Eastop ERP System-Electrical Appliance Wholesale & Retail Industry Solution

Industry: Electrical Appliance Wholesale & Retail

Key Benefits after Implementation:

- **Real-Time Inventory Tracking**: Instantly check stock levels during order processing and deliveries, accelerating fulfillment speed.
- **Offline Retail Mode (REST Version):** Ensures uninterrupted POS operations and data integrity during network outages.
- **Automated Bulk Delivery Orders**: Eliminates manual creation of individual delivery notes, reducing staff workload and boosting efficiency.

1. Electrical Retail Operations

Hong Kong’s electrical appliance market is highly competitive, with retailers acting as agents for major brands, handling sales, installation, and maintenance. Eastop ERP’s industry expertise enables rapid response to customer needs, earning widespread recognition.

2. Industry Characteristics

Pickup, warehouse delivery, installation, and supplier direct delivery are the basic processes in the electrical appliance industry. To become a competitive chain store, it's not only necessary to provide customers with diverse information but also professional after-sales service. While increasing sales, inventory accuracy is equally crucial. Eastop ERP allows real-time and accurate inventory checks, anticipates market trends, and ensures customer satisfaction. Additionally, Eastop ERP features an offline "operation function" that keeps stores running smoothly even during network outages, enabling customers to seize business opportunities and stay ahead of the competition.

3. Business Challenges

Today, the electrical appliance retail market is highly competitive. As the number of stores increases, so does customer traffic. Most systems cannot handle pickup, warehouse delivery, installation, and supplier direct delivery, making it difficult to track sales process statuses.

Without centralized ERP system management, this undoubtedly places a heavy workload on frontline staff.

On the other hand, if stores cannot check real-time inventory status when promoting products, it may lead to inaccurate shipping or delivery information, negatively impacting customer purchasing decisions and ultimately affecting sales.

