



# ServerLogic Customer Case Study

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## Tire Factory TF Touch Point-of-Sale System

### Overview

**Solution:** TF Touch Point-of-Sale System

**Industry:** Retail Tire Sales & Distribution

**Customer:** Tire Factory, Inc.

### Customer Profile

The West's fastest growing tire retail organization with over 200 independent dealer stores located across 13 western states with headquarters in Portland, Oregon.

### Business Situation

Client needed to connect all 200 independent tire dealers to a single point-of-sale system to facilitate quicker order response and up-to-date sales data helping to streamline reporting. The challenge was to connect the corporate warehouse with the individual stores in order to increase inventory visibility to improve order and inventory management.

### Solution

Client engaged ServerLogic, a Microsoft Gold Partner, to help design and develop a modular, touch-driven, distributed, intranet-based point of sale system to empower store clerks to quickly take orders and collect payments. Sales staff can look up their inventory, as well as corporate warehouse and sister-store inventory. The POS uses Ajax to provide desktop-like interaction through a browser.

### Benefits

- Streamlined business processes
- Redundant data entry elimination
- Integrated with warehouse inventory system
- Enhanced quick search features
- Real-time reporting capabilities
- Accounting system interface
- Improved performance and reduced costs



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The Tire Factory engaged ServerLogic's software development team to create a POS system that connected all 200 independent dealer stores with real-time access to corporate warehouse inventory while also servicing local store retail sales.

## Features and Benefits

### Tire and Wheel Lookup

TF Touch provides several mechanisms for looking for tires and wheels based on varying amounts of information. With a vehicle's make, model and year, a list of all compatible tires or wheels can be displayed. Tires can also be found by size, speed rating, season, manufacturer, etc. This list can be further filtered to include only tires that are in-stock.

### Global Search

From any screen within TF-Touch, a global search can be initiated. Global searches are used to search for anything based on keyword. If you type in a person's name, you will get a list of customers, orders, products, etc that contain the person's name. These items are grouped on tabs so that all matching customers are on one tab, tires on a second tab, wheels on another, etc. This can be especially useful for looking up a customer by their vehicle's license plate number when they pull up to the store. At your fingertips you have the customer, quotes, open work orders, historical invoices, etc.

### Customer Balance

TF Touch maintains an accounting of customer balances. Customers who are permitted to run a balance may charge purchases against their account balance. Customers later may make payments on their account and tie those payments back to specific invoices.

### Monthly Statements

If a customer has had activity on their account within a billing cycle, a statement will be output at the end of the billing cycle. Account activity includes finance charges, charges made against the account or payments made on the account.

### Accounting Export

A set of accounting reports and an accounting export provide a modular integration point for many accounting packages, including the popular QuickBooks™.

### Close of Business Reconciliation

At the end of each day, the closing manager is prompted to provide their cash, check and credit receipts. The system will then show them an over/under report to help identify any missed transactions. The closing manager is then able to make corrections to the day's ledger, reconcile and close the store.

### Inventory Control

TF Touch provides full logging of all inventory transactions. This can be useful for tracking down inventory anomalies.

### Cross-Store Inventory Lookups

If one location is out of stock on a particular product, a sister-store may have some quantity on-hand. The cross-store inventory lookup enables a TF Touch store to look at the on-hand inventory at other stores in real-time.

### Electronic Purchase Order Submission

Using the requisition and purchasing system within TF Touch, a Tire Factory store can quickly submit an order and choose a delivery date and method. As deliveries arrive, quantity from the purchase order can be validated and received into inventory.

### Fast Task Switching

Retail tire stores are very interrupt driven. A user needs to be able to work with a customer at the register while simultaneously helping a customer on the phone. TF Touch is a task-driven application. At any time, a user can choose to stop working on their current task, and start a new task. When they are ready to resume the previous task, they simply click on it in the "Active Tasks" bar.

### Keyboard Shortcuts

Access to the most common tasks is exposed through keyboard shortcuts.

### Touch Screen Enabled

The TF Touch system was designed to run on a touch screen. Important "hot" areas on the screen are oversized to accommodate fingers, as opposed to a mouse. TF Touch also employs an on-screen keyboard for data entry.

## Technical Platform

- .NET Framework 3.5
- C#.NET
- AJAX
- Microsoft SQL Server
- SQL Server Reporting Services (SSRS)
- Server-Side Printing

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### For More Information

For more information about ServerLogic and our custom software development services, call **866-838-6932** or visit [www.serverlogic.com](http://www.serverlogic.com)

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