

# NCR Smart Alerts

## Mobile Alerting for NCR Counterpoint

Do you want to maintain tight control  
over your retail business?

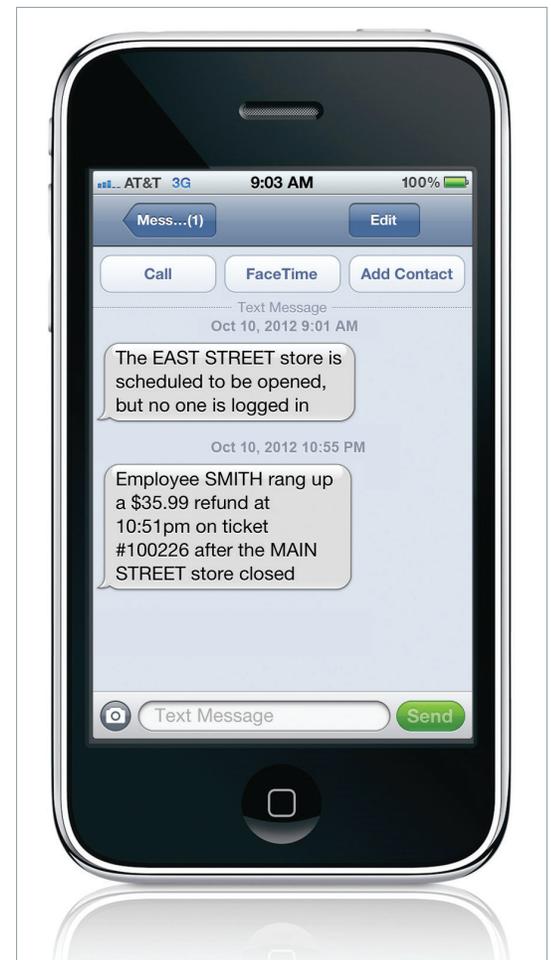
YES

**NCR Smart Alerts is a mobile alerting tool allowing you to keep track of what happens in your store at all times.**

Alerts are designed to send actionable data in the form of a text or an email. As a small retailer, you are busy and cannot be everywhere at once. With NCR Smart Alerts, you don't have to be. Alerts fall into 3 categories and include:

- **Store Operation**
  - o Low inventory alert
  - o Cash drawer overage and shortage notification
  - o Failed credit card settlement
  - o Flash sales
- **Fraud Prevention**
  - o Large price override warning
  - o "No sale" transaction notification
  - o Excessive voided tickets
  - o Return outside of store hours alert
- **Customer Service**
  - o Pending orders quick report
  - o Large sale notification
  - o No one signed in at store open warning

Choose the alerts that are most important to you and set up parameters that fit with your business. Pick which alerts you want to receive and which alerts you want your managers to receive.



For more information, visit [www.counterpointpos.com](http://www.counterpointpos.com)  
or call 800-852-5852.

### Customer success: Parsons Gift Stores

Parson's Gift Stores executives rely on NCR Smart Alerts to keep a finger on the pulse of the business when they're away from their stores.

"I can easily scan the numbers and see what type of day we've had," says Mr. Gary Willis, Co-owner of the Atlanta, Georgia-based gift store chain. "NCR Smart Alerts provides everything from sales profits and number of tickets to average ticket refund each day."

The tool also sends him alerts when managers are working late or if there are any network issues to attend to. "Wherever we are, we know how the business is running," says Mr. Willis.

### Customer success: Sam's Italian Deli

Sam's Italian Deli, located in Fresno, California, uses NCR Smart Alerts to provide real-time visibility into its business. Owner Nick Marziliano and his team review total daily sales, average ticket size, number of customers served and overages or shortages at cash drawers.

Mr. Marziliano has also set the solution to alert him if a customer makes a purchase over \$150, so that he can introduce himself and carry their groceries to their car. That simple act of service enables Mr. Marziliano to learn what his high-value customers are so he can fine-tune his product and service mix.



### Key Features

- Be instantly alerted to potentially fraudulent situations, minimizing harm to your business.
- Receive daily sales figures via text or email. Review key performance indicators anytime, anywhere, maintaining control of your business while you are offsite.
- Monitor store operations through key alerts including low inventory warnings, current cash on hand, notifications, alerts if no one has signed in when a store opens, and notifications of large sales or refunds.

## Why NCR?

With over 125 years of retail experience, NCR is a leading provider of retail management solutions for retailers of all sizes. We want to help you add to your bottom line by increasing sales and reducing costs. It is our mission to help retailers run their business, connect with customers and sell anywhere.