

PRISM ERP

Retail Management Module

10

Core Modules

3

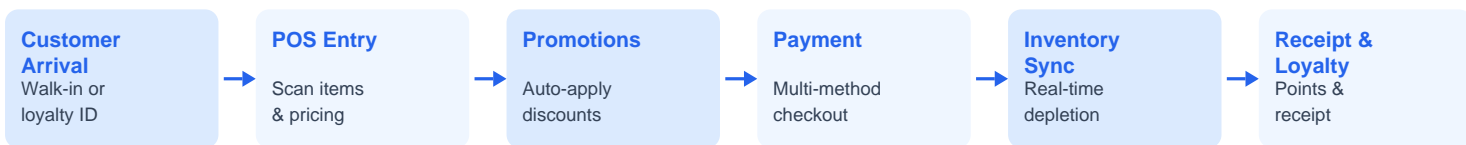
ISO Standards

8

Best Practices

An end-to-end retail management platform covering point-of-sale transactions, inventory control, customer loyalty, shift management, and multi-outlet analytics. Built to ISO 9001 and ISO/IEC 27001 standards with full financial and tax compliance. This document provides a comprehensive specification of all modules, operational best practices, ISO compliance clauses, and technical architecture layers.

RETAIL TRANSACTION LIFECYCLE



CORE FUNCTIONALITY — 10 MODULES

Point of Sale (POS) Interface

Intuitive, touch-optimized interface for rapid transaction processing with integrated support for multiple payment methods including cash, card, and digital wallets.

Retail Procurement

Specialized, high-speed workflows for Purchase Order (PO) entry, Goods Received Note (GRN) receipting, and supplier invoicing to keep shelves stocked.

Real-time Inventory Sync

Instant depletion of stock levels upon POS completion with automated synchronization across multiple retail locations for live availability accuracy.

Product & Price Management

Centralized management of retail pricing tiers, barcode generation, and product categorization enabling fast and accurate product lookup at the counter.

Customer Loyalty & CRM

Tracking of customer purchase history and preferences with management of loyalty points, reward tiers, and targeted discount programs.

Shift & Cash Management

Formalized shift opening and closing procedures with automated cash drawer reconciliation, blind count enforcement, and variance reporting.

Returns & Exchanges

Streamlined processing of retail returns with automated stock replenishment triggers and financial adjustment logic for accurate ledger entries.

Promotions & Discounts

Configurable rule-based engine for seasonal sales, bundle offers, buy-X-get-Y promotions, and customer-specific discount programs.

Multi-Outlet Reporting

Real-time analytics on daily sales, top-selling products, and profit margins per store location to support data-driven management decisions.

Inventory Replenishment

Automated generation of internal requisitions or purchase orders based on defined MinStockLevel thresholds to prevent stockouts of essential items.

OPERATIONAL BEST PRACTICES

01 End-of-Shift Reconciliation

Enforce a strict blind count policy for cashiers during shift closing to identify and resolve cash variances immediately at the point of occurrence.

03 Data-Driven Stocking

Utilize the Retail Analytics dashboard to prioritize floor space for Category A high-velocity products based on actual sales performance data.

05 Automated Replenishment

Shift from manual ordering to system-generated alerts based on MinStockLevel thresholds to prevent stockouts of essential items.

07 Mobile Management

Empower store managers with tablet access to real-time sales performance so they can make immediate adjustments to floor operations.

02 Immediate Inventory Receipting

Ensure all stock arrivals (GRNs) are posted in real-time so that the POS system reflects 100% accurate product availability at all times.

04 Proactive Loyalty Engagement

Leverage customer purchase history to create personalized marketing campaigns that drive repeat foot traffic and increase basket size.

06 Regular Barcode Audits

Periodically verify that physical shelf prices and labels match the system Price List to maintain customer trust and regulatory compliance.

08 Transaction Transparency

Always provide system-generated receipts and maintain a clear digital trail for every return or exchange to minimize shrinkage and disputes.

ISO STANDARDS & REGULATORY COMPLIANCE

ISO 9001:2015

Quality Management System

Clause 8.2 — Products & Services

Ensured through transparent pricing, clear product specifications, and structured sales workflows that define and meet customer requirements.

Clause 9.1.2 — Customer Satisfaction

Facilitated by the integrated loyalty system and formal customer feedback and return tracking workflows.

ISO/IEC 27001

Information Security Management

Data Protection

Secure handling of customer transaction data and payment information with restricted role-based access controls across all retail outlets.

Financial & Tax Compliance

Statutory Integrity

VAT / GST Compliance

Generation of VAT/GST compliant retail invoices and full audit trails that meet local commercial law requirements for every transaction.

Audit Trail

Complete digital records of all POS transactions, returns, discounts, and voids ensure traceability for financial and regulatory audits.

TECHNICAL ARCHITECTURE LAYERS

POS

Transaction Engine

Touch-optimized POS interface with multi-payment support, real-time pricing rules, and automatic promotion application at checkout.

STOCK

Inventory & Procurement

Live inventory sync across outlets, GRN receipting, barcode management, and MinStockLevel-driven automated replenishment workflows.

CRM

Customer & Loyalty Engine

Customer profile management, purchase history tracking, loyalty point accrual, and personalized promotion targeting for repeat engagement.

CASH

Shift & Cash Control

Structured shift open/close workflows with blind cash count enforcement, drawer reconciliation, and automated variance reporting.

COMPLIANCE

Financial & ISO Controls

VAT/GST-compliant invoice generation, complete audit trails for every transaction, and role-based access security per ISO/IEC 27001.

ANALYTICS

Multi-Outlet Reporting

Real-time dashboards for daily sales, top-seller rankings, margin analysis, and cross-store performance comparisons for management.