

# Kudos Newsletter

April 2014

## CI Serve Released.



In 2013 we released CI Serve to the market place and this has been proving popular in many retail sectors. Ultimately this will replace the conventional Counter Intelligence POS. Written in the very latest CI Serve takes the

look and feel of Point of Sale to a whole new level by introducing "Swipe" or "gesture" technology to the Point of Sale marketplace.

Many users are now accustomed to swiping their smartphone or iPad to view extended pages and this same concept is available in CI Serve. By being able to "page" to another screen means that many more products can be viewed on one layer avoiding having to drill down through multiple layers. Of course the traditional method of "drill down" through menu layers is still provided for with no limitation on the levels that you can drill to. Also "pop-up" screens may be designed to add another selection level.



Built using the very latest Microsoft Windows Presentation Foundation(WPF) language CI Serve has been designed to deliver a fast and highly responsive interface even in the most intense graphic button presentation. Microsoft WPF is designed to render images to screen exceptionally fast and overcomes the time



Code	Description	Qty	Price	Discount
10070	Speaker - Blue	1	\$49.95	
10078	Typewriter - USB	1	\$199.00	
10033	Beatles Cup	1	\$29.95	
10033	3D Bag	1	\$49.00	
10070	Speaker - Blue	1	\$49.95	
10036	Caravan	1	\$39.95	
10080	Vespa Mug	1	\$19.95	
10040	Bed House 1	1	\$39.95	
10034	Ben Sherman Wallet 1	1	\$39.95	

Total: \$517.65

Buttons: Gifts, Games, Cafe, Discount, Hold Sale, Layby, Customer, Other, Print Receipt

Payment keypad: 7, 8, 9, 4, 5, 6, 1, 2, 3, 0, ., +, CLR, Void, Void All, Logout, Setup

CI Serve logo

Wed, Apr 30  
Salesperson: Gabby

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Counter  
Intelligence  
**Serve**

## CI Serve continued .....

The screen layout of CI Serve will dynamically re-size to suit the size and characteristics of the screen it is running on or optionally the user may re-size it to their own particular needs. CI Serve has been designed from the ground up to provide infinite flexibility in the layout of the screens, the grids, the buttons and the functionality. This design functionality is available in the full version of the software which includes the Designer module.

A series of standard layouts and skins are available to suit most retail situations. You may then personalize your products to



Great flexibility is provided when searching for current or past transactions – where these can be viewed to screen and re-sorted – by simply clicking on the column heading – by salesperson, product, group, customer or supplier.

Date From: Friday, 2 May 2014 15 00 : 00  
Date To: Friday, 2 May 2014 15 23 : 59 Sales by Transaction

Time	Amount(\$)	Salesp	Discoun	PaymentType
May 2 2014 12:38PM	354.95	Jenny	0.00	Cash
May 2 2014 12:37PM	327.95	Debbie	0.00	Cash
May 2 2014 12:37PM	310.00	Debbie	0.00	Cash
May 2 2014 12:38PM	235.00	Jenny	-50.00	Cash
May 2 2014 12:37PM	227.90	Andrew	0.00	Cash
May 2 2014 12:34PM	194.90	Tami	0.00	Cash
May 2 2014 12:28PM	139.85	Tami	0.00	Cash
May 2 2014 12:25PM	118.90	Tami	0.00	Cash

Kudos  
12c Piermark Drive  
Albany  
Date 2/05/2014 12:25:37 p.m.  
Tax Invoice #102407  
Served by: Tami

Description	Unit	Qty
3D Bag	\$49.00	1
Beattles Cup	\$29.95	1
Ben Sherman Wallet 2	\$39.95	1

Total includ Payment C.  
GST included in total

A full customer side display allows the customer to view the sales lines as they are being entered together with an image of the product. Promotional or entertaining videos may be loaded in a default location and run unattended throughout the day.

CI Serve lends itself to being run on Touch based POS Terminals be they fixed or Tablet.

