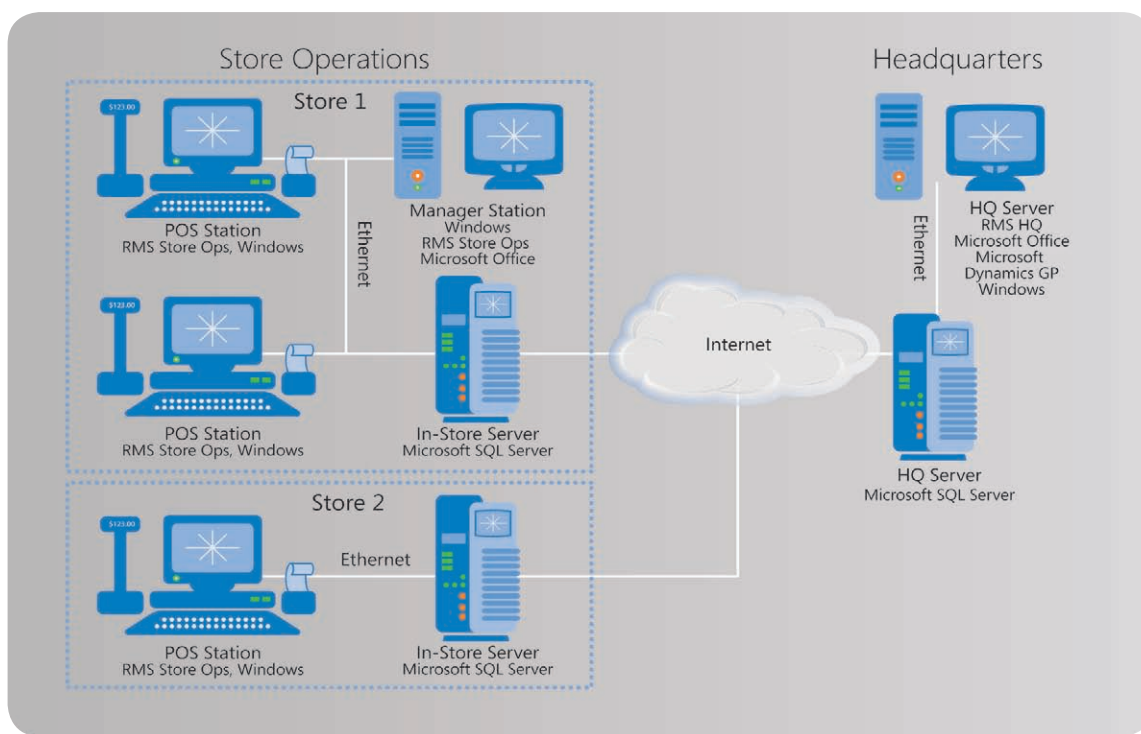


# INNOVATE



## Microsoft Dynamics Retail Management System Headquarters

Microsoft Dynamics™ Retail Management System (RMS) Headquarters equips multi-store businesses or chains to roll up and manage data for all stores from the head office. Designed to help retailers meet demanding business challenges, Microsoft Dynamics RMS Headquarters delivers tools that work like and with familiar Microsoft® Office programs, integrate easily with other applications and devices, and adapt to meet changing business requirements.

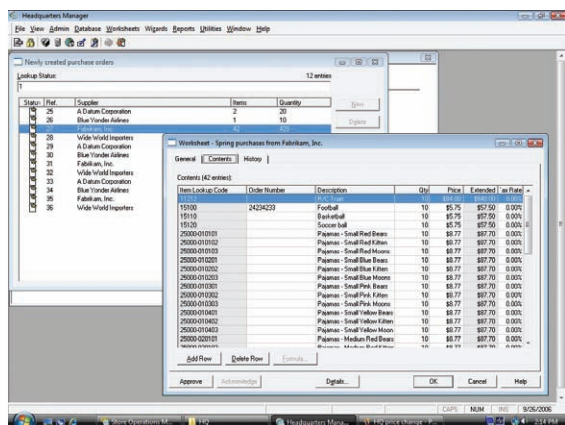


*A typical deployment of Microsoft Dynamics Retail Management System in a two-store scenario—one store with multiple lanes. A local area network (LAN) connects Microsoft Dynamics Retail Management System Store Operations installations across checkout lanes or POS stations within the store, and an Internet connection connects the stores to a head office running Microsoft Dynamics RMS Headquarters. For details on additional store-level configurations, contact your Microsoft Certified Partner.*

## Inventory Control and Tracking

Microsoft Dynamics RMS Headquarters lets you manage and track inventory for individual stores and for your entire chain from one location. Equipped with real-time stock information, you can keep inventory at an optimal level, increase inventory turns, and purchase from the lowest-cost suppliers.

