



**Be Productive. Sell More.**  
Smart Solutions from One Company

Who says Small to Mid-Sized Retailers can't have Best of Breed Retail Solutions....



## UTC RETAIL POS-J solution

UTC RETAIL POS-J is a java-based point of sale application designed to fit seamlessly into any retail environment; an easy-to-deploy and an even easier-to-use store automated solution. POS-J is engineered for rapid scalability: small to mid- sized retailers with aspirations for growth or larger retail chains looking to minimize their investment in technology but not lose on the complex functionality that they need can both benefit from POS-J unique design.

SOFTWARE | HARDWARE | SERVICE

**UTC RETAIL™**

## UTC RETAIL helps retailers define their customer experience by implementing our four signature “Be Productive” philosophies:

**Be Prepared:** Through a rigorous and thorough engagement process, UTC RETAIL works not only on learning your business processes, but we go the extra step to learn your culture and goals, analyzing where you are versus where you want to be. We accurately prepare for a seamless integration with all the business issues well addressed.

**Be Professional:** UTC RETAIL brings together some of the sharpest professional minds in the retail industry that have extensive experience in the SMR world.

**Be Productive:** Drawing upon over 20 years of acquired experience from customers, experts, analysts and consultants, UTC RETAIL continuously strives to provide a best of breed solution geared exclusively towards the SMR market.

**Be Persistent:** As each project presents its learning challenges....after each successful implementation, UTC RETAIL analyzes the entire project and works toward improving and implementing newer and more refined best practices.

## the store challenge

Small to mid-sized retailers (SMR) are faced with a number of challenges trying to keep pace with their larger and more fearsome peers. Their competitors boast limitless store counts and greater purchasing power, allowing them to offer products at very low price points. This in turn puts the pressure on the SMR's to find smarter and more creative ways of reducing costs without diminishing the overall customer experience and product quality.

As an SMR are you always looking for ways to beat the competition by meeting all the needs and expectations of your customers? Or are you falling behind with technology that is unyielding and resistant to the evolving retail market? Are you looking for rapid store expansion, or are you looking to try to better manage and optimize your existing stores? Either way you could be lagging behind your competition if they are taking full advantage of newer and more powerful applications.



**If your applications are not evolving into the new state of retail you could be left behind your competition with:**

- **Slow and inaccurate checkouts**
- **Unsynchronized inventory information**
- **Poor cross-store selling**
- **Inconsistent price books**
- **Inaccurate customer and purchase history**
- **Non-compliance with the Payment Card Data Security Standard (PCI DSS) and Payment Application Data Security Standard (PA-DSS)**



## the store solution

UTC RETAIL's POS-J Point of Sale solution is a best of breed store application suite offering a full featured, easy-to-use register system backed by a host of powerful administrative applications. POS-J is flexible and extremely easy to configure and boasts value, price, data integrity and the ease of maintenance that are appealing to both the executive management team and the IT staff.

UTC RETAIL's POS-J point-of-sale system was designed with two objectives for the small to mid-sized retailer: deliver a robust solution with a total overall lower cost of ownership and a flexible, adaptable application that is easy to use for the challenging retail management world that you face.

POS-J is a 100% browser-based solution, which employs the latest in Java-enabled technologies. The result is platform independence, scalability, and minimal investment in technology. POS-J works with live up-to-the-second information, real-time data transfers, and a clearer and more accurate view of store performance at any moment in time.



Be productive. Sell More.  
[www.utcretail.com](http://www.utcretail.com)



# the technology

## FREEDOM OF CHOICE

Many retailers have unique environments with a wide variety of approaches to handling their retail business. Often retailers are stuck using technology that only their retail systems can support, but as technology and business needs evolve into more complex requirements, newer technology is often needed to go the next level.

POS-J takes full advantage of latest in leading edge industry technologies by being 100% Java-based. This empowers retailers to build a solid infrastructure developed to support the World Wide Web, resulting in complete platform independence, POS-J allows you to choose any commercial or open source products (OS, web server, browser, and database).

The bottom line is that retailers can lower the total cost of ownership by having the freedom to choose the environment that best fits their needs and to invest in technology that will last into the future.

