



**Version 11** of Counter Intelligence continues to be rolled out into the user base with Version 2009 now being supported at a maintenance level. All new enhancements will be applied to Version 11.

Version 11 moves forward on a modern .net platform and Counter Intelligence POS moves to a SQL Localdb database which overcomes the previous limit of 1GB at POS. Now you can carry all of your images at POS!

We are aware of some users still operating on Version 4 of Counter Intelligence and we would encourage these users to move forward to the more robust SQL versions.

The upgrade to Version 11 requires doing an audit of your existing hardware and operating systems to ensure that they will comply with the requirements of the newer technology. The newer versioned software requires that the operating system is Windows 7 or above and any Windows XP PC's will need to be retired.



Our e-retailer product allows us to deliver a true omni channel solution to our retail customer base—the simplicity of using one product makes management so much easier—read about these features later in the newsletter.



Our Touchscreen application, CI Serve is now functionally equivalent to CI POS and if you prefer buttons for products then this is a very flexible option. CI Serve now allows emailing of receipts.



We have recently completed a cloud based reporting system called Kudos KPI and this allows key performance indicators to be displayed on your smartphone or ipad. We are offering a free one month trial of this product—if you like it, and we are sure you will then it will be

billed every 6 months as part of your support contract fees at the rate of \$75 per user. The product has been on trial with a number of sites during March and it appears to be an addictive app!



Cloud computing is on trend—if you wish to be in the cloud then Kudos can engineer this through a choice of providers including Amazon, Kudos, Onenet, Strata and Calnar. This then places the Counter Intelligence database and the application in one place on a Cloud Server.

Access is via a remote desktop connection which can be run on a MS Windows PC /Tablet or on a MAC. We strongly recommend that Counter Intelligence POS remain as a local application on your POS unit/PC to guarantee uptime and avoid complications with peripherals and EFTPOS.



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## Order Entry in Point of Sale

For those retailers who accept customer orders at Point of Sale this new function is ideal. A sale line may have a status of quote, order, picked or taken. A sale may contain a mixture of taken and ordered lines.

Rules can be applied for the minimum payment required – eg pay for the taken value, ordered value etc.

When the transaction completes the order is sent to the Counter Intelligence Office database where it may be reported on using new enquiry screens and reports.



