

# Complete Retail

## Frequently Asked Questions

### **What do you mean by *Store Automation*?**

Store Automation includes anything that makes running a retail store less labor intensive and more profitable. Complete Retail is a platform for all Store Automation including:

- Customers
- Employees
- Products
- Inventory
- Sales
- Bookkeeping

### **How long does it typically take for Complete Retail to pay for itself?**

By delivering cost savings, improved margins and increased sales, Complete Retail typically pays for itself within 9 months to 2 years:

- Inventory control can reduce shrink by as much as 95%, inventory carrying costs by as much as 25% and virtually eliminate out-of-stocks.
- Implementing scanning at the registers can improve your bottom line from 2 to 7 percent per year.
- Lower costs associated with electronic tenders can lead to annual savings of up to 35% of your service fees.
- Product management can lead to an overall margin increase of 2-5% without sacrificing sales.
- Improved employee scheduling and time tracking (having the right people working at the right times) can reduce labor costs by up to 20%.
- Overall reductions in labor based on automation has saved from 5-25% of annual labor expenses.
- Customer Loyalty program can increase total sales by 10-25% annually.

### **How long does it take to get up and running?**

We have designed Complete Retail so that you can be up and running (scanning 100% of your store) within a week of getting started. The system comes with over 17,000 items pre-loaded and we have developed a very efficient implementation process.

### **How much time does it take to keep the system up-to-date?**

The system has been designed to make product changes as simple as possible. A typical small grocery store (4,000 to 5,000 square feet) will take roughly 1 hour a week to do price changes and introduce new products.

With the Vendor Integration Module this is reduced even further as your vendors will send you new products, price changes, discontinued products, and product specials electronically so that each of these can be taken care of with a few clicks of the mouse.

### **How much does it cost?**

Although each store is unique, with price being dependent on options selected, prices start at:

- Convenience Store (1 check stand) \$4,000.
- Small Grocery Store (2 check stands, Back Office, Mobile Workstation) \$11,000.
- Additional check stands \$2,700.

## **How is support provided?**

Our support staff can connect to your system remotely to resolve problems and show you how to perform a function.

## **How reliable is the system?**

Complete Retail has been built around the best Point of Sale hardware available. Additionally, the system has been written so that no single component failure will bring you down. We have stores that have been running for over 5 years without a problem. If there is a problem, replacements for all critical components are available for overnight delivery. Technical support is only a phone call away: **7** days a week - **24** hours a day - **365** days a year!

## **How long does it take to train cashiers?**

The cash register functions are very user-friendly and most cashiers can be trained on all functions within 15 to 20 minutes.

## **What makes Complete Retail unique?**

Complete Retail was developed by a small retailer with an Information Technology background. This has allowed us to develop a solution that is geared to the real challenges faced by small retailers, not a knock-off solution designed for big-box retailers. As changes occur in the retail environment we add the necessary functionality to Complete Retail.

### **For More Information:**

Contact Retail Solutions at (906) 789-7879 or via Email: [Sales@CompleteRetail.net](mailto:Sales@CompleteRetail.net)