## DATA – ANYTIME, ANYWHERE

Retailers need instant access to their live data, in order to make split second decisions that can make the difference between a reactive and a proactive retailer.

POS-J's signature real-time data transfer facility helps retailers keep a competitive edge and be proactive to store needs by allowing instant transaction transmissions from all stores to a centralized database at the corporate office.

With POS-J you can have the data pushed or pulled at anytime, and you can have it whenever you want. Such things as price changes and promotions can be made at corporate and then are "live" in the store almost immediately with no intervention required by store personnel.



## EASY TO MASTER!

New store personnel can often affect the speed and efficiency of transactions. Often during a high volume season retailers bring in new staff to deal with the additional store traffic. A cumbersome and difficult-to-use store application can severely affect the learning and inevitably result in customer frustration and poor sales.

POS-J register is fully functional and is so easy to learn and use that virtually any new associate can master the application in minutes.

Cashiers can interface with POS-J's easy-to-use-register in three ways: keyboard, touch screen, and mouse. POS-J's intuitive interface helps guide new cashiers through each transaction one prompt at a time. Designed with an ergonomic interface and an easy-to-read and interact display, cashiers perform fewer keystrokes and less chance of committing errors during high stress times. The web browser implementation also allows multiple applications to run in separate windows. This means that the Cash Register, Administrative Menu, and any other applications can be running simultaneously. The cashier can simply toggle between the various applications without losing their place when they exit and then return to an application.

## ENVIRONMENT – "FRIENDLY"

POS-J's IT friendly architecture allows the retailer to have the flexibility of fitting into any store environment, with registers being as thick or as thin as you desire.

The architecture can reside on a standalone or a multi-tier network where:

- 1) A web server resides at the corporate office and only browsers are installed at the store.
- OR
- 2) A single web server resides at the store level and serves one or more registers.
- OR
- 3) Multiple web servers can be installed at the store.

POS-J's flexible architecture also supports scalability by opening the door to multiple web services and various databases.

## BULLETPROOF SECURITY

Security has been a major focus by retailers and the PCI Council over the past few years. Retailers' ability to maintain consumer confidence in credit card transactions is vital for business continuity and sales volumes.

UTC RETAIL has worked diligently to maintain a high security standard for the POS-J application and has been approved by the PCI Security Standards Council (PCI SSC) as meeting its best practices requirements for protecting privileged card data. The importance of this certification is that when a PA-DSS compliant application such as POS-J is implemented into a PCI-DSS compliant environment, it minimizes the potential for security breaches that may lead to compromises of payment card data.

In addition to being PA-DSS compliant, POS-J also incorporates guidance from the Open Web Application Security Project (OWASP). The OWASP Top Ten Project provides awareness of the ten most critical web application security flaws and the adoption of the OWASP Top Ten promotes the development of secure code.

SMALL TO MID-SIZED RETAILERS (SMR) ARE FACED WITH A NUMBER OF CHALLENGES TRYING TO KEEP PACE WITH THEIR LARGER AND MORE FEARSOME PEERS.

# point of sale

## [ INVENTORY/ITEM LOOKUP ]

When an item barcode is unreadable or missing, frustration can set in for both the customer and the cashier.

With a single keystroke the cashier can quickly access the Item Search menu to perform dynamic product searches. POS-J's unique Supplemental Item Info is designed to allow retailers to store additional information about items so cashiers can have a variety of terms to refine searches to insure the correct SKU is found quickly and accurately.

POS-J's "Quick SKU" menu allows a cashier single keystroke access to an unlimited number of pre-defined SKUs – e.g. non-bar-coded items, service items, gift certificates, etc. By taking advantage of Quick SKU Groups a retailer can include hundreds of SKUs as "Quick SKUs"

## [ CUSTOMER LOOKUP ]

More insight into your customer base is the key element in understanding your clientele and driving up your sales volume. Capturing purchase history can be vital in fine tuning the way you market to your customers and how they perceive your brand.

POS-J includes a single Customer Maintenance menu that can be accessed throughout the system. This enables store personnel the ability to quickly locate existing customers or add new customers at the register or the Administrative Menu.