- Track detailed information on quantity in stock, reorder points, and restock levels for each item at each store.
- Invoke automatic inventory replenishment at the home office, and for any set of stores.
- Set up a master inventory database and download it to any group of stores. Information on item types, departments, categories, suppliers, substitutes, aliases, parent relationships, and more can be replicated to stores for consistent stock identification.
- Program sales tax individually by store per local regulations.
- Promote inventory balancing by managing stock transfers among stores. An inventory transfer log tracks stock movement.
- Designate selected stores as warehouses where inventory can be received and redistributed.
- Perform inter-store quantity checks so you can determine the inventory levels at all stores. Whenever stores upload their information, the quantities in Microsoft Dynamics RMS Headquarters are automatically updated.
- Upload item costs when cost information changes at the store level, ensuring accurate, chain-wide item cost reports based on weighted average.



*Centrally manage POs for multiple stores based on inventory need and distribute orders centrally or locally.*

## Purchase Orders

Reduce your cost of doing business by better managing your supplier relationships. Microsoft Dynamics RMS Headquarters helps you identify purchasing needs, record all purchases, and print purchase orders (POs) for all your stores.

- Generate POs for selected items by quantity sold during a certain period of time to quickly replenish the items that have been sold during that span.
- Generate POs for selected items when they fall below reorder points. Use the Min/Max inventory capabilities to easily create an order that brings your stock to an optimal level for your business.
- Perform inter-store inventory transfers from the warehouse store.
- Send the POs to each store for individual receiving, or send a combined PO to one location (such as a warehouse) for central receiving and later disbursement.

## Pricing, Sales, and Promotions

Gain centralized control over item prices chain-wide, by region, or for each store.

- Put selected items on sale at specific stores or across the chain of stores.
- Set up special pricing for items, categories, or departments—including fixed discounts and percentage discounts—and then broadcast as desired.
- Program price changes to take effect immediately or during a specified time period.

## Sales Tracking

Microsoft Dynamics RMS Headquarters maintains highly detailed data from every transaction across the chain, giving you a top-down view of what's selling and where.

- Maintain detailed information on invoice number; items sold; as-sold prices; tax collected; customer, cashier, and sales rep IDs; and applicable serial number or matrix information.
- Easily generate detailed sales and profit analysis, sales commissions, and tax reports.
- Track special transactions from each store, including work orders, back orders, layaways, and quotes.
- Compile a comprehensive data collection, which supports data warehousing and OLAP.

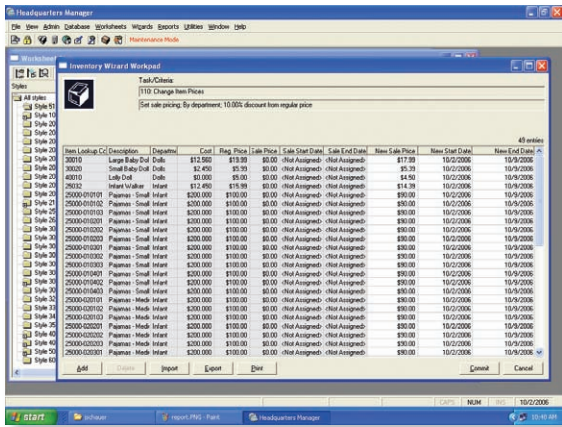
## Customer Management and Marketing

Microsoft Dynamics RMS Headquarters maintains a complete profile of customers for all your stores, enabling you to provide service that's based on real insight and create targeted, cost-effective marketing campaigns.

- Track demographics, preferences, purchase or problem history, account balance, and credit information.
- Keep chain-wide buying habits, shopping frequency, and purchase amounts readily available at the head office.

## Customer Management and Marketing (cont.)

- Take advantage of Microsoft Dynamics RMS Headquarters customer data to help you create thorough and accurate database marketing and relationship selling to targeted customers. This data can be exported to sophisticated CRM and ERP applications.
- Keep detailed accounts receivable data for each customer; with centralized data collection, you can allow your customers to make on-account purchases and payments at any store in the chain of stores.
- Send consolidated monthly statements to your on-account customers that include transactions and payments from across your chain of stores.



