

PRONTO xi

Applications Overview



Retail

One platform, full visibility



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They are subject to changes and may be available in a Pronto Xi 770 service pack or future release of Pronto Xi.

All diagrams, drawings, product screenshots and any other types of visualisations in this document, use demo or synthetic data created for display purposes only.

Retail Contents

One platform, full visibility 4

Point of Sale 5

Real-time back office connectivity	7
Cash drawer management	7
POS entry	8
Sales Functions	8
Promotions and pricing	9
Promotions reporting	11
Inventory Management	11
Tender types	11
Retail sales reporting	13
Management functions	13
Configurable POS screens	14
Fraud mitigation	15
Store allocations	15
Group trading	17
Payment methods	17

Pronto POS app 18

Product information	19
Customer information	19
Sale types and payments	20
Promotions and pricing	21
Offline capability	21
Click and collect	21
Stocktake, goods transfer and product scanners	22
Product attributes	22
App administration	22

Repairs Management 24

Repairs life cycle	25
Repairs reporting	25
Workflows and processes	26
Customer service	26

One platform, full visibility

Create **memorable** experiences to keep them **coming back**

In today's highly competitive retail environment, customer experience matters. Pronto Xi's Retail applications support your business's growth strategy by using the latest technology to provide your customers with a superb experience across every channel.

Point of Sale is an end-to-end system that handles all aspects of a retail enterprise. It allows you to manage product inventory and sell on multiple sales channels.

Promotions can be designed and triggered based on defined rules. Multiple tender types are supported, including buy-now, pay-later solutions, as are a variety of sales types, such as refunds, exchanges, lay-bys, customer accounts and quotations. In addition, flexible point of sale (POS) workflows mean you can create custom screens to handle desirable product-selling scenarios.

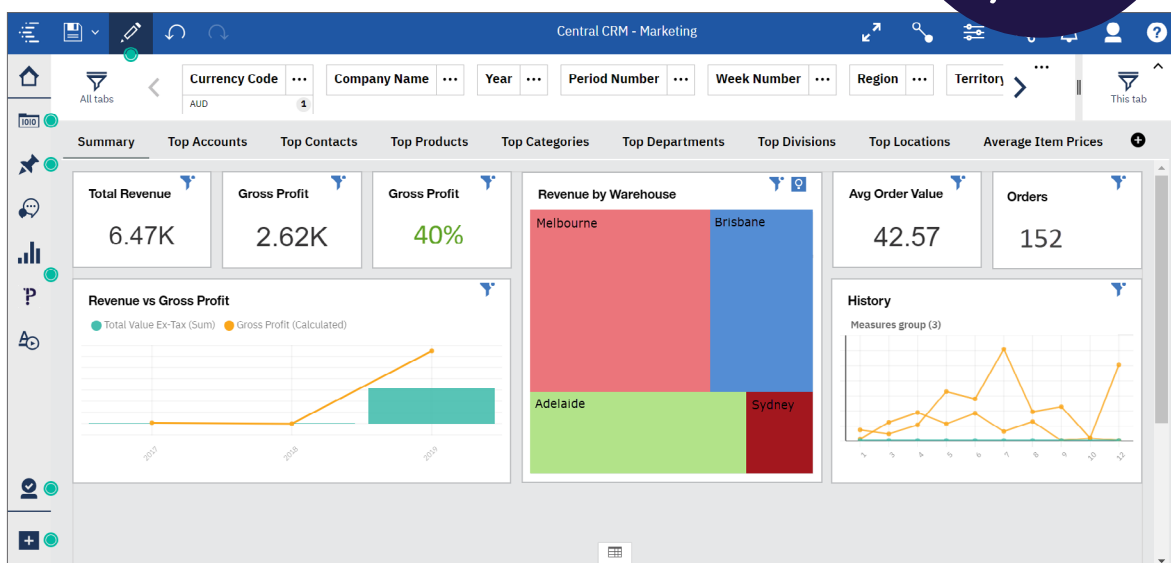
An intuitive POS solution, the Pronto POS App allows you to create a first-rate in-store experience. Sell anywhere throughout the store, or use the app as your all-in-one POS solution. With all the information your store staff need at their fingertips – including product details, promotions and pricing, customer shopping history and the ability to take payments – the POS App enables your team to easily help customers while they shop, even when the app is offline.

Make it simple to manage after-sales service and customer repairs using a logical life cycle system with Repairs Management. It's easy to create and complete quotes, labour, parts, transfers and repair payments, allowing you to focus on delivering a high-quality service.

Point of Sale

Reduce transaction times with our powerful Point of Sale software so your staff can **focus on your customers**, not on the cash register

All-in-one
POS
system



View a consolidated sales dashboard with out-of-the-box dashboards

Point of Sale ensures full oversight from your head office right down to each cash register, giving you complete control over your business – regardless of size. Our powerful, flexible system takes the mechanics of transaction processing off the shop floor, providing you with an integrated solution that enhances visibility and data integrity, and eliminates double handling.

Key benefits include:

- centrally managed pricing (including updates, special customer pricing and promotions)
- margin tracking
- visual item inventory
- sales, enquiry, management and warehouse functions
- multiple payment methods, including buy now, pay later solutions
- powerful workflows with multi-button POS
- the ability to link sales transactions to Pronto Xi CRM for analysis
- the flexibility to use Point of Sale on a browser or the iOS Pronto POS App

PRONTO x1 | What are you looking for? | LB

Point of Sale | Configuration | Cash Drawer Maintenance

Cash Drawer Maintenance - Excluding Virtual POS Cash Drawers

End | Entry | Correct | Remove | Defaults | Lane Options | Copy | Global | Tender Types | Currency | EFTPOS Trans | POS App Drawers | Audit

Standard | 11 rows

Store (Wh...)	Dra...	Float	Visa Card	Blankcard	Mastercard	Amex Ca...	Other	Virtual Draw ...	Tender T...	Opened	Opened By	Closed By	Batch
IV	4	0.00	0	0	0	0	0	1		06-OCT-2015	mitch		001RR
IV	5	0.00	0	0	0	0	0	1	5	14-NOV-2016	ron		0002B2
IV	23	0.00	0	0	0	0	0	1		20-FEB-2019	jess		0002QD
300	1	0.00	0	0	0	0	0	0		10-APR-2020		noel	
BRI	1	0.00	0	0	0	0	0	0		24-FEB-2020	leo		0002Y6
BRI	105	0.00	0	0	0	0	0	0					
BRIS	1	0.00	0	0	0	0	0	0		02-APR-2018	pete		0002H3
DEMO	1	0.00	0	0	0	0	0	0					
MEL	1	250.00	0	0	0	0	0	0		31-OCT-2018	leo		0002P3
MEL	1	0.00	0	0	0	0	0	0		08-APR-2022	leo		0003RQ
SYD	1	0.00	0	0	0	0	0	0		10-APR-2020		nnel	