- Query the Customer database by name, phone number, or customer number
- Maintain email address and mailing list flag
- Maintain Customer Type for Frequent Shopper, Contractor, etc. pricing
- Maintain customer purchase history

## [ TENDERS & PAYMENT PROCESSING ]

Retailers need the flexibility of tender types to accommodate the various payment methods from their customers and POS-J allows for an unlimited number of tender types. Configure each tender: valid when balance due is positive or negative, pop the cash drawer, limit to balance due, default to balance due, identify refund tender type, require customer signature, and perform authorization.

Payment Processing -POS-J's payment processing provides the flexibility to utilize various payment processors so that the retailer can shop the market for the lowest cost solution. The JavaPOS device support exists for various Magnetic Strip Readers, signature capture, PIN Pad, customer display, document insert, and scanners.

- Edits cashier-entered last four digits of credit card to swiped card number
- Reason codes for manually entered credit cards

## [ RETURNS PROCESSING ]

POS-J supports chain-wide return lookup, thus preventing the same item from being returned twice.

- Capture signature on signature capture device for refunds on all transactions
- Corporate Check for refunds
- Display customer name and address of signature capture device pad and allow customer to press YES of NO to confirm address
- Print name and address on receipt

**Negative Check File** – POS-J supports searching a retailer-maintained negative check file.

**Credit Card Settlement Issue Resolution** – POS-J includes a credit card settlement issue resolution facility.

**Taxes** – POS-J provides support for tax jurisdictions and tax authorities.

## [ LAYAWAYS - SAVE IT FOR LATER ]

Layaways have made a major comeback since the recent credit crunch across the globe. Retailers offering the option of saving item purchases for later are able to tap into a market that has less immediate disposable income, and no access to credit.

POS-J includes a full-featured Layaway system that allows cashiers to easily:

- Initiate a new layaway account,
- Accept payments and release items to be picked up
- Cancel existing accounts
- Allow for pick up of individual items if amount of payments to date covers item price plus minimum down payment percentage
- Print policy info and customer signature line on receipt
- Scan receipt barcode of initial Layaway transaction for quick Payment, Item Pick up, or Cancel of an existing account
- Print receipts with full account activity (all items and payments) identifying when items were picked up and when payments were made.

## [ SPECIAL ORDERS ]

POS-J includes a full-featured Special Order system with easy-to-ring transactions that:

- 1) Initiate a new special order account
- 2) accept payments and allow items to be picked up, and
- 3) cancel an existing account. All receipts print full account activity (all items and payments) identifying when items were picked up and when payments were made

The unique POS-J Special Order Research facility allows store personnel to communicate with corporate buyers to identify or price special order merchandise to determine if the customer would like to order it. The result is fewer Cancels (Voids) and more accurately priced merchandise.

# store and corporate back office

## TODAY'S SPECIAL INCLUDES...

Retailers look to store promotions to drive traffic and to help liquidate stagnant items. Retailers are always looking for new and innovative ways to engineer their in-store promotions.

POS-J provides you with a wide variety of options to support your promotions and price adjustments:

- Date sensitive promotional pricing controlled at corporate office
- Cashier Adjustments at item and transaction level: percent off, amount off, new price
- Receipts print individual item savings and total transaction savings
- Reason Code drop down list for quick, accurate entry

## PRICE BOOKS

The POS-J Price Book design provides world-class pricing flexibility across locations and customer types.

With this feature, retailers can define a Price Book for a region or an individual store, or define Price Books for specific types of customers (e.g. frequent shopper, contractor, or employee). Unique prices can be maintained for each Price Book, and promotions can be set up to be available chain-wide or only for a specific Price Book.

A Price Book hierarchy is defined as part of system setup. For each SKU on file at least one price, and up to as many as one per Price Book, is defined. Based on the hierarchy POS-J determines the proper price to apply to a SKU during a transaction.

## TIME CLOCK AND PAYROLL

POS-J includes a comprehensive Time Clock and Payroll system that eliminates the need for any 3rd party hardware and software at store. Single keystroke access and scan/swipe of badge allows for quick and accurate clock ins / outs for all employees.