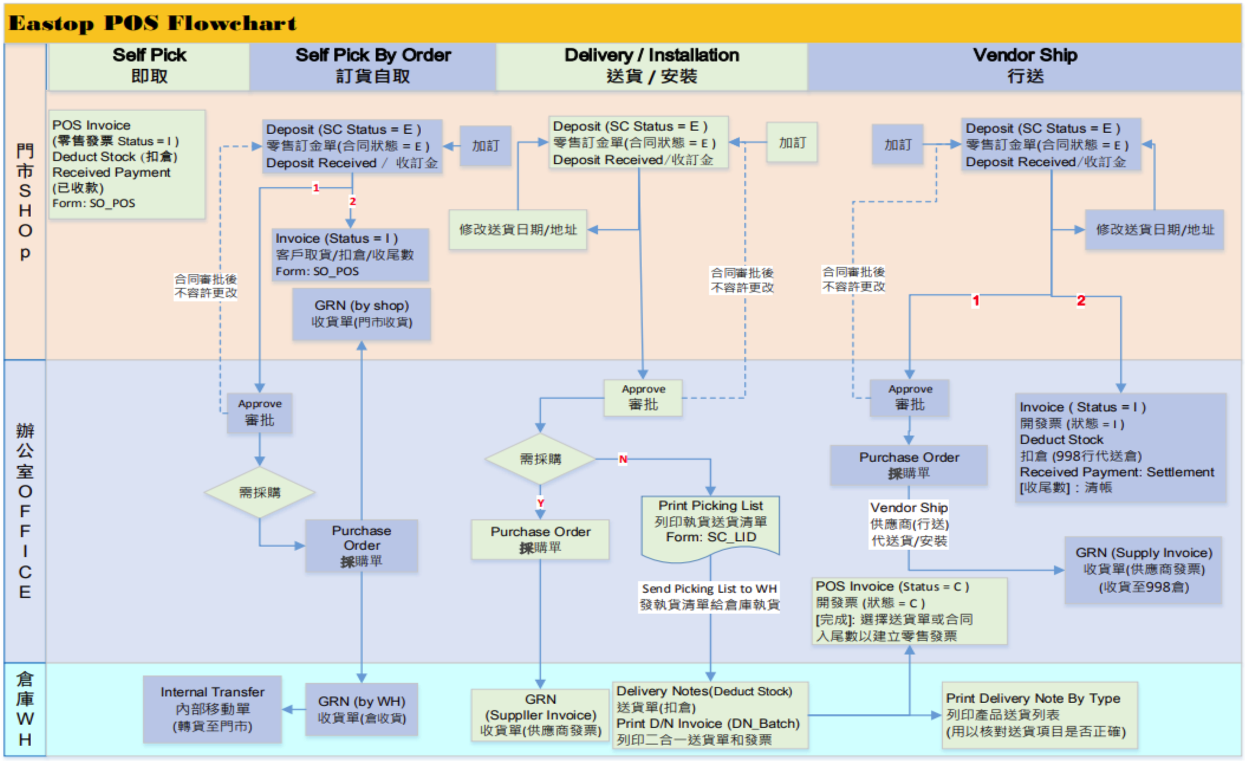
4. REST Retail System

For electrical appliance retailers with high mobility, the inability to place orders or record transactions during network outages can result in lost sales. Therefore, the ability to continue taking orders offline is critical. Recognizing this need, Eastop ERP offers the REST Retail Version, which provides uninterrupted POS operations. When online, transaction records are instantly saved to the server database. During network interruptions, transaction records are temporarily stored in the local database, ensuring no data is lost. Once reconnected, the records are automatically uploaded to the server, helping customers avoid data loss and minimizing operational disruptions.

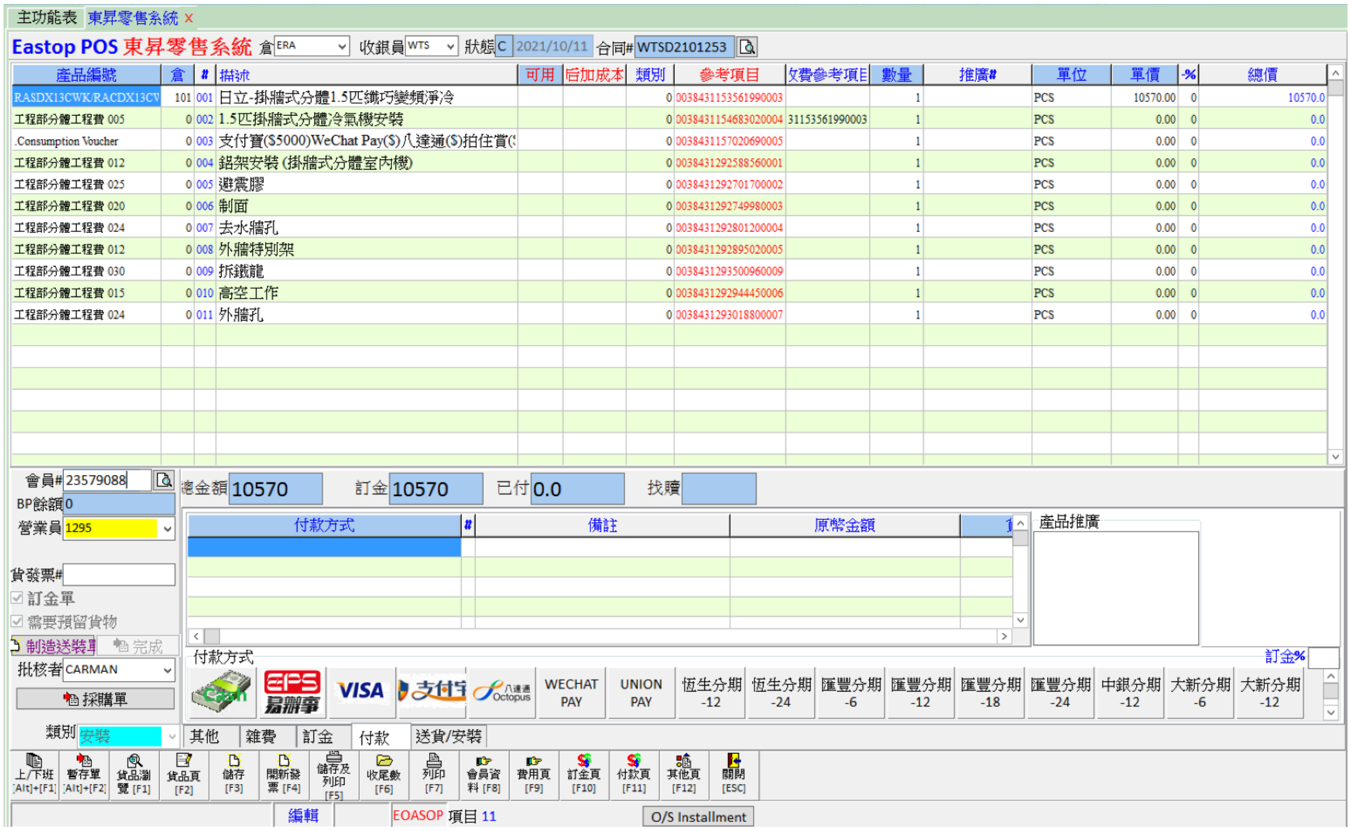
5. Seamless Customized Eastop ERP Solutions

