



## Torex Retail-J 11

- Enhanced customer promotion and gifting functionality
- EFT integration framework supporting 40+ international card processing solutions
- International market capabilities with configurable language, tax, currency and business rules by location supporting over 25 countries
- Continual product investment programme with a new major release each year with an assured migration path for customer developments

### Ultra Secure EFT

Ultra Secure EFT brings tokenisation and externalised managed services to credit and debit card processing, enabling retailers to reduce the cost of initial and ongoing PCI compliance by up to 70%. Torex format preserving static tokenisation enables retailers to retain their card transaction data in a non-sensitive manner, allowing them to continue their fraud, business and card usage analysis. Ultra Secure EFT is an advanced card payment solution that can be deployed to address the needs of international markets serviced by a common acquirer. Ultra Secure EFT is further complemented by Torex EFT LINK which provides connectivity between Retail-J and specialist third-party payments services. Ultra Secure EFT has been validated against the latest PCI PA-DSS 2.0 standard.

### Contactless 2.0 and NFC payments

Torex Retail-J brings extended support for the Verifone VX range of PEDS. The latest addition to the suite is the VX820 which offers PCI PTS 3.0 compliance, colour touch screen operation and integrated contactless and NFC support, opening up new opportunities for faster processing of credit/debit card payments, loyalty and digital couponing.

For transactions within the contactless payment threshold, your customers can enjoy the convenience of secure wave and pay transactions that speed up queues and reduce cash handling. Torex Retail-J delivers the latest in contactless payments, adding the capability for refunds as well as sales using either contactless cards or NFC enabled smartphones.

### Click and Collect

Many retailers implementing Click and Collect report significant increases in sales; indeed, 1 in 10 online orders are now being delivered through click and collect according to IMRG.

Create additional footfall and increase the opportunity to up-sell with the latest cross channel functionality in Torex Retail-J. Customer orders

placed through your eCommerce or other trading outlets can now be tracked and collected in-store. View incoming orders, receive orders and monitor collections using Retail-J's latest in-store order management features. Whether you want to bypass the point of sale with pre-paid orders or process collections at a sales counter where outstanding payments and additional product sales can be added, Torex Retail-J Click and Collect will help maximise your customers' experience.

### Store ordering

Save that sale with functionality that allows you to extend the range of products available to order in-store, including those of your eCommerce, mail order and other sales channels. Run either from a fixed POS or mobile unit, Torex Retail-J store ordering allows your staff to check stock availability and take orders for products that can either be delivered direct to home or to a store of your customer's choosing. Store ordering operates in conjunction with Torex MiRetailHub to provide exacting and dynamic control over fulfilment locations, stock availability thresholds, collection locations and delivery charges.

### eCommerce returns

The level of eCommerce returns can far exceed those you normally experience in-store. Torex Retail-J allows you to reduce the negative effect and processing cost of returns by encouraging the refund or exchange of goods in-store. eCommerce transactions can be recalled at any POS, enabling your staff to qualify returned items, check the transaction value and reduce fraudulent claims. Cross-selling and up-selling is provided for within the same returns transaction allowing you to provide fast and efficient customer service whilst turning a potential loss to everyone's advantage. Returned goods increment your inventory records within seconds, making items available to those customers shopping either online or ordering from other stores.

### Enhanced architecture

As well as delivering compatibility with many of the latest Operating System, DBMS and Java technologies, Torex Retail-J sees further extensions to its multi-tier architecture bringing greater flexibility to your in-store and head office hardware and software configurations. Whether you prefer to operate your applications in thin or thick client modes or even to mix topologies across your estate you can be assured that Retail-J will help you optimise your system architecture for maximum resilience and performance.

## **POP-UP POS**

The latest android tablet PCs and Apple iPads combined with wireless networking and battery powered capabilities bring a range of new options to satisfy needs for mobile, temporary or flexibly located sales and service counters. Increase your sales capacity at peak periods by strategically placing Torex Retail-J POP-UP POS at preferred service points around your store. Use Torex Retail-J's fully portable POP-UP POS to satisfy the demands of personal shopping services, home sales, temporary shop openings, re-sites and concession retailing as well as trading at exhibitions, festivals and concerts, secure in the knowledge that associated trading information will be updated to Torex Retail-J's Estate Manager.

## **Wireless payment card acceptance**

Using secure bluetooth communications, the Retail-J PA-DSS 2.0 compliant, wireless EFT service, makes card payments a seamless and highly efficient process and is the ideal accompaniment to our latest handheld POS capability. Torex Retail-J wireless payment, enables you to finalise transactions anywhere within range of strategically placed base stations within your trading environment.

