

TSM/Crystal

Touchscreen Point of Sale System

QUALITY SYSTEMS FOREIGN EXCHANGE RETAIL SOLUTIONS TOUCH SCREEN TECHNOLOGY MAIL ORDER

If you would like more information on this product or a demonstration please contact
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Introduction

TSM/CRYSTAL is a proven Electronic Point of Sale package, delivering a wide range of tillage functions, and is ideal for use in fashion or specialist goods retailers, small or large multiple retailers and department stores.

TSM/CRYSTAL offers:

- Fully Featured Point of Sale Software
- Real Time Sales and Till Monitoring
- Stock Enquiry & Stock Search
- Euro and Foreign Currency
- Layaway
- In-house Credit Account Management
- Chip & Pin Ready
- Loyalty Capture at Point of Sale
- Secure Network Communications
- Mix 'n' Match and Multibuy
- Credit Card Management
- Inter Branch Stock Transfer
- Touchscreen Technology
- Gift Voucher Tracking
- Drawer Reconciliation
- Stocktaking

Overview

TSM/CRYSTAL provides the optimum solution for multiple branch retail outlets equally it is also ideal for large and complex Department Stores with concurrent application processing requirements.

TSM/CRYSTAL enables data collection for CRM, Customer Relationship Management, purpose to take place effortlessly in the normal course of a transaction.

TSM/CRYSTAL interfaces to a Credit Card management service, enabling customers to tender all common credit, debit and charge cards at any tillage point. The centralised service combines all card transaction authorisations and submissions into one location, providing major savings compared to separately-equipped till points, each with its own telephone line.

TSM/CRYSTAL provides a point-of-sale Customer Account service, enabling stores offering in-house accounts to accept charges via magnetic-stripe cards or by manual input of account numbers.

TSM/CRYSTAL's advanced Electronic Point of Sale system supports promotional special-event discounting and loyalty schemes. A management control and reporting package forms the "Back Office System".

TSM/CRYSTAL includes a secure network communications system, passing messages between the till and Back Office system. As well as routine transaction information, this communication ensures that new and repaired till units have the latest information.

This facility allows store management to monitor sales on a minute-by-minute basis if required. Where "instant" monitoring is not necessary, the Back Office can be updated at any required period, hourly, twice-daily or overnight.

TSM/CRYSTAL has been developed using fully open systems and network architecture, using standard off-the-shelf hardware. Companies implementing an Electronic Point of Sale system using **TSM/CRYSTAL** are not constrained to particular hardware manufacturers, model ranges or specific pieces of retail equipment.

General And Sales Functions

Options available at the Electronic Point of Sale unit include:

Sign on/off	Security function requiring each operator to enter a unique user code and password before using the terminal.
Lock	Enables the operator to leave the till in the middle of a transaction ensuring it cannot be tampered with.
Item	Keys can be pre-set with specific item details, this is for frequently sold items which don't have barcodes.
Mix'n'Match	Allows items to be linked so that customers who purchase the linked items are given a discount.
Multibuy	Allows items to be linked so that customers who purchase pre-defined quantities are given a discount.
Dept	Keys can be pre-set to allow items to be sold through departments with just one key press.
Returns	A 'return reasons' menu is available to distinguish returned goods as faulty or non-faulty.
MarkDown	Allows for a price to be manually entered against an item, usually when goods have been reduced for sale e.g. old stock, damaged goods.
Item Void	Any item within the current sale can be removed before the sale is finished.
Tran Void	Transaction voiding allows for the cancellation of a transaction either before or after tendering, but before completion.
Enquiry	'Enquiry' enables an operator to obtain the current retail price of an item without actually selling it.
Search	Using the Search key enables an operator to sell an item without a barcode by matching it with a description held on the stock file.
Repeat	Duplicates the last line of the transaction, avoiding the necessity of re-entering the item code.
Quantity	Multiple quantities of an item may be sold through the use of the Quantity key.
Gift Vouchers	Vouchers can be purchased, sold and taken as payment through the same key, which can be tracked by serial number.
Customer Orders	Deposits, cancellations and collections can all be catered for on the Point of Sale unit.
Hold/Recall	A transaction can be stored on the terminal while other customers are served and recalled at any terminal in the store.
%Disc/Amount or Discount	Discounts are available both by percentages and by amount.