Order Code	Order Date	Customer Code	Customer Name	Value	Status	Required
500007	28/03/2016	BELLA	Ms Anna Bell	\$12.30	Ordered	28/03/2016
500011	27/03/2015	SPEEDWAY	Mr George Murray	\$25.70	Ordered	27/03/2015
500012	27/03/2015	ALBERT	Mr Albert Anderson	\$125.91	Ordered	27/03/2015
500013	27/03/2015	CARRA	Ms Amber Carrington	\$367.09	Ordered	27/03/2015
500014	27/03/2015	CARRA	Ms Amber Carrington	\$99.45	Ordered	27/03/2015
500015	27/03/2015	ALZ	Mr George Murray	\$21.74	Ordered	27/03/2015
500016	27/03/2015	SPEEDWAY	Mr George Murray	\$81.39	Ordered	27/03/2015
500017	27/03/2015	SPEEDWAY	Mr George Murray	\$8.00	Ordered	27/03/2015
500018	28/03/2015	HARRY	Harry Hendon	\$1,700.81	Ordered	28/03/2015
500019	28/03/2015	HARRY	Harry Hendon	\$450.87	Ordered	28/03/2015
500020	28/03/2015	SPEEDWAY	Mr George Murray	\$47.83	Ordered	28/03/2015
500021	27/03/2015	BETTY	Betty Davis	\$204.42	Ordered	27/03/2015
500022	28/03/2015	SPEEDWAY	Mr George Murray	\$332.17	Ordered	28/03/2015
500023	28/03/2015	SPEEDWAY	Mr George Murray	\$74.13	Ordered	28/03/2015
500024	28/03/2015	SPEEDWAY	Mr George Murray	\$82.43	Ordered	28/03/2015
500025	28/03/2015	BELLA	Ms Anna Bell	\$12.30	Ordered	28/03/2015
500026	28/03/2015	CORRY	Mr Harold Corry	\$1,078.13	Ordered	28/03/2015
500027	28/03/2015	DAVID	Betty Davis	\$778.26	Ordered	28/03/2015
500028	28/03/2015	ANNIE	Ms Anna Bell	\$1,078.13	Ordered	28/03/2015
500029	28/03/2015	LEARN	Ms Leanne Henderson	\$1,078.13	Ordered	28/03/2015
500030	28/03/2015	LEARN	Ms Leanne Henderson	\$778.26	Ordered	28/03/2015
500031	28/03/2015	LEARN	Ms Leanne Henderson	\$1,078.13	Ordered	28/03/2015
500032	28/03/2015	LEARN	Ms Leanne Henderson	\$778.26	Ordered	28/03/2015
500033	28/03/2015	LEARN	Ms Leanne Henderson	\$1,078.13	Ordered	28/03/2015
500034	28/03/2015	LEARN	Ms Leanne Henderson	\$778.26	Ordered	28/03/2015
500035	28/03/2015	LEARN	Ms Leanne Henderson	\$1,078.13	Ordered	28/03/2015
500036	28/03/2015	LEARN	Ms Leanne Henderson	\$778.26	Ordered	28/03/2015
500037	28/03/2015	LEARN	Ms Leanne Henderson	\$1,078.13	Ordered	28/03/2015
500038	28/03/2015	LEARN	Ms Leanne Henderson	\$778.26	Ordered	28/03/2015
500039	28/03/2015	LEARN	Ms Leanne Henderson	\$1,078.13	Ordered	28/03/2015
500040	28/03/2015	LEARN	Ms Leanne Henderson	\$778.26	Ordered	28/03/2015
500041	28/03/2015	LEARN	Ms Leanne Henderson	\$1,078.13	Ordered	28/03/2015
500042	28/03/2015	LEARN	Ms Leanne Henderson	\$778.26	Ordered	28/03/2015
500043	28/03/2015	LEARN	Ms Leanne Henderson	\$1,078.13	Ordered	28/03/2015
500044	28/03/2015	LEARN	Ms Leanne Henderson	\$778.26	Ordered	28/03/2015
500045	28/03/2015	LEARN	Ms Leanne Henderson	\$1,078.13	Ordered	28/03/2015
500046	28/03/2015	LEARN	Ms Leanne Henderson	\$778.26	Ordered	28/03/2015
500047	28/03/2015	LEARN	Ms Leanne Henderson	\$1,078.13	Ordered	28/03/2015
500048	28/03/2015	LEARN	Ms Leanne Henderson	\$778.26	Ordered	28/03/2015
500049	28/03/2015	LEARN	Ms Leanne Henderson	\$1,078.13	Ordered	28/03/2015
500050	28/03/2015	LEARN	Ms Leanne Henderson	\$778.26	Ordered	28/03/2015
500051	28/03/2015	LEARN	Ms Leanne Henderson	\$1,078.13	Ordered	28/03/2015
500052	28/03/2015	LEARN	Ms Leanne Henderson	\$778.26	Ordered	28/03/2015
500053	28/03/2015	LEARN	Ms Leanne Henderson	\$1,078.13	Ordered	28/03/2015
500054	28/03/2015	LEARN	Ms Leanne Henderson	\$778.26	Ordered	28/03/2015
500055	28/03/2015	LEARN	Ms Leanne Henderson	\$1,078.13	Ordered	28/03/2015