To meet business needs, Eastop provides tailored ERP solutions with specialized features. Without modifying executable programs (.EXE), we can add or adjust functionalities to meet specific customer requirements. After modifications, the changes are stored in the customer's database, allowing customers to continue receiving system upgrades without additional costs, saving financial resources.

Eastop EOA Electrical Appliance Retail Management System Process


Eastop POS Flowchart
Self Pick 即取
Self Pick By Order 訂貨自取
Delivery / Installation 送貨 / 安裝
Vendor Ship 行送
門市 SHOP
辦公室 OFFICE
倉庫 WH
POS Invoice
(零售發票 Status = I)
Deduct Stock (扣倉)
Received Payment
(已收款)
Form: SO_POS
Deposit (SC Status = E)
零售訂金單(合同狀態 = E)
Deposit Received / 收訂金
加訂
1
2
Invoice (Status = I)
客戶取貨/扣倉/收尾數
Form: SO_POS
GRN (by shop)
收貨單(門市收貨)
合同審批後
不容許更改
修改送貨日期/地址
Approve
審批
需採購
N
Y
Purchase Order
採購單
Print Picking List
列印執貨送貨清單
Form: SC_LID
Send Picking List to WH
發執貨清單給倉庫執貨
Vendor Ship
供應商(行送)
代送貨/安裝
Invoice (Status = I)
開發票 (狀態 = I)
Deduct Stock
扣倉 (998行代送倉)
Received Payment: Settlement
[收尾數]：清帳
GRN (Supply Invoice)
收貨單(供應商發票)
(收貨至998倉)
POS Invoice (Status = C)
開發票 (狀態 = C)
[完成]: 選擇送貨單或合同
入尾數以建立零售發票
Internal Transfer
內部移動單
(轉貨至門市)
GRN (by WH)
收貨單(倉收貨)
GRN
(Suppller Invoice)
收貨單(供應商發票)
Delivery Notes(Deduct Stock)
送貨單(扣倉)
Print D/N Invoice (DN_Batch)
列印二合一送貨單和發票
Print Delivery Note By Type
列印產品送貨列表
(用以核對送貨項目是否正確)

