



PROFITsystems E-COMMUNICATOR

Calendar

May 1-3
PROFITgroups –
Thomasville group
meeting in Scottsdale, AZ

May 7-11
Class Week

May 9-11
PROFITgroups – Movin
On Up group meeting in
Destin, FL

May 21-23
PROFITgroups – +10
group meeting in
Albuquerque, NM

June 4-8
Class Week

June 19-21
PROFITgroups –
Countrywide group
meeting in Fredricton, NB

June 26-28
PROFITgroups –
Visionaries group
meeting in Hobbs, NM

Classroom Training

For more information
about our classroom
training and to make
your reservation, please
call 800.888.5564 or
email
april@profitsystems.net.

PROFITgroups

We are looking forward
to seeing our
PROFITgroups members
at the next meeting. If
you are considering
becoming a
PROFITgroups member
and would like more
information or
references, please call
800.325.2018 or email
phyllisz@profitsystems.net.

Klaussner Taps PROFITsystems as Preferred Tech Vendor

Klaussner Furniture Industries (KFI) of Asheboro, N.C., has named Colorado Springs, Colorado-based PROFITsystems as its recommended technology vendor for Klaussner dealers. All of KFI's licensed stores currently run on the system, which offers fully integrated management and accounting.

PROFITsystems is Growing to Better Serve You

The Software Support team has added three new reps. We would like to officially introduce:

Debbie Sloan
Julian Fistani
Lynn Havel

Also, Development has hired John McFarlane and he is already busy coding new features for our upcoming 11.3 release.

Spreadsheets – Don't Get Tied Up in Them Unless There is a Very Good Reason!

David McMahon, Senior Consultant

I'm going to give you an easy way to improve the efficiency of your business. Look at all your departments, their daily tasks, and see what spreadsheets people are using to assist their work flow. Ask yourself, "Why are we doing this?", "How long does it take us?", and "Doesn't our software have a way of handling this task?".

What I have found is that usually people use spreadsheets to assist with the processes of their business, because they are implementing a "crutch" to bypass some function that is not being performed correctly, or that they are unaware of the full capabilities of their business system.

These are some spreadsheets I have seen in place in and why they do not need them when using PROFITprofessional:

Spreadsheet	Why you don't need it – the on-demand and automatic system's equivalent.	In PROFITprofessional
Daily cash report	Cash receipts edit list and register	Print/Transactions/Cash and Activities/Receivables/Post/Cash
Monthly sales	Sales Analysis – written or delivered summary	Print/Reports/Sales/Analysis
AR debt owed spreadsheet	AR aging	Print/Reports/Receivables/Aging
Slow moving items list	Markdown report	Activities/Sales/Generate Sale Prices
Best seller list	Sales Analysis – items detail ranked by margin	Print/Reports/Sales/Analysis
Transfer list	Merchandise Transfer Order	Print/Reports/Inventory/Open Merchandise Transfers
Price tag data	Auto price tags	Print/Labels and Tags/Price Tags
Commissions spreadsheet	Commissions due report	Print/Reports/Sales/Commissions Due
Container listing with due dates	Open purchase order reports by container number	Print/Reports/Orders/Open

Current line-up list	PROFIT <i>lineup</i>	Print/Reports/Inventory/Lineup
Payables	Open payables report	Print/Reports/Payables/Open
Financial statement spreadsheet	Financial statements on demand	Print/Reports/Ledger/Financial Statements
Financial statement 12 month comparisons	12 month financial statements that automatically pull from the systems data	Custom Access program
Bank Reconciliation	System bank reconciliation capability and report	Activities/Ledger/Reconcile Bank Statement
Traffic report	Integrated system traffic counter	Print/Reports/Customer Care Center/Traffic
Up listing	Sales floor activity screen	View/Customer Care Center/Sales Floor Activity
Appointments scheduled	Task and appointment scheduler	View/Customer Care Center/Priority List
Close ratio, average sale, RPU, and number of opportunities	Customer Care Center with Salesperson Effectiveness report	Print/Reports/Customer Care Center/Salesperson Effectiveness
Delivery schedule and logs	View delivery schedules, manifests, and complete for delivery reports	View/Sales/Delivery Schedules and Print/Reports/Sales/Delivery Receipts

If you are using spreadsheets like these or others, and there is not a very good reason, chances are something is being done wrong in your business. You should determine what it is and implement a process to do it right.

