RetailTech Europe GmbH

Hamburg, Germany

EuroStyle POS Platform v3.5

Point of Sales System - Technical Documentation

Document Version: v2.1 | October 2024

Executive Summary

The EuroStyle POS Platform v3.5 provides comprehensive point-of-sale transaction processing across 47+ retail locations in 5 European markets. Our solution delivers real-time transaction processing, employee performance tracking, and perfect financial reconciliation with existing operational and finance systems.

System Capabilities

Feature	Specification
Daily Transactions	1,500+ transactions per day
Store Locations	47+ retail stores across Europe
Payment Methods	Card, Cash, Mobile, Contactless
VAT Compliance	Multi-country European VAT handling
Staff Integration	Connected to HR system for performance
Database Technology	ClickHouse Analytics Database
Real-time Processing	Sub-second transaction completion

Database Architecture

The POS database (eurostyle_pos) integrates seamlessly with the existing 4-database architecture, providing perfect cross-system revenue reconciliation and comprehensive business intelligence.

Core Database Tables

Table Name	Purpose	Key Features
transactions	Core POS transaction records	Real-time processing, VAT calculation
transaction_items	Line items for each sale	Product linking, discount tracking
payments	Payment method details	Split payments, PCI compliance
employee_assignments	Staff work assignments	Shift tracking, performance goals
discounts	Promotions and discounts	Campaign tracking, authorization
employee_shifts	Detailed shift management	Hours tracking, performance metrics

promotions	Marketing campaigns	Usage limits, revenue impact
store_daily_summaries	Daily performance aggregates	KPIs, operational context

European VAT Compliance

Our POS system automatically handles VAT calculations for all 5 European markets with country-specific tax rates and compliance requirements.

Country	VAT Rate	Preferred Payment Methods
Netherlands	21%	iDEAL (60%), Bancontact (25%), Cards (15%)
Germany	19%	EC-Karte (45%), Cash (30%), Credit Cards (25%)
France	20%	Carte Bancaire (50%), Cards (35%), Cash (15%)
Belgium	21%	Bancontact (55%), Maestro (25%), Cards (20%)
Luxembourg	17%	Credit Cards (60%), SEPA (25%), Cash (15%)

Integration Specifications

The POS system provides comprehensive integration capabilities with existing EuroStyle systems:

• **Operational Database**: Customer and product synchronization

• **Finance System**: Perfect revenue reconciliation with GL entries

• **HR System**: Employee performance tracking and shift management

• **Webshop Analytics**: Omnichannel customer behavior analysis

REST API Endpoints

Base URL: https://api.eurostyle-pos.com/v3.5/

• GET/POST /transactions/{transaction_id} - Transaction management

• GET /stores/{store_id}/daily-summary/{date} - Daily sales reports

• GET /employees/{employee_id}/performance - Staff performance metrics

• GET /stores/{store_id}/live-metrics - Real-time dashboard data

Security & Compliance

PCI DSS Compliance: All card data tokenized, no sensitive payment information stored.
GDPR Compliance: Customer consent tracking, right to erasure (30-day SLA).
Data Encryption: All personal and payment data encrypted at rest.
Access Controls: Role-based access with comprehensive audit trails.

Technical Support & Contact

RetailTech Europe GmbH
POS Systems Division
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Email: pos-support@retailtech-europe.com
Phone: +49 40 555 0456
Hours: 24/7 for critical POS issues

Service Level Agreement:

• Critical POS Down: 1 hour response

• Payment Issues: 30 minutes response

• Standard Issues: 8 hours response

• Enhancement Requests: 2 weeks delivery