TECHNOLOGY ONE

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RETAIL ONE
BY TECHNOLOGY ONE
www.TechnologyOneCorp.com

About Technology One Limited

Technology One is a top 200 publicly listed company in Australia, with a market capitalisation in excess of 400 million dollars. It is recognised as one of Australasia's leading software and services companies.

Technology One's focus is the design, development, implementation and support of intelligent enterprise wide software applications using eBusiness, Internet and client server technologies for corporate and government organisations.

In particular, Technology One delivers solutions developed to meet the specific requirements of vertical markets, including:

- Financial Management and Accounting (Finance One)
- Higher Education and Universities (Student One)
- Retail (Retail One)
- Wholesale and Distribution (Sales One)
- Payroll and Human Resource Management (People One)

Technology One also provides large scale, fixed time, fixed price application development services through its Project Services division to meet the specific requirements of organisations that want to Internet and eBusiness enable their organisation, or that wish to re-engineer their back office systems.

Lastly, Technology One provides facilities management and outsourcing support services, tailored to the specific needs of each client.

All of Technology One products and project services are delivered using a common world class Application Development Framework (ADF). The ADF provides a sophisticated architecture to deliver large Internet and eBusiness enabled enterprise applications, as well as a consistent and functionally rich look and feel.

Through a strong commitment to quality software and services, solutions are delivered to clients on time, within budget, focusing on a world class standard of excellence.

The company's core expertise is in software R&D and the successful commercialisation of this R&D into quality products and services. Technology One develops, markets, implements and supports all of its own products to provide a totally integrated service to its clients.

eBusiness Centre for Excellence

In recognition of the importance that eBusiness will play in our clients' future, Technology One has established the eBusiness Centre for Excellence. The group's key focus is research and development, harnessing and leveraging the strengths of existing eBusiness technologies, as well as investigating and evaluating emerging technologies.

This ensures we will continue to develop the expertise, standards, methodologies and application framework support for the company's software engineering teams, so that we can guarantee the delivery of excellence in the area of eBusiness.

The Technology One eBusiness Centre for Excellence addresses the following broad categories:

- Internet and Intranet applications for both self service and power users
- Internet and Intranet enablement/integration of legacy and back office systems
- B2B - Business to Business applications
- B2C - Business to Consumer applications

A Fully Integrated Enterprise-Wide, New Generation Retail Management System

Retail One by Technology One, is a new generation retail management system. It provides a total, enterprise-wide solution for retailers that is fully integrated from the point of sale, through to inventory control, replenishment, purchasing and financial accounting to provide the retailer with complete control. Retail One is able to provide the right information, at the right time, as well as delivering an infrastructure that supports a highly efficient supply chain.

Retail One streamlines operations and leverages emerging technologies so you can monitor all aspects of the merchandising and sales process. Whether it's stock on hand, stock turn, replenishment, or the impact of pricing and promotions, detailed and flexible analysis tools enable you to respond to consumer demands quickly and effectively, ensuring maximum efficiency both at the warehouse and point of sale.

Technology One is also the developer of Finance One. Finance One has achieved outstanding success to become one of the leading solutions in financial management systems, and is used by many hundreds of large corporate and government departments. Upon this strong 'best of breed' financial foundation, we have built Retail One.

Retail One has been designed using modern leading edge technologies. It incorporates a powerful relational database back-end to ensure a robust, resilient, and highly scalable solution, able to cater for one to many thousands of retail outlets. Retail One is based on open industry standards, and as such, can support all major database platforms including Oracle, SQL Server, Informix and Ingres as well as all major operating systems platforms including Windows NT and Unix.

Retail One is ideally suited for small to very large retailers. It is totally user configurable and can be used to manage products as diverse as furniture, fashion, home wares and sports goods to name a few.

The Power Of eBusiness

To promote efficiencies across your organisation, you need to look beyond the concept of software applications. Retail One helps to bolster operations and synergies across your organisation, levering powerful Internet, eBusiness and client server technologies.

