



THE DATASTREAM POS APPLICATION

Designed in Support of SAP for Retail

DATASTREAM

Technical Experts: Consulting, Integration & Cloud Computing

WWW.DATAXSTREAM.COM

Phone: 757.345.3437

Email: info@dataxstream.com



DataXstream POS Application

Customer Experience Requirements

Fact: No matter what your retail business is, purchasing decisions are greatly influenced by one thing - *customer service*. Buyers are willing to pay more for superior customer service.

Great customer service is achieved by simplifying and streamlining all aspects of the sales order lifecycle: placing an order, making payments, and taking delivery. In addition, customers want to be able to easily return products and receive refunds.

For store associates, the DataXstream POS application minimizes the time spent working with the system to process sales orders and returns. This frees them up to focus on customer needs.

Core Business Functionality

The DataXstream POS application allows the direct management of sales order processing in SAP solutions, instead of on a remote disconnected system. A single streamlined interface is used to manage brick-and-mortar store orders, web orders and customer support functions. This means all business associates see the same information presented the same way.

Running in real-time on top of the core SAP system makes all the available information and reporting an immediate reflection of business activity - an invaluable benefit for store operations and management reporting.

Target Industries

The DataXstream POS application is ideal for companies with special order processing requirements where customers make high value purchases involving one or more deposit payments. Industries include: furniture retailers, building supply stores, jewelers and specialty product manufacturers.



Key Features & Functions

Sleek Sales Order Management

Store associates can easily create and manage sales orders by using company specific look-up capabilities to find products instead of having to negotiate their way through system generated article numbers. Order creation requires entry of the customer name and address information, product selection and the desired quantities. No additional information is needed.

Articles can be added or removed from the order after payment has been made or the order has been partially delivered. In addition, price adjustments from matching competitor's prices or changes in your own prices can be made with ease even after delivery.

Intuitive End-User Design

Improving the store associates' end-user experience results in better customer service. One of the greatest benefits of the DataXstream POS application is that it requires almost no SAP knowledge. Store associates do not need to know about different order types or organizational elements, like company codes. They are guided through the sales order process by procedures built into the application. They are able to easily complete the sale and focus on serving the customer.

Flexible Payment and Tendering

Customers often use more than one tender type to pay for a sales order and tracking what has been paid was once a difficult challenge. This is no longer the case.

The tendering component within the DataXstream POS application supports payment card swipes, check readers and cash payments. It allows for multiple forms of tender to be entered and processed simultaneously.

In addition, the application tracks payments by credit card and the retail associate is informed immediately of all approvals and declines. It provides easy-to-read running balance information in the order, showing values for payments taken, payments owed and goods delivered.

Real-Time Reporting

The DataXstream POS application is designed with simplicity in mind. Simplified controls allow associates to access detailed customer information. The functionality allows tracking of important information in real-time: what the customer has ordered; what payments have been made; what goods have been delivered, as well as providing a clear history of returns and refunds.



The DataXstream POS Application runs in real-time on top of SAP solutions, making all reporting an immediate reflection of business activity.

Returns, Refunds and Exchanges

Sometimes customers purchase more than they need or they change their minds about the products they want. Handling this in an efficient manner, while verifying what a customer initially purchased and how they paid is all part of the DataXstream POS application.

To expedite the process, the original customer sales order is used as the basis for a return or exchange. This guides the selection of the articles and quantities to be returned and a single-click navigates to the tendering application where all tendering methods and associated dollar values used to pay for the order are presented.

The store associate is guided through the refund process to ensure that tender is only returned in the amounts and forms originally taken. Controls behind the scenes at the tender-type level ensure the store associate only returns tender up to the amount originally paid while also taking into account any previous refunds associated with the sales order.

Real-Time Inventory and Delivery

Delivery and payment processing are paired together to prevent stores from delivering or receiving goods with a value greater than the amount of money tendered. Controls inherent in the system provide instant feedback to the store associate to help prevent mistakes.

Purpose Built for SAP

The DataXstream POS application runs in real-time on top of SAP solutions, allowing the application to deliver specific advantages to an implementation:

- It is an SAP add-on, which means it can be installed and configured quickly, often in less than a day
- It does not require any specialized hardware, platform or server
- It runs in real-time and does not require any interfaces to/from SAP
- Master data and transaction data synchronization is not required