E-COMMERCE & PHONE

THE SUITE

Store Management Suite (SMS) is a complete set of applications supporting regional to national chain environments. SMS is a client-based retail solution providing a seamless, integrated software suite that manages point of sale, back office, corporate office, warehouse and all aspects within 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

SMS offers the most comprehensive customer engagement platform on the market, period. It really comes down to foresight and design. The unified design of SMS aligns in-store, online, and in-app transactions. All elements of the loyalty program and customer file are seamlessly woven into the e-commerce engine, which interact transparently with the phone application. Now consumers search and build shopping lists online, utilize the phone app to update and apply promotions while shopping, then transfer the entire cart to the in-store POS at checkout. Data transfer between touchpoints flows naturally and in real time.

Like the rest of the suite, architecture is just as important as the sales and service benefits. Providing investment protection and the latest technology has to offer is a balance, yet with a foundation built upon HTML5 and JavaScript, SMS offers ideal stability. Our e-commerce and phone app engines are browser independent, allowing your e-storefront, your phone app, or both to be utilized on any device regardless of size, shape, or operating system. Best of all, these new touchpoints are managed from one system, via the exact same interface your staff uses to maintain in-store items. There is no importing, no exporting, no interacting with third parties. The flow is seamless and can be managed entirely in-house. SMS helps makes your possibilities endless.

LOC

STORE MANAGEMENT SUITE

ARCHITECTURE

- » Built 100% with Web 2.0 technologies
- » Single page, responsive design
- » Styling with CSS & SASS
- » Google Analytics™ API
- » WiFi Direct
- » Compliant with American Disability Act (ADA)
- » Multiple load balancing servers with dynamic DNS
- » Automatic switchover in case of server failure
- » Auto alerts for session availability limits
- » Auto alerts for nonresponsive servers

SECURITY FEATURES

- » Multiple login options available, including:
  - Customer or A/R Number
  - Email Address
  - Facebook™ Account
  - Google™ Account
  - Loyalty Account Number
- » User passwords remain encrypted in database
- » Password recovery options, including emailing temporary tokens
- » Options for enforcing more complex passwords
- » Domain name page filtering
- » Domain name parameter filtering

PRE-LOGIN OPTIONS

- » Company overview, history, hours, contact
- » Login & sign-up procedures
- » Store selection for multi-store chains
- » Photo & product image carousel
- » Weekly flyer display
- » Multimedia capable vendor advertising
- » Social media links
- » Anonymous loyalty & product showcase

HOME PAGE OPTIONS

- » Display & manage account profile
- » Opt-in for programs, clubs, & notifications
- » Customer specific notes
- » Maintain & link sub-accounts
- » Account barcode
- » Points club balances
- » Gift card balances
- » Search past transactions
- » Targeted promotions & coupons
- » Survey & feedback options
- » Invitation for friends & family

SHOPPING MODE OPTIONS

- » Scan items with bulit-in camera
- » Quick lookup option by item description
- » Enhanced lookup options by multiple criteria, including: location, brand, department, history
- » Drill down capabilities based on category
- » Lookup store suggestions
- » Lookup items with promotions & coupons
- » View full page item detail
- » Add items from list to cart
- » Add variable weight items to cart
- » Add multi-package items to cart
- » Add special order items to cart
- » Add gift cards to cart
- » Show promotions & coupons related to items already in cart
- » Display floorplan & wayfinder
- » Summarize cart contents, value, & savings
- » Summarize nutritional data of cart
- » Store saved lists
- » Verify order status with email confirmation
- » Checkout via credit card or house account
- » Checkout by suspending order on device, then resuming at standard POS lane
- » Checkout with token on file