

Visual Dolphin

VD Retail POS System

Frequently Asked Questions about
Visual Dolphin POS system

FAQ about Visual Dolphin Retail POS

	Questions	Comments
1	<ul style="list-style-type: none"> - Does the system handle consignment stock tracking and differentiation? - Does it produce sales out reports for consignment stock? 	<p>Consigned stocks are items that belong to the Supplier but are stored in the showrooms. On a periodical basis, stock taking on consigned items takes place; the difference with previous quantity is invoiced and becomes due to the supplier.</p> <p>In Visual Dolphin, it starts by :</p> <ol style="list-style-type: none"> 1. Identifying an item as consigned item from Stock master for not mixing its value with the inventory valuation 2. When placing purchase orders to a supplier, the system classifies the consigned purchases under a different ledger for not affecting the payable account. 3. For sales, a specific report shows the consigned sales done during a specific period, listing the cost of sales per item. 4. Many other reports offer the possibility of showing or not the consigned goods.
2	<p>How can we handle item bundling while keeping stocks independent and bundle at customer's request?</p>	<p>Visual Dolphin offers many options related to the "on the fly bundling":</p> <ol style="list-style-type: none"> 1. By using the "kit feature": One fictive item containing several components based on predefined recipe (for example: computer, mouse, keyboards etc...) is created. Items or components remain independent in stock, till they are invoiced. At the invoice level, they will look as one single bundle with one sales price. 2. By creating a "manual" kit item: Items that can be sold as one global item are regrouped while issuing the invoice. (without using the predefined kit) 3. By using the Promotion: Pay for that item and get another item or accessory for free or at a discounted price. <p>NB: In all the cases above, sales statistics will show the detailed items figures and not the bundles.</p> <p>Visual Dolphin offers another possibility to handle bundles which is the real bundling using the assembly system. In this case, new items are being created, grouping others. These later will be removed from the inventory and the quantity of bundle increases based on the number of bundles done.</p>

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3	How does the system support gift voucher issuance and validations?	Handling gift voucher is possible. The system allows receipt of gift voucher with full security by matching unique serial numbers for each voucher. It also allows the issuance of gift vouchers at the following occasions: Client returning goods or client purchasing gift vouchers (such as wedding lists...)
4	<ul style="list-style-type: none"> - How does the system support and reports various modes of payment (Cash, Visa, Master, Diner, Amex, Gift Voucher, third-party Gift Voucher etc)? - How does it record the payment in the financials so that accounts department can follow-up for payment? 	<p>Visual Dolphin Retail POS supports unlimited modes of payment and allows the combination of several Modes Of Payment & currencies during the collection stage. A client can pay part of the invoice in cash, and the remaining by credit card. In addition, payment on account is allowed for customers having credit facilities.</p> <p>Depending on the mode of payment entered, specific information has to be completed, like the credit card number or the check number and other related info.</p> <p>Posting to accounting is defined by Outlet & by mode of payment (since an account number is assigned for each mode of payment)</p>
5	- Does it generate credit notes for goods returned by a customer and how the VAT/Tax is affected?	<p>The client can be credited for the returned goods by any mode of payment or a refund voucher which is generated by the POS with a sequential number and the refund amount. VAT is automatically included in the invoice. The invoice prints the gross and vat amounts.</p> <p>A returned good will return the VAT at the same time. A report displays the sales of the day, splitting the net amount and the VAT amount (at the level of each invoice).</p>
6	How Visual Dolphin calculates the stock ageing?	<p>The stock ageing is calculated based on the date of stock entry, and never based on the transfer of goods between locations or outlets. This ageing is always global at the level of the company.</p> <p>Other functions and reports in Visual Dolphin display the slow moving items/stagnation within one outlet.</p>
7	Does the system generate tax payable reports?	Sure. As described in point (5), this sales of the day report shows the VAT amount at the level of each invoice issued from the system

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8	How does the system manage the discounts? What if discounts are only applicable for loyalty card holders?	The system handles loyalty programs, including special discounts predefined at the level of each customer depending on his program categorization (for example, gold, silver, bronze...). Other advantages and discount schemes may be preset within loyalty rules & regulations.
9	How does the system handle promotions?	Visual Dolphin supports many complex formulas allowing promotions by discounts, free, or amount values. They are based on Items purchased, families, brands or model numbers; all combined together: For example; Buy two items and get the third one free OR buy one and get any accessory at 50%...
10	Considering a multi-outlets operation, how does the system manage labels printing and price list tagging?	Labels can be printed with Visual Dolphin in different ways. It can print small or shelf labels with price or without, including item description, bar code... Quantity of printed labels can be based on available Qty in stock, the Purchased/Received Qty or the qty transferred/planned to be transferred to a specific outlet... Selling prices & price lists can be prepared and saved in Visual Dolphin ahead of time, to be activated at a specific date (For example, starting at the sales period...)
11	Is it possible to change globally items price lists?	Visual Dolphin has a friendly and flexible way to review price lists. The "Price List Generator" provides global price review according to various criteria: - Increasing/decreasing Percentage based on last purchase price, - average cost, - previous price list, - currency rate correction... Prices can be also amended manually to affect specifically items related to a family, brand, model, or supplier. Reviewed prices are rounded based on predefined rounding rules.