## LOSS PREVENTION

Retailers need a clear insight into their daily store activities in order to identify and rectify any illegal activities performed by store personnel. UC RETAIL built POS-J with a series of Loss Prevention controls and reporting:

- Cashier Accountability Reporting
- Markdowns Reporting
- Returns Reporting
- Auditable Event Logs
- Transaction Void Report
- Capture Void Reason Code and additional notes
- Store Safe Management
- Register Lock if invalid sign-on attempts exceed threshold

## POS-J ADMINISTRATIVE APPLICATIONS

The POS-J administrative applications employ an intuitive, easy-to-understand interface that expedites training.

- Consistent user interface across all applications
- Full administrative menu available at all registers
- POS-J includes a comprehensive Time Clock and Payroll system that eliminates the need for any 3rd party hardware and software at store.
- Deployable at corporate office where chain-wide data resides
- 100% browser based
- POS Commands maintenance provides friendly interface to maintain chain's POS Commands data
- Merchandise Transfers and Receiving

## LABOR SCHEDULING

Labor scheduling can be more complicated than imagined. Locating and scheduling the appropriate number of staff at key sales periods can be the key advantage to boosting and surpassing expected daily sales. POS-J provides a powerful labor scheduling application to support the store manager to accurately plan the best possible schedule and floor attendance plan. A store manager can easily view the day's schedule and adjust accordingly to meet the desired coverage for that period..

- Identify schedule types (i.e. holiday, Sunday, sales promotion, etc.)
- Highlights times where the scheduled staffing levels are over, under, or meet defined staff requirements.
- Intuitive graphical interface that allows each individual's daily schedule to be adjusted to their availability or to meet staffing requirements by hour per day.
- Prior period schedules can be duplicated to speed the scheduling process.
- Display available employees for a particular store for scheduling.
- Define daily store hours (i.e. Open and Close)

## START AND END OF DAY PROCESSES

POS-J includes well-managed and controlled processes for the start and end of day processes. At a high level these functions are defined in the following administrative menu screen. The system also supports the following:

- Warnings/alerts if prior days have not been settled
- Ability to not allow register to open if previous day is not settled
- Ability to create a hard copy credit card signature report
- Allow manager to settle a session from a non-finalize day

## REPORTING

All POS-J reports are Adobe Acrobat PDFs, allowing users to take advantage of features such as email, enlarge, reduce, save to disk, specific page printing, zoom in/out, text search, etc.

POS-J provides a wide selection of reports which allow retailers the ability to easily oversee the critical functions of their operations. Sales reports detail the store activity by date, employee, department, item, type of transaction, and tender. Daily balancing reports, bank deposit reports, and over/short reports reduce the effort involved in reconciling receipts. Electronic Journal employs extensive filtering criteria so a specific transaction or group of transactions can be pinpointed, the report displays a mirror image of the receipt.

SOFTWARE | HARDWARE | SERVICE

**UTC RETAIL**

# Everything for retail performance, because retail performance is everything.

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## Software Solutions

UTC RETAIL's robust retail software solutions are designed with specialty retailers in mind. Whether a thin client store solution or comprehensive enterprise system, our solutions improve efficiency and lower total cost of ownership.

## Hardware Solutions

To deliver superior value that will last many years, UTC RETAIL designs store-level POS hardware systems that include our leading line of UTC RETAIL workstations and integrate best-of-breed peripherals, delivering a total solution to the specialty retail market.

## Service Solutions

Our expert team of client sales, professional services and support services work together with clients to help plan, implement and support their solution. Every solution is designed to meet near-term business requirements and position the retailer to take advantage of business opportunities in the future.

## Company Overview

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**UTC RETAIL provides complete software, hardware and service solutions that reduce costs and improve operations and customer loyalty.**

We are known for our innovative multi-channel merchandising and store automation software solutions. We have over 335,000 store-level POS installations in the US. In independent research studies, UTC RETAIL has been consistently ranked as an industry leader for technology innovation, service, support and reliability.

For more information or to receive a demonstration of UTC RETAIL solutions, call 800-349-0546, email [info@utcretail.com](mailto:info@utcretail.com) or visit us at [www.utcretail.com](http://www.utcretail.com)

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