Tendering Functions

A variety of tendering options are available:

- **Cash** This is, of course, accepted as a tender. Indicators can be set on all media types to enable and disable the giving of change, refunds, etc.
- **EFTPoS** Electronic Funds Transfer at Point of Sale is available. Cards currently catered for include Visa, Access, Switch, Amex, Diners and JCB.
- **Cheques** Can be printed, sales details on the front, card details on the back, if an appropriate printer is installed.
- **Foreign Currencies** Can be taken as payment both as cheques and cash. Exchange rates can be updated daily.
- **Account** Customer Account details can be held on the system. Specific discounts can be enabled for account holders.
- **Vouchers** Gift Vouchers can be accepted as payment or part payment.
- **Deposits** This facility can be used when goods are not in stock, or are retained for further work, the balance outstanding is shown on the receipt, and the transaction "held" until recalled for completion.
- **Receipts** These are itemised and reprintable. A5 receipts/ invoices are also available.

Special Functions

Additional special functions are also available:

- **X Report** This is printed on the receipt roll, information shown on the report provides a breakdown of sales, returns, tendering, discounts and VAT.
- **Short X** This is a brief report printed on the receipt roll showing the days net sales since the last end of day.
- **Petty Cash** Function allows for the addition or removal of cash with a sale or refund taking place. A 'reasons' menu is available.
- **Training Mode** This function allows for the training of new staff, totals are not updated and the cash drawer does not open whilst in this mode. Logs are not sent to the head office.
- **Drawer Lift** This enables takings to be removed from the till before cashing up. Details are entered at the PoS and a receipt is printed showing the media values removed.
- **No Sale** Opens the cash drawer without a sale taking place. All No Sales are reported on the audit roll.
- **End of Day** This can be run from the 'Special Functions' menu. A Z report (similar to the X report) is produced and the sales totals are cleared down.
- **PDCU's** Portable Data Capture Units can be attached, allowing price checks, stock takes, goods in, etc. Data files are automatically passed back to the Back Office.

Crystal Front Screen

Crystal v1.3.19


DESCRIPTION	QTY	PRICE
<input type="text"/>	<input type="text"/>	<input type="text"/>

CODE QUANTITY

DESC.

ITEM CODE

Sale



7	8	9	CLEAR
4	5	6	←
1	2	3	ENTER
0	00		

SgnOff	Dposit	Revrsl	Export	Preset	Wines	P+P	Hamper	Confec	T/Coff	Grocy
Mgr	Reprnt	Hold	Return	Void	Cancel	Disc	OvrRde	Enq	Qty	Dept

Enter An Item Code or Scan

Presets

Crystal v2-4-5

DESCRIPTION	QTY	PRICE
<input type="text"/>	<input type="text"/>	<input type="text"/>

Lighter	Eraser	Scarf	Gloves	Sharpener	FridgeMagnet	CLEAR
CrestKeyRing	Lapel Badge	Oval Lapel	Sew On Patch	Stick Badge	Door Plaque	
Bottle Key R	Lapel Kit	Pocket Tin	Football Nut	Nut Plaque	Stick On Bug	Sale
Window Stick	Win. Stick B	Poster	Team Photo	Comb		

Special Feature Screens

Discounting

DESCRIPTION	QTY	PRICE
TOASTED SESAME OIL 150ML	1	2.75
TOTAL		2.75

2.75

CODE QUANTITY

DESC.

