

cobalt
RETAIL

SALES ACCOUNTING COMMISSION MULTISITE PAYROLL

WHO WE ARE

Merlin Software is a family owned and run company based in Adelaide that has been involved in retail software for over 30 years. We pride ourselves not only on the quality of our software solution, but also on the support and customer service that we offer.

'cobalt RETAIL' was released in 2012 as the next evolution of our 'Merlin POS' software. Over 15 years, our software has grown through customer feedback and industry requirements to become the effective business management software solution that it is today.

WHY PEOPLE CHOOSE COBALT RETAIL

- Personal, Australian, high quality customer service
- Easy to manage monthly software fee, no upfront costs
- Trusted Australian owned and run company
- Cobalt RETAIL can grow with your company, it is not a stepping stone that has to be replaced!

WHAT IS COBALT RETAIL

Cobalt RETAIL is a fully integrated business management software suite for standalone businesses and multi-site companies that includes modules for Point of Sale, Accounting and Payroll.

WHAT IS INCLUDED

- Access to all cobalt RETAIL software modules, including sales, stock, accounting, payroll and commission sales
- Full Software Support (including after-hours emergency support)
- High-spec Server to run cobalt RETAIL (fully warranted)
- Software Training
- Data conversion from old system
- Access to all quarterly upgrades to cobalt RETAIL software and user group meetings



We are based in Adelaide, servicing all of Australia with clients in every state and territory. We host user group meetings all over the country annually to stay in touch with our clients as well as attend trade shows and national conferences.





The cobalt RETAIL sales module is designed to manage all your merchandise processing requirements, regardless of whether you are a small business just starting out, have several outlets already or have a franchise chain with over 100 franchisee sites.



- Integrated EFTPOS
- Quantity calculator
- Easy creation and recall of quotes
- Park and recall sales



- Line and sales margin at a glance
- Packing and picking slip printing
- Barcode Facilities
- Warranty and serial number tracking

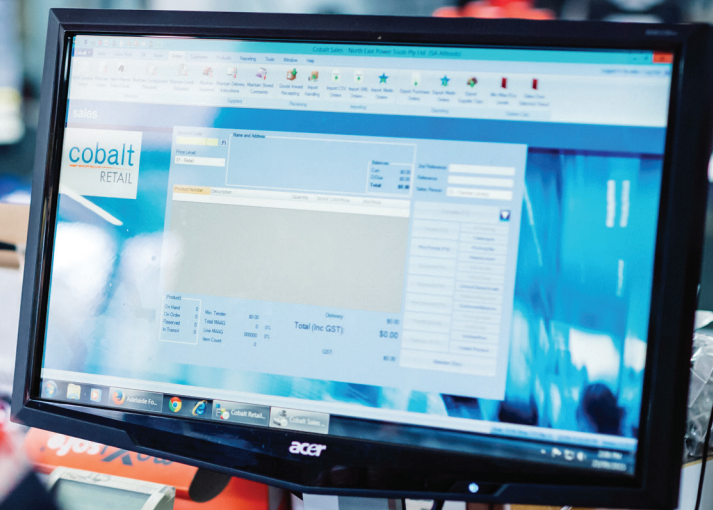


- Loyalty club system
- Password controls
- Fully integrated to cobalt RETAIL accounting
- KPI, ranking and sales traffic reporting



- Tender analysis reporting
- Accept customer payments using BPAY
- Contract pricing, extensive pricing structures

SALES



Cobalt RETAIL sales integrates with cobalt RETAIL accounting, allowing you to save valuable time and resources entering data into one system only.

Its flexibility allows the system to be tailored to suit your company's specific sales requirements, irrespective of the industry type, and covers the full range of POS management tasks.



Our comprehensive automated reporting capabilities provide you with the business tools you need to successfully grow and expand your business.

Dangerous Goods, Hazardous Stock, Licensing tracking and reporting.

The cobalt RETAIL stock module handles all aspects of your inventory with ease.

Supplier information allows for your stock to be ordered, tracked, and stock-take facilities ensure your stock figures are under control at all times. In a multi-site environment (under the same corporate structure) stock can be transferred between sites for ease of stock control.



- Three sort levels for your product file
- Deposit products linked to master
- Dangerous goods information
- Rebate tracking
- EDI facilities
- Component assembly products
- Alternate products
- Sophisticated pricing matrix
- Landed cost facilities
- Bulk price change facilities
- Price lists
- Import Price facilities
- Scheduled promotional pricing facilities
- Stock receipts and adjustments
- Barcode generation
- Open to buy facility for budget control
- Password controls
- Fully integrated to cobalt RETAIL accounting
- Stock journal and stock movement reports
- Stock re-order reports and automated re-order facilities

STOCK





The cobalt RETAIL accounting module is an easy way to manage your creditor accounts and is fully integrated to both our cobalt RETAIL sales and cobalt RETAIL payroll modules.