AR M022

Navigation: First | Page Up | Up | Down | Page Down | Last

Maintain all your cash drawers in one easy-to-use screen

PRONTO x1 | What are you looking for? | LB

Point of Sale | Retail | Retail Store Console

Melbourne Main Store | MEL | Retail Store Console

POS F018

Find | Criteria | Refresh | Inward Transfers | Store Orders | Store Stats

Store ID: MEL - Melbourne Main Store | Date Range: 01-JAN-2022 to 18-MAY-2022

Sales: 01-JAN-2022 - 18-MAY-2022

Total Ordered Value: 32,785
 Total Shipped Value: 32,301
 Total Orders: 44

Navigation: First | Page Up | Up | Down | Page Down | Last

Stay up-to-date with live sales and in-built visualisations

Real-time back office connectivity

Point of Sale is integrated in real time with all of your back-office functions, including financials and distribution. Transactions captured at POS are updated in your General Ledger, ensuring that your financials are always accurate.

Cash drawer management

The Cash Drawer Control function manages both the physical and financial handling of transactions made to a cash drawer.

Cash Drawer Control is compatible with a wide variety of POS hardware. You can choose to operate one drawer for each terminal, or have multiple terminals control a single cash drawer.

Each cash drawer can be configured to suit any individual situation or operator. A variety of sales functions – including lay-by processing, back order processing and price discounting – can be made accessible, excluded from selection, or be made subject to specific security requirements. Cash drawer balances can be viewed and managed via the Retail Store Console.

Transactions posted to a cash drawer during a shift are identified by a unique batch number. The drawer total for each type of tender (for example, cash and credit card) is accrued as receipts are processed, allowing the operator to reconcile the contents of the drawer against the recorded totals at any time. At the end of the shift, the operator can close the cash drawer and bank the takings.

Full cash drawer reconciliation means you can track any settlement differences and post the necessary transactions to the General Ledger. Postings can be uniquely identified and dispersed by store identification and cash drawer number.

The Cash Drawer Control function complies with Australian and international rounding regulations. It also offers the flexibility to use your own business policy for rounding cash sale transactions.

Retail store reporting

The Retail Store Console draws together common retail functions, making it easier than ever to manage your retail operations.

The console provides rich graphical reporting, so you have the facts you need to confidently make informed decisions. Refresh your reports with a click for live data and analytics.

The console's primary view provides data for a specific store, filtered by a specific operator, making it easier and faster for operators to access relevant information.

Features within the console include:

- store selection for managers
- pre-defined or custom dates
- sales by operator
- cash drawer balances
- event transaction log
- a user-defined option

The console's reports are standard IBM™ Cognos™ technology* reports, based on a Point of Sale package; each report is presented on its own tab. This is a highly adaptable set-up that allows you and your team to modify or author your own business intelligence content and present it on any of the console tabs.



TriFold apparel.

Apparel/Women/Active

ITEM DESCRIPTION	QTY	PRICE
Angle shorts - Taupe	1	23.95
Flora blue maxi dress	1	45.95
Leoni leggings - Navy	1	32.00

Items: 3
Sale No: 1687

Total: **\$101.90**

CATEGORIES: CROPS, LEGGINGS, SHORTS, SINGLET'S, TOPS, HOODIES, JACKETS, TRACK PANTS, SOCKS

Buttons: CLEAR ALL, New customer, Print receipt, Cash, Card, EXIT

An example of a flexible and powerful POS screen

POS entry

Point of Sale allows your staff to complete sales quickly and simply, reducing stress in peak sales periods and helping to ensure customers receive efficient service.

At the back end, Point of Sale creates a sales order to represent the sale. When a sale is completed at POS, the available inventory is automatically adjusted. Once the sales order is updated, Point of Sale records the financial postings and necessary inventory movements.

Depending on your needs, sales processed at POS can be made to user-defined cash sales accounts and trade accounts.

Sales Functions

Point of Sale supports a variety of sales functions, including lay-bys, refunds and exchanges.

Quotations

Point of Sale allows you to produce sales quotations and track them through to a completed sale. Lost sales can be tracked and analysed.

Customer accounts

Retailers can sell to an account customer at POS with full credit control and special pricing rules in place.

New customer accounts can be created at POS, allowing you to track important customer purchases and information.

Account sales are fully integrated with Accounts Receivable, providing you with customer details and sales history at the touch of a button. Customer accounts can be applied to a sale at any point, with an option to re-price the sale order on the fly, enabling you to provide superior customer service.

In instances where a deposit may be required for special order arrangements or pre-orders for high-demand items, Point of Sale allows you to nominate a default deposit percentage. These streamlined operations provide high-quality service and safeguard against financial exposure.

Lay-bys

Point of Sale makes lay-by entries effortless. Terms and conditions are easily defined, while lay-bys can be managed either at POS or in the back office.

Lay-bys – including detailed information – can be recalled from any POS workstation, found via customer or status. Physical lay-by storage locations can be tracked to help staff easily find customer lay-bys, and Point of Sale can even handle the partial pick-up of lay-bys.

Refunds

Point of Sale has the flexibility to manage refunds according to your own needs. In addition, the real-time capabilities of Pronto Xi help to negate a major cause of refund fraud, protecting legitimate customers and your business.

Point of Sale can handle returned items, and can issue credit notes, tender refunds, vouchers or credits to a customer account as specified. Refunds can be validated down to the line level, ensuring the refunded amount is legitimate and accurate.

An optional barcode can also be printed on the docket to assist the operator when processing returns

Exchanges

Exchanging purchased items can be a frustrating experience for both customers and retail staff. In Point of Sale, exchanges are handled efficiently within a single transaction. In addition, the details of the exchange are all tracked and are clearly visible to the supervisor for analysis and reporting.

Multiple orders can also be exchanged within a single order to further reduce complexity and time.

Promotions and pricing

The Promotions and Pricing Engine is a flexible and powerful rule-based engine that helps to manage key aspects of promotional activity for both retailers and wholesalers. By establishing a simple, efficient and effective methodology, it allows you to easily create, copy, manipulate and report on promotions.

Combine customer pricing with promotions, and control whether rules compound. Choose date-driven events or total order incentives, and run a variety of promotion types, including “buy one, get one” (BOGO), multi-buys, discount amount or percentage, and order level promotions. You can also overlay promotions, then set up rules to select whether one promotion or multiple promotions apply.

It's simple to plan your promotional strategy ahead of time, as you can create and schedule promotions to automatically open and close on specific dates. You can even schedule events to run at specific times.

By customising promotion triggers at POS, in the Pronto POS App or via Avenue, you can also alert customers to relevant promotions while they are shopping, helping to close sales, boost customer loyalty and encourage repeat purchases.