Select items to be put on sale at specific stores or across the entire business and schedule when price changes take effect.

## Employee Management

Microsoft Dynamics RMS Headquarters monitors activities and hours for sales representatives and cashiers, helping you manage your labor costs much more effectively.

- Upload attendance records for computing hours and labor costs at the head office.
- Centrally compute sales commissions based upon sales transactions and commission structures found in associates' profiles.
- Gain insight into employee performance by reviewing detailed and summary sales reports that can be grouped by cashier or sales representative.

## Powerful, Flexible Reports

Gain fast, flexible access to business information in relevant formats.

- Generate consolidated reports to show sales breakdowns, identify slow-moving items, and check sales for any day—by store location, item, department, category, customer, or taxes.
- Reports can be previewed on screen, printed, or exported to Microsoft Office Excel®, Microsoft Office Word, and other applications and formats supported by the Microsoft Windows® operating system.

## Powerful, Flexible Reports (cont.)

- Customize each report by hiding or displaying additional information, changing the group levels, and sorting data the way you want. Then, “memorize” the report so your changes will remain the next time you’d like to view the report.

## Advanced Security Features

Built-in security features restrict employee access and protect sensitive information to keep your business data secure.

- Take advantage of custom security levels that protect screens and fields and report writing—every sensitive corner of your system and confidential data.
- As an extra level of security, grant or deny user access to Maintenance Mode, a special operating function that must be enabled for a user to change, edit, or delete data stored in Microsoft Dynamics RMS Headquarters.

## Opening New Stores

Save time and money by streamlining the process of setting up a new store. Once one store has been created and configured for a Microsoft Dynamics RMS Store Operations database, Microsoft Dynamics RMS Headquarters enables you to roll a new store database to other locations with minimal setup and configuration.

- Easily create a Microsoft Dynamics RMS Store Operations database for a new store by exporting data from an existing store and the Microsoft Dynamics RMS Headquarters database.
- Spend time setting up the store—not the software—by using the exported Microsoft Dynamics RMS Store Operations database, which will contain everything your store needs to be operational, including items, customers, tenders, and more.

## Integration That Works for You Now and into the Future

Rich integration capabilities help eliminate duplicate data entry, connect business information and processes, and protect your existing software and hardware investments.

- Connect seamlessly with Microsoft Office programs such as Excel and Word for data analysis and communications.
- Smooth integration with Microsoft Dynamics GP offers connected retail and financial management for a multi-store network.
- Data generated at stores across the retail chain can be integrated with merchandising systems, warehouse systems, and other back-office enterprise systems or portals, including Microsoft SharePoint® Portal Server.
- Retailers can help protect their investment and keep the same software and systems as their business grows into multiple stores and retail channels. As they add customers and products to the system, flexible Microsoft SQL Server™ database technologies can store and manage virtually unlimited amounts of information.

# INNOVATE

## System Requirements and Other Information

### System Requirements

- Pentium 600 MHz or faster processor (1 GHz recommended), 50 MB of available hard-disk space, and 192 MB or more of RAM (512 MB recommended)
- Microsoft Windows XP Home or Professional with Service Pack 2 or later, Windows 2000 with Service Pack 4 or later, Windows Embedded for Point of Service (Store Operations only), Windows Server™ 2003 with Service Pack 1 or later, or Windows Vista™ Business or later
- Ships with Microsoft SQL Server Express
- Requires SQL Server 2000 Service Pack 4 or later, MSDE 2000 Service Pack 4 or later, SQL Server 2005 Server Pack 1 or later, or SQL Server Express Service Pack 1 (included)

### Purchasing and Installation

A Microsoft Certified Partner will work with you to purchase and install Microsoft Dynamics RMS.

### Training

Based on reports from customers and partners, basic training for cashiers and employees takes anywhere from 15 to 30 minutes. Additional training options are available through your Microsoft partner, and interactive eCourses are available through Microsoft.

### Technical Support

An optional support package is available to give you access to Web- and phone-based technical support from Microsoft and free software upgrades for the first year of ownership.

## Microsoft Dynamics Retail Management System

Drive retail success chain-wide with customizable, connected solutions.

For more information, visit our Web site at:

[www.microsoft.com/msrms](http://www.microsoft.com/msrms)

PHONE: In the United States and Canada, call (888) 477-7989

E-MAIL: [mgpinfo@microsoft.com](mailto:mgpinfo@microsoft.com)

Or contact your Microsoft partner.



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