Technology One's solutions are all completely integrated, delivering advanced back office functions.

'Out of the box and ready to go' philosophy
Technology One's eBusiness strategy is 'out of the box'. In other words, it's ready to use as soon as you're ready to use it.

The intuitive nature of Technology One's eBusiness solutions helps you harness the dynamics of today's marketplace. Being designed from the users' perspective, all solutions are easy to use and don't require formal training. In addition, all Technology One solutions run on your choice of standard browser.

eReporting provides high quality reports over the web
The web provides an excellent medium to deliver reports, based on the easy to use Technology One self-service philosophy, delivering information at your fingertips. In fact, your entire organisation and the world is within reach of your web browser.

Sophisticated, high quality reports are easy to produce over the web using the high performance, functionally rich, graphical report writer.

Technology One solutions enable 'casual' users of the system to help themselves through their browser. It's that simple. This means you don't have to worry about installing pieces of software - no installs and no DLLs.

eEnquiries deliver powerful and unstructured analysis
Technology One's Executive Information Enquiries (EIE) uses the web to deliver unstructured analysis of information. Data can be analysed online to answer one-off questions or to track trends. Quick and easy analysis of information is only limited by your imagination.
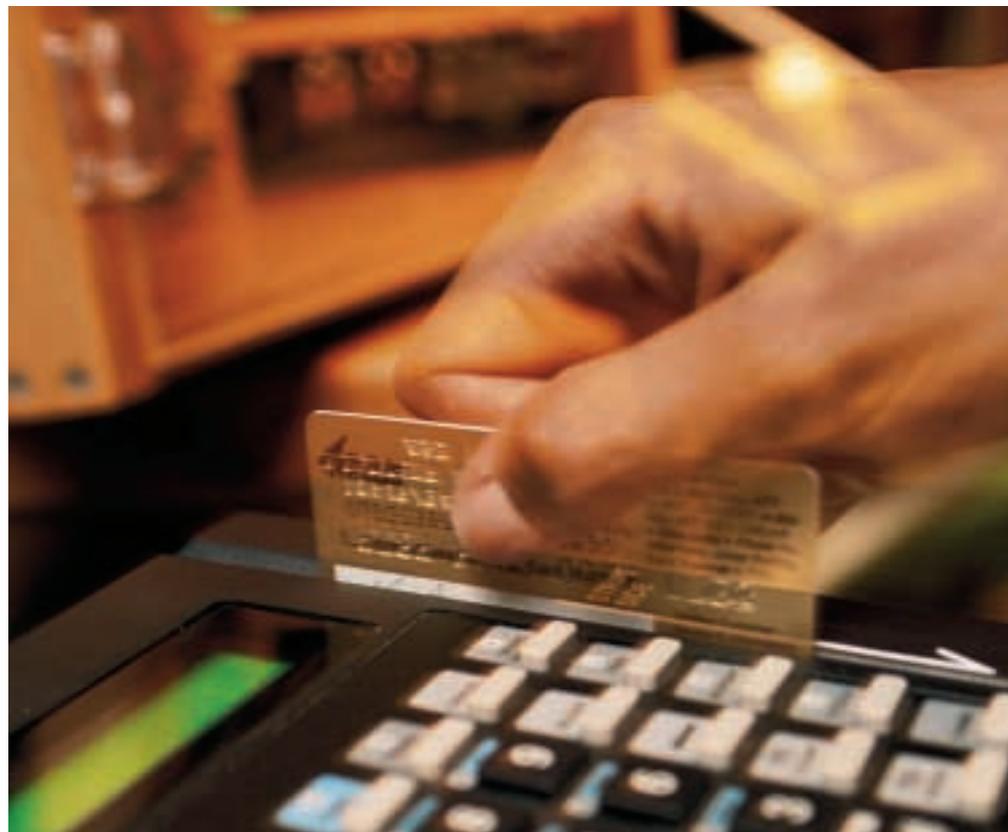
eB2B - Transform your supply chain management
More and more organisations are embracing eBusiness solutions to deliver improved cost efficiencies within an organisation. By leveraging the Internet to remove process inefficiencies, you are one step closer to better controlling and coordinating your expenditure. Technology One helps you exploit these efficiencies and promotes a paperless and automated working environment.

