Microsoft Dynamics POS 2009—flexible and scalable retail store management to help your retail business succeed

Success in your retail business requires that you have retail store management tools that work for any situation and help you to respond quickly to changes in your business. Microsoft Dynamics POS 2009 provides better insight into your business, helping you to improve customer satisfaction, empower your employees to make better decisions, respond to changing business situations, and lower your IT costs.

Familiar to your people

Microsoft Dynamics POS 2009 provides your employees with a familiar Microsoft software experience. Because your employees get up to speed quickly, they can concentrate on excellent customer service. You get improved employee productivity with a role-based user experience that provides employees with the information to make better decisions and to help lower costs.

Fits with your systems

Microsoft Dynamics POS 2009 helps you improve retail store operations from the point of sale to your supply chain relationships. Microsoft Dynamics POS 2009 works with your existing Microsoft business products to enhance information-sharing, and scales to meet future needs. And because it's familiar, easy to use, and fits with existing systems and Microsoft technologies, you can reduce IT costs, maximizing your IT investment.

Fuels productivity

Microsoft Dynamics POS 2009 automates processes and adapts to your specific retail business. Your employees are free to be more productive and focus on customers. And you can enhance customer loyalty by providing unique shopping experiences, including multichannel retailing, mobility, and flexible payment options.

Enables informed decision-making

Your business changes quickly. With Microsoft Dynamics POS 2009, you can respond quickly with the insight you and your employees need to make decisions confidently. And with greater visibility into inventory management, trends, and employee productivity, you can maximize business success.

Microsoft Dynamics POS 2009 role-based experience

Your sales associates, store managers, and cashiers do different jobs, so give your employees the information and tools they need to be most productive in their roles and to help your business succeed. Microsoft Dynamics POS 2009 provides a role-based experience to help your employees do their jobs efficiently and to provide customers with relevant information.

Role-specific features

Microsoft Dynamics POS 2009 provides powerful wizards to set up your retail solution in a way that works for your business and your employees without professional IT staff. During setup, an employee can customize the screen to suit a particular role. Convenient, customizable features include:

- Function options
- Accommodations for both right-handed and left-handed users
- Display and form layout
- Status alerts
- Fonts, colors, and graphics

Familiar, flexible interface

Help improve your employees' productivity and reduce training with a familiar, intuitive interface that is highly customizable and optimized for touch:

The touchscreen includes timely customer information such as purchase history and customer information.
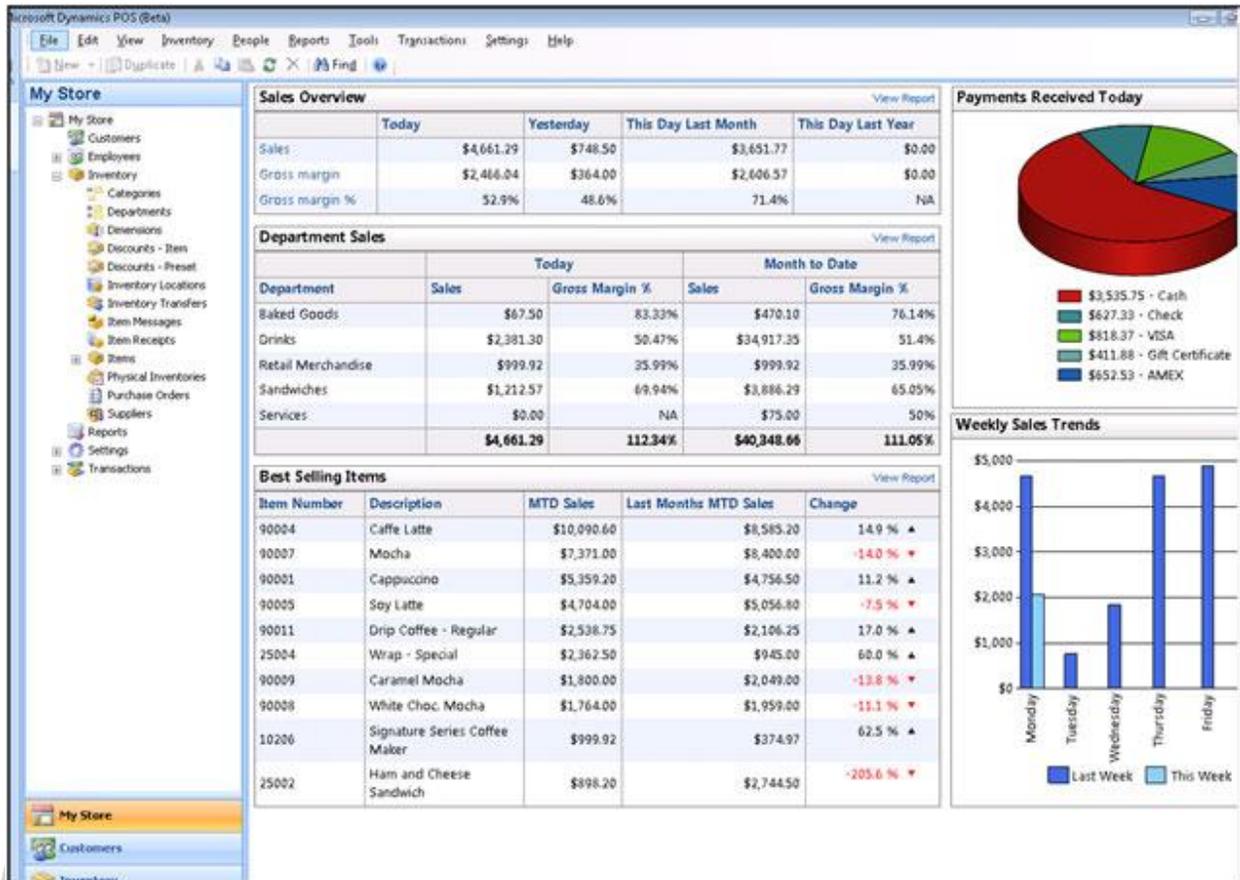
Easily customize views and functions for specific roles and employees.

