



MERCHANT on-demand is a suite of Web based services, software and support functions that allow you to manage your business in RealTime.

A natural extension of the Merchant RMS philosophy of providing a fully integrated architecture, **MERCHANT on-demand** utilizes fully secure Internet technologies to share the business intelligence you want – when your business **demands** it.

Our unique **MERCHANT on-demand** approach provides real value by applying advanced data sharing technology to the entire Retail Management process. This ensures that RealTime data exchange is dedicated to those functions that deliver the highest return. It provides the benefits of “Thin Client” designs without the downtime risks inherent in these ASP architectures.

The configuration of **MERCHANT on-demand** permits you to turn-on this process one step at a time and grow it at a pace that reflects your company's needs. We deliver data in a format that reduces risk while providing a flexible, open structure ensuring it meets your intelligence **demands** today and in the future.

The **MERCHANT on-demand** options include horizontal data exchange between all location formats – Home Office, Warehouses, Stores, Suppliers, Banks and your Customers themselves.

MERCHANT on-demand Data Exchange

MERCHANT on-demand Polling

This FTP based function allows companies to poll multiple locations concurrently using Internet based technology to achieve unmatched efficiencies and polling success rates.

The industry standard practice of peer-to-peer polling is replaced by one that allows many locations to communicate at the same time. All locations (including Head Office) connect to a data exchange server facilitating the transfer of massive amounts of data in seconds, boosting throughput and avoiding the scheduling conflicts inherent in a peer-to-peer environment.

No longer will the failure of one store to connect, or its failure to sever its connection, affect Head Office or any other store. Long distance charges are avoided and either dial up or high-speed Internet connections can be used.

MERCHANT on-demand System Log

Provides automatic sending of system performance and error logs via email to the Retail System Administrator.

If MAI is providing first line support, our staff is able to react and respond to problems immediately without the involvement of store staff. If MAI is not providing first line support, the logs are still reviewed by MAI staff in order that we can respond to support requests from the company's System Administrator on a timely and informed basis.

MERCHANT jon-demand Software Update

Provides the distribution of Merchant system updates as well as Microsoft o/s and SQL service packs.

Software status details are exchanged as part of each night's data exchange and system patches, updates and conversions are delivered and installed in an unattended and distributed manner. This insures that all locations remain at the most up-to-date level possible without the distribution of CDs to remote locations, or the need for action on behalf of local staff.

MERCHANT jon-demand RealTime Gift Cards**MERCHANT jon-demand Gift Card**

Provides the functionality to use Gift Cards with reloadable amounts which allow customers to make multiple purchases on the same GC# without forcing the balance to be paid out in some other tender. Companies can produce and sell preprinted Gift Cards in either denominations of their choice, or blank cards with any amount.

MERCHANT jon-demand RealTime Inquiry**MERCHANT jon-demand Stock Locator**

Provides RealTime stock inquiry. Store staff can enquire on the detailed stock position of any product at any location from each POS station. Companies can create distinct geographic groups controlling which locations will share their information.

MERCHANT jon-demand Customer History

Provides RealTime inquiry for a customer's complete purchase history. Stores can enquire on the detailed purchase history accumulated at all of a company's locations from any POS station. When combined with the use of the Customer Domain function, companies can ensure that stores have access to only those customers in their predetermined customer pool.

MERCHANT jon-demand Gift Receipt

This function expands the static Gift Receipt function to provide a RealTime link to ascertain the net purchase price of any product where a Gift Receipt was issued.

MERCHANT |on-demand Flash Sales

Provides company Executives with RealTime sales reporting for all locations across the chain

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MERCHANT |on-demand Product Status

This function expands the Stock Locator service to provide RealTime unit status for Colour and Size details for any product across the entire chain from either the POS workstation or the Home Office desktop clients.

MERCHANT |on-demand IP / SSL Credit and Debit Card

This premium service provides an upgrade to the standard dial out integration. In addition to virtual RealTime response times, this function provides industry-leading controls quality, accuracy and security. In addition to superior performance at the POS station, Head Office staff will enjoy the benefit of on-line transaction reconciliation greatly reducing time spent on account balancing and error corrections.