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eProcurement - Optimise your limited resources

Retail One's eProcurement solution will deliver the following benefits:

- Lowering procurement costs by reducing the costs associated with processing and managing a manual, labour intensive and time consuming purchase order system.
- Removing paper work improves efficiencies and makes misplaced paperwork a thing of the past.
- Improving supplier relationships is made easier, as your purchasing staff can focus on agreement negotiation and strategic sourcing, rather than processing orders. In addition, supplier reports can easily identify non-performance issues.
- Reducing unauthorised purchasing is a natural by-product of a quicker, easier and more responsive purchasing system. If the system is quick and easy to use, your employees are less likely to go outside the system to meet their needs.
- Empower your employees by implementing a solution that eliminates labour intensive processes associated with current purchasing practices. Your employees will always be kept up-to-date through access to the latest online catalogues. Devolution of purchasing is supported through the use of any standard web browser. As Retail One is intuitive and easy to use, your employees will require minimal training.

eShop delivers efficient self-service capabilities to your customers

eShop's compelling advantage can be found in its ability to deliver self-service and online purchasing capabilities to your customers. Retail One's eShop solution helps you harness the power of the Internet. Our flexible infrastructure maximises your sales opportunities through this powerful channel. And, of course, all of the essential features such as shopping trolleys, online catalogues, order entry, order review, and promotional advertising are supported.

Through their choice of standard browser, your customers will have the ability to help themselves, increasing your level of customer service, while reducing your administrative overhead.

A One-Stop Retail Solution From Technology One

Our software developers, business development managers and consultants are IT experts who specialise in providing retail solutions. So, we understand the pressures and nuances of your market place.

You won't be paying us to learn the ropes as we go. Every Technology One consultant assigned to your project already has an in depth knowledge of the retail market place, and the Retail One solution.

With Retail One, you can be sure of a cost-effective and cohesive project from start to finish, with all the convenience and accountability of a single point of contact. Whether it's a pre-sales demonstration, or post-implementation training.

Technology One's core business is application software development. We develop and intimately understand our enterprise wide applications. This gives us the expertise to streamline your operations, ensuring your organisation realises the full benefits of our software, while you get on with mastering your day-to-day business challenges. This unique approach actively works to maximise your investment, while lowering the total cost of ownership.

Retailers today demand much more than just a software product. A long-winded, expensive or poorly implemented system can undermine the promises of increased flexibility and bottom line gains. You must look at the solution as a whole from beginning to end.

That's why Technology One offers a total retail solution. We develop, market, implement and provide consulting services for our Retail One product. Our own dedicated staff are accountable from the very beginning of your project.

Streamline Your Entire Retail Operation Using One Powerful & Comprehensive Software Solution

Whether your retail operation uses a centralised or decentralised distribution model, Retail One's power and flexibility helps you harness the full potential of information technology to make your retail operation immediately responsive to change.

The Retail One solution consists of a core group of modules. These tightly integrated modules deliver a new level of service across your retail enterprise:
- Inventory
- Purchasing and commitments
- Stock replenishment
- Stock requisitions
- Pricing and promotions
- Sales analysis
- Point of sale
- Retail management
- Core financial management
  - General ledger
  - Accounts payable
  - Accounts receivable
  - Cash accounting
  - Asset management
  - Bank reconciliation
  - Executive Information Enquiries
  - Management reporting and enquiries
- Payroll and human resource management

Superior inventory management provides an unprecedented level of inventory control

Retail One's inventory module provides a comprehensive online inventory management system that manages inventory throughout the entire supply chain process, from ordering through to the issuing (selling) of stock. The inventory module is fine-tuned to meet your needs and is tightly integrated to Retail One's purchasing, replenishment, pricing, point of sale and sales analysis modules.

