

Intuit® QuickBooks® Point of Sale



Customer Profile

- Bookshop, gift boutique, and drop-in center based in Englewood, FL.
- Two part-time employees.
- 10 to 40 transactions per day.
- Using QuickBooks Point of Sale since July 2006.

“QuickBooks Point of Sale is a phenomenal tool for merchants. It really is. It captures everything: your sales, profits, losses, cash balances, inventory, receipts... I can’t imagine what else a merchant would want it to do.”

Lynne Kloss, Owner
Mystic See

Intuit QuickBooks Point of Sale Helps a Small Boutique Realize Big Dreams

Business Challenge

A bookshop and gift boutique was hosting events at their location, and needed an easy-to-learn system to track and manage transactions for both event payments and inventory sales. They also wanted a complete package that could help them manage inventory, ring sales and accept payments.

Solution Provider Recommendation: Intuit QuickBooks Point of Sale

- Intuit QuickBooks Point of Sale Basic with a Credit and Debit card reader, Receipt Printer, Cash Drawer, and Bar Code Scanner
- Intuit QuickBooks Point of Sale Merchant Service

Benefits

- Saved significant amount of time and money spent on accounting fees when switched to Intuit QuickBooks Point of Sale Merchant Service.
- Improved customer service with rapid access to inventory and customer information.
- Overcame lack of familiarity with computer technology with intuitive system.
- Received a complete management tool for running a retail business.

A dream come true

Since the age of 12, Lynne Kloss had dreamed of opening a store where people could drop in and find all kinds of tools for self-development and holistic health, from books, jewelry, and sacred objet d’arts, to services such as massage, acupuncture, and instructional classes.

Lynne realized that dream three years ago, when she opened Mystic See in Englewood, FL. In addition to Lynne, who works full-time at the store, Mystic See employs two part-time employees and several independent contractors. Depending on the day, the store can process anywhere from 10 to 40 transactions.

To manage financial transactions as well as inventory, Lynne implemented QuickBooks Point of Sale. “My accountant said it would be easiest, particularly since we were already using QuickBooks Pro to manage the books,” says Lynne.

Managing a complex set of transactions

Mystic See has diverse transaction types, with most items in the store being taxable while their services, such as instructional classes, are non-inventory, non-taxable items. “We made a few mistakes when we set up because of these different types of transactions,” says Lynne.

Mystic See relies extensively on the services of QuickBooks ProAdvisor and Intuit Solution Provider, Bobbie Marquis, who provides technical support, training, QuickBooks data entry, and web development services to the boutique.

Intuit® QuickBooks® Point of Sale

“I don’t know how I would have done it without Bobbie,” says Lynne. “If I have a problem, I just call her.

Improving customer service with easy inventory management

Lynne is delighted by the ease of use of QuickBooks Point of Sale’s inventory management. “QuickBooks Point of Sale makes inventory management really easy — it basically manages our inventory for us,” she says.

“When we receive a purchase, we count up the items then enter the purchase order in the system,” she explains. “I use the scanner to scan the barcode, then enter a tax code, so each item has its own number. Items automatically come out of inventory every time we make a sale. If we give any away, we take it out using quantity adjustment.”

Employees at the store also really like being able to check online for available inventory. “It’s great not having to shuffle through things in the storage room just to figure out if we have something in stock,” she says. Even better, they enjoy the added customer service they can provide on out-of-stock inventory. “If a customer asks for a specific item that we’ve run out of, we can easily call it up on our system, call the vendor, and put in a request on the spot. It’s wonderful!” says Lynne.

Confident about the numbers

Tracking inventory this closely means Lynne can feel confident about controlling what goes in and out of the store. “I always know where I stand with my inventory. I don’t have to worry that inventory might be disappearing from the store without my knowing about it,” Lynne says.

Lynne also likes the added security the system provides on financial management.

“I think it would be very difficult to steal from this system. Everything is in there, and you couldn’t finagle a sale,” she says.

Lynne also uses the system to track and analyze sales information. While she doesn’t use it to understand performance of items, since she and her employees already know this information from personal observation, she does use it to analyze performance over specific time periods.

Saving valuable time with Intuit QuickBooks Point of Sale Merchant Service

Lynne initially set up with another provider for credit and debit card payment transaction processing, but recently made the switch to Intuit QuickBooks Point of Sale Merchant Service after many frustrating moments with the previous service. “We used to have to manually enter the sales information on the unit, and it was a pain in the neck,” says Lynne. “When we switched to Intuit QuickBooks Point of Sale Merchant Service, we just swipe the card, and all the information is right there on the system.”

“We have saved a lot of time and eliminated a lot of mistakes since going with Intuit QuickBooks Point of Sale Merchant Service,” she says. “It’s saving me a whole lot of money, because my accountant can now take care of all the reconciling in under an hour.”

“We have saved a lot of time and eliminated a lot of mistakes since switching to Intuit QuickBooks Point of Sale Merchant Service. It’s saving me a whole lot of money, because my accountant can now take care of all the reconciling in under an hour.”

Lynne Kloss, Owner
Mystic See