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12	<ul style="list-style-type: none"> - How are bundled products sales reported on sales reports? - How does the system allocate the cost of bundled products? 	<p>Depending on the type of bundles:</p> <ol style="list-style-type: none"> 1. On the fly bundles (where inventory of components is kept independent): statistics are generated for the components items and not the bundle; selling prices of items are set as per the kit's definition, where the user defines the contribution of each item out of the kit's selling price. 2. Bundles using assembly: Assembly is like manufacturing new items out of others. The cost of the bundle is equal to the total cost of the components. Statistics will be at the level of the bundle and not of the components. This is like manufacturing, where the sales analysis does not consider the sales of the raw material.
13	How many types of invoice series Visual Dolphin supports?	Visual Dolphin supports an unlimited number of invoice types; but all would comply with one serial number for an invoice type.
14	Does the system reset the invoice sequential number each location separately?	<p>Invoice numbers are sequential; they are not reset to zero at each month start and even not at the beginning of a year. Invoices sequentiality is endless.</p> <p>However, depending on the connectivity mode (between head office & stores), different series of invoice numbers can be set by outlet (when using the data replication mode) or one unique sequence shared by all the outlets (when outlets are online with the head office).</p> <p>NB: In the coming release, even if connectivity is online, there will be a possibility to set different sequences by store.</p>
15	Does the system manage non stock invoice, like labor cost of Service Center?	<p>Sure. It can generate invoices with non stock items such as transportation, delivery, repair, maintenance...</p> <p>In addition, when generating invoices, the operator could amend the selling prices manually even if his security privileges do not allow him to change prices of normal stock items.</p>
16	Does the system produce statistics per POS summary by invoice type?	Yes, among many other reports and bordereaux.
17	Does the sale return function only accessible to authorized users?	It is related to the user's privileges; a manager of a showroom could have access to the function while an operator has no access at all

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18	How are the sales commissions calculated?	<p>Visual Dolphin has currently a salesmen commission module that calculates the commission according to percentages of billing defined by family of items or by brand and based by achieved target.</p> <p>However, it is very common that the commission calculation is customized based on client requirements.</p>
19	Does the POS record the cash collected and change given as a normal POS function?	Sure it does. It supports multi-payment modes, multi currencies with specific exchange rates, and tracks all cash movement including collection and return or refund.
20	Can Invoices be generated in the name of the person buying the goods or services?	<p>Visual Dolphin offers two possibilities to assign the client while issuing sales transaction:</p> <ol style="list-style-type: none"> 1. Manage client information in a table and select the client name or swap his client card while issuing the invoice. 2. Enter the customer name while billing (just informative, it shows while printing the invoice, without creating a record in the client database). <p>NB: In the 1st case, information related to customers provide decision makers with valuable tool for CRM (direct marketing, e-mails, SMS..) and flexibility in managing loyalty programs...</p>
21	Is it possible to book items from a POS?	<p>Advance booking of items is possible:</p> <ol style="list-style-type: none"> 1. By issuing & printing a quotation from the POS system 2. By issuing a sales order from the system back office.
22	How does the system handle "Payment against Delivery" when offering free home delivery?	<ol style="list-style-type: none"> 1. Payment at home delivery is possible either by issuing a manual receipt or by entering the collected amount on a Hand Held Terminal (PDA...). However, invoices should have been issued in advance with the goods ordered (including client address). On the system, the collection is being virtually done against a temporary account. At the end of day, the amounts collected are reconciled with the temporary account to close the collection. 2. Another possibility is to use the back office sales, where orders are stored in the sales order, and upon delivery of the good, vouching takes place by invoice, confirming the delivery and creating the invoice. It is followed by an official receipt that has to be entered as settlement of client account. <p>NB: An order entry for home delivery, through a call center is currently under development...</p>

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23	What are the sales analysis reports provided by the system?	Several statistical & analysis reports are available. In addition, the graphical Business Intelligence tool provides a multi-dimensional analysis of the institution data.
24	What are the CRM facilities offered by the system?	<ul style="list-style-type: none"> - Fast & easy entry of name, address, payment terms, phone numbers, standard discounts, family information...Additional user defined fields (for a better identification of the customers) may be created... - A practical view (within the client screen) of the previous invoices, history of items purchased with prices, or statement of account.
25	Does the system allows Invoices on hold?	The invoice holding facility is available in Visual Dolphin. At end of day closing, the system identifies all pending invoices (forgotten) that are required to be deleted, prior to proceeding with the closing.
26	Is it possible to launch promotions per dates?	The system allows the entry of predefined price lists (in advance), triggered by a timer that makes them active between two dates at specific hours.
27	How does the system handle and monitor goods transfers to outlets?	<p>Visual Dolphin offers many ways for transferring goods between main warehouses and stores:</p> <ol style="list-style-type: none"> 1. Normal transfer between warehouses 2. Transfer out followed by a transfer In 3. Request for transfer: friendly tool with workflow where the employee of the outlet requires some items or automatically refills the sold quantities. The order is electronically approved by the store manager, then goes to the warehouse for dispatching, and comes back to the store for approval of receipt (fully online workflow process) 4. Grid view on one screen of quantities, in all outlets, for all selected items: practical way to move quantities from main store to outlets. Upon confirmation, several transfer orders are generated at one time.



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