Enquiries are extremely fast, delivering instant access to complex summary information. This includes transaction history, stock movement statistics, and sales-based statistics such as average weekly sales, gross profit percentage, gross margin return on investment (GMROI) and so on.

The following features are included:
- inventory systems and locations (warehouses and stores)
- Store profiles
- Management of internal and supplier product catalogues (including import facilities)
- Multiple units of measure and price breaks
- Macro level local product management

- Warehouse management facilities
- Management of inventory transactions (receipt, issue, sell, transfer)
- Stock takes
- Barcodes
- Product distribution management
- Charge codes for financial management
- Extensive reporting and on-line enquiries

Sophisticated purchasing and commitments supports the sales and distribution processes

Retail One's purchasing module helps you manage all aspects of your purchasing needs. It is tightly integrated with Retail One's inventory, replenishment and stock requisitions' modules, delivering seamless, automatic order generation.

Key features of the purchasing module include:
- Multiple purchasing locations
- Units of measure and price breaks
- Purchase requisitions and orders
- Partial deliveries and back-orders (if required)
- Full commitment accounting
- Sophisticated drill down enquiries
- User authority management
- Funds sufficiency tracking
- Extensive enquiries and reports
- Supplier returns
- Workflow

Retail One helps to transform your service levels through its automated purchasing function. The system uses work sheets to create 'suggested orders' that can be reviewed and amended prior to the generation of purchase orders. These also employ distribution plans to determine the product and store 'ranges' for inclusion in a particular purchasing run.

Purchasing work sheets provide:
- Options to generate warehouse, direct to store, or cross-docking purchase orders
- Warehouse ordering which suggests order quantities to cover the needs of all stores that replenish from the warehouse as well as the warehouse itself

- *Allowance for lead-time*
- *Ability to include or exclude future orders in calculations*
- *Application of price breaks or discount matrices based on quantity of buy*
- *Ability to change supplier, order quantity, and price prior to the generation of orders*
- *Consolidation of all stock lines into a single purchase order per supplier*

Effective replenishment streamlines your internal and external business processes

Being a fully automated stock replenishment system from start to finish, Retail One has everything you need to support a distribution chain replenishing from one or more warehouses or distribution centres.

The system automates both internal replenishment (warehouse to store/s) and purchasing from suppliers (supplier to warehouse and supplier to store/s) to determine the optimum product reorder level by:
- Calculating average weekly throughput over a selectable period of time
- Using the user-defined reorder profile to determine the desired week's stock holding and reorder frequency for each product, based on the average weekly throughput
- Calculating the total stock holding required covering store demand for warehouse products

Retail One creates work sheets to manage the stock picking for stores. This highly customisable process employs a distribution plan which encompasses an unlimited combination of stores to replenish, as well as product ranges (based on search criteria) and reorder frequency codes (eg weekly, fortnightly, twice-weekly).

Each replenishment process allows review and amendments of the pick order prior to releasing it for action. Pick orders are then confirmed and stock transfers generated automatically. Stock in transit is tracked and converted to 'stock on hand' on receipt at the destination.

Flexible stock requisitioning bolsters your finite resources

Retail One's stock requisitioning helps you to streamline the process of requisitioning products, whether or not they are currently in stock. It comprehensively supports stock lines, catalogue lines, and non-catalogued lines.

The requisitioning process incorporates:
- Generation of picking tickets
- Raising of back orders where appropriate
- Creation of purchase orders for non-stock items
- Dispatch and delivery of requisition lines
- A comprehensive allocation process also provides the facility to manage many requisitions in a single operation (eg pick, dispatch, and deliver)

Retail One uses requisition templates, based on reusable defaults. This time saving feature uses previously established details such as product and unit quantities to eliminate unnecessary data entry and reduce errors.

Comprehensive pricing management exploits business opportunities

Pricing management is the cornerstone of any retail merchandising system. Retail pricing, promotional pricing and supplier pricing are all managed comprehensively within Retail One. Unlimited price books provide flexibility in managing the variation of pricing across your stores, while supplier imports enable Retail One to quickly and reliably manage supplier pricing variations.

