



*Dolphin Solutions FZ-LLC is a financial management systems software development firm. It specializes in ERP systems and gets into customization and custom made projects. The company boasts a team of 80 team members (all specialized in systems integration).*

*More than 7000 customers, Dolphin Solutions offers a comprehensive range of solutions catering to the administration and finance departments needs and aiming at increasing productivity, lowering risks and enhancing administrative efficiency.*

*Since 1985, Dolphin Solutions has been developing and delivering financial management systems that transform traditionally static, administrative functions into a dynamic part of the corporate decision making process. By providing the tools necessary to manage their system, Software Design contributes efficiently to its customers' strategic business objectives.*

# Visual Dolphin Retail –Functionalities & Core Features

## Visual Dolphin Retail: **The All-in-One Retail Solution**

Take your retail business to the next level with a **powerful, fully integrated system** that does it all. No need for multiple tools or patchwork solutions — everything you need is right here, under one solution.

### - Retail's key Features:

- Monitor real-time your retail activity by controlling the stock on hand and your sales position in each outlet.
- Basic promotion, as part of the selling price: initial price, disc perc & revised disc price.
- Prices can be defined either as tax-inclusive or tax-exclusive. In the latter case, Dolphin Retail automatically separates the sales amount (the company's revenue) from the VAT amount
- Advanced Pricing – Multiple price lists and pricing strategies:
  - Per location
  - Per period
  - By client category (Silver/platinum...)
  - By sales channel (Retail, Export, Distribution sales
  - ....
- Promotions & Discounts: Supports complex formulas:
  - Buy X (qty base) & Get Y, related to specific category of products or specific SKUs.
  - Quantity-Based Discounts
  - Invoice total based offers
  - Linked to different dimensions (Skus, category, brand...)
- Supports:
  - Gift Vouchers Management & redemption
    - Customers sales quarterly or specific period
    - Manual import related to Mall gift vouchers
  - Cash back Vouchers
  - Promo Discount Codes with Expiry
  - Supplier Amount rebate on specific products
- Loyalty Programs
  - Customization rewards system: Points calculation & redemption
  - Integration with third-party loyalty program
  - Silver customer :X2 during a period
- Shift Management / End of day report / DSR /

Dolphin retail defines shifts (at least once a day but could be twice or more). Each invoice is assigned to a shift. At the change of shift, in each store, there is a close shift consisting of counting the amount of cash in each point-of-sale machine, followed by a shift opening (which records the amount of cash left in each POS drawer)
- Multiple Payments Mode & support Multiple currencies

Multiple modes of payment, such as cash, check, credit card, credit note voucher, redeemed, points, give voucher.

For some selective customers the invoice may be left an account (unpaid by debiting his account) In such case, a credit control applies.

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- **Return policy management** – handle product returns within a defined period (e.g., 7 days)

Users may be restricted to a return on a specific invoice only or may have the freedom to just replace items (without any reference to previous invoice number).

The return policy may be the decision to not return cash or refund a credit cards, but give the customer a credit note voucher that he can redeem later

Invoices may be printed or be paperless (directly sent to the customer by email)

The Mode of Payment may also done through the redemption of a party loyalty card. The MOP applies the redemption through an API connected with the 3rd party.

- Quick way to define a new customer

Defining a customer to an invoice may be done by entering his name, or his phone number or his email. Also, it may be by swiping his card (loyalty card), searching by birthday & month.

- Link securely, using different connection scenarios, your remote retail locations to the head office.
- Seamlessly and instantly change configurations so you can react to any change in environment; sidewalk sales, promotions, special price scenarios...

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- **Inventory & stock Control**

- Smart Inventory: Min/Max Stock Levels,
- Replenishment: Support your merchandising cycle by planning your replenishment process to avoid items shortage or over stocking.
- Multiple Unit of Measurement – Automatic conversions for simple stock handling
- Serial Number Tracking & Warranty – Full visibility with after-sales support for electronics, home appliances and warranties.
- Expiry / Lot Batch Tracking & Management
- Manage items by Size & Color for fashion and garments stores
- Kit Item handling/ Bundles Items.
- Multi Location Management
- Consignment Management Buying / Selling
- Display Items & Back-to-Back Orders Management
- Pre-booking for items Launched
- Differed delivery Management for bulky or large items
- Booking from another Store
- Stock under review
- Warranty Management / Service Center Management – Handle repairs and warranties with ease

- **Mobility & Business Intelligence**

- Automated Alerts & Notifications
  - Stay proactive with end of day emails related
    - End of day sales reports across all stores (DAS)
    - Expired or near-expiry products
    - Min Stock Level Breaches
    - Customer Outstanding dues & Credit limit
- QuantoDOR: Mobile App for salesman on real-time product's availability across all locations / Printing Labels.
- Real-Time Dashboards & BI tools:
  - Interactive dashboards & Drilldown: Analyze your sales activity performance using powerful, flexible and multi-criteria reporting and graphical analysis.
  - Custom KPIs
  - Analysis per store, per hour, per day, per item, brands...

- **Integrations**

- Third Party Loyalty Program Online Store
- Mall Sales reporting solutions
- E-commerce Platforms: Noon/ Amazon
- Custom Websites
- Electronic shelving Labeling
- ....

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**One system. One solution. One Platform.**

**Visual Dolphin Retail** is seamlessly integrated with the **Visual Dolphin ERP, Visual Dolphin Service center and** can also interface with any third-party ERP system.

<https://sd-lb.com/visual-dolphin-retail-sales/>



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