## **Improved performance**

Complementing the highly scalable architecture of Torex Retail-J and our ongoing investment in the latest technology platforms, new features have been developed that further improve data processing efficiency and real-time information delivery, enabling more data to be processed in less time, thereby leveraging your current investment in hardware and increasing your capacity for growth.

## **International business**

Retail-J is designed to meet the challenges of international trading. Whilst considerable advantage can be gained from implementing consistent operating practices across geographic territories, retailers are often compelled to configure business solutions according to the native requirements of each country. Pricing and cash handling in different currencies, the need for single or mixed languages, complex sales taxes, differences in airside trading, legislation affecting promotions and discounts together with variations in fiscal and digital payments standards all serve to make the set up and management of store solutions a greater challenge. Retail-J has been implemented in over 25 countries across the Americas, Europe and Asia Pacific. Its cleverly designed estate management toolset allows you to meet and continually adapt to local requirements without compromising the way you wish to conduct your business.

## **Retail-J configuration**

To ensure that maintaining your estate is as efficient as possible, Retail-J ships with all the tools necessary to deploy software, manage new versions and configure terminals to satisfy your specific operating requirements.

Configuration is managed through Retail-J's Estate Manager allowing new operating parameters to be transmitted to your whole estate, a region or to individual terminals within a store, in real time. Object code remains identical across points of service, store servers and Estate Manager with system behaviour being governed either by the operating parameters you set or by Retail-J's graphical workflow designer, thereby allowing you to continually adapt Retail-J as your business evolves.

Retail-J's Java-based architecture is agnostic of hardware, operating system, DBMS and web services thereby allowing you to mix and match within your estate as necessary to achieve the most economic and practical implementation possible.

## **Research and development**

Retail-J 11 is the latest version arising from the Torex Product Lifecycle Management programme. Product design is influenced by Retailer Advisory Boards as well as user and focus groups. As a customer of Torex you will be invited to participate in multiple events throughout the year where you have the opportunity to influence the future capabilities of the product. During these sessions we discuss functional, technology and architectural changes that will bring added financial and operating benefits to your business.

Retail-J has a proven track record in the delivery of a new major version every year. Each release is subject to stringent quality assurance testing and validation against the PCI Council's Payment Application Data Security Standard. While fundamentally a standard package, Torex encourages the integration of customer specific enhancements that not only assure you of sustained return on your investment but also guarantee your ability to keep pace with operational, legislative and technological changes that may otherwise render other systems redundant.

## Torex Retail-J 11

### Enhancing customer experience

Sales, refunds and cash management	Foreign currency acceptance	Pop-up POS and handheld applications
eGift/stored value cards	Tax-free trading	Layaways and quotes
Product and stock enquiry	Customer orders and loans	Customer loyalty
Automated promotions and discounts by time, location and product	Multimedia advertising at POS	In-store ordering from extended range for delivery or collection
Quick integrated UK APACS 30 card authorisation	Configurable customer data capture at POS	Customer address verification
Contactless and NFC transaction	eCommerce transaction recall for refund validation and processing	Ultra Secure EFT

### High performance trading

PCI PA DSS 2.0 compliance	Thick/thin client options	Animated/interactive help
Data reported real time	Multi-tiered architecture	IBM RIF and DB2 ready
Supports 24 x 7 x 365 trading	Extensive hardware device support	Key performance indicators
Retailer definable calendars	Transaction monitoring and audit	Staff commissions
Functionality driven by retailer defined or package configuration	Retailer definable product and location hierarchies	Full integration and support of retailer defined functions
Time and attendance	Supplier purchase orders	Intranet/extranet access
Configuration managed by estate and variable by POS	Structured transaction and workflow definition	Continual product development and investment
Email and instant messaging	Store diary, rota and alert management	Interbranch stock transfers
Sales audit	Product replenishment	Extensive international support
Operational reporting suite	Operating system and DBMS agnostic	Datamart for data extraction and mining
Perpetual inventory and cyclic stock counts	Serial number tracking	Hardware independent

### Centralised control

Centralised Estate Management console	Operational report and business analysis	Remote software update process
Integral and real time data communication	Remote control and monitoring of store terminals and workstations	Centralised maintenance of users and corresponding access privileges
Create stock count requests and monitor progress	Price and promotion creation, management	Centralised configuration of functions, processes and devices

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#### About Torex

Torex is a European market leader for store systems in Retail, Hospitality, Convenience and Fuel markets. We provide outlet and head office technology to our core markets globally, through a mix of software, hardware, consultancy, implementation and maintenance and services. Our technology ranges from Point-of-Sale to solutions which help our customers deal with merchandise planning, business analytics, loss prevention and multi-channel trading. 1,150 Torex people help over 6,000 businesses serve their customers every year, in over 30 countries.

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