You can easily monitor the progress and outcome of your promotions by using a reporting group, promotional code and other associated elements that make up the core promotion. In addition, the POS or the back office can print shelf labels, with or without promotional pricing, based on active promotions. This makes it simpler to run and align promotions across offline, online and POS platforms.

New Promotion

Promotion Details

Promotion Code: 0000000013

Description: Summer promotion

Reporting Group: CLOTHING - Clothing Sale

Status: Active

Tax Inclusive: Yes No

Changed: 19-MAY-2022 08:57:18

Last Build:

Date and Time

Start Date: 19-MAY-2022 Start Time: 00:00:00

End Date: 19-JUN-2022 End Time: 23:59:59

Applicable Days/Times: All Days & Times Select Days & Times

Customers and Locations

Apply to all customers. Apply to all locations.

Offer/Price Rule

Offer Pricing Rule

Offer Type:

Enter all of your promotions and pricing in a single form



PRONTO XI

Summer clearance BLUE1

Promotions

Status	Promotion Code	Description	Start Date & Time	End Date & Time	Reporting Group	Tax Inclusive	Coupon Code
Active	000000002	summer promotion	10-MAR-2022 00:00:00	10-APR-2022 23:59:59	Coupon Promos	Yes	
Active	000000003	march sale catalogue	24-MAR-2022 00:00:00	24-APR-2022 23:59:59	Bakery Items Sale	Yes	
Active	000000006	trade pricing	06-APR-2022 00:00:00	06-MAY-2022 23:59:59		Yes	
Active	000000007	Fruit sale	04-MAY-2022 00:00:00	04-JUN-2022 23:59:59	Autumn Promotions	Yes	
Active	12%OFF	12% off special	30-AUG-2018 00:00:00	30-SEP-2022 23:59:59		Yes	
Active	123456	Autumn Dresses 10%	24-JAN-2022 00:00:00	24-FEB-2022 23:59:59	Autumn Promotions	No	
Active	220316PB	VIP pricing	16-MAR-2022 00:00:00	16-APR-2022 23:59:59	Autumn Promotions	Yes	
Active	BB	Super sale	15-DEC-2021 10:00:00	15-JAN-2023 23:59:59	Periodic Catalogue	Yes	
Active	BLUE1	Summer clearance	07-JAN-2022 00:00:00	07-JAN-2023 00:00:01	Periodic Catalogue	Yes	
Active	BL_DEBUG	Burgers with the lot	01-SEP-2000 01:00:00	31-DEC-2076 23:59:59	Bakery Items Sale	Yes	

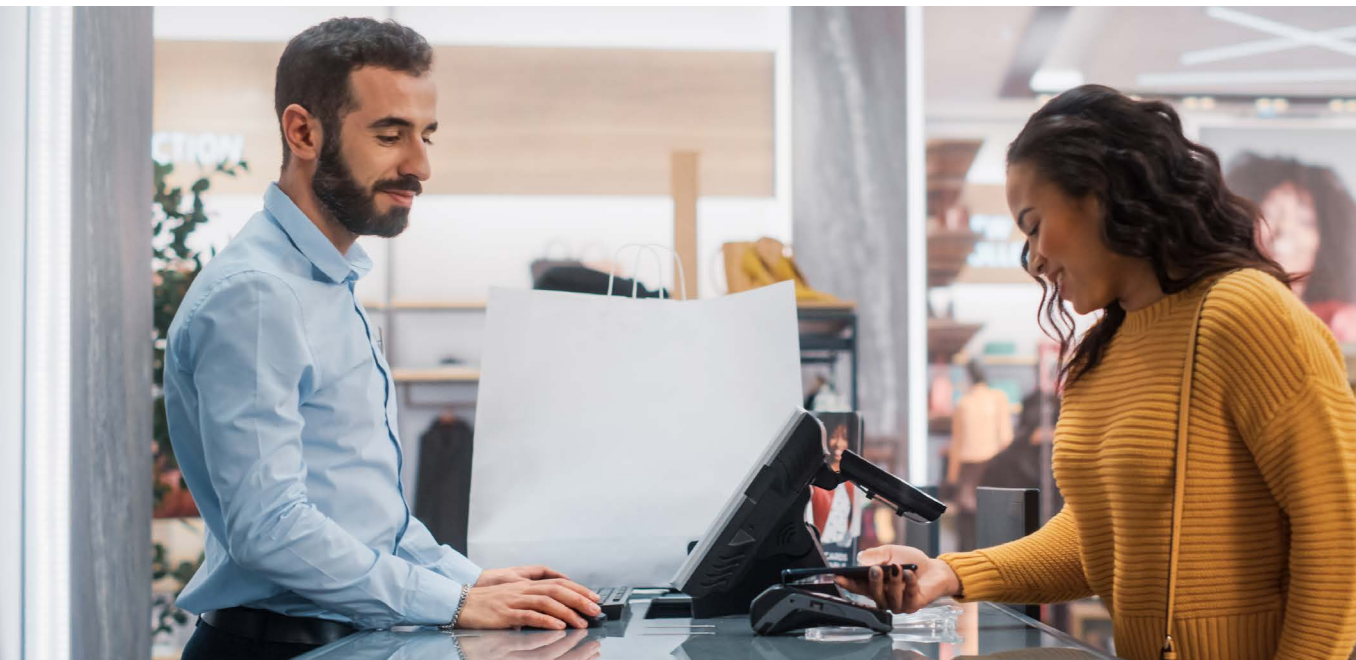
Manage all your promotions and pricing from one screen

PRONTO XI

Tender Type Maintenance

Type	Description	Short	Active	Chan...	Open C/D	Bank Pay-in Slip	Eft/Type	Gro...	P./D Acc	GL Acct	Hotkey	Su...	Charge Co...	Su
B	Bankcard - Non Eftpos	B/Card	Y	N	N	Y	N	N	N		MB			
C	Customer Other Card	O/Card	Y	N	N	N	N	Y	OCARD		MD			
D	Bank Draft Cheque	DRAFT	Y	N	Y	N	N	N	Y					
E	EFT - postdated to ZEFTPS	EFT	Y	N	N	N	N	N	Y	EFTPS				
EF	EFTPOS	EFTPOS	Y	N	N	P	N	N	N					
F	Customer Draft Cheque	Draft	Y	N	Y	Y	N	Y	DRAFT					
G	Customer Gift Voucher	Voucher	Y	N	Y	N	N	N	Z8GIFT		GV			
H	Cash	Cash	Y	Y	Y	T	N	N	N		AT			
M	Master Card	Mcard	Y	N	N	Y	Y	N	N		EM			
N	Customer Diners Card	Diner	Y	N	N	N	Y	Y	DINER		DC			
OE	OFFLINE EFTPOS	EFTPOS	Y	N	N	P	N	N	N		OE			
P	Customer Postdated Cheque	P/Date	Y	N	Y	N	N	A	PDATC					
Q	Customer Cheque	Cheque	Y	N	Y	Y	N	N	N		CQ			
QU	Quest MT330	QUEST	Y	N	N	N	2	N	N		QU			

Maintain all your available tender types



Promotions reporting

Identifying which promotions and items succeeded – and which did not – gives you valuable insight into your business.