500056	28/03/2015	LEARN	Ms Leanne Henderson	\$778.26	Ordered	28/03/2015
500057	28/03/2015	LEARN	Ms Leanne Henderson	\$1,078.13	Ordered	28/03/2015
500058	28/03/2015	LEARN	Ms Leanne Henderson	\$778.26	Ordered	28/03/2015
500059	28/03/2015	LEARN	Ms Leanne Henderson	\$1,078.13	Ordered	28/03/2015
500060	28/03/2015	LEARN	Ms Leanne Henderson	\$778.26	Ordered	28/03/2015
500061	28/03/2015	LEARN	Ms Leanne Henderson	\$1,078.13	Ordered	28/03/2015
500062	28/03/2015	LEARN	Ms Leanne Henderson	\$778.26	Ordered	28/03/2015
500063	28/03/2015	LEARN	Ms Leanne Henderson	\$1,078.13	Ordered	28/03/2015
500064	28/03/2015	LEARN	Ms Leanne Henderson	\$778.26	Ordered	28/03/2015
500065	28/03/2015	LEARN	Ms Leanne Henderson	\$1,078.13	Ordered	28/03/2015
500066	28/03/2015	LEARN	Ms Leanne Henderson	\$778.26	Ordered	28/03/2015
500067	28/03/2015	LEARN	Ms Leanne Henderson	\$1,078.13	Ordered	28/03/2015
500068	28/03/2015	LEARN	Ms Leanne Henderson	\$778.26	Ordered	28/03/2015
500069	28/03/2015	LEARN	Ms Leanne Henderson	\$1,078.13	Ordered	28/03/2015
500070	28/03/2015	LEARN	Ms Leanne Henderson	\$778.26	Ordered	28/03/2015
500071	28/03/2015	LEARN	Ms Leanne Henderson	\$1,078.13	Ordered	28/03/2015
500072	28/03/2015	LEARN	Ms Leanne Henderson	\$778.26	Ordered	28/03/2015
500073	28/03/2015	LEARN	Ms Leanne Henderson	\$1,078.13	Ordered	28/03/2015
500074	28/03/2015	LEARN	Ms Leanne Henderson	\$778.26	Ordered	28/03/2015
500075	28/03/2015	LEARN	Ms Leanne Henderson	\$1,078.13	Ordered	28/03/2015
500076	28/03/2015	LEARN	Ms Leanne Henderson	\$778.26	Ordered	28/03/2015
500077	28/03/2015	LEARN	Ms Leanne Henderson	\$1,078.13	Ordered	28/03/2015
500078	28/03/2015	LEARN	Ms Leanne Henderson	\$778.26	Ordered	28/03/2015
500079	28/03/2015	LEARN	Ms Leanne Henderson	\$1,078.13	Ordered	28/03/2015
500080	28/03/2015	LEARN	Ms Leanne Henderson	\$778.26	Ordered	28/03/2015
500081	28/03/2015	LEARN	Ms Leanne Henderson	\$1,078.13	Ordered	28/03/2015
500082	28/03/2015	LEARN	Ms Leanne Henderson	\$778.26	Ordered	28/03/2015
500083	28/03/2015	LEARN	Ms Leanne Henderson	\$1,078.13	Ordered	28/03/2015
500084	28/03/2015	LEARN	Ms Leanne Henderson	\$778.26	Ordered	28/03/2015
500085	28/03/2015	LEARN	Ms Leanne Henderson	\$1,078.13	Ordered	28/03/2015
500086	28/03/2015	LEARN	Ms Leanne Henderson	\$778.26	Ordered	28/03/2015
500087	28/03/2015	LEARN	Ms Leanne Henderson	\$1,078.13	Ordered	28/03/2015
500088	28/03/2015	LEARN	Ms Leanne Henderson	\$778.26	Ordered	28/03/2015
500089	28/03/2015	LEARN	Ms Leanne Henderson	\$1,078.13	Ordered	28/03/2015
500090	28/03/2015	LEARN	Ms Leanne Henderson	\$778.26	Ordered	28/03/2015
500091	28/03/2015	LEARN	Ms Leanne Henderson	\$1,078.13	Ordered	28/03/2015
500092	28/03/2015	LEARN	Ms Leanne Henderson	\$778.26	Ordered	28/03/2015
500093	28/03/2015	LEARN	Ms Leanne Henderson	\$1,078.13	Ordered	28/03/2015
500094	28/03/2015	LEARN	Ms Leanne Henderson	\$778.26	Ordered	28/03/2015
500095	28/03/2015	LEARN	Ms Leanne Henderson	\$1,078.13	Ordered	28/03/2015
500096	28/03/2015	LEARN	Ms Leanne Henderson	\$778.26	Ordered	28/03/2015
500097	28/03/2015	LEARN	Ms Leanne Henderson	\$1,078.13	Ordered	28/03/2015
500098	28/03/2015	LEARN	Ms Leanne Henderson	\$778.26	Ordered	28/03/2015
500099	28/03/2015	LEARN	Ms Leanne Henderson	\$1,078.13	Ordered	28/03/2015
500100	28/03/2015	LEARN	Ms Leanne Henderson	\$778.26	Ordered	28/03/2015

