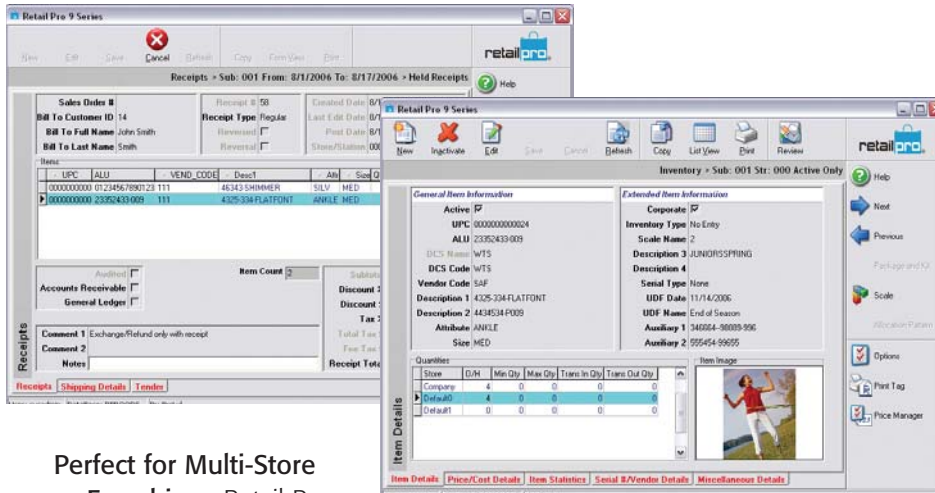
#### Other Enhancements

- New, simplified licensing system that is integrated directly in the program (previously a separate license server was used).
- Create multi-subsidary order documents so that you can order and transfer merchandise between stores belonging to different subsidiaries.
- Improved reporting capabilities, including the ability to create your own custom reports and view reports while working offline.

## KEY BENEFITS OF USING RETAIL PRO

**World Class User Interface** - Retail Pro provides the ultimate flexibility to meet your business needs, growing with you, the way you like to do business. Unlike ordinary cookie-cutter solutions, Retail Pro adapts to meet the needs of virtually any retail operation - saving time, money and lost productivity with its ease of use. Even employee turnover becomes less of a hassle because Retail Pro is so easy to learn.

**Increase Revenue and Profit** - Because Retail Pro is one integrated solution, the positive impact on your business can be tremendous. Benefits include: improved revenue, profit, etc. With Retail Pro, you'll increase sales productivity while reducing inventory carrying cost, stock-outs, and the need for drastic markdowns due to overbuying. You'll develop loyal repeat customers who are happy with their shopping experience, and come back again and again.



### Perfect for Multi-Store or Franchise

- Retail Pro is the ideal solution for multi-store companies, franchise operations, or any type of blended retail channel. Its Roll-Up Reporting capability is just one of the reasons Retail Pro is used by thousands of complex multi-store, multi-channel operations around the world.

**Peace of Mind** - Retail Pro provides the stability and reliability you need in a mission critical retail system. Running on a powerful embedded Oracle 9i® database, Retail Pro provides a scalable and flexible solution that is cost-effective. The embedded database is self-maintained, so you won't need a fleet of IT staff for maintenance... or a separate budget to pay for it.

**Advanced Features that Save You Time and Money** - Retail Pro has the advanced feature-set that is analytically driven and based on proven technology. Using utilities like those for intelligent purchasing and automated replenishment, it can automatically do the tasks that you don't have time to do. This allows you time to focus on the key areas of your business and make the critical decisions with confidence.

Two examples of Retail Pro's unique and user-friendly graphic interface: at left a Sales Transaction (receipt) in progress where the user can easily see which customer is listed in the transaction and the items this customer has chosen to purchase. At right, a specific item with captured image for reference. Here, retailers can view the details for items within their inventory and make edits for any specific item without affecting other items in the style.

### The Definitive Solution in over 35,000

**Installations Worldwide** - Proven experience and reliability is why Retail Pro continues to be the leading retail management system throughout the world. Retail Pro offers robust capability second to none in point of sale, inventory management, store operations, merchandise planning and customer management. For years, Retail Pro has been the system of choice for leading retailers worldwide who require built-in handling of sophisticated multi-currency, local tax and multi-language situations. Tested, scalable, affordable and easy to use - Retail Pro is the intelligent solution for your retail management needs.



www.RetailPro.com