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subject: PROFITsystems July 2008 eCommunicator

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Calendar

July

- 4th - PROFITsystems **CLOSED** for Independence Day
- 8th - 9th - Advanced Retail Education Course (Accounting/Financials)
- 10th - 11th - Advanced Retail Education Course (Sales Management)
- 14th - 18th - Daily Process Training Class
- 21st - 23rd - PROFIT *groups* Visionaries, Morehead City, NC
- 28th - August 1st - Las Vegas Market

August

- 4th - 6th - PROFIT *groups* Movin On Up, Sugarcreek, Ohio
- 4th - 8th - Daily Process Training Class
- 16th - PROFITsystems **CLOSED** for Company Picnic
- 18th - 19th - Advanced Retail Education Course (Inventory Management)
- 20th - 21st - Advanced Retail Education Course (Warehouse Management)

September

- 1st - PROFITsystems **CLOSED** for Labor Day
- 8th - 12th - Daily Process Training Class
- 9th - 11th - PROFIT *groups* Thomasville, Seattle, WA

Training Classes

For more information about our classroom training and to make your reservation, please contact Dawn at 800.888.5565 or dawnu@profitsystems.com.

Need a List of your Discontinued Items?

In PROFIT *professional* 11.3,

You've Been Talking and We've Been Listening

Ricki Stark Director of Retailer Relations

It's no big secret that the industry is challenging right now. Every dollar and every expense counts. Many of you are taking advantage of our PROFIT *freight* program, but have you considered Credit Card Processing? When is the last time you looked at your rates? Even if you negotiated them as recently as two years ago, are you certain they are the best rates available to you? According to the NHFA Retailer Performance Report, Credit Card Processing (CCP) fees can be as high as 2% of sales or more. This equaled 30% - 50% of all the profit earned by the average furniture dealer last year. Wow! Now is the time to check your rates.

Good news! PROFIT *systems* has just completed a side-by-side statement comparison. After analyzing actual client CCP statements, we have found X-Charge to be highly competitive with their rates and other benefits. Not only do they offer competitive rates, they also offer additional benefits such as store branded gift cards, check verification, and multiple terminal locations.

At the end of the day, it is apparent that traditional Credit Card Processing will cost you excess money if it doesn't provide all of the benefits that X-Charge provides.

To learn more about X-Charge and receive a FREE analysis of your CCP statements, call 800.888.5565.

Do You Inspect EVERY Shipment?

*Layla Berglund Director of PROFIT*freight**

When a driver shows up to drop off a shipment, does he seem like he is in a hurry? Do you ever feel pressured to not check your shipment thoroughly so that the driver can get to his next stop? Or worse, has a driver ever told you that he cannot wait for you to inspect your own shipment because he doesn't have time? Unfortunately, many of us have had a rough experience or two when it comes to dealing with drivers. While you may feel the pressure of the driver tapping his foot, it is imperative that you spend the time needed to address your shipment. Below are some simple tips to make sure your deliveries go smoothly.

Inspect the shipment when it arrives. Staffing appropriately for receiving your product and inspecting your boxes is critical. Despite what the driver says, they need to wait while you do, at minimum, an outer inspection of all of your boxes and packages. Be sure to look for any type of damage to the packaging, including corner damage. If the shipment is palletized, at least check the boxes around the outside that you can see and examine the condition of the actual pallet. Any damage to the pallet may indicate further damage inside. Keep in mind, the driver's goal is to complete his route for the day, making as many deliveries as he can. That is what is best for his

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For more help with campaigns, visit our [self-help section](#).

you can now easily print this list. We have incorporated it in your existing inventory item report. (Print/Reports/Inventory/Items) In this revised report, you now have new options. You can select to run this report by store discontinued, manufacturer discontinued, or both, simply by choosing the radio button.

For more information on this or any other reports, please contact Software Support at 800.888.5564 or support@profitsystems.com.



We are looking forward to seeing our PROFIT *groups* members at the next meeting. If you would like more information, please [visit our Website](#). If you are considering becoming a PROFIT *groups* member or would like references, contact us at 800.325.2018 or phyllisz@profitsystems.com.



Coaches Corner by PROFIT consulting

Here are some of the products and services that we currently deliver:

- [New!!! 2008 Product List](#)
- [Performance Groups](#)
- [Business Analysis & Recommendations](#)
- [Financial Forecasting](#)
- [Inventory Management Systems](#)
- [Financial Management](#)
- [Customer Service Systems](#)
- [Operations Consulting and Procedures](#)
- Distribution Systems Implementation
- Ebiz Solutions
- Custom Access Programs
- Automated Procedure & Reporting Execution
- [Delivery Routing Systems](#)
- [Sales Management](#)

Contact PROFIT consulting at info@profitconsulting.net.

company. Your goal is to assure your product has arrived intact and ready for sale because that is what is best for your company.

You must make a note on the delivery receipt. Making a note if there are "crushed or damaged boxes" is very important. However, noting specifically how many boxes are damaged could come back to haunt you. If you have listed two crushed boxes directly on the delivery receipt and the next day you contact the carrier because you found a third damaged box, they most likely will not assist you with the third box because you already told them there were only two boxes damaged. Be careful when you are noting that you have visible damage not to be overly specific unless you are 100% sure. Also noting "possible claim" or "potential claim" on the delivery receipt may help your situation when you go to actually file the claim.