When the stock arrives and the customer wishes to come into store to pick up the item the original order can be retrieved from the Office database. The system will also handle the situation where remaining items are still on order. For those retailers wishing to despatch from a central warehouse the orders may be converted to invoices directly in Counter Intelligence office.

New designs for quotations, orders and invoices have been implemented—these now replicate those from Counter Intelligence Office.

## Customer Notes

Notes may be created and maintained to ease communication with your customers and internally. Against a customer you may press the Note tab and then key an action, and follow up date. A report at POS shows the actions to be followed up for the day.

Date	Note	Employee	Follow Up Date
20/04/2016	Called re uncollected layby. She said she would be in next Monday to pick up.	Sue	27/04/2016

## Sales history at POS

This has been extended to allow a nominated period for which you wish to retain transactions—from 6 to 60 months.

Alternating row shading colour in printed Customer Quotes, Orders and Invoices	6 months
Alternating row shading colour in Grid	6 months
Highlight colour in Grid	6 months
Purge POS sales history older than	12 months
Warehouse Branch to show in Search	6 months
Customer Invoice Note Prompt	12 months
Stock transfers performed with scanner	24 months
	36 months
	48 months
	60 months



A completely new promotions system is now available in Version 11 of Counter Intelligence. This allows multiple promotions which can be invoked or revoked right down to the time of day. A new promotion report is also available in the Interrogator menu.

- ✓ Multibuy / Mix 'n' Match
- Buy 1 and Get 1 at Discount
- Volume Pricing or Discount
- Giveaway

Counter Intelligence Office V11@ b329  
Licensed to: Beach Road

Page: 1  
Date: 27/04/2016  
Time: 4:07:05p.m.

Promotion Sales Report  
For promotion Fathers / Fathers Day between 1 Apr 2015, 1:53:15 and 31 Mar 2016, 1:53:15

Code	Description	Sales Qty	Sales Value	Margin %	Sales Value at Retail	Margin % at Retail
Region , Branch Ak/Auckland						
Group						
Group Shirts						
HELEVA Light Blue S	Heleval Mens Shirt Light Blue S	1	\$16.52	13.9%	\$25.22	43.6%
HELEVA Light Blue M	Heleval Mens Shirt Light Blue M	1	\$25.22	75.7%	\$25.22	75.7%
HELEVA Lime M	Heleval Mens Shirt Lime M	1	\$25.22	75.7%	\$25.22	75.7%
HELEVA Dark Blue 3XL	Heleval Mens Shirt Dark Blue 3XL	1	\$25.22	75.7%	\$25.22	75.7%
Total for Group Shirts						

### Goods in Transit

Version 11 introduces a goods in transit branch—in which any movements between stores (branches) are carried until they are acknowledged and receipted into the destination branch. This makes for more accurate stock on hand enquires and click and collect availability. Receipting at Point of Sale actually recalls the complete delivery from your CI Office database.



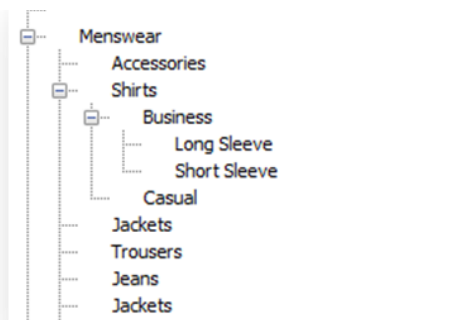
### Prompt Payment Discount/Apportion Freight Costs

A new option in inwards goods allows a prompt payment discount to be taken into cost of goods and also the ability to apportion the freight costs against the delivery and also factor this into cost of goods.

Branch Code	Branch Description	Stock Code	Stock Description	Quantity	Price	Discount %	Extension	Prompt Payment Discount
Ak	Auckland	WDZ7256	Diesel Baby Watch	5	\$116.59	0.00 %	\$582.95	\$29.15

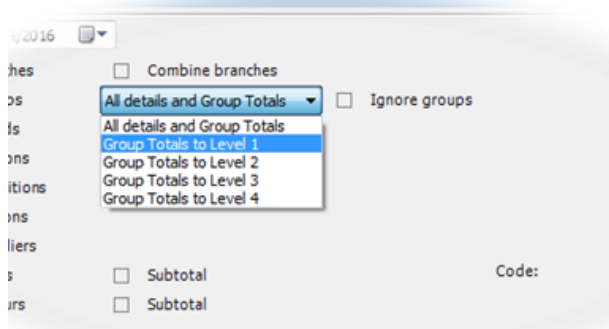
### Stock Groups Extended

The stock groups have been extended from the 2 level hierarchy to 4 levels. The sequence of reporting can also be changed by dragging the group code anywhere on the list