TENDER

Discount Type

Percentage Amount Cancel

0 00

CLEAR

←

ENTER

Multi Currency
Converting
foreign
currency and
offering
change in
sterling

DESCRIPTION	QTY	PRICE
TOASTED SESAME OIL 150ML	1	2.75
TOTAL		2.75

2.75

CODE

DESC.

TENDER

FOREIGN CHEQUE

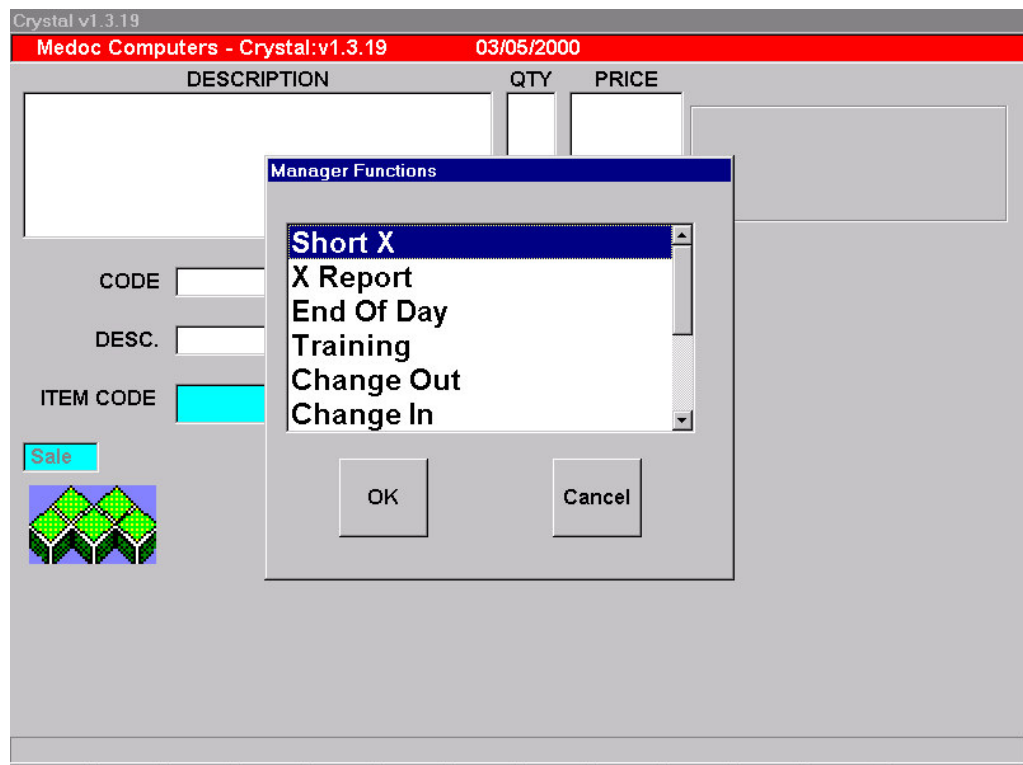
Select Currency

French Franc
US Dollar
German Mark
Canadian Dollar
Dutch Guilder
Japanese Yen

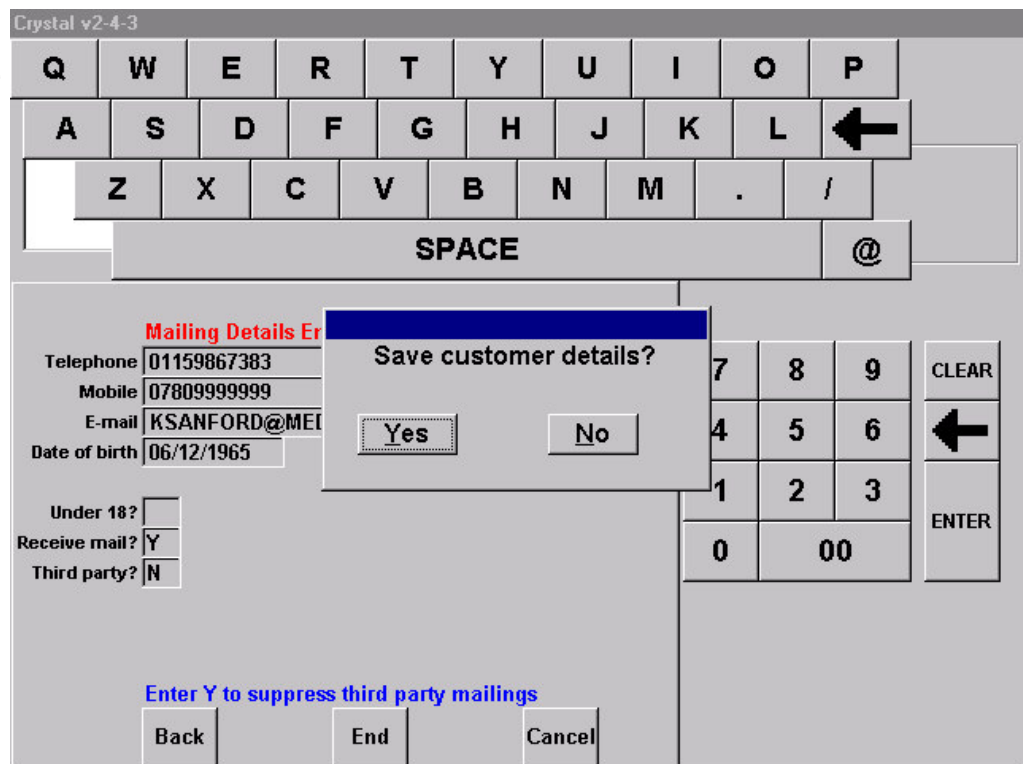
OK Cancel

Special Feature Screens continued

Manager Functions



Mailing Database for data collection at the point of sale



Back Office System

TSM/CRYSTAL includes a comprehensive Back Office System, features included are:

- **Sales X Report** Showing details from the last End of Day to the present time. Similar to the X report available from the till.
- **Sales Z Report** Similar to the X report, but shows sales details from a specific date.
- **Department Performance Summary** Shows sales performance details from a specific date. Each till is listed separately showing its percentage of department sales by hour and in total.
- **Performance by Till** Reports on an individual till, shown as a percentage of total sales for a specific date.
- **End of Day Summary** Shows sales by till for a specific date, listing operator details and account/non-account sales.
- **Departmental Sales Report** Provides the total sales value and quantity, discount amounts and the VAT for each department for a specified period.
- **In-house Account Report** Shows account sales details for a specific date.
- **Reason Code Analysis** Shows quantity, value and reason details for all reason codes used on specific date.