- Reduce training time and increase productivity with software that looks and feels like other Microsoft products and technologies, including Microsoft Office, Windows Vista, and Windows SharePoint Services.

- A graphical user interface and touchscreens make it easy to enter sales transactions—even the first time an employee uses the system—giving your employees more time to serve customers accurately and efficiently.

- Sales people can serve customers more effectively with easy navigation and quick access to information and processes.

- On-the-job support is at employees' fingertips with built-in access to training tutorials and Help.

- Your employees can individualize their user experience based on their own user preferences and work styles.

Your employees can also take advantage of the most up-to-date hardware. Connect to a wide range of devices, including printers, magnetic swipe readers (MSRs), PIN pads, scanners, cash drawers, scales, and line displays with support for industry standards such as OLE for Retail POS (OPOS) and Microsoft POS for .NET.

Microsoft Dynamics POS 2009 helps integrate your retail store operations

Microsoft Dynamics POS 2009 helps you integrate business information and supply chain processes at the point of sale.

Fits with your systems

Whether your business is one or two stores or a retail chain, Microsoft Dynamics POS 2009 helps you integrate store operations, business information, and processes.

- Integrate planning, organization, execution, and follow-up for all supply chain flows—including goods flows that commonly occur in centrally managed retail chains.

- Manage inventory levels at all stores from the back office and establish centralized rules for specific stores to guide ordering, replenishment, and stock management.

- Efficiently track orders, prepayments, invoices, and cash payments by controlling and administering cash registers from a single location.

Works with your existing software

Microsoft Dynamics POS 2009 works smoothly with other Microsoft business products you already use for improved information sharing and reduced total cost of ownership (TCO).

- Work easily from within your business management solution with familiar Microsoft Office applications, including Microsoft Office Excel, Word, and Outlook for efficient data analysis and communications.

- Maximize the potential of other Microsoft technologies such as Microsoft SQL Server, Microsoft SQL Server Express, the Windows operating system, and Windows SharePoint Services to manage data more effectively, enhance reporting and analytics capabilities, facilitate collaboration, and strengthen security.

- Integrate easily with other ERP or financial management software, including Microsoft Dynamics AX, Microsoft Dynamics NAV, and Microsoft Dynamics GP.

- Take advantage of industry-standard technologies—including XML, FTP, HTTP, OPOS (OLE for Retail Point of Sale), and Microsoft POS for .NET—so you can connect easily to other third-party, line-of-business software and devices and increase information sharing across your business.

Microsoft Dynamics POS 2009 retail inventory management and reporting

Fundamental to your retail business's success is your ability to manage and report on your inventory. With Microsoft Dynamics POS 2009, you get advanced and effective inventory management and reporting tools. With these tools, you can

- Access, analyze, and share current, detailed data across your entire business—including multiple store locations—with a wide range of flexible reports.

- Take advantage of Microsoft SQL Server Reporting Services to create ad-hoc, easy-to-use reports to share across your organization as well as advanced reporting options, such as inline search, reporting across multiple datasets, and data export to Microsoft Office Excel or Adobe Acrobat.

- Use a powerful search capability to bring valuable reports and inventory data to the cashier view for enhanced productivity and customer service.

- Schedule replenishment precisely and fill demand to meet individual store needs with visibility into current inventory and your supply chain.

- Help achieve higher inventory turns and gross margin return on investment (GMROI) while you reduce costs in the supply chain by managing inventory detail. Filter item data by using groups of characteristics such as style, color, and size, and make changes in real time to inventory levels, pricing, and discounts

- Connect sales information to your supply chain for more efficient management of product life cycles by using integrated processes that help you optimize stock levels at stores and distribution centers.