Eastop ERP System - Electrical Appliance Wholesale and Retail Industry

Industry: Wholesale and retail of Electrical appliances

Benefits after adoption:

- Instantly check the quantity of electrical appliances in stock at the time of ordering and delivery, speeding up shipment and delivery
- REST Retail Version – Ensure data is not lost when the network is disconnected
- Automatic batch generation of delivery notes - As business volume increases, there is no need to issue delivery notes one by one, which reduces the workload of employees and increases delivery speed

1. Operation of the electrical appliance retail industry

There are many electrical appliance stores of different brands in Hong Kong. Their main business is to act as agents for major well-known brands of home appliances and be responsible for their sales, installation and maintenance. The electrical appliance market is ever-changing. With our rich experience in retail systems over the years, we are able to understand customer needs much faster and respond quickly. Therefore, Eastop ERP system is widely recognized and supported by customers.

2. Industry Characteristics

Self-pickup, warehouse delivery, installation and delivery are the basic processes in the electrical appliance industry. To become a competitive chain store, it is necessary not only to provide customers with different information, but also to provide professional after-sales service. While increasing sales, inventory accuracy is also very important. Eastop ERP can check

inventory data instantly and accurately, capture market trends in advance, and satisfy customers. In addition, Eastop ERP has a special offline "operation function" that is sufficient to handle daily store operations even if the network is paralyzed. Allow customers to seize business opportunities and take the lead.

3. Business and operational challenges

Nowadays, the electrical appliance store market is highly competitive. The more stores there are, the more customer traffic there will be. General systems cannot handle self-pickup, warehouse delivery, installation, and delivery and collection, making the status of the sales process difficult to track. If it is not managed centrally with an ERP system, it will undoubtedly create a heavy workload for frontline employees.

On the other hand, if the store fails to check the inventory status in real time when promoting products, this will lead to inaccurate shipping or delivery information, thus affecting the purchasing intention of the customer base and ultimately affecting business volume.

4. REST Retail system

As an electrical appliance retail store with high mobility, when the network is disconnected and it is unable to place orders for customers and record receipts, it will result in loss of sales. Therefore, it is extremely important for customers to be able to place orders in the system even after going offline. In view of this, Eastop ERP provides a REST retail version that can provide uninterrupted POS operations. When connected, it stores transaction records in real time to the server database. Don't worry when the network is down. Transaction records will be temporarily saved in the local database to ensure that no information is missed. When reconnected, the transaction records will be automatically uploaded to the server, which can help customers reduce the cost and avoid affecting daily operations due to data loss.
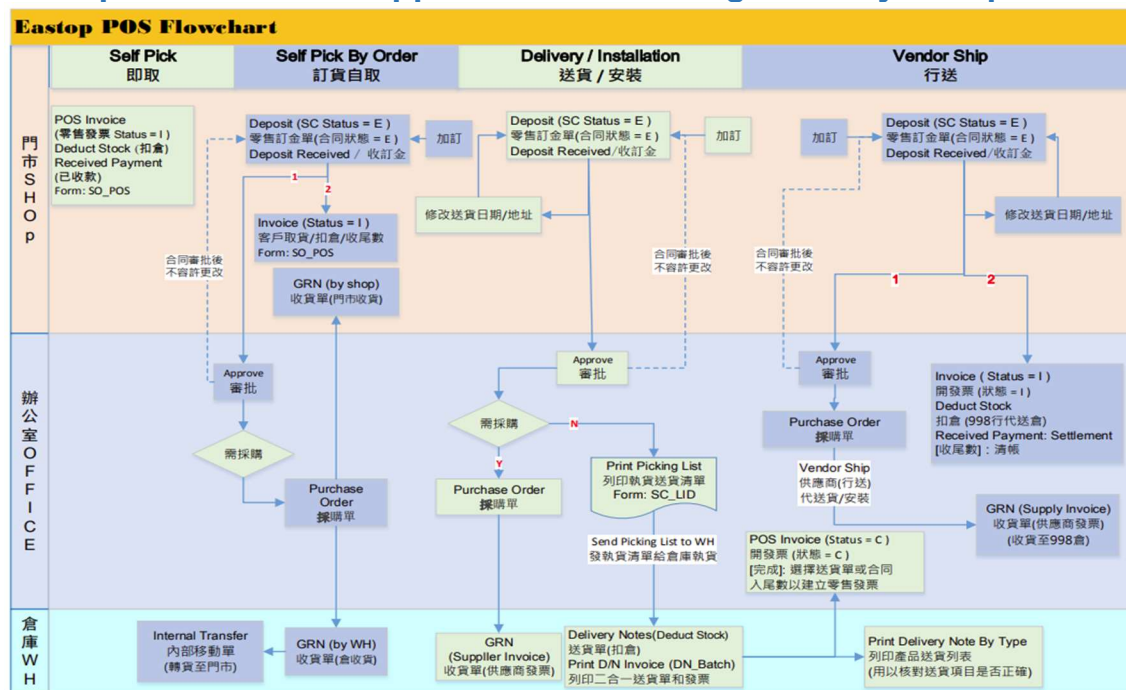
5. Seamlessly tailored Eastop ERP solutions

In order to meet business needs, Eastop tailors a set of effective systems with special customization functions for customers. Modify or add new functions without modifying the executable program (.EXE), and achieve a tailor-made effect to meet the specific needs of customers. After we modify the program, we store it in the customer's database and the

customer can still enjoy the system upgrade service. Without paying extra fees, saving financial resources.