Price management work sheets help you manage large numbers of price changes in a single operation. For quick analysis, work sheets can be used to prepare 'what if?' scenarios. For example, the effect of price changes on factors such as gross profit percentage, or the effects of a supplier price change on associated retail prices. A range of formulae are available to calculate retail price, including markup, target gross profit, and percentage or dollar increases. Formulae can also be used to adjust cost prices.

All price changes and promotions can be prepared in advance, approved and then triggered automatically on the appropriate date. Price rounding tables are also used to ensure a consistent pricing strategy.

Quick and easy sales analysis means informed, timely decisions

One of the keys to success in retail is the ability to analyse sales performance quickly and easily. Retail One's sales analysis module provides all the necessary tools to analyse sales performance. This may be a simple product performance report, through to complex comparisons of product group sales over different periods, or even the effect of a promotion on specified products. The ability to forecast sales over future periods, based on specified growth rates is also a feature.

There is no longer a need to navigate a mountain of reports to obtain that crucial information. A single, simple to use window helps you specify any combination of sales-based criteria. The intelligent report processor then extracts the data, makes the appropriate calculations and comparisons before formatting and presentation of the report online for viewing. The report can then be saved, printed, emailed or published in another format (HTML, Word, Excel and so on). Information presented includes current stock figures (SOH, SOO, Average Values) as well as sales figures including retail price, stock value, GP, GMROI and stock turn. Sales data is continually

Extremely fast and powerful point of sale optimises timely decision making

summarised and optimised to ensure that reports are presented quickly for timely decision making.

Retail One's point of sale (POS) is a state of the art module that is extremely fast and easy to use. Despite its simplicity, the Retail One POS solution is fully functional and contains all of the required POS functionality. This includes support for EFTPOS, cheques, barcode scanners, laybys and hire purchase, discounts (staff and customer), vouchers, promotions, recording of customer details, special orders, online product searching and the ability to check for stock availability at other stores.

More advanced features such as the ability to suspend sales, manage x/z reads online, handle floats and variances as well as managing banking transactions are all an integral part of the POS module.

Effective retail management delivers a strategic focus

Closely supporting the POS module is Retail One's retail management module. This module provides management control for your point of sale terminals. As well as providing functions and reports to manage vouchers, laybys and hire purchase, staff and customer details (for demographics), it also includes functions to manage the specific setup of POS terminals, including codes and types to be used for markdowns, discounts and so on. Just as importantly, the retail management module controls the POS interfacing. Simple, easy to use functions enable the operator to specify how and when exports and imports to the POS systems will occur and which particular files will be processed. For example, sales data can be collected every hour and banking details every day. The interfacing is extremely flexible, enabling the import and export file formats to be tailored as required to support a wide range of POS systems.

Totally integrated 'best of breed' financial management improves your bottom line

Finance One by Technology One has achieved outstanding success to become one of the leading solutions in financial management systems, and is used by many hundreds of large corporate and government departments. Upon this strong 'best of breed' financial foundation, we have built Retail One.

As such Technology One can provide a total, enterprise-wide solution for retailers that is fully integrated from the point of sale, through to inventory control, replenishment, purchasing and financial accounting to provide the retailer with complete control. Retail One is able to provide the right information, at the right time, as well as delivering an infrastructure that supports a highly efficient supply chain.

Finance One's enterprise-wide control and integration of financial information is essential to strategic decision making and improving your bottom line.

Through its rich functionality, powerful online enquiries and versatile reporting ability, Finance One gives you the ability to interpret accounting and financial information more efficiently than ever before. And, as it is fully integrated with the Retail One solution, it offers unprecedented flexibility and analysis capabilities.

Effective payroll and human resource processes help attract and retain your most valued people

Through the effective management of people, your workforce can function efficiently, with a more strategic focus. People One by Technology One provides you with the flexibility to manage payroll and human resources across your enterprise.