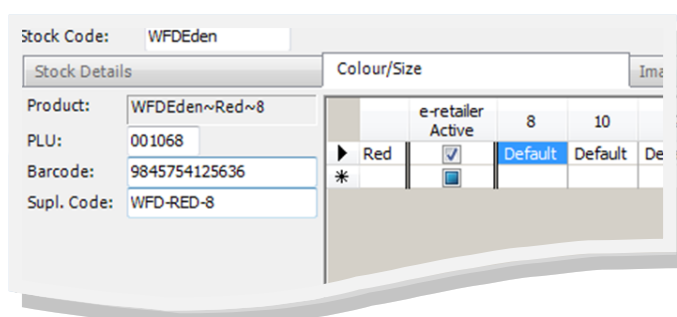
### Flexible Reporting

In the report selection screen you can now decide which of the 4 levels of stock group you would like to report to. This means you can obtain a concise report when you only wish to look at the totals.



### Suppliers code at Style/Colour/Size level

To ensure accurate re-ordering the suppliers code for the product is now able to be maintained at the style/colour/size level.

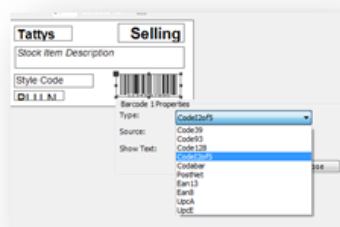


### Wider choice of barcode Symbology

The existing Interleaved 2 of 5 format is joined by EAN13, Code 39, 93, 128, Codabar, Postnet, EAN8, UPCA and UPCC.

We do recommend that you stay with Interleaved 2 of 5 because of its concise barcode. If you are selling to other retailers then they may prefer to have an EAN barcode—you will need to apply to GS1 to purchase blocks of codes.

The plu or barcode can now optionally be shown embedded into the base of the barcode.

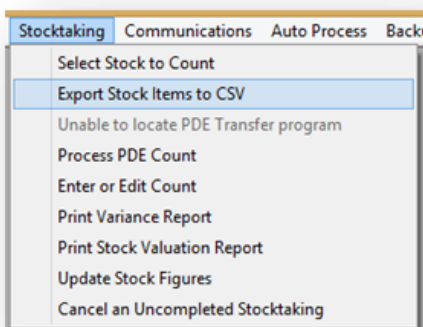


# Honeywell

## New Scanner Technology

During 2015 we introduced the Honeywell 5100 scanner which is a Windows CE touch screen device and this provides greater capability than the previous generation of scanners.

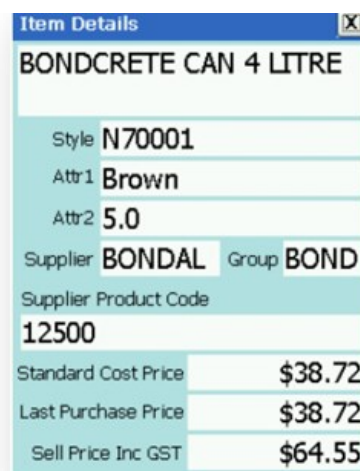
The Honeywell 5100 is capable of loading the stock details from your Counter Intelligence system and then using this for scanning validation for processes such as stock taking, price verification, branch transfers and loading inwards goods. This means that when you accidentally scan a manufacturers barcode instead of your own PLU barcode then it will audibly alarm you that the barcode does not exist on your database. This then saves time during the stocktake reconciliation stage as you are not having to go back to identify mis-scanned items



A new feature in Counter Intelligence allows you to export your database to a CSV file which is then uploaded to the device.

Barcode	PLU
Description	Style Code
Supplier	Stock Group
Supplier Product Code	Selling Price Inc GST
Stand Cost Price	Last Purchase Price

