



EXCITE
ENGAGE
RETAIN
RETURN

Torex™ Retail POS is the easy-to-deploy, adaptable technology solution that seamlessly integrates retail store operations so you always deliver compelling shopping experiences to your customers.

The challenge

Today's consumer is looking for a whole new experience from retailers. For example, a mother reserves a jacket for her son on the Web, then purchases it in a local store, where her son can try it on. A man stops by the local hardware store to pick up a can of paint and a paintbrush on his way home from work. He avoids waiting in the long queue by using self-checkout – scanning the items himself and quickly paying by credit card, confident that the transaction is secure.

Are you meeting these types of expectations? Or are you falling behind because your systems are too unwieldy to adapt to the rapid changes in retail? You could be missing opportunities to please your customers while your competitors offer:

- Speedy and accurate checkouts
- Complete product and brand availability in stores and online
- Promotions on sales floors and at point of service (POS)
- Self-service for queue busting
- Redemption of gift cards and online coupons at all locations
- Compliance with the Payment Card Industry Data Security Standard (PCI DSS) and Payment Application Data Security Standard (PA-DSS)

Define customer experience with Torex Retail POS

Torex™ Retail POS (formerly Torex Retail-J-POS) enables you to swiftly develop and deploy the strategic technologies that help you deliver superior sales and service. Our solution seamlessly integrates POS and retail applications, business systems and databases across your entire organisation, with international and multilingual support for taxes, currencies and compliance. As a result, you can:

Excite customers with new, compelling inventory. Store and Enterprise-wide reporting of sales and stock enables you to rapidly replenish stock to meet your customer demands – whilst benefitting from lower inventory costs.

Engage customers by interacting with them through integrated in-store and online shopping, and via modern mobile devices.

Retain customers by delivering a better shopping experience, including faster checkout times and more attentive customer service, and more personalised, advanced loyalty promotions via integration with our next-generation Torex Loyalty solution.

By letting you focus less on technology and more on your core retail responsibilities – merchandising, marketing and customer service – Torex Retail POS ensures a great return on your investment.

A woman with long dark hair, wearing a white sleeveless top, is looking down at a colorful high-heeled sandal. The sandal has a blue heel and a multi-colored (red, yellow, green, blue) strap. The background is a retail store with shelves of clothing and shoes.

The Solution

Torex Retail POS is much more than a POS system. Designed especially for large and medium retailers, our solution provides a variety of innovative retail applications in one flexible, scalable and feature-rich platform. In fact, the newest release* reflects the direct input and experience of some of the most successful retailers in the world. The result is a world-class, quick-to deploy value-add solution. And to make sure it's ready for the demands of your retail environment, this release has undergone over 1,400 quality assurance procedures.

Robust core capabilities

Informed by our extensive domain expertise, Torex Retail POS has all the core capabilities necessary to meet the needs of all non-food retailers – right out of the box. It has powerful, comprehensive functionality, so it's unlikely that you'll have to write thousands of lines of custom code to launch a new fascia, open in a new country, or bring technology innovations to your existing stores.

In fact, for most retailers, our new, pre-packaged configuration can assure a functional fit within hours rather than the days or weeks often associated with other systems, thereby expediting your implementation, meeting deadlines and giving you a more immediate return on investment. To further accelerate this process, and using our global domain expertise, we'll soon introduce specific configurations for several retail sectors.

Superb adaptability

Torex understands that your business may have some unique requirements, so if it's necessary, you can easily adapt Torex Retail POS. Estate Manager – which provides full central management capabilities from anywhere with Web access – allows IT professionals to propagate changes throughout all your stores quickly and securely, no matter how many locations you operate.

Plus, our solution's modular, object-oriented programming (OOP) design simplifies maintenance and development to lower your total cost of ownership.

Open technology Java Based and designed with open databases, industry-compliant standards and the principles of Service Oriented Architecture (SOA), our solution integrates with a wide range of industry-standard operating systems, databases, application servers and middleware. This means you can continue to enjoy the benefits of your current business systems without an expensive, wholesale change to your infrastructure such as a large scale investment in replacement hardware platforms.

Compatibility and interoperability Torex Retail POS is compatible and interoperable with other Torex solutions (Torex Business Analysis for calculating KPIs and metrics on business performance, for example), but also with a wide range of other services and products that meet our accreditation requirements. It's just one more way we work to improve the return on your Torex investment.

Multi-channel alignment

Whether your customers shop online or in your stores, they demand the same high-quality service and engaging experience. If they buy from your website, they expect conveniences such as product pick-up from their local outlet. Torex Retail POS helps you align your channels with capabilities to:

- Share business rules and workflows.
- Offer a comparable range of products.
- Honour the same prices and promotions.
- Allow for refunds and exchanges either in the store or on line



Complete payment security for you and your customers

Torex brings over 20 years of experience assisting retailers in cutting through the complexity of payment technology challenges.

PCI DSS and PA-DSS compliance Depending on where your business operates, conforming to PCI DSS and PA-DSS is required for retailers that accept payment cards. If a breach of security occurs when you are out of compliance, you risk:

- Losing your customers' trust – and their business
- Financially damaging litigation
- Incurring significant fines for negligence
- Increased auditing requirements
- Removal of permission to accept cards
- Increase in Card Processing transactions fees

Our solution puts you in complete compliance with PCI DSS and PA-DSS. These standards include specific guidelines for methods of data encryption, forensic inspection and password protection all of which are assured in this latest release.

