

White Paper



Re-Imagination of Self- Procurement POS for Retail

Abstract

In retail enterprise billing system plays important role for not only smooth billing operation but also to satisfy customer experience. Every retail store tries to improve billing process speed to achieve a greater number of customers in noticeably short time and satisfy them by providing smooth service in minimal amount of time. Powerful POS application helps retail to maintain customer retention.

This paper discusses the reimagined POS application with some modern costumer centric features to achieve more customer satisfaction and simplicity for billing process. The paper takes you through the entire concept of new POS application and elaborate on the outcomes from proposed POS application.

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Introduction

In retail segment procurement is extremely critical part to manage retail operations. Almost all retails adopted digital technology for their day-to-day operations. Most of the retail facing customer satisfaction problems due to counter specific POS system. In this paper we examine how self-procurement is become more suitable for retail. Introduction of new self-procurement POS system will accelerate billing system along with satisfaction of customer.

Self-Procurement POS Application:-

Stage-1 :- Shopping

In retail store once customer is visited and login with his/her mobile POS application. He/she can be able to connect privately to the store hence data privacy of the store can be achieved and also due to private connection customer can able to see stock and just scan barcode he/she will be able to add articles in the shopping bucket. Application is helping customers to shop their favorite articles according to their previous shopping habits. Customer can choose their offers by self in application. Application maintains personal offers of each customer by this relationship with customer is maintained.

Outcomes:-

Customer can be able to shop securely with the help of store's private network. POS application will help customers to locate and select their favorite articles based on their previous shopping history. Lots of operation time will get reduced.

Limitations:-

Network fluctuation may affect self-procurement via POS application.

Stage-2 :- Billing

Customer can be able to scan articles via POS application and proceed for billing. Application is based on various payment options based on retail requirement. On successful billing customer will generate soft copy of invoice or if he/she wants to print the same then he/she will be able to print via store printer.

Outcomes:-

Customer can be able to pay with the various payment options. Billing process time will be reduced, and smooth operation may increase customer satisfaction towards retail. Easy to reflect CRM coupons based on each customer.

Limitations:-

Customer may face some difficulty on payment due to unavailability of Payment gateway.

Stage-3:- Self-checkout

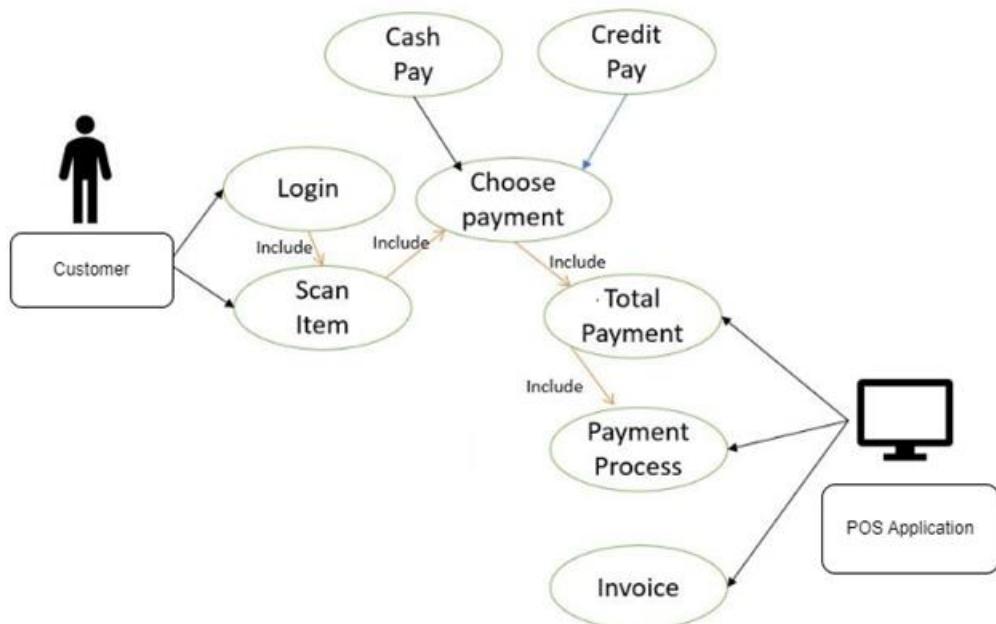
Customer can be able to checkout self with the help of scanner. Scanner help store to scan bills and according to bill scan articles which helps to smooth retail procurement end to end and helps to smooth retail operation.

Outcomes:-

System based checkout will increase store operation efficiency.

Limitations:-

Scanning based checkout may increase waiting time for check-out.



Conclusion

Self-procurement POS application in its true sense is about enterprises being ahead of the curve by responding smooth billing system to consumer and delivering customer needs faster. This requires an evolution across the enterprise, which cannot happen overnight!

Due to this application retail can offer customer centric offers to customers. Retail can be achieving high customer satisfaction with minimal time requirement for procurement