People One delivers powerful and efficient payroll processing. It provides you with the right tools to deliver a total payroll service to your employees, while streamlining and optimising your personnel department's time and resources.

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The Information Is At Your Fingertips

Retail One brings together modern graphical reporting technology to provide unlimited access and analysis of information by novice users. In particular, Retail One provides a full WYSIWYG (What You See Is What You Get) graphical report writer, to allow for the easy creation of reports and enquiries.

Sophisticated, high quality reports are easy to produce using the Retail One high performance, functionally rich graphical report writer. You can create new reports quickly and easily and in full colour if you want. You are able to test the full capabilities of your laser printer by using bold, italics, boxes, shadowing, and different size fonts - all possible within the one report.

The graphical report writer will not only access Retail One information, but will combine data from other sources including all other Technology One solutions, and any number of external sources residing in any number of databases (eg, SQL Server, Oracle, Ingres, Informix, Access, Excel, and so on) into the one report or enquiry. Naturally, Retail One comes with an extensive range of standard reports already written for you. All in all, Retail One features over 200 reports. All of these reports are specifically geared towards providing the information you need, when you need it.

You can write your own specific reports with minimal training required, or you can take our standard reports and modify them to better suit your requirements. Retail One's unique architecture ensures that modified standard reports or newly created reports are automatically preserved across all future releases of the application.

In addition to the presentation of high quality reports, the Retail One graphical report writer also enables you to directly create spreadsheets, word processing documents, database tables and email messages by selecting a single option.

Retail One provides an extensive range of rich graphical enquiries, allowing previously unparalleled access to information. Enquiries also provide 'drill down' capabilities so information can be viewed at a high level and then to drill down to lower levels, revealing the supporting transactions. Transactions can be reconstructed to show all entries generated. For example, an invoice dissection can be reconstructed to show the complete invoice. This can then be tracked back to the source, such as the accounts payable system for further analysis.

Find the information you want, quickly and easily through Executive Information Enquiries (EIE)

Retail One also provides for unstructured analysis of information, through its unique Executive Information Enquiries (EIE). Data can be analysed online, in an unstructured fashion to answer one off questions or to track trends online. For example, to view data summarised by cost centre, and then drill down by state, and then division, and so on. EIE can be executed on any user defined account component, location, product group, account selection code or account user defined field providing for consolidation, summarisation and drill down operations. Analysis of your information is only limited by your imagination, and is once again quick and easy to use.

Innovative Solutions
To Meet The Challenges Of Today & Tomorrow

All of Technology One solutions deliver intelligent and powerful eBusiness enabled solutions. With leading edge workflow and web capabilities, our innovative solutions help to create a lifeline between your organisation, business partners and customers. This approach fosters growth in new markets, automates processes, reduces costs, increases service levels and sets a new performance benchmark for the future.

We ensure you will continue to have a say in the future development direction of your solution by inviting and promoting your feedback through special interest groups and user conferences held on a regular basis.

A common architectural framework delivers unprecedented flexibility in software design

Technology One has invested millions of R&D dollars on creating a framework for developing large-scale enterprise applications from the ground up quickly and easily. This framework is called the Application Development Framework (ADF).

The ADF provides an architecture, framework and application development environment to achieve a consistent look and feel across all the company's software engineering teams, and provides many of its advanced features. The ADF provides advanced design patterns, code generation, and reusable components to greatly increase the productivity of development teams, delivering significant synergies. The ADF is the shared repository for our experience in software development.

The ADF also encompasses our eBusiness development framework, the infrastructure that provides the Internet, Intranet and eBusiness support for our applications.

Put simply, this means all Technology One solutions are managed within a single infrastructure. For our clients, this means rapid development cycles and a consistent look and feel across all products. In addition, Technology One licences our sophisticated and proven ADF to our clients. This means you can develop your own specific components to add onto your existing product range. These additions are quick and easy for you to develop and modify, and they will look and feel the same as all other Technology One products, sharing the solutions' many advanced features.

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