Torex Retail POS also:

- Decreases audit time
- Speeds implementation
- Protects cardholder data
- Reduces retailer risk

EFT technology Torex Retail POS features secure EFT technology to help retailers guard against fraudulent card transactions. We have also integrated the EFTLink™ service, which is ideal for retailers that need to manage credit cards from around the world. In addition to its integral APACS IP and X25 based Authorisation and Submission services, Torex Retail POS now offers over 40 international EFT services, which facilitates international trading, reduces PCI overheads and minimises re-accreditation. And with EFT support for over 15 countries (and a foundation for many more countries to come), Torex Retail POS gives retailers choice while cutting costs.

Other loss prevention measures In addition to PCI DSS/PA-DSS compliance and EFT technology, Torex Retail POS protects your inventory, receipts and customers with:

- Biometric sign-on for the most secure authentication and authorisation
- Alerts that contact you about irregular activities
- Structured workflows that reduce operator error
- Easily configurable, intuitive GUI enabling faster training for Checkout Operators

Contact-less payments

Coming soon: Fast card authorization and forthcoming contact-less payment capabilities will make check out for on-the-go shoppers even easier.

Self-checkout framework

Torex Retail POS supports a wide range of POS hardware systems, including those from Wincor Nixdorf. By introducing self-checkout, you can:

- Improve customer service
- Have one employee manage multiple lanes
- Reduce checkout costs

International and multilingual support

Torex Retail POS supports a wide range of localisation libraries for the languages, taxes and currencies of numerous nations, including support for non-latin alphabets such as Hiragana.

It also features extended fiscalisation with fiscal printing and data management capabilities to help retailers meet regulatory authority requirements for selected countries and to facilitate implementation.



Mobile capabilities

Torex Retail POS supports a variety of compatible cell phones, PDAs, tablets and other hand-held devices, allowing you to:

- Conduct price checks in the aisle
- Call up product details to assist customers in purchasing decisions
- Process transactions on the sales floor or at the checkout
- Conduct stock inquiries online with browser-based programs

Store productivity

Success depends not only on the actions of employees and managers on the sales floor but also on the effective management of people and processes behind the scenes. Torex Retail POS integrates customer-facing operations with the back office so that the store functions cohesively and productively.

Real-time, enterprise wide inventory and supply chain management Make sure your shop is never out of the products that are in demand. Back-office staff can use Torex Retail POS to place orders to replenish dwindling stock and identify items that are not selling to control carrying costs.

Pricing control

Setting correct prices is challenging when a product can be sold with accessories, as part of a bundle, with a service contract or as a special offer. When several employees at different locations are involved in the decision-making, mistakes are even more likely. To reduce errors, Torex Retail POS enables you to define clear workflows that guide users through complex sales options.

Besides linking your support staff and processes with POS, our integral management applications provide:

- Real-time sales and transaction auditing
- An extensive reporting suite
- Cash and receipts management
- Interfaces with payroll, workforce and other store business systems
- Real-time distribution of alerts and reports

A focus on loyalty and retention

Increase revenues at POS with sophisticated application engines that deliver promotions and extend special offers, sell and/or top up gift cards, redeem coupons and manage third-party offers.

Next-generation loyalty Seamless integration with Torex Loyalty helps retailers increase profit, spend, and frequency of visits using real-time, multi-channel technology to communicate individually targeted information to customers and prospects anywhere – not just at checkout. It provides retailers with unique insight and the ability to influence the buying behaviour of their customers, so they can recognise and reward their customers' commitment and take a proactive, predictive approach to personalising their shopping experience – thus motivating them to spend more.

Easy to learn; easy to use

Torex Retail POS has built-in robust online help and e-learning support capabilities. However, little or no instruction is required, as an easy-to-use touch screen guides the user through an intuitive series of steps. As a result, employees can get up to speed quickly and focus on providing first rate customer service rather than the device.

Achieve results now

Deploying Torex Retail POS upgrades your core retail operations capabilities quickly and efficiently. One large retail customer rolled it out successfully to 350 stores in less than three months.

When you implement Torex Retail POS, as many of the top non-food retailers have, we're confident you will also realize:

- Greater returns on investment from your existing business systems
- Increased enterprise-wide efficiencies from standardised processes and systems
- Reduced technology costs with Web-based information delivery
- More sales from POS promotions and loyalty programs
- Healthier margins from sales of more premium products
- Lower inventory-carrying expenses with more effective supply management
- New revenue generation through Web and in-store synergies
- Greater customer satisfaction

To learn more about Torex Retail POS, please visit www.torex.com



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About Torex

Torex has 20 years of experience working in partnership with the world's most forward-thinking retail, hospitality, and petroleum and convenience brands to excite, engage and retain their customers. Over 7,000 customers worldwide depend on our best-in-class business and technology solutions and knowledgeable industry experts to help them identify, define and deliver a more personal and qualitative experience for each customer, and to maximise profitability, increase return on investment and achieve competitive advantage.

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Torex™
Defining customer experience