Contact the carrier as soon as possible. Don't wait, the sooner the better.

Take photos. We highly recommend you make a small investment in a digital camera for your warehouse or receiving area. If you happen across a box that is damaged, you should take a succession of photos as if you are telling a story. Take a photo of the unopened, damaged box or boxes. Then open the top of the box and take a photo of the box with the visible contents inside the box. Next remove the content and take a photo of the damaged piece.

You have a limited time to report concealed damage. Every carrier has a slightly different policy regarding the timeframe allowed to report any concealed damage. We have found 15 days to be the most common timeframe permitted. This means it is critical to be timely in your receiving and stocking so that you will find any possible concealed damage issues within time to report it for a claim.

Get to know your drivers. Taking the time to get to know your drivers can benefit you in many ways. Learn their names, get to know a little something personal about them and if time permits, offer them a soda. I know it sounds a little over the top but knowing your driver can go a long way when you need them.

Although claims are certainly no fun to deal with, they really should not be common and do not have to be a painful experience. The best way to assure prompt and reliable response to your claim is to refer to and follow the carrier's specific claims, procedures, and policies.

PROFIT *freight* is a discount freight program offered as a part of your maintenance package. For more information on our services and benefits, please contact us today at 866.754.4650, or email freight@profitsystems.com.

A Mastermind Group

Phyllis Zaepfel Vice President PROFIT groups

I was reading an article today from Keith Ferrazzi the author of: "Never Eat Alone." The subject of the article is near and dear to my heart: Professional Advisors. Ferrazzi spoke about having trusted advisors who hold him accountable as being essential to his success. "Sometimes others see what you can't see. They keep you honest, because you won't want to disappoint them by blowing off your goals."

He went on to discuss the downside of having professional Attention Deficit Disorder (ADD). I had to laugh as I sometimes wonder if a dose of Ritalin might work wonders for me. In the quest to be the best, we sometimes find ourselves losing focus on the goals we are currently working on, because a new idea or project seems so much more enticing. Working to complete goals that may be long-term and those requiring more focus and energy, can sometimes be easily set aside. This

especially tends to happen when what appears to be the next "BIG" idea, or opportunity comes across ones desk, or is touted by someone as a "Gotta try this" revelation. That old boring and monotonous goal is now not much fun, or very exciting.

Does this sound vaguely familiar? You come up with an idea or goal you intend to attain, you put time and energy into it, hoping it will prove to be successful, but after a few weeks you don't see the results you expected, so you move on to something else. The new idea took precedent over the other goals you had been working on, right? When the new idea became hard to complete you turned your attention back to what you were working on in the first place. Rinse and repeat.

A reader responding to Ferrazzi's Blog commented further on the topic. He noted that one should seek out a "Mastermind Group" for support, accountability, inspiration, etc. I like that, a "Mastermind Group"! We have those at PROFIT*systems*; we call them PROFIT*groups*. I looked in the thesaurus and found some of the related words to describe mastermind, and they depict those who belong to our groups. It refers to brains, architects, organizers, planners, and engineers. It describes one who devises, instigates, and conceives. It denotes intelligence. In my association with the members of our groups they encompass all those traits. So I think we might rightly call our program the PROFIT*systems* Mastermind Performance Groups. I like the word mastermind. It accurately defines who our groups are made up of.

Are you associated with masterminds that are willing to advise and coach you? Do you have someone who holds you accountable? Do you hold someone else accountable for their goals and behaviors? Do you have someone you can count on to say "See I told you so", when dumb ideas are just that, or will they ask the hard question; "Is this idea or project really something that will make a difference in your business?" If an idea or goal can take months to see results are you willing to put in the work to see it to the end? Do you have someone to challenge you?

If you can answer yes to all the questions above; good for you. If you can't you might consider participating in a performance group, utilizing a business coach, or surrounding yourself with trusted advisors. Never forget that while you may be intelligent and successful, there is always someone smarter and more successful from whom we could learn a thing or two. One of Ferrazzi's advisors explains; "If you can find people whom you can trust, you will go out of your way to live up to their expectations." Our group members become like a surrogate board of directors for each other. The level of commitment they have to one another increases every time they meet to assist one another in being the best they can be.

PROFIT*systems* associates with many masterminds through PROFIT*groups*, PROFIT*professional*, PROFIT*consulting*, PROFIT*university*, PROFIT*freight*, and PROFIT*services*. These business units offer best-practice solutions designed to maximize cash flow and profitability. Questions can be sent to Phyllis Zaepfel at phyllisz@profitsystems.com or by calling 800.888.5564.

The PROFIT*systems* E-Communicator is your best source for news and information on PROFIT*systems*, technology, and the retail furniture industry. If you need to know about our conferences, software, or just what is new around the halls of PROFIT*systems*, this is the place to find it. In conjunction with our website www.profitsystems.com, we are working to provide you the most information in the most timely manner possible. If you have not registered for access to our online PROFIT*Resource* Center, please sign up at our home page today!

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