To make that insight simple, Point of Sale provides a reporting structure that offers visibility of total revenue and gross profit by variables including item, group and brand, and enables benchmarking of your stores. In doing so, it helps your merchandise officers to better manage replenishment levels, and gives you a platform of solid facts to support your negotiations with suppliers for future promotions.

Inventory Management

In instances where inventory is unavailable in-store, Point of Sale allows your staff to check other stores and warehouses in real time. This enhanced visibility empowers authorised staff to organise inventory transfers while securing the sale with the customer present.

Alternatively, a sale can be partly processed, suspended pending the inventory's arrival, and then resumed for completion when the inventory is available in-store.

Operators can enquire on outstanding purchase orders, check the supplier's scheduled delivery time, and set appropriate customer expectations. Notifications can also be sent to customers once their product is available.

Tender types

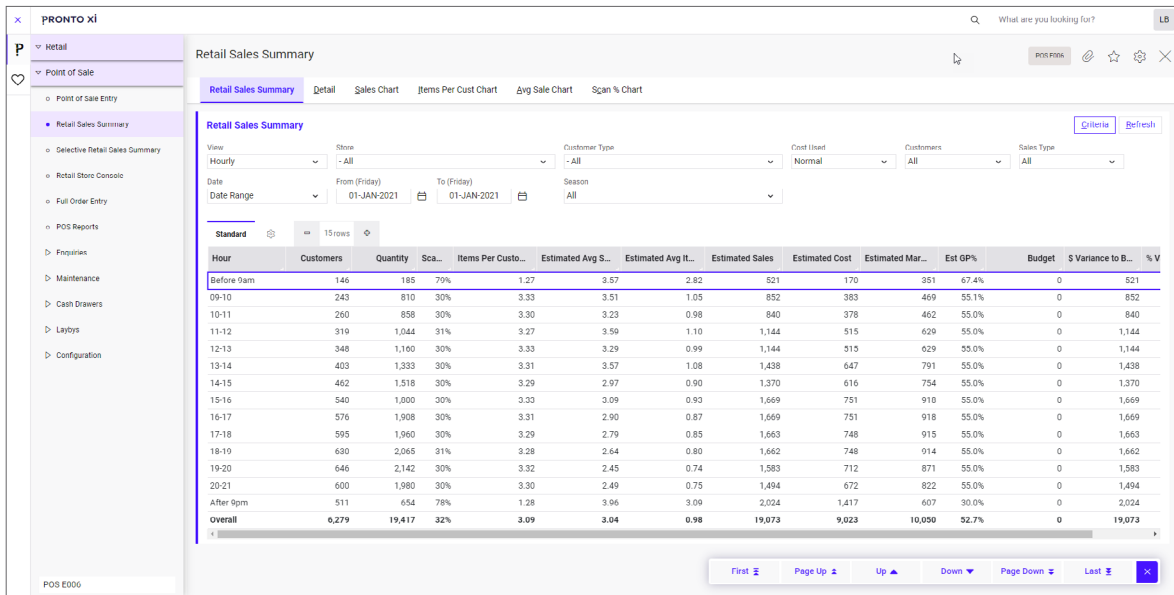
With Point of Sale, you can define the types of tender you will accept at POS. This can include business-specific tender types, such as store gift vouchers, store "dollars" and store cards.

In retail environments where checkout lanes are divided by tender type — for example, "cash only" or "card only" — you can assign a specific tender type to a cash drawer. This provides flexibility for retailers to configure their lane preferences to ensure operations are faster and more convenient.

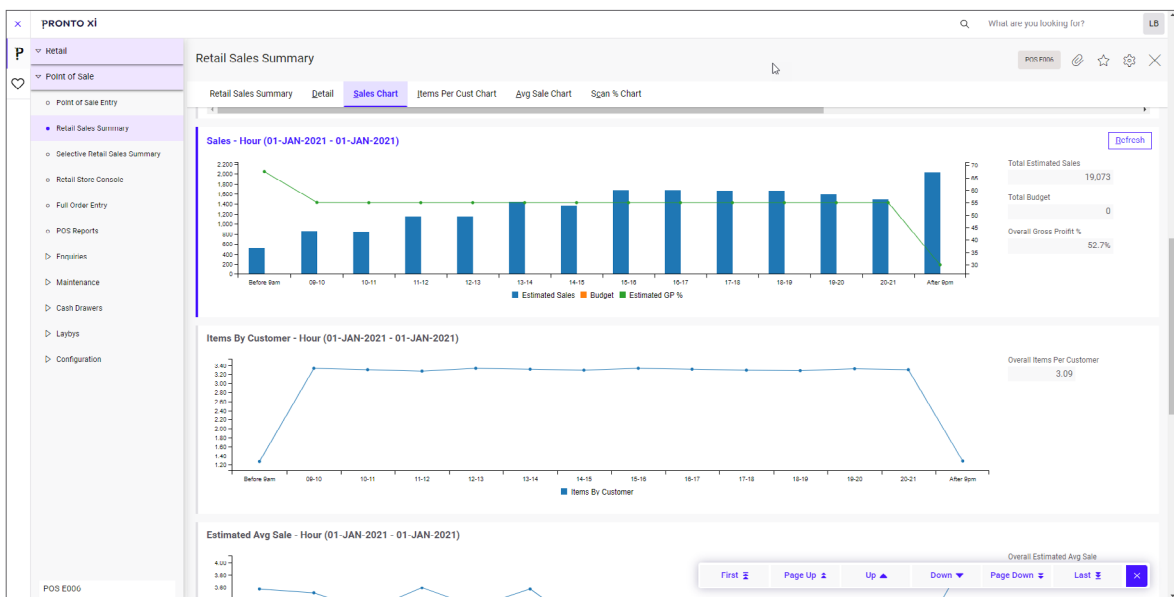
For each of the defined tender types, Point of Sale can be set up to control whether it triggers a cash drawer opening. Staff can also be prompted to request additional information based on your business rules for the tender type.

To make processing more efficient, Point of Sale also includes an integrated payments solution with a number of established payment providers.





View daily, weekly or hourly sales by store across the whole company



View your sales and key metrics with in-built charts

Retail sales reporting

Point of Sale's Retail Sales Summary gives you an immediate view of sales by hour, day, week, month, quarter or year – or your own custom dates.

It allows you to easily track key performance indicators including average sales and margins, and items per customer using data and interactive charts. Data can also be filtered and drilled down with comparisons to budgets.