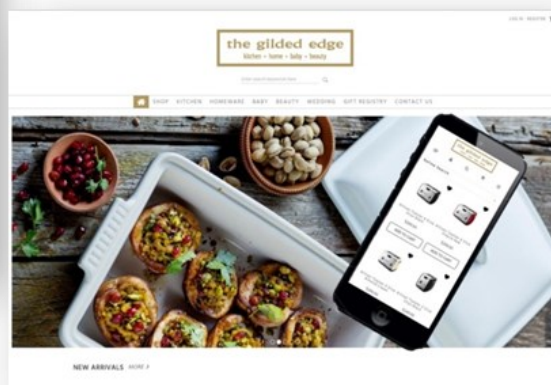
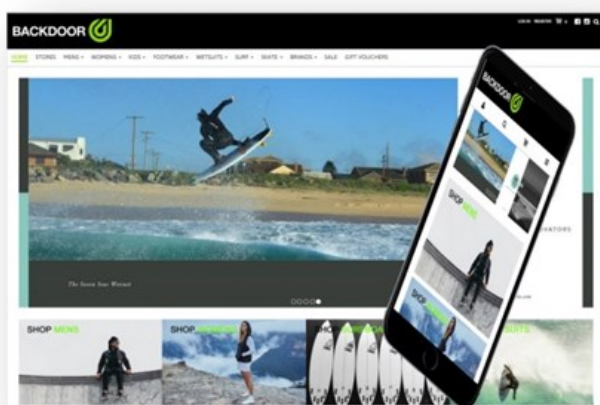
This data can then be displayed on the device:







Omni-Channel marketing – the future of retail. Many of our Counter Intelligence users run their webstore through Kudos e-retailer. The integration is so simple with the ability to maintain all of the website product attributes within Counter Intelligence. This makes the stock common and accessible between the systems the same as customers and loyalty points. In an upcoming release we will also have gift vouchers being able to be purchased and redeemed instore or on-line.



All new sites are being built on our fully responsive platform. With Google now penalising those sites which are not mobile friendly it is important that you are on a framework like e-retailer that scales to all devices.



During the last year we have implemented many new features into e-retailer including an integrated blog. This will assist with your SEO as all traffic will be coming to your main URL



**Businesses who regularly blog get 55% more website visitors than those who don't blog!**



**Cart Abandonment** – a reporting dashboard on abandonment has been introduced with a sequence of follow up emails to endeavour to turn the abandoned cart into a sale.

[Overview](#) [Sent to](#) [Opened](#) [Clicked](#) [Recovered](#) [Unsubscribed](#)

4 Abandoned Carts

\$2,753.90 Abandoned Carts Value

4 Abandoned at Checkout

\$2,753.90 Abandoned Value at Checkout


Abandoned Cart Rate at Checkout 100%

Open rate 0% Click rate 0%

Recover rate 0% Unsubscribe rate 0%

**Collectives** – where a product comes in various packaging and sizes and where these products are carried as single stock items in Counter Intelligence. In this example dog food comes in a 3kg or 7kg bag but can be shown together on the web site so that a customer can make a comparison and view the cost per kilo.

Home > Categories > Dog Food > Eukanuba Small Puppy Food 3Kg



**\$ 39.95**

☆☆☆☆☆ Be the first to write a review.

Code: EUKP3KG



Eukanuba Small Breed Puppy Food

Small breed puppies burn more calories and need more energy per kilogram of body weight than larger breed puppies. This Eukanuba diet delivers The optimal levels of protein, fat and carbohydrates to meet that need. It provides all important vitamins and minerals necessary for optimal growth. Contains high-quality ingredients and high levels of animal-based protein, with chicken as the number one source.

Price: **\$ 39.95 - \$ 79.95**

Availability: **As Seen on TV**

Please make your selections.

ITEM	\$ PER	PRICE	QTY
 3	\$ 13.32	\$ 39.95	<input type="text" value="0"/>
 7.5	\$ 10.66	\$ 79.95	<input type="text" value="0"/>
<b>Total</b>		<b>\$ 0.00</b>	0 Items

If you are interested in finding out more about the new features in e-retailer these are documented in the e-retailer newsletters which can be found under the support option on our website – [kudos.co.nz](http://kudos.co.nz)





## Kudos KPI Cloud Reporting

Kudos KPI – a cloud based utility that provides access to critical management information on mobile devices such as ipad/tablet and smartphone.

Just like your POS systems talk to your Counter Intelligence Office system so does Kudos KPI providing you with easy access 24/7.



### On the spot stock information

Do we have stock of an item the customer asks? – don't break the conversation to go to a physical POS unit to find out - use an ipad/tablet or smartphone on the sales floor to make a quick enquiry on



### Exceptional Customer Service

Look up customer buying history when interacting with them on the sales floor – what did they purchase last time, preferences sizes etc.

### Drive your business through the dashboard

- ◆ Top 5 Stock Groups
- ◆ Sales performance by hour
- ◆ Sales performance by period
- ◆ Salespersons Statistics

