



## GEORGE'S HALL SUPA IGA

We would like to congratulate Rashid Kahn on the opening of his new store at George's Hall. The latest Supa IGA in NSW is running four lanes of IBM Self Checkout along with six lanes of Toshiba TEC Navkeys. From a security perspective, Rashid has installed 56 Bosch cameras running on March DVRs. The latest edition of the March POS Investigator software allows Rashid to receive email alerts for transactions that fall outside set parameters. Rashid has also installed GM Mobile, markdown label printing and a high speed label and talker printer in his back office. We wish Rashid every success with his new store.

### MORE NEW FEATURES

As mentioned in our Autumn newsletter, version 4.17 of Grocery Manager is now available for installation. In addition to this, we have now released Service Pack 2 which contains some further enhancements. Some of these features include a new markdown report, a financial interface with Quickbooks and the ability to exclude certain products from host changes amongst others. We have also included an interface with 'Rush'. This interface allows retailers to



#### ∴ Grocery Manager ∴

place orders and receive invoices with direct suppliers electronically. Given the amount of hours spent managing the paperwork associated with direct suppliers, Rush has the ability to improve the productivity of your back office immensely. These new enhancements are available to all maintenance paying customers.

## WA/NSW – STATE MANAGER CHANGES

We are pleased to announce that Dave Westhorpe has accepted the position of State Manager Western Australia in a fulltime capacity, effective from the 10th of January. Dave has done a fantastic job juggling both the NSW and WA State Manager positions for the last 12 months and I am certain his fulltime focus on the WA market will have a positive impact on Worldsmart Retail, suppliers and most importantly our customers. Dave will continue to manage the WA office from Sydney until his arrival in Perth in March. With Dave moving to WA, Michael De Vos has been promoted to the position of State Manager NSW. Michael has a fantastic understanding of the NSW market and a great rapport with our customers. We expect 2011 to be a big year for independent retailers in NSW and look forward to Michael growing our business during this period.

# PRODUCTS – GM MOBILE

The latest version of GM Mobile not only gives you the ability to produce markdown labels in combination with a wireless printer, it also contains more information allowing you to complete even more work on the floor. These additional fields include average daily/weekly sales, week to date and last week's sales, last 10 weeks sales/purchases, adjustment history, consolidated stock on hand, consolidated stock on order, your order pipeline, current and pending deals and specials, stock locations, product flags and unit of measure information. In addition to these enhancements you can now run multiple applications in parallel and complete all functions via the keypad if you do not want to use the touch screen.



# CCTV

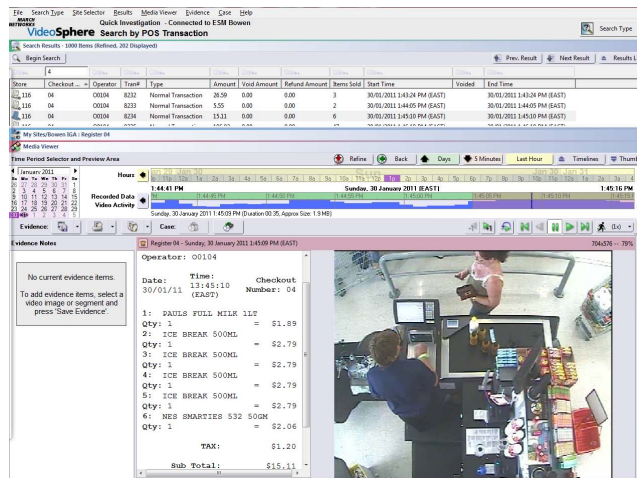
## Reduce Store Theft

March Networks, the leaders in CCTV hardware and software have now released Version R5. This new version of hardware and software will help retailers continue to decrease the amount of shrink taking place in their stores. New features include;

- 1. Notification** – Parameters can now be set within the software to notify retailers when a particular transaction takes place. For example, refunds over \$10, all markdowns and any transactions involving a particular product amongst others, can have email alerts sent directly to you. This approach will ensure issues are dealt with immediately and in a proactive, not reactive manner.
- 2. Monitoring** – Worldsmart are now able to remotely monitor the health of your CCTV system. Any hardware failures including both the DVR and cameras will automatically trigger a notification to our office for action.

**3. Expandability** – DVRs are now able to support a combination of digital and high definition IP cameras. This means we are able to run more cameras from the one DVR potentially reducing the overall cost of your CCTV system.

If you are not currently receiving any benefits from your existing CCTV system or are looking to upgrade please contact us for a demonstration.



# HINTS & Tips

## PROCESSING YOUR HOST FILE

Processing your host file is generally a weekly occurrence in all stores. Whilst this routine function helps keep your product file up to date it can cause issues from time to time. That is why we recommend your complete a 'backup' prior to processing your host file and also run the GP Exception Report after it has completed updating. Follow these steps;

- 1. Make sure Grocery Manager is closed on all clients and GM Mobile is not being used**
- 2. From the Grocery Manager main menu choose:**  
Option 9 - System Configuration  
Option 3 - Backup
- 3. Highlight PRE-HOST backup in the list of backups**
- 4. Click run (along the top menu bar) – and then click Backup**
- 5. Exit when completed**

Once you have completed processing your host file you should run your GP Exception Report to check for any pricing anomalies in your product file. Follow these steps;

- 1. From the Grocery Manager main menu choose:**  
Option 6 - Reports  
Option 4 - Management Reports  
Option 2 - GP Exception Report

Make sure that under the 'sort' heading you select 'Rank by GP%' as this will make the report easier to read.



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For more information on any products or stories in this newsletter, please contact your Account Manager or Worldsmart Retail on **1300 738 324**.

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