In addition, a seasons drop-down lets you compare events that typically do not match up on the calendar, such as Easter falling on different dates and Boxing Day sales falling on different days of the week each year.

If you are using the Supplier Rebates module, notional costing results can be viewed via the Retail Sales Summary. This enables you to view the data by the floor cost, net cost or gross cost.

The Retail Sales Summary provides you with up-to-the minute performance data at every level — from store through to lane or a specific sales representative. It can also be filtered by store or operator, authorising key transactional data to be selectively exposed to store staff

Management functions

Management functions allow your team to efficiently monitor and manage store activities, from opening cash drawers to closing the day's trading. For ease of use, screen layouts and features can be added, removed or changed, and applied centrally for each individual cash drawer.

Cash drawer holdings can be viewed via the Retail Store Console while the drawers are active, so your management team can monitor cash balances and determine when cash needs to be cleared for security purposes. Alerts can also be emailed to designated managers when a cash drawer balance exceeds a defined limit.

Petty cash is easily transacted at POS, and can be efficiently reconciled and allocated at the back office. Adjustments to the cash drawer contents can be controlled by managers.

The end-of-shift process may take place at the end of the trading day or at any other designated time. Management has the option to enforce multiple levels of blind reconciliation for a more secure process that offers a clear separation of tasks. Point of Sale can make corrections to tendering errors as part of the reconciliation process, avoiding unnecessary back-office reconciliation.

In addition, Point of Sale offers the ability to list cash drawer transactions, providing useful details that can assist with the balancing of the drawer.

Point of Sale's Advanced Tender Tracking functionality gives managers the ability to control and monitor value-sensitive tenders, such as gift vouchers, across the organisation. For example, a lost gift voucher can be deactivated so it is unusable, then reactivated if it is found. Changes are closely audited, providing total oversight for your management team.

Rep code password expiry dates can be set to ensure that codes are periodically updated and do not stay active once expired. This prevents staff from using former employees' passwords to conduct fraudulent transactions.

The Sales Order Reprint function has the option to limit the ability of staff to reprint dockets without supervisor authority, preventing reprinted receipts being used for fraudulent refunds and exchanges.



THE HOME DEN

ITEM DESCRIPTION	QTY	PRICE
Behold Queen high back bed head	1	460.00
Behold Queen bed base	1	1160.00
Delivery - metro	1	100

25% off cushions

Items: 3
Order No: 4425

Total: \$1720

Home

MAIN MENU

- Living Room Furniture
- Dining Room Furniture
- Bedroom Furniture
- Office Furniture
- Kids Furniture
- Shelves & Side Tables
- Storage
- Homewares
- Bed Linen & Bedding
- Lighting
- Kitchen Accessories
- Bathroom & Towels
- Laundry Accessories
- Floor Rugs & Mats
- Wall Art
- Outdoor Furniture

CLEAR ALL New customer Print receipt Cash Card EXIT

Configure your POS skins to suit your business needs

Configurable POS screens

Pronto Xi's graphic capabilities allow you to configure your business's POS screens, providing significant workflow capabilities, improving branding and reducing staff training time.

Each screen is configured using the POS Theme Editor. Screens are cash drawer-specific, enabling a different screen (or screen type) to be assigned to each cash drawer – a feature that is particularly useful in a multi-brand or split-service environment.

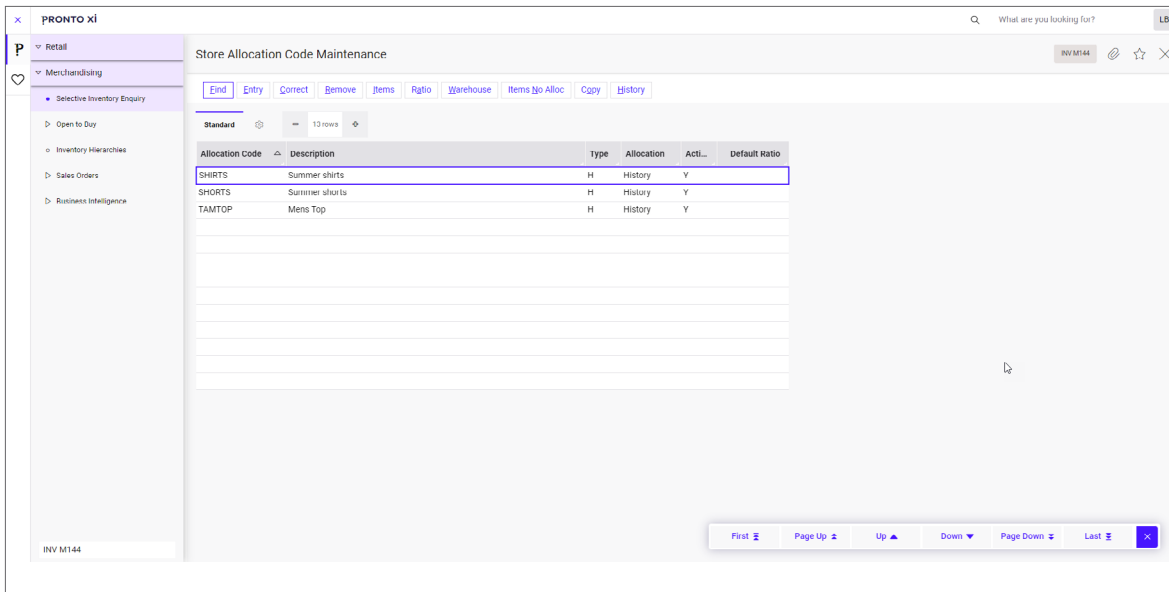
The Theme Editor includes a range of template themes that have been pre-configured with a supporting image library, so cash drawers can be used almost straight away.

The Menu Editor allows you to configure workflows by creating a "tree" structure. This structure can be previewed with the Tree View feature, which shows the start point, the action and the end point. Menus can also be tested in preview mode.

In addition, Point of Sale offers up to 70 action buttons and 999 pages, increasing the flexibility of your POS screens and – in conjunction with the ability to create user-defined workflows – enabling you to design a check-out process that suits the nature of your business.

From self-serve supermarket check-outs to bespoke food orders, it's now easy to adapt a powerful POS skin to include multiple navigation paths. You can even engage the user with pop-up button pads. The workflow is presented in a data grid format, enabling you to either make changes directly in Pronto Xi, or export the data grid into a spreadsheet, design the workflow and import it back into Pronto Xi.

Point of Sale also makes it easy for operators to use "macros", or short key entries, to streamline their processing. Up to 80 macros are available to help retail staff to access information instantly. Retailers can also place global security around macros – such as blocking staff from processing a discount macro on a whole order without a supervisor's authorisation – to make it easier to control this feature.