Cobalt RETAIL accounting is fully linked to all of our software modules enabling you to handle all aspects of your business without the need for an accounting degree. All financial data from cobalt General Ledger is fully exportable, and our one-step integration process can be performed as often as you like, so that you know your reports are up to the minute.

- Profit and Loss reporting
- Accrued stock reflected in P&L reports
- Balance sheet reporting
- Budgeting tools
- Bank reconciliation facilities
- BAS worksheet
- Scheduled journals
- Flexible, simple to use chart of accounts
- Password controls
- Fully integrated to all modules
- Detailed and summary accounts payable
- Audit reports
- Data mining
- Specific product integration options
- Division breakdown



ACCOUNTING

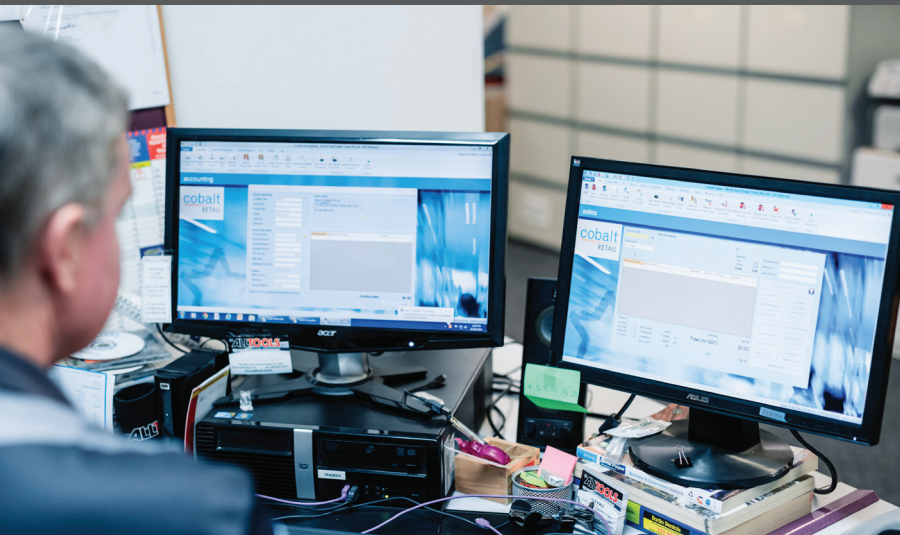
MULTISITE



The cobalt RETAIL multisite module is our online centralised data management system, designed to allow you to run virtual “real-time” controls of all of your sites, irrespective of whether they are company or franchisee owned.

Merlin Software facilities for individual company groups or franchise systems (or combination of both)

- Central sales reporting
- Central debtor and creditor control
- Stock transfers between sites (company owned)
- Site and consolidated P&L reports
- Central product and pricing management
- Multisite orders for sites
- Remote stock enquiry for all sites



COMMISSION

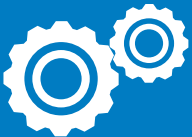
The Cobalt Rural commission module allows you to keep track of your commission sales. Simply process your sales, including your charges for freight, commission, etc. and generate all the relevant customer and creditor invoices.

COBALT ENTERPRISE SERVER

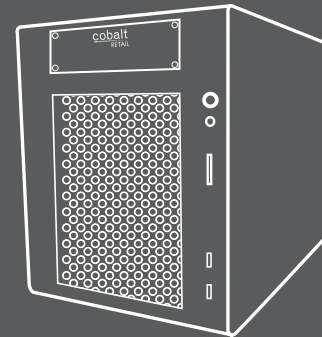
Cobalt enterprise server is a unique server platform designed and optimised specifically to run cobalt RETAIL.

- “Low cost and robust” thin client compatible
- iOS (iPhone and iPad) compatible
- Windows and Android compatible
- Mac OSX compatible
- Hourly backups
- Secure encrypted **off site** backups
- Automatic program upgrades
- Compatible with most existing computer

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RETAIL



Cobalt enterprise server is a custom built dedicated server unit, providing a secure environment to ensure cobalt RETAIL is protected from viruses or other user activity that could otherwise interrupt trading in cobalt RETAIL.



Cobalt enterprise server is fully maintained with regular health checks and updates, and is completely covered under warranty by merlin SOFTWARE for the duration of each contract (three years).



WHAT IS IT?

Cobalt Touch is our touch based interface for Cobalt Retail. With a mobile device such as a smartphone or tablet, you can move around your store using specially designed modules to complete every-day tasks.

HOW DOES IT WORK?

Cobalt Touch uses your store's wireless network to talk to your Cobalt Retail system. The Cobalt Touch system is live, so any information you are reading or inputting is instantly available on your Cobalt Retail system or other Cobalt Touch devices.

COBALT TOUCH ON THE ROAD

Cobalt Touch can also be used outside of your business while visiting clients or if you're travelling. All that is needed is an internet connection for your device, and we will configure a secure connection to your Cobalt Retail server. You can also connect to Cobalt Touch in store via an internet connection if your wireless network doesn't cover your whole store.



