SMSPAYMENT

THE SUITE

Store Management Suite (SMS) is a client-based software solution that provides regional and national retailers with seamless, integrated management of the back office, corporate office, warehouse and all aspects of the retail enterprise. The suite contains modules that are typically outsourced, and ensures all necessary data is shared when, how, and with whom needs it. Instant connectivity, anywhere in the enterprise, on any connected device, is reality.

THE OFFER

SMSPayment is a collection of modules designed to extend in-store and customer facing functionalities. Core features include fully integrated processing of prepaid tenders such as gift cards, centralized refund requests for chain environments, loyalty point requests, and targeted coupon offers. Processing of these requests is handled in house, fully through SMS, and eliminates per transaction fees normally associated with such activities.

In chain store environments, SMSPayment fully manages store branded gift cards in-house, centralizes and controls all refund requests, processes loyalty points in real-time across all stores, and specifically targets best customers with limited time offers. Similarly, stores can now control prepaid pay-at-the-pump transactions, offer in-house gift cards instead of reimbursement for returned merchandise, plus eliminate any confusion on prices paid for returns.

SMSPayment consists of separate modules for each described function, allowing options to be chosen only as needed. This design also allows stores to grow into other features of the module over time, without fear of upgrades or customizations that can limit overall potential.

LOC
STORE MANAGEMENT SUITE

ARCHITECTURE

» Seamless communication with SMS POS via TCP/IP using HTTPS protocol
» Operates on set of SQL store procedures
» Multi-threaded communication design
» Procedures access data in real-time
» Design allows simple, single server setup in RAID configuration or multiple servers with load balancing
» Fully PCI compliant

IN-HOUSE GIFT CARDS

» Used for both gift card & prepaid vouchers
» Card based or cardless
» Available options include

Active card or voucher
Retrieve remaining balance
Increase or recharge balance
Redeem balance

» Auto issue vouchers or cards for any merchandise returns
» Transferable between stores, plus accounting measures for sold at one, redeemed at other

CENTRALIZED REFUND

» Processes all refund requests in multi-store environment thru SMS Host
» Ensures quantity & dollar amount accuracy regardless of store, date or price event
» Avoids duplicate returns or errors
» Receipt barcode used to identify & retrieve transaction data thru SMS Host
» All transaction details stored & accessible

LOYALTY

» Maintain balances for all 35 point programs across all stores in chain
» Issue & redeem points in all stores
» Retrieve cumulative point balances in any store
» Redeem points for discount at any time
» Offer points as tender in any transaction at any store
» Supports card based or cardless programs
» Tie points or prepaid vouchers to customer account
» Compound options with SMS Shopper Levels

TARGETED OFFERS

» Fully integrated into SMS POS & back office
» Further expands current e-coupon & promotions engine
» Identify & target individual customers, groups, levels, or any range of customers via SMS browser tools
» Create item specific offers
» Include offer expiration dates, controlled via GS1 codes or system dates
» Allow offer to be used multiple times
» Force electronic "clip" of offer ensuring customer engagement
» Full tracking including usage & remaining
» Total offer exposure summaries
» Offers visible on any customer touchpoint including web, phone, kiosk
» Create GS1 code for third party communication
» Interface to external, third party engines

LOC
STORE MANAGEMENT SUITE