Create allocation templates to distribute your stock

Fraud mitigation

Point of Sale contains powerful features that both enhance customer service and reduce shrinkage and fraud risk.

The Retail Event Transaction Log allows retailers to take control of more than 65 POS-specific events, from opening a cash drawer to cash clearance or issuing a large amount of change. Events are visible on the Retail Store Console for easy reference and management.

For each event, you can choose to request a reason code from the operator, launch a custom program or even engage the Alert Intelligence notification system. For example, a supervisor can be notified via SMS if a staff member fraudulently tries to guess a supervisor's password.

Store allocations

Store allocations provide a flexible way to supply stock to a network of locations. By employing a "push" supply model, Point of Sale automatically aligns products with the stores most likely to sell them, minimising the time taken to allocate product, reducing costs and maximising profit. Allocations can also be done based on the historic performance of similar items, without the need to extract data and input it into Pronto Xi.

You can prioritise your locations to allocate stock to preferred stores first using a Store Grading and Allocation Code structure.

Allocation codes link stock and stores with a ratio that predetermines what percentage of stock is allocated to which stores. Codes can be set up by:

- item
- brand
- levels within the stock hierarchy
- buyer code
- style, colour or size
- supplier

Allocation codes can also help to further streamline your procurement cycle. Once the stock is ordered, the allocation routine can be run and attached to the purchase order, ready for receiving and transfer to stores. This decreases the turnaround time in the warehouse and gets stock on the retail floor faster.



Group trading

Consolidating and managing data can be a challenge for organisations that provide a product or service to other businesses trading under a specific name or structure (such as franchises, buying groups or cooperatives).

For these organisations, Point of Sale's Group Trading module provides a structure that streamlines operations and ensures that data is clean and reliable.

Key features of the Group Trading solution include:

- head office (master entity) to unique business (child entity) relationships
- consolidated core inventory across the business
- business royalty (franchise) fees management
- catalogue system
- global purchasing system
- global promotions engine
- provisions for customer returns between separate businesses
- new stock requests
- new supplier requests
- aggregated sales data.

By maintaining a standardised methodology across your businesses, you create confidence for everyone involved – as well as your customers.

Payment methods

Point of Sale supports multiple methods of payment, helping you to meet your customers' changing preferences.

Point of Sale integrates with a number of payment gateways that enable you to accept card payments. These gateways – including Quest (a Pronto Solution Partner), Square, Tyro and Linkly – deliver secure digital payments and send the data into Pronto Xi in real time.

In addition, Afterpay, Zip Pay and Openpay enable you to offer a buy now, pay later option to your customers, so you never miss a sale.



Pronto POS app

A **fully functional**
and intuitive
point-of-sale
solution

Sell
anywhere

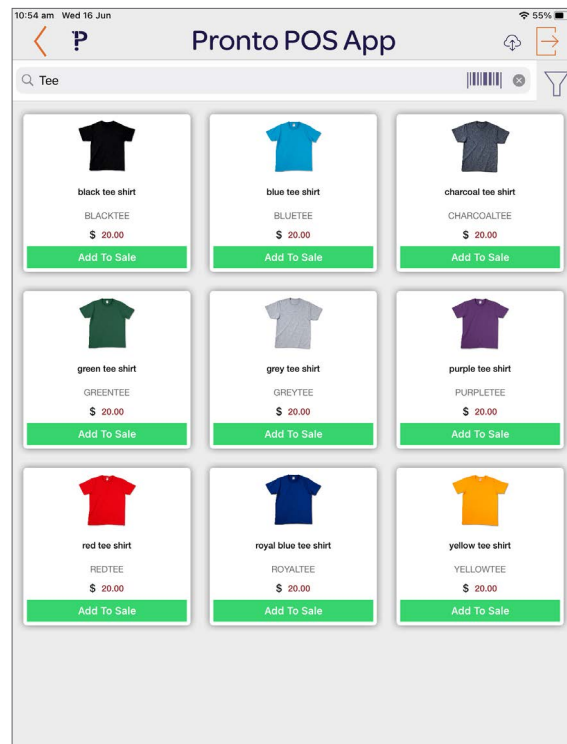
Product information

Easily find products in the Pronto POS App by scanning a barcode with the device camera or integrated Bluetooth scanner. Alternatively, use keywords to search across all product information, helping your staff to find the right products quickly.

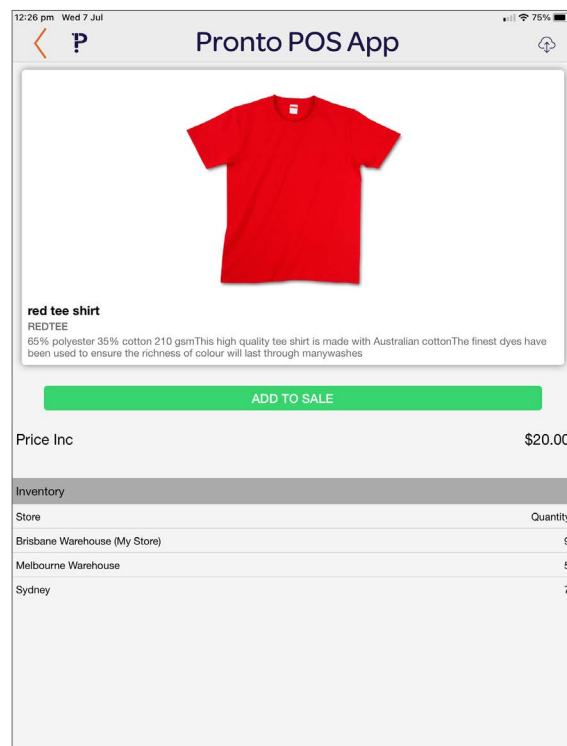
The app shows a product's availability not only for the current store but also for all of your company's other stores, enabling your staff to find stock if a customer is looking for a product that is not available in the current store.

Customer information

Full customer information can be maintained in the Pronto POS App, including relevant sales history and customer detail. This information allows your staff to personalise their conversations and recommendations.



Find a product by scanning a barcode or using keywords



View product details and availability across stores

Sale types and payments

Start a sale by adding products to the shopping cart, update the price or number of products in the cart as needed, then complete the transaction using one or multiple payment options.

Customers can reserve high-value or fast-moving items in advance by creating a customer order for pick-up and paying a deposit. Your staff can then resume the suspended sale at a later stage to complete the transaction.