Eastop EOA electrical appliance retail management system process

Eastop POS Flowchart

6. POS Functions for Electrical Appliance Retail
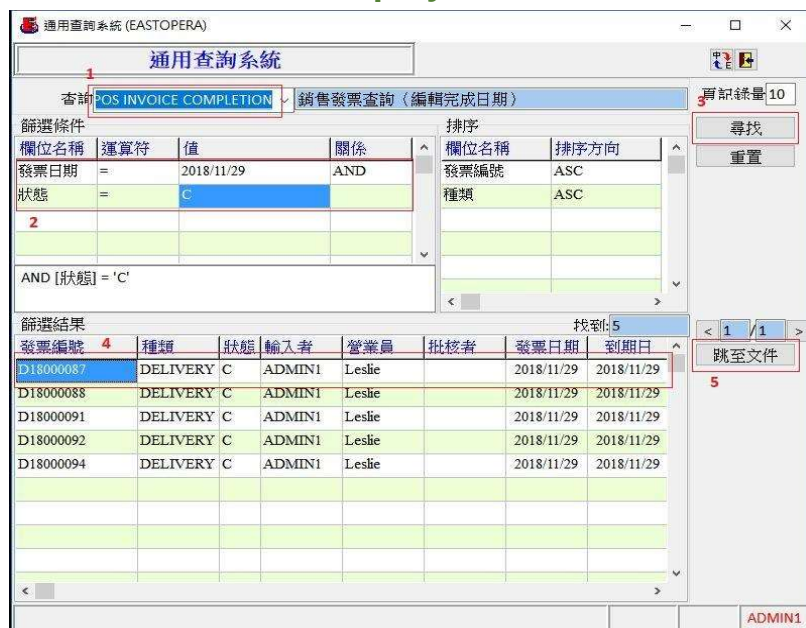
First of all, this industry needs to handle different shopping processes at the same time. Eastop POS system provides customers with a POS that processes invoices/deposit orders and multiple payment methods at the same time and supports different processes such as self-pickup, warehouse delivery, installation, cross-store pickup, bank delivery and bank collection, allowing customers to successfully and quickly process ordering, payment, delivery, installation and other procedures.

Secondly, Eastop POS system provides customers with simple and easy-to-use sales screens. We can also design the screens and columns for different customers, including functions, positions and sizes. Taking the electrical appliance industry as an example, Eastop also adds a column for "post-cost" according to customer needs. The engineering cost incurred during delivery and installation will be updated after the cost is filled in, saving customers the time to calculate commissions. In addition, Eastop also adds a "purchase order" button to the POS retail screen in response to customer needs, so that logistics staff can immediately purchase electrical appliances on the retail screen if they find that the inventory is insufficient when approving the order, replenish the stock in time, and increase procurement efficiency.

Finally, when using the POS delivery and payment function (suppliers directly deliver goods and collect payments), when it is switched to the delivery mode, the system will automatically transfer the shipping warehouse to the delivery warehouse (supplier warehouse). Eastop has added a "purchase order" button in the POS retail screen. When the order is sent, you can press the purchase button to make a purchase immediately. At the same time, the customer's delivery address can be included in the purchase order and sent to the supplier, achieving automated production.

7. Office "General Enquiry" batch function

Ensuring that there are sufficient goods to ship after frontline sales staff place orders is extremely important for sales. Therefore, a platform is needed to approve documents before shipment. Eastop tailors the "General Query" function in response to customer needs. Logistics staff can use the "General Query" function to select unapproved retail orders according to conditions, which can display the products, quantities, and real-time inventory quantities in the order. This function ensures that employees have sufficient inventory when delivering goods, and can directly jump to the file to approve the order, thereby improving shipment efficiency. If you see that the inventory is insufficient, you can also purchase it immediately on the POS screen.

8. Automatically generation of batch delivery notes

Generally speaking, after the warehouse staff prepares the goods according to the contract, the goods have been shipped to the delivery area. They need to generate delivery notes for each contract in the system and deduct the warehouse number. However, as the business volume increases, customers spend more and more time processing delivery notes in the system. In order to speed up this operation, delivery notes for all specified dates can be generated at once. Eastop has customized a button for automatically generating batch deliveries in the delivery note according to the special needs of customers. Employees only need to select the delivery date in the delivery note and press the automatic generation of delivery note button, and the delivery notes for the contracts on that delivery date will be automatically generated at one time, eliminating the complicated action of opening delivery notes one by one. This function greatly reduces the workload of employees and improves the delivery speed at the same time.