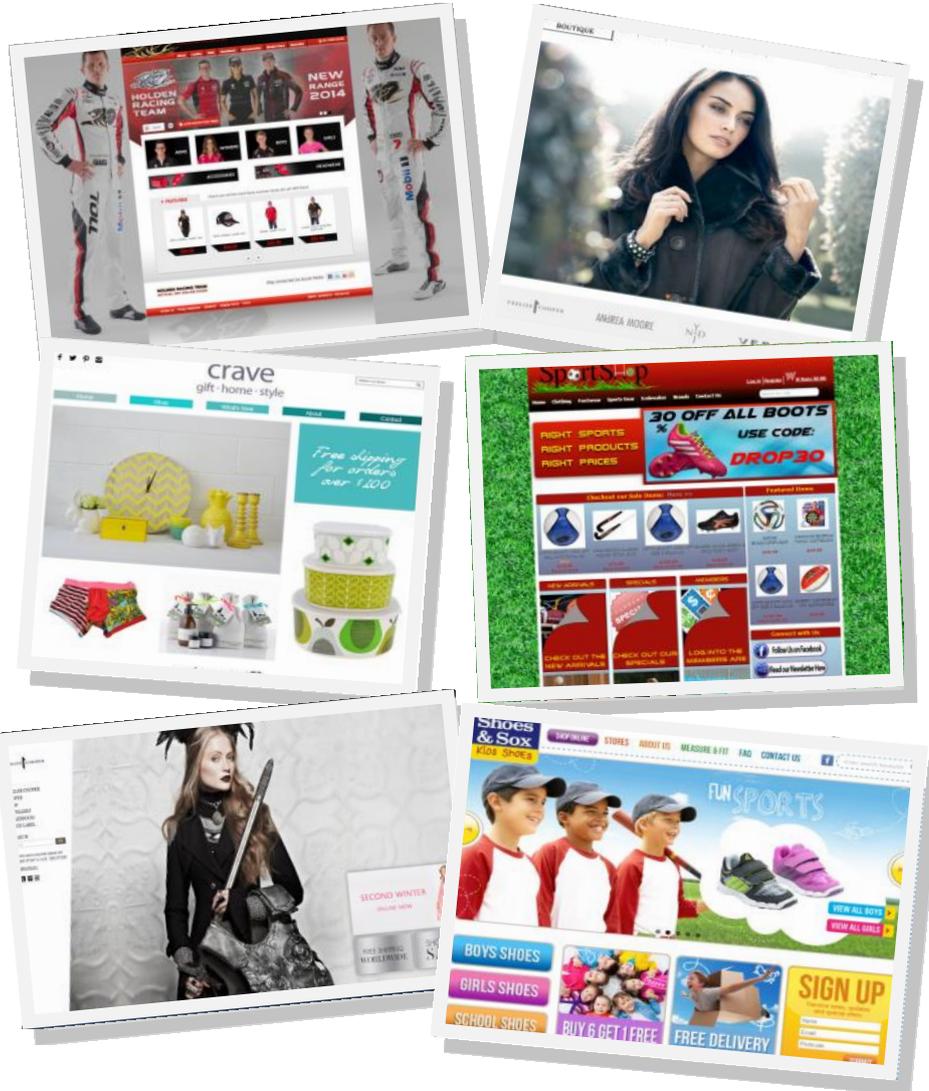
CI Serve is able to be used as a completely stand alone module or can be communicated to with "The Communicator" like any other conventional POS. This means if you have an in-store coffee bar you could use the Touch Screens in this area and normal PC's or tablets in your general POS area.





retailer

Customers love e-retailer



The success of e-retailer continues with it proving popular with many Counter Intelligence Users – having one system to manage your physical and online store is a “no brainer” – no awkward interfaces – customers are known and updated instantly no matter where they shop and stock reflects the now situation at each channel. Our customers are achieving great success over a wide diversity of retail sectors. We are constantly enhancing e-retailer and recent improvements include Click & Collect, Mouse Over Image, Quickview, Product Reviews, Gift Registry, Last Few/Selling Out, Mobile CSS, SEO Improvements, Wholesale Sales and Display Only option.

