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communicator
by PROFITsystems, Inc.



Calendar

October

- 17th - 22nd High Point Market Building: Plaza Suites Location: 1st Floor 527
- 26th - 30th Daily Processing Class

November

- 2nd - 6th Daily Processing Class
- 16th - 20th Daily Processing Class
- 26th CLOSED for Thanksgiving

December

- 7th - 11th Daily Processing Class
- 24th Closing at 3pm for Christmas Eve
- 25th CLOSED for the Christmas Holiday



For more information about our classroom training and to make your

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Survey: Should We Hold a Users Conference in 2010?

It's been four years since we had our last User's Conference. With 2010 around the corner, we are considering having one March 11 - 12, 2010 here in beautiful Colorado Springs, CO. We would be offering a three track program allowing you to choose which sessions are most appealing to you. A variety of topics will be offered, including:

- What's New in PROFIT *professional* 12.0
- Recovery Planning
- Improving Profitability
- SEO (Search Engine Optimization)
- e-Commerce Solutions
- EasyChair Focused Sessions

reservation, please contact Dawn at 800.888.5565 or dawnu@profitsystems.com.



PROFIT *groups* facilitates highly motivated groups of similar retailers who want successfully field-tested and time-proven answers to their biggest challenges. Members meet twice per year in a relaxed, content-rich setting to share Best Practices and help each other achieve double-digit profitability objectives. Owners measure their financial success against industry norms, network to improve GMROI and inventory management, lower both fixed and variable expenses, and improve efficiencies. For many years, this program has helped hundreds of retailers achieve financial success for themselves, their families, and their employees. This program is designed to help you take your business to the next level.

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.

If you have additional topics you would like to see offered, please let us know in the comments section below. Pricing will be \$895 for the first attendee from your company, \$795 for the second attendee, the third and additional attendees will be \$695. Since the Users Conferences are done for the benefit of our clients we would like to hear from you. Would this conference be of interest to you? Please take five seconds and vote.

[Please click here to vote.](#)

Daily Processing Classes

[Dawn Urbanowicz](#), *Customer Satisfaction Manager*

Do you have new employees or current staff who need to learn PROFIT *professional*? Has it been a while since you have been to the Daily Processing class and would like a refresher? As a benefit of your maintenance package, PROFIT *systems'* clients can send staff members to the Daily Processing class, held each month in Colorado, at no charge (based on availability). This four and a half day training class covers all aspects of daily processing within our current software version, PROFIT *professional* 11.3. There is also a valuable session on understanding and increasing your GMROI. The remaining class dates this year are:

- October 26th -30th (class is full)
- November 2nd - 6th (class is full)
- November 16th - 20th
- December 7th - 11th

Space is limited, so please contact Dawn for available seating prior to booking flights.

As a courtesy, we are glad to make your hotel and local transportation arrangements if you choose one of our preferred hotels. You will receive our special room rates if you choose one of these hotels. For more information, please contact Dawn at 800.888.5564 or email dawnu@profitsystems.com.

Five Common Questions about Inventory Management

[Chris Millet](#), *Business Coach*



Coaches Corner by PROFIT *consulting*

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

- [Complete Operational and Management Services](#)
- [New! e-Solutions and e-Showroom](#)
- [E-Marketing - E-Marketing Client Login](#)
- [Business Analysis & Recommendations - PMA](#)
- [Business Systems Audit](#)
- [Financial Forecasting](#)
- [Inventory Management Systems](#)
- [Financial Management](#)
- [Customer Service Systems](#)
- [Delivery Routing Systems - PROFIT *delivery*](#)
- [Customer Care Center](#)
- [Sales Management](#)

Contact PROFIT *consulting* at consulting@profitsystems.com or via our new message board.

As I work with clients on proper inventory management techniques, I encounter some common questions and concerns. I thought we may have other clients who have the same questions, and decided to share them with you. Most of these concerns stem from a perspective, which has caused improper inventory management in the past. Our inventory management techniques are time-tested and proven, but, as with any new technique or process, inevitably there is a resistance to change and a fear of the unknown.

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The "F" in FHTRB

[Phyllis Zaepfel](#), *Director of PROFIT groups*

As promised, I am starting a series of articles addressing the five fundamental elements of organizational development: Finding, Hiring, Training, Retaining and Building your team. I plan to address each one of these with the objective of ultimately sharing tools, resources, and the ideology of building the best possible team.

Often, more time is spent with employees than with our family and friends. It is to everyone's benefit to make the most of this time together for the purpose of all involved. In the book "Good to Great", emphasis was placed on "getting the right people on the bus". It is just as important that you not only get the right people on the bus, but in the appropriate seats. Then you must make certain the trip is enjoyable and profitable for everyone joining you on the journey.

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The Best of PROFIT *professional* Part 2 Merchandise to Display

[Shelley Parlin](#), *COO*

How much inventory is too much? Clearly this is a subjective question. The answer is easy if you think about it as having more inventory than you need. Aaahhh, but what constitutes "need"? The rule for the furniture industry is to have 20% of your sales volume

in inventory. To keep things simple, I will use a one million dollar store. That store should have no more than \$200K in inventory. That is allowing a little more than necessary. It should really be around \$180K. Following that comment I frequently get asked, "Do I have to count the inventory that is sold?" The answer is yes. If you have possession of that furniture, you count it. Let's face it, if your distribution center burnt down, you would want your insurance company to pay you for the product. Until your client takes possession of the product, it gets counted.

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Hiring for the Holidays?

Ricki Stark, VP of PROFITservices

The holidays are a busy time for retailers. You're trying to prepare for your biggest sales of the year, plan your year end, and let's not forget the mad rush of customers all wanting their special orders delivered in time for the big holiday gathering at their home. If you want to make sure the "mad rush of customers" doesn't become a "rush of mad customers" you'll need strong employees so don't forget to do background checks. PROFIT*systems* now provides comprehensive employment screening solutions for businesses of all sizes. We have automated the process, so it is fast and easy for you. Simply order your background check online at www.profitsystems.com under our PROFIT*services* tab, fill out the pertinent information regarding the possible new hire, and submit the info. That's it! All that's left to do is sit back and wait for your background check to arrive, which you will receive within 24 hours. Make sure that you are properly staffed for the holiday rush! Call 800.888.5565 today for more information or visit our website at www.profitsystems.com.

Is Your PROFIT *professional* Help Document Not Launching?

From the main screen of PROFIT *professional*, you should be able to click on **F1** or **Help** > **Using Help** to launch the Help Document. This is launched using

Internet Explorer and therefore relies on the browser settings. If your Help is not launching, follow these steps to configure your browser settings:

1. Close PROFIT *professional*.
2. Open Internet Explorer.
3. Click on **Tools**.
4. Choose **Internet Options**.
5. Choose the **Advanced Tab**.
6. Check the box under **Security > Allow active content to run in files on my computer**.
7. Click OK.
8. Click on **Tools** again and turn the Pop-Up Blocker off. If you use Google Toolbar, turn the Pop-Up Blocker off for it as well.

Open PROFIT *professional* and try to launch Help. If it does not open, its due to other security on your workstation and you will need to speak to your local tech. In this case, you can still launch Help, by going to Start > Programs > PROFIT *systems* > PSI Utilities > PROFIT *help*.

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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