6. POS Features for Electrical Appliance Retail



主功能表 東昇零售系統

Eastop POS 東昇零售系統 倉 ERA 收銀員 WTS 狀態 C 2021/10/11 合同# WTSD2101253

產品編號	倉	#	描述	可用	后加成本	類別	參考項目	收費參考項目	數量	推廣#	單位	單價	-%	總價
RASDX13CWK/RACDX13CV	101	001	日立-掛牆式分體1.5匹纖巧變頻淨冷			0	0038431153561990003		1		PCS	10570.00	0	10570.0
工程部分體工程費 005	0	002	1.5匹掛牆式分體冷氣機安裝			0	0038431154683020004	31153561990003	1		PCS	0.00	0	0.0
.Consumption Voucher	0	003	支付寶($5000)WeChat Pay($)八達通($)拍住賞(			0	0038431157020690005		1		PCS	0.00	0	0.0
工程部分體工程費 012	0	004	鋁架安裝 (掛牆式分體室內機)			0	0038431292588560001		1		PCS	0.00	0	0.0
工程部分體工程費 025	0	005	避震膠			0	0038431292701700002		1		PCS	0.00	0	0.0
工程部分體工程費 020	0	006	制面			0	0038431292749980003		1		PCS	0.00	0	0.0
工程部分體工程費 024	0	007	去水牆孔			0	0038431292801200004		1		PCS	0.00	0	0.0
工程部分體工程費 012	0	008	外牆特別架			0	0038431292895020005		1		PCS	0.00	0	0.0
工程部分體工程費 030	0	009	拆鐵龍			0	0038431293500960009		1		PCS	0.00	0	0.0
工程部分體工程費 015	0	010	高空工作			0	0038431292944450006		1		PCS	0.00	0	0.0
工程部分體工程費 024	0	011	外牆孔			0	0038431293018800007		1		PCS	0.00	0	0.0

會員# 23579088
BP餘額 0
營業員 1295
總金額 10570 訂金 10570 已付 0.0 找贖
貨發票#
☑ 訂金單
☑ 需要預留貨物
批核者 CARMAN
類別 安裝

付款方式	#	備註	原幣金額

EOASOP 項目 11

產品推廣
制造送裝單
完成
採購單
付款方式
訂金%
Cash
EPS 易辦事
VISA
支付寶
八達通 Octopus
WECHAT PAY
UNION PAY
恆生分期 -12
恆生分期 -24
匯豐分期 -6
匯豐分期 -12
匯豐分期 -18
匯豐分期 -24
中銀分期 -12
大新分期 -6
大新分期 -12
其他
雜費
訂金
付款
送貨/安裝
上/下班 [Alt]+[F1]
暫存單 [Alt]+[F2]
貨品瀏覽 [F1]
貨品頁 [F2]
儲存 [F3]
開新發票 [F4]
儲存及列印 [F5]
收尾數 [F6]
列印 [F7]
會員資料 [F8]
費用頁 [F9]
訂金頁 [F10]
付款頁 [F11]
其他頁 [F12]
關閉 [ESC]
編輯
O/S Installment

First, this industry requires handling multiple shopping processes simultaneously. Eastop POS System provides a single POS interface to manage invoices, deposit slips, various payment methods, and workflows like pickup, delivery, installation, cross-store pickup, and supplier direct delivery. This enables customers to efficiently process orders, payments, deliveries, and installations.