Available to use on devices running iOS, Android and Windows



Scan product barcodes in Cobalt Touch using a Bluetooth scanner or your device's camera



SALES

Makes sales in your drive-thru, on the road or while visiting your customers! Cobalt Touch makes it easy to make quotes or sales anywhere, check that your stock availability, add delivery and email invoices immediately.

STOCKTAKE

Cobalt Touch gives you the ability to perform both quick "Scan and Count" stocktakes, or large-scale batch stocktakes, both individually and by "Team Counts".

REMOTE STOCK ENQUIRY

Cobalt Retail Multi-site users can benefit from having Remote Stock Enquiry on their mobile devices. This allows you to view the stock on hand and other important information for your site group.

PRODUCT MAINTENANCE

Cobalt Touch allows you to update important product information without having to go back to a workstation, check and change pricing if needed, and help your customers on the spot.

ORDERING & RECEIPTING

Cobalt Touch allows purchase orders to be created and sent directly to suppliers while walking around your store, and receipted when stock arrives. If your supplier invoice comes in with the goods, this can be entered and sent straight to your accounting system.

CUSTOMERS

Customer information can be viewed and modified via Cobalt Touch. It allows your mobile staff members to view customer balances and a list of customer transactions.



TRAINING

Changing to any new system can be a daunting task ... however, we can assist your changeover process to minimise your workload, in particular with the creation of your new database. We will provide you with a set of master record spread-sheets into which you can enter your details (or export them from your current system), and these will be used to create your new Cobalt database.

Along with 8 x one hour remote training sessions – designed to cover all major operational areas of the system, each session will be planned with your relevant team member both prior to and immediately after your planned “go live” date.



OUR SERVICES

DATABASE CREATION

Included with your contract is the creation of your database. Our support team will endeavour to take as much (or as little) of your data across to cobalt RETAIL as possible. If you are starting a new business, we can assist you in creating your customers, products and suppliers as well.

INSTALLATION

If you feel comfortable installing your own system, or would prefer to work with your local IT supplier, we are happy to provide you the assistance to do so ... if you would like us to take the stress out of the task, we're only a phone call away. The choice is yours!

QUARTERLY UPGRADES

As part of our ongoing commitment to innovation, clients receive all standard quarterly software updates for cobalt RETAIL.

These updates include a range of new features and any required fixes. Our clients play an integral role in system updates, and we listen carefully to your feedback and requests when planning developments, combined with our expert industry knowledge built over 30 years. All standard updates are included in your monthly fee.

CASE STUDY

YOLLA PRODUCERS

THE CHALLENGE

Before we implemented cobalt RETAIL, we were using Advanced Business Manager software and we had major challenges, including the need for server and software licences, obtaining prompt support, and uncertainty around offsite system backup and storage of data.

We discovered Merlin Software at the AIRR Conference. We first had a phone discussion, followed by a number of online demonstrations from Merlin staff. We also contacted a number of retail stores who were already using the cobalt RETAIL system to get their feedback and advice.

We are rural retailers not IT experts. We need to concentrate on our core business. Merlin's software, hardware and support gives us peace of mind and lets us focus on our day-to-day retail business. Because of some issues with our previous system, we decided we couldn't delay the changeover to cobalt RETAIL, which meant doing it during our peak trading period.

Understanding our concerns, Merlin staff were excellent in working with us to prepare for the change and learn the new system. The support team is exceptional. During introduction, we were on the phone constantly (almost daily) as our staff transferred to the new system.

Merlin staff are extremely helpful. The software support team means any queries or issues are resolved quickly. Merlin staff have at all times responded with understanding, patience and skill in resolving issues, not only from an IT perspective but on a diverse range of factors, from accounting and reporting queries right through to issues we encountered with third parties such as our own internal and external networks and EFTPOS machines.

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Merlin's software, hardware and support gives us peace of mind and lets us focus on our day-to-day retail business.

Peter Moore
Managing Director, Yolla Producers



To read more case studies from our clients head over to www.merlinsoftware.com.au

A WORD FROM MERLIN

Yolla Producers has been using the cobalt RETAIL system since November 2014. As a co-op, they have been relying on the specialised features of the system, as well as all of the other standard rural retailing elements. In April 2017, Yolla expanded to a second site and started using our Multisite facilities to reduce their administration work and streamline their business processes, with great success.



THE SOLUTION

Cobalt RETAIL saves us time. Currently we are implementing the Cobalt multi-store module. This module effectively saves half a full-time role and removes errors associated with manual data entry. Running two store locations in the system provides seamless integration of data, basically in real time.

Cobalt's ability to categorise products across multiple levels allows us to report data at a much more meaningful level of detail than our previous system.

Data security and constant backup offsite has been a major improvement for our business, especially as data security and integrity is one of the major risk factors in retailing. Our ability to effectively outsource a lot of IT issues has been a major improvement for us.

I would highly recommend Merlin and cobalt RETAIL. The Cobalt system, combined with Merlin's efficient and customer-focused support during extended hours, is exceptional.



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