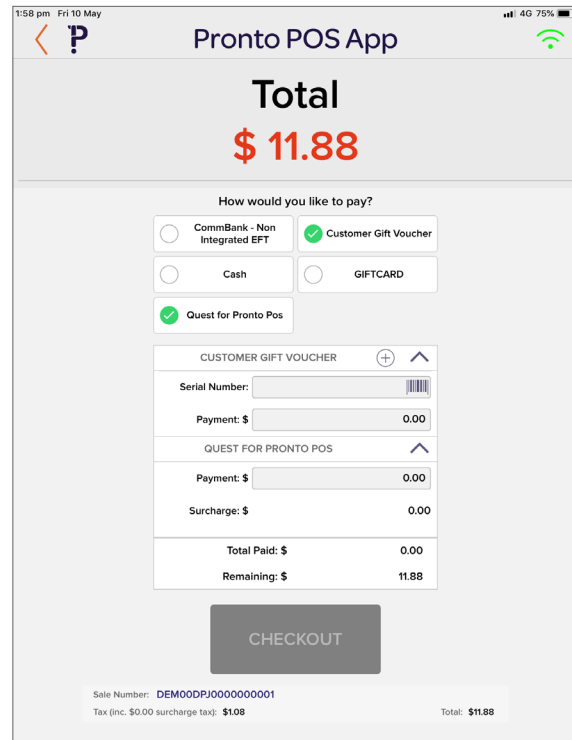
If a customer is considering a purchase decision, your team can create a quote within the app and include notes to describe the sale.

For orders that customers cannot take with them, the app allows your staff to create delivery orders to be actioned by your warehouse team.

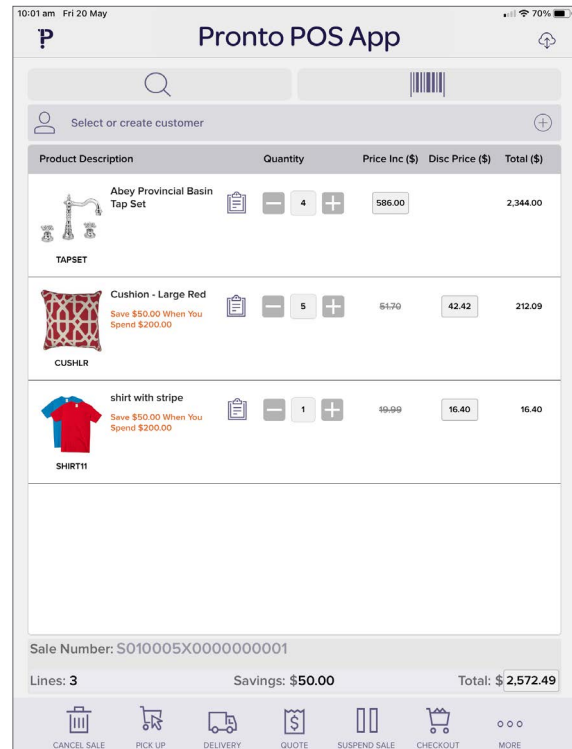
If customers change their minds about a purchase, the app can process returns or exchanges, meaning that customers do not need to queue unnecessarily for a quick transaction.

Pronto POS App works with multiple payment methods, including credit cards, cash and gift cards. It also supports split payments, allowing customers to complete their purchases using the method that best suits their needs.

Once payment has been made, your staff can create digital payment receipts that can be emailed to customers or sent wirelessly to Bluetooth printers.



Take payment using one or multiple tender types



Instantly calculate promotions – even if the app is offline



Promotions and pricing

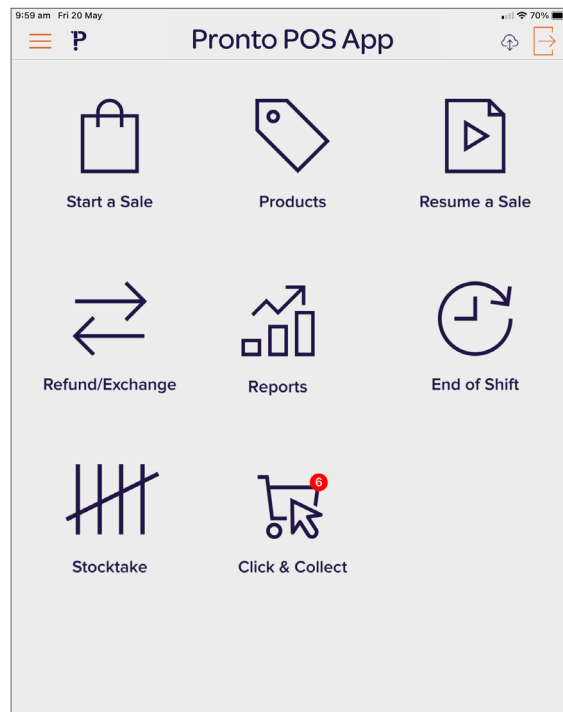
The Pronto POS App has a full in-built Promotions and Pricing Engine that works seamlessly with Pronto Xi. With all your promotions and pricing rules managed from the back end, sales staff can focus on selling, knowing that customer pricing and any promotions will be automatically applied – even if the app is offline.

Offline capability

With full offline capability, the Pronto POS App can function without connecting to Pronto Xi or the internet. Promotions, shopping carts, product and customer search, and other Pronto POS App features all work offline – including card payments.

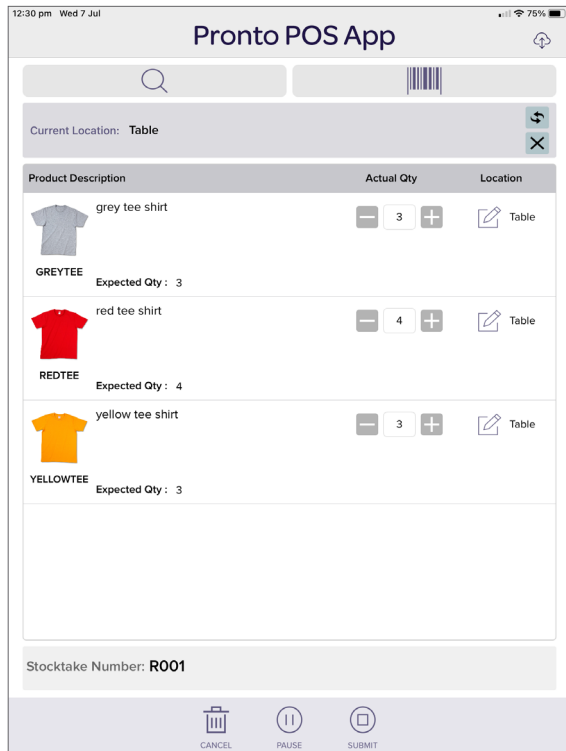
Click and collect

Get notified instantly when click and collect orders are made. Pick the stock for the customer and automatically notify them that their order is ready to collect. When they come in to collect the item, take a photo or get a signature as proof of pick-up.



Configure the Pronto POS app home screen to suit your business's needs





Easily count stock using the app's stocktake function

Stocktake, goods transfer and product scanners

Use the fully integrated Bluetooth scanner or the device camera to scan products, perform stocktake, and transfer and receive goods.