Joe, our in-house Designer would be pleased to assist and talk through your requirements.



Good bye to Windows XP

As you may be aware Windows XP officially went end of life on April 8<sup>th</sup>. This operating system is still used by 30% of the Windows Users worldwide so the transition from it will be progressive over the next twelve months.

The New Zealand banks are particularly concerned about the security risk associated with any XP connections on the EFTPOS network. If they are compromised there will be no fix coming from Microsoft to rectify it. So if you have integrated EFTPOS you are likely to be forced into a change. Because of the potential general security risk we would recommend that you make plans to upgrade. Given that the PC on which an operating system of this age is running is likely to be greater than 5 years old it will be better to replace it with a new PC typically with Windows 8.1.

If you wish to receive any advice then please contact the Help Desk.

New releases from HP



HP Retail Dock



HP Elite



HP RP7



HP Retail Jacket

Call for information on any of these new POS devices.

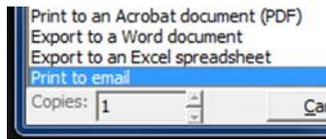
# Counter Intelligence

**Version 4** of Counter Intelligence has been in operation since 2007 and we are endeavouring to move users on to the newer SQL based versions of the software. These newer versions present a more robust and scalable Microsoft SQL database and use “The Communicator” which provides instant updating of the transactions. This is vital when running an online store so that the information is up to the moment at both channels.



The cost of upgrading past Version 4 involves a number of steps including an audit of hardware, pre-conversion test, conversion and then switching on the new features. Our support team have a white paper on the conversion and costs. The software change is provided free of charge as part of your support contract however there will be a charge for carrying out the work.

**Version 2009** of Counter Intelligence is now up to release 430 and includes many new enhancements. If you would like an upgrade please request this through the Help Desk. Upgrades to the system are continuously being done and recent improvements are:



The ability to email Purchase Orders, Quotes, Orders, Invoices and Statements from Counter Intelligence Office. Email appears as an option in the Print Box.

Customer Loyalty History at POS – in the Customer Loyalty screen there is a “history” button that allows you to view a selectable number of past purchases. This is great for customer interaction and researching/matching past sales and for warranty purposes. The history is accessed back to the main location of the database so does reflect sales from any POS or Store.

Branch Code	Branch Description	Employee	Date	Reference	Code	Description	Amount	Image
BB	Ponsonby	Paul	23 May 2011	CC000572	BRK11283	Resin Condiments Bowl Bwr	\$15.33	
BB	Ponsonby	Sue	22 May 2011	CC000559	Heinekain	Heinekain 375 ml	\$2.50	
BB	Ponsonby	Sue	17 Apr 2011	CC000504	OG Watch	D & G Watch	\$795.60	
BB	Ponsonby	Sue	20 Nov 2011	CC000429	SAW9738	Sabana Dress Black 10	\$250.00	
BB	Ponsonby	Sue	15 Oct 2012	CC000421	STELLA W	Stella Dress Black 8	\$225.00	
BB	Ponsonby	Sue	15 Oct 2012	CC000421	STELLA W	Stella Dress White 10	\$225.00	
BB	Ponsonby	Sue	28 Sep 2011	CC000419	ICSTKATN	Coke	\$9.20	

**Version 11** of Counter Intelligence has been released to a few sites and this moves the product away from Visual Basic 6 to Visual Basic.net which is a platform more aligned to today's environment. This means we have wider options moving forward like pushing Counter Intelligence into the Cloud as a browser based system. Any new major enhancements are being applied to this version and these include 4 levels of stock groups with the ability to drag and drop these to set the sequence in which they appear in reports. The 2 existing UDF fields have been extended to 4 meaning you can have more defined reporting in Counter Intelligence and more refined filtering in e-retailer. We are also nearing completion of the ability to enter customer orders at POS and have these saved back into the central database – where they could be recalled and completed at any store.

