

Andalusia Cash and Carry Luverne Cash and Carry Case Study

Andalusia
CASH & CARRY

Luverne
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Microsoft Dynamics RMS is THE Customizable Point-of-Sale (POS) Software for Home and Hardware Retailers

1. Open Access Programming: Microsoft Dynamics RMS has open access for programming modifications throughout the entire database, including POS processing, manager processing, reports, receipts, and labels.
2. Built BY the Industry, FOR the Industry: The Microsoft RMS hardware and building material solution from System Solutions has features designed by over 20 hardware and building material experts, including store owners and managers.
3. Microsoft Support: Microsoft has the depth of retail knowledge, appropriate resources, and an advanced eco-system of optimal developmental support.

"Microsoft RMS has become the most user friendly, feature rich and lowest cost point of sale system on the market" says Dave Durrenberger of System Solutions.

SITUATION

Andalusia Cash and Carry and Luverne Cash and Carry are hardware and building material stores located in Alabama. Having been in business for over 40 years, Cash and Carry used to manually process their transactions on a daily basis and struggled with the lack of control over inventory, pricing, accounts receivables/payables and credit card processing. They didn't have real-time insight and couldn't accurately forecast to improve their profitability.

Cash and Carry has three locations; Andalusia, Luverne and Greenville. Each of these locations processed over 100 transactions a day by hand. This manual process was extremely time consuming, inaccurate, and didn't allow for much pricing flexibility. Cash and Carry provides hardware products to both consumers and contractors and needs to price products based on a number of discounting levels, but their manual processing was holding them back. Depending on who was entering the sale, customers or contractors might not get the right price, causing discounting variations and unhappy customers.

As a home and hardware retailer, understanding the market trends is vital for proper inventory preparation. If Cash and Carry has too much stock on hand, they reduce cash flow and carry products their customers don't even need or want. Even worse, if they don't have enough stock on hand, they risk losing their customers to a competitor. Cash and Carry couldn't afford to lose business in an already downturned market and playing the inventory guessing game was not a profitable approach to their business.

SOLUTION & BENEFITS

In 2009, Cash and Carry started the search for a solution that could help them process transactions electronically and keep inventory information updated. Cash and Carry was impressed with Microsoft Dynamics RMS and System Solutions from the beginning. Microsoft Dynamics RMS had a Windows based user interface that everyone could easily understand. Support was also high on the list of priorities. Gale Slagley, Store and IT Manager of Andalusia Cash and Carry / Luverne Cash and Carry says, "The knowledge and size of System Solutions' support staff was reassuring to us as they could handle the customizations we needed, update our software when necessary, and handle any problems we may have along the way."

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System Solutions, LLC.

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Implementation of Microsoft Dynamics RMS at Cash and Carry took less than 30 days and, they've been reaping the benefits ever since:

Enhanced Communications with Suppliers for Pricing Flexibility and Inventory Control

Instead of relying on phone calls and hand-written notes, Cash and Carry can now communicate with unlimited suppliers electronically. Microsoft Dynamics RMS connects to their suppliers simultaneously every night, keeping their supplier catalog(s) up to date in Microsoft Dynamics RMS at all stores. Supplier SKUs (stock keeping units), costs, descriptions, UPCs (universal product codes), images and more are updated. Each supplier cost is tracked simultaneously for items that can be purchased from two or more suppliers. This allows Microsoft Dynamics RMS to automatically suggest purchase orders for items from the suppliers with the lowest cost, increasing Cash and Carry's profitability.

Cash and Carry can now generate accurate cost purchase orders with Microsoft Dynamics RMS, helping streamline the entire ordering process. Once they receive the product, they commit the electronic invoice in Microsoft Dynamics RMS which updates item quantities and landed costs. Cost changes can be automatically translated into pricing changes using margin preservation. Now Cash and Carry can price out materials appropriately, giving the right people the right price. By knowing the cost of their items, Cash and Carry can keep discounts consistent and hold on to those loyal customers and contractors.

The electronic communication has also improved the accuracy of their in-store retail prices. They used to deal with

manual mistakes on a daily basis and had to check, double check, and triple check to ensure the point of sale prices matched the product pricing in the store. With Microsoft Dynamics RMS, there are few mistakes and the labor required to check and verify has been eliminated.

With improved communications and accurate information, Cash and Carry can now focus on higher level operations, like adjusting buying trends that help them maintain better stock levels, unique products, and special order requirements. They no longer struggle with not enough or too much inventory.



Streamlined Accounting

By electronically centralizing all accounting information at the Greenville location, Cash and Carry is able to achieve real-time insight into financials. Microsoft Dynamics RMS Headquarters has made it possible for the three locations to seamlessly communicate with one another, giving Cash and Carry more control over their enterprise accounts receivables.

Another benefit is the credit card processing speed. They can process credit cards in 30 seconds versus the 5 minutes it used to take because they no longer rely on a dial up connection. Gale Slagley says, “We can check out 4x times more people with Microsoft Dynamics RMS Point-Of-Sale versus hand written tickets.”

Efficiencies Add Up

Cutting out the manual transactions that Cash and Carry greatly struggled with has created efficiencies throughout their organization. They can do more with less and be confident in the accuracy of their data. Gale Slagley says, “We are operating with less staff because of the efficiencies our Microsoft Dynamics RMS Point-Of-Sale and Headquarters system offer us. For example, we can process financial statements with one person versus the three people it used to take”

One of a Kind Support and Customization Capability

Initially Cash and Carry needed modifications that System Solutions quickly completed. These included pricing utilities, additional lumber attributes, customized statement generator for charge accounts and additional multi-unit measurement capabilities. These modifications met the industry specific needs for Cash and Carry. For example, Cash and Carry will buy a roll of chain from their supplier and sell it by foot from their store. The multi-unit measurement capability in Microsoft Dynamics RMS helps them sell the chain at a higher margin to achieve more profit from that particular product. The conversion from roll to foot is seamless in Microsoft Dynamics RMS and accounting information remains accurate.

Cash and Carry receives 24/7 support from System Solutions including the ability to customize anything they need within their Microsoft Dynamics RMS system. Gale Slagley says, “The flexibility of Microsoft Dynamics RMS is impressive and we are extremely happy with the “anytime support” we receive from System Solutions.”

System Solutions, LLC.

ABOUT SYSTEMS SOLUTIONS

System Solutions provides integrated Point of Sale, Back Office and supplier E-commerce solutions utilizing Microsoft Dynamics RMS / Microsoft Dynamics POS 2009. Leveraging the stability of Microsoft and Microsoft technology, Microsoft RMS has become the leader in specifically designed vertical point of sale solutions with unmatched stability, support and expandability versus non-Microsoft Systems.

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