By offering a familiar interface for stocktake and transferring and receiving goods – as well as direct validation via Pronto Xi – the app helps to streamline processes and improve staff productivity.

Product attributes

By creating and associating attributes with products, you can find products easily or narrow down choices to locate products when updating shopping carts.

Later, use attributes to conduct in-depth analysis of sales data and trends to influence future promotional strategies.

App administration

The Pronto POS App offers a high degree of flexibility, allowing you to configure available functions for your POS devices or even customise the contents of payment receipts.

Employees can switch accounts at the end of shifts from within the Pronto POS App, and you can manage licenses, devices and app users from Pronto Xi.



Repairs Management

Maintain the **highest quality** customer service by keeping on top of **warranty claims and repair requests**

Good as
new

The screenshot shows the 'Repairs Console' interface. At the top, there are navigation tabs: 'View Status', 'All Repairs', 'Change Whose', 'Search', and 'Entry'. Below these, a 'Warehouse: 1V' dropdown is visible. The main content area features a table with the following data:

Status	Total
Repair Entered	6
Repair Rejected	1
Repair Completed	8
Repair Cancelled	3

At the bottom of the table, there are navigation controls: 'First', 'Page Up', 'Up', 'Down', 'Page Down', 'Last', and a refresh icon.

View all outstanding repairs by status

Repairs Management makes it easy to validate repair claims by tracking the warranty status and serial number of your stock. Manage every aspect of repairs from labour and parts to transfers and payments, and allocate charges based on warranty status, fault type or choice of repairer.

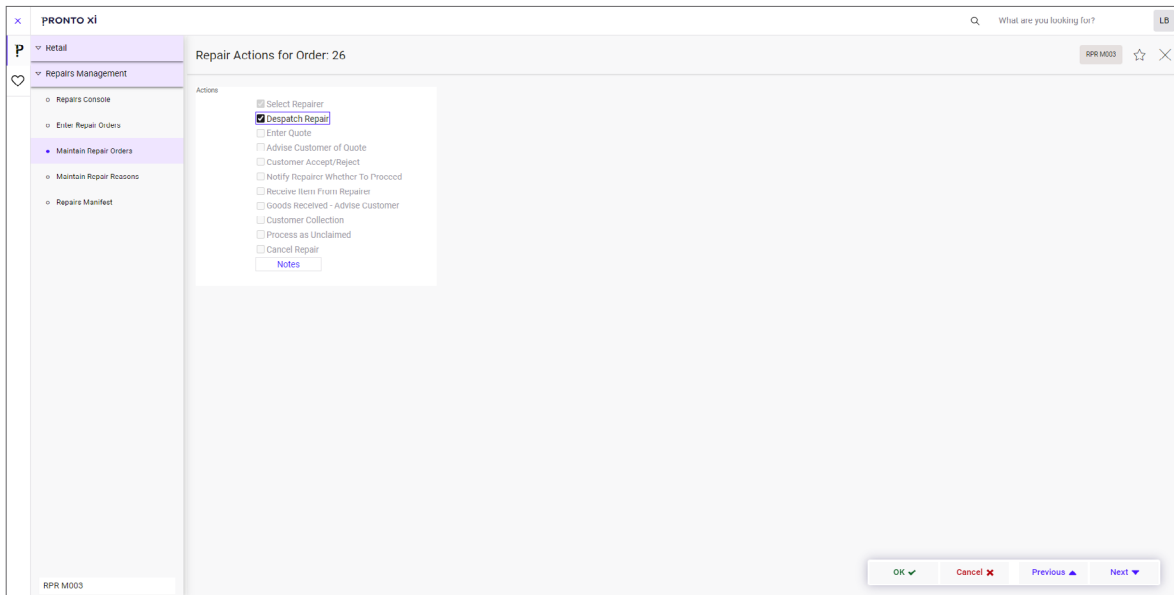
Repairs life cycle

Repairs Management allows your staff to focus on the customer without needing to understand complex repairs processes or rules. A clearly defined repairs life cycle means repairs can be easily tracked through different stages, located and processed with maximum efficiency.

Repairs reporting

The Repairs Console puts all of the information you need to manage the repairs process at your fingertips.

The console shows at a glance the number of repairs at each stage of the process. It means staff can quickly action a repair and advance it to the next stage without needing to worry about the mechanics of the process, reducing customer response times.



Progress your repair to the next stage

Workflows and processes

Repairs Management simplifies workflows and processes, and ensures nothing goes missing or is forgotten.

Each repair is driven by expected dates and flagged if overdue. Order stages are augmented with detailed notes, ensuring important information is captured. You can easily distinguish between customer and warranty repairs, and separate parts and labour components for better visibility and planning. Repairs Management also offers the ability to add multiple faults on a single repair order, meaning you can keep all the information in one place.

Repairs Management automatically creates key documents (such as a purchase order for the nominated repairer), ensuring that your data is accurate and complete. Spare parts and accessories are tracked through the process, along with other costs (such as labour), and are used to calculate appropriate customer charges.

Serial-numbered-item history can also be easily accessed.

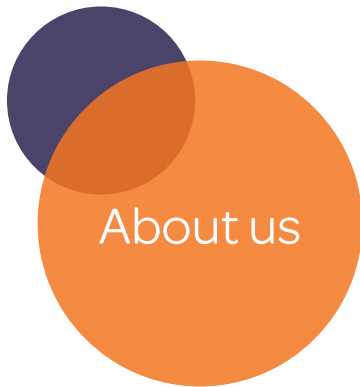
Customer service

Repairs Management is designed with customer service in mind. Easy-to-access information and detailed tracking enable staff to react quickly to an enquiry or proactively address problems.

Easy search functionality using the customer's name/phone number means your team can still access the necessary information if a customer forgets their paperwork.

Once the repairs are entered and payment is required, the customer receives a printed docket with all the relevant repair details. Dockets can be easily customised with your own terms and conditions to ensure your customer is fully informed every step of the way.





PRONTO SOFTWARE

We are an Australian developer of award winning business management and analytics solutions. Pronto Xi, our Enterprise Resource Planning (ERP) software, integrates accounting, operational and mobile features in a single system – optimising business processes and unlocking actionable insights. That's why for more than 40 years, over 1,500 Australian and global organisations, across a wide range of industries, have trusted Pronto Xi to simplify their most complex challenges.

With headquarters and our Development Centre located in Melbourne, we have support offices and consultants based across Australia, as well as a global network of Resellers and Solution Partners. Specialised business units within Pronto Software have the expertise to assist you with pivotal technology – Digital Transformation with Pronto Woven, Cloud and Hosting services with Pronto Cloud and Business Intelligence solutions with Pronto iQ.

When you choose Pronto Software, you gain a team with deep industry experience, giving us the ability to understand your specific needs and build innovative solutions that drive business growth and revenue.

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