- **Till Sales Report** Shows sales details broken down by media type for each till on a specific date.
- **Sales Monitoring** Gives the facility to monitor a specific till or all till transactions as they occur.
- **Till Status Monitoring** Gives the facility to view till status at the time of the last communication with the Back Office.
- **Drawer Reconciliation** Gives the facility to enter media totals from a specific drawer in a cash balancing screen to enable reconciliation of that drawer.
- **Drawer Content Report** Including total media values, total values declared, any over/underage and relevant quantities of media types.
- **Banking Report** This is a consolidation of all drawer reports for a particular branch.
- **Full Cashier Session Reconciliation** Showing the accumulated total, declared and over/under values for all media types for each reconciled drawer.
- **Customer Accounts** Details, including name, address and 'available to spend' are maintained online.
- **EPoS System Maintenance** Gives the facility to add, amend, delete and view information such as accounts, discounts, PLU items, operators, departments, media items, reason codes, store information, foreign currency and EPoS configuration.
- **Report Recall** Gives the facility to recall reports for a given date.

Electronic Funds Transfer At Point Of Sale

Includes the following features:

- Individual transactions report
- A summary of transactions by department, till and card scheme.
- JCB transactions in a form for submitting transactions on hardcopy report.
- Full store EFT facilities and Payment File generation.

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