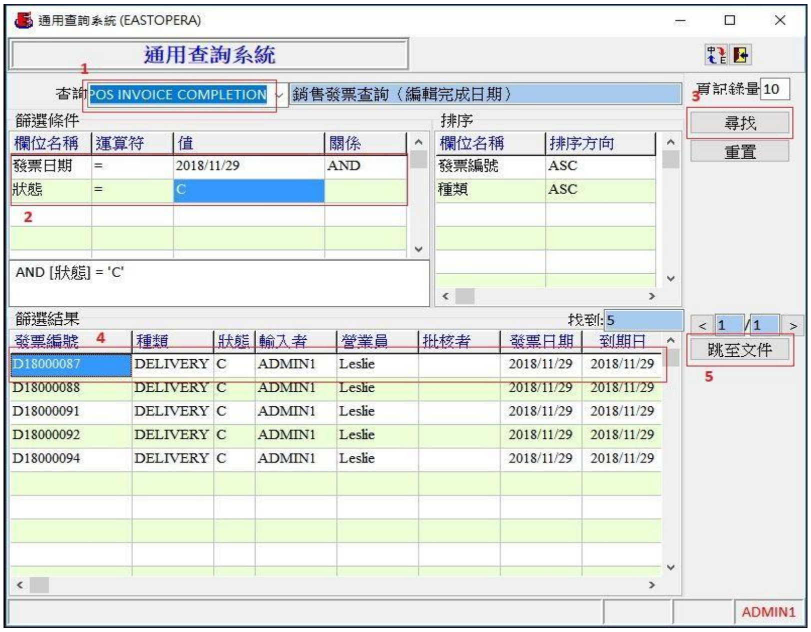
Second, Eastop POS System offers a user-friendly sales interface. We can customize screen layouts, fields, and functionalities for different clients. For the electrical appliance industry, Eastop has added a "Post-Cost" field to account for additional engineering costs during delivery and installation. Once filled, the system updates the base price, saving time on commission calculations.

Additionally, based on customer needs, Eastop has added a "Purchase Order" button to the POS retail interface. If back-office staff find insufficient inventory while approving orders, they can immediately initiate a purchase order from the retail screen, replenishing stock promptly and improving procurement efficiency.

Lastly, the POS system supports supplier direct delivery and payment collection. When switched to supplier delivery mode, the system automatically designates the shipping warehouse as a supplier-managed warehouse (negative inventory). The "Purchase Order" button added to the POS retail interface allows staff to create purchase orders while processing supplier delivery orders. The system also auto-fills the customer's delivery address into the purchase order and sends it to the supplier, achieving automated operations.

7. Back-Office ” Universal Query” Order Approval Function

Ensuring sufficient inventory for shipment after frontline sales staff place orders is critical for revenue. Therefore, a platform is needed to approve orders before shipping. Eastop has customized a "Universal Query" function to meet this need. Back-office staff can use this function to filter unapproved retail orders by specific criteria, displaying product details, quantities, and real-time inventory levels. This ensures staff can verify sufficient stock before approving shipments, improving fulfillment efficiency. If inventory is insufficient, they can immediately initiate a purchase from the POS interface.



查詢 POS INVOICE COMPLETION 銷售發票查詢（編輯完成日期）

頁記錄量 10

欄位名稱	運算符	值	關係
發票日期	=	2018/11/29	AND
狀態	=	C	

欄位名稱	排序方向
發票編號	ASC
種類	ASC

AND [狀態] = 'C'

找到: 5　< 1 /1 >

發票編號	種類	狀態	輸入者	營業員	批核者	發票日期	到期日
D18000087	DELIVERY	C	ADMIN1	Leslie		2018/11/29	2018/11/29
D18000088	DELIVERY	C	ADMIN1	Leslie		2018/11/29	2018/11/29
D18000091	DELIVERY	C	ADMIN1	Leslie		2018/11/29	2018/11/29
D18000092	DELIVERY	C	ADMIN1	Leslie		2018/11/29	2018/11/29
D18000094	DELIVERY	C	ADMIN1	Leslie		2018/11/29	2018/11/29

8. Automated Batch Generation of Delivery Orders

Typically, warehouse staff prepare goods based on contracts, and after items are moved to the delivery area, they must generate delivery orders in the system one by one to deduct inventory. However, as business grows, the time spent processing delivery orders increases significantly. To speed up this process, Eastop has customized a "Batch Generate Delivery Orders" button. Staff only need to select the delivery date and click the button, and the system will automatically generate delivery orders for all contracts on that date. This eliminates the tedious task of creating orders individually, significantly reducing staff workload while improving delivery speed.