Your entire company and future depends on having proper systems and procedures to produce the greatest profit. Do not compromise your business and your people's efficiency with an unnecessary "crutch" spreadsheet.

You can contact me for professional guidance at 719.330.8583 or davidm@profitsystems.net.

Home Goods Businesses Report Profits Growing

Phyllis Zaepfel, Director of PROFITgroups

Is business dreadful for you? Are you struggling to make sense of it all? Or are you one of the lucky ones that are experiencing higher profits and the same store sales as last year? You know our industry is not in as bad of shape as a number of retailers profess. Having the privilege of associating closely with more than 60 of the best and brightest retailers in our industry, I get to hear the many good things that are happening out there in the real world. You should know the good stories these retailers relate outnumber the bad. I get to hear stories about retailers that have higher sales with less customers and are more profitable with less sales.

As bad as you might think our industry and economy is, people are not suddenly sitting and sleeping on the floor. Children are still keeping their clothes in drawers and families prefer to eat meals on a kitchen or dining room table. If they aren't buying new houses and gas prices are too high, they must be staying home which presents the opportunity for our industry to make those same houses more beautiful.

The good news is: for those of you that are struggling, there is hope, but it requires change. It might be the way in which you are buying, merchandising, or selling. Do you have a true sales system, or do you have as many systems as you have salespeople? Do you sell rooms, or simply pieces of furniture? Those making more sales with less traffic have one system that promotes selling rooms not furniture. Is the ratio of your sales to inventory more than 17%? Are your best sellers in stock 95% of the time? Those making higher profits with fewer sales carry less inventory and keep their best sellers in stock.

When was the last time you changed how you operated your business? Streamlined processes? Implemented pay for performance? Would you like to speak to a group of retailers like yourself that have done these things? Would you like to associate with successful retailers to learn their secrets of survival in a down economy?

PROFIT*groups* offers you the opportunity to join our performance groups program and network with the "best of the best" retailers in our industry. If you are forward thinking, willing to share, and aspire to improve profitability, this program may be just what you need to turn your business around and start telling those success stories yourself.

For more information, call Phyllis Zaepfel at 800.888.5564 or email phyllisz@profitsystems.net.

Packages - Fantastic Selling Strategy

Connie Dickson, Software Support Specialist

A package is a combination of items with its own unique item ID and is sold as a unit, such as a dining room set or even a bed (mattress, box spring, and bed rails). Since a package price is generally lower than the total of its components prices, packages attract customers and boost sales volume. Packages also provide convenience and ease when adding items to a sale. PROFIT*professional* distributes the discount evenly among the component items in the package, based on costs, allowing for the most accurate gross margin of each item.

There are two types of packages and both are easy to setup: pre-defined packages, where the components are setup ahead of time, and star packages (*PKG), where the salesperson adds components at the time of the sale. Start with creating the **parent** package ID in File/Maintenance/Inventory/Items. Enter the package ID you want to use in the item ID field, then select package in the Item Type box. You can set a package up for a specific vendor, groups/vignettes, or salesperson ID (*PKGsalespersonID).

For pre-defined packages, go to File/Maintenance/Inventory/Packages. Type in the package ID just created in the item file. Add the components for this package. This screen is also used to add, change, or delete components for pre-defined packages. Pre-defined packages can also be changed at the point of sale. For example, a customer may prefer a different end table to the end table already in the package. You can easily delete the pre-defined end table while in the sale and add the table the customer prefers.

Using a star package (*PKG) for a vendor or salesperson, components can be added at the point of sale, based on customer or store criteria. A package discount price encourages customers to buy more and then feel good that they found what they wanted at a savings.

Please contact Software Support with any questions at 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 PSI, this is the place to find it. In conjunction with our website www.profitsystems.net, 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!

Michelle Michaels, Editor

PROFIT*systems*, Inc.

The Leading Provider of Retail Furniture Systems and Solutions
422 E. Vermijo, Suite 100 Colorado Springs, CO 80903
Phone: 800-888-5564 Fax: 719-578-9506

Email: newsletter@profitsystems.net

URL: www.profitsystems.net

No part of this publication may be reproduced or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without the prior written permission of PROFIT*systems*, Inc.

You are receiving this newsletter because you signed up from our web site. [Click here](#) to unsubscribe.

© PROFIT*systems* 2007. All Rights Reserved.