



## General News

### Good weather brings Good sales

One of the advantages of our job is we speak to customers across the country and as far away as Ireland and Jersey. For once we are hearing a bit of optimism in the credit crunch times, brought on by good weather and improved plant and b-b-q sales.

We are trying every thing we can to support our customer base as like all businesses existing users are the key. New business has slowed and trade shows look less appealing , but we are still managing. Integrated web sites using the same stock system are seen as a growth area as businesses look to attract new customers and increase the range of services offered.

## Customer Focus



Chapel End Nursery have chosen Open Retail as their epos supplier. They are located right next to Stanstead Airport as you can see on the satellite map. It was a big decision to move to epos and they decided to have a good look around , which also included visiting several reference sites. In the final outcome two issues emerged both of which we could handle. Firstly the use of their own plant texts and pictures which we could incorporate in our database for labelling and enquiry purposes. Secondly the use of radio for stock taking handsets but also to link the sales area with the house which is where the computers operate the back office.

They have loaded their data and are using the tills and have taken off for a promise of future profits.

## New Hardware - Credit Card changes

Due to the need for more mobility we have recently started offering the portable VX670 terminal which come with both wifi and gprs which means connecting using a phone connection as opposed to the usual broadband.

It was first used by Fryers nurseries when they changed the restaurant to table service and payment.

It is also suitable for customers wanting to sell away from the main sales outlet such as a markets or exhibitions. The gprs (mobile phone) unit can also act as a standby device in case your normal broadband line goes down.



## Web site and Support forum

Open Retail SOLUTIONS

Turning Expenses into profit  
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Open Retail Solutions Support Forum

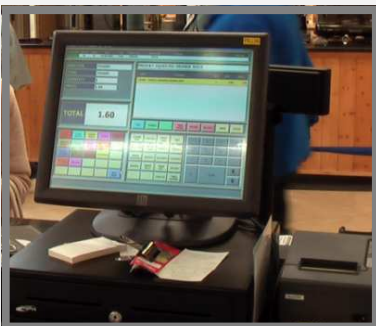
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Forum	Topics	Posts	Last Post
Open Retail Solutions - Member Login or New Member Registration			
<a href="#">Welcome to Open Retail Solutions Support Forum</a>	0	0	No Posts
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<a href="#">Till Issues</a> by Gemma (Till Issues)			04 March 2009 15:16
Information			
Active Users			

We are pleased to announce that we have recently re-launched our company website. As part of these changes we have added a whole new section for existing users. The product support information includes manuals, sample reports, sample labels and training courses. The forum is for customers to talk to each other, discuss developments or give assistance to each other, such as arranging loan of handsets guns or copies of supplier spreadsheets.

Most customers have now set up their user area passwords to gain access to the support facilities through the website and we hope you will use these new facilities.

## New Features—Touch Keyboards



Touch screens have touch buttons for the products you want to sell and pick items from a choice of product menus.

Essentially the aim is to provide a quick way to sell fast moving, expensive or larger sized items without Lots of till books or bringing them through the till area.

It is quite normal to work on these designs with Open Retail on a new installation, but as time moves on or as seasons change you need to be able to vary them quickly.

The new menu maintenance program allows the end user the facility to set one or more layouts on the office computer which the tills can then download and use.

This can be done in advance for example on a restaurant layout when a new menu is going to be offered shortly. Equally it can be done on the day if a new item needs adding.

Touch picture buttons are displayed from the initial top level button and they show ten pictures each with a legend button. More can be shown by using the scroll facility. The main use for picture buttons is for items which are a security risk due to their high value or are difficult to identify. This makes sure the operator is picking the right one.



## Shows and Events

Well another year another show and we have decided to make a return visit to Four Oaks trade show which this year will be held on 8th and 9th September. You can find us on House E stand 115.

We will also be exhibiting at the NEC Glee trade show which this year will be held on 20-22 September. You can find us in Hall 5 stand L51

We have some new sfeatures to show you, so hope to see you there.

## Program Updates

- ✓ Touch key Maintenance
- ✓ Picture buttons on the till
- ✓ Mobile credit card terminals
- ✓ Stock taking enhancements
- ✓ Radio handset Sales enquiries
- ✓ Radio handsets branch stock levels
- ✓ Price multi-maintenance
- ✓ Office display of deleted items
- ✓ Reports show of deleted items
- ✓ Reports margin ranking