

# Round Table: 20+ Stores

(facilitator: Art Norman)

## Attendees

1. Stephanie Urban, Auditor @ National RTO (1352); (32 Stores w/ 300 employees)
2. Darrel Adams, IT Manager @ Rent-A-Wheel/CA (1210) for 11 years (38 stores)
3. David David, General Manager @ Full-O-Pep (1012); (29 Stores)
4. Steve Hicks @ Sonic Wall (Vendor)
5. Rouf Bishay, CTO @ Full-O-Pep (1012)
6. Dan Companion, Director of Operations @ Babcock's Home Now (1458) (300 retail stores)
7. Terry Beville, VP @ Buddy Bi-Rite (1132); (60 stores)
8. Jeff Robinson, VP @ Buddy Bi-Rite (1132); (60 stores)
9. Dan Gawl, MIS Director @ Buddy Bi-Rite (1132); (60 stores)
10. Bill Kelly, CFO @ SMG dba New Avenues (1494) (Bill is a previous High Touch user)
11. Mickey Hammond, Regional Manager @ Rent One (1572)
12. Bob Barrum, System Administrator @ RAC (1410)
13. Lorri McGovern, IS Manager @ Rent One (1572)
14. Laura Baker, IS Assistant @ Rent One (1572)
15. Murray Beck, VP of Operations @ Rent One (1572)

I. Question: What would be your number 1 programming item to get accomplished?

Suggested by David David but unanimous agreement of group

A. Better Identify Good Customers by identifying (on RP screen) such things as:

1. Customer since date (date of very first agreement)
2. Number of agreements (Closed & Open)
3. Dollars collected & % on time (Note: Like GIN Customer Rewards System)
4. Customer Rating based on individual store criteria (Customer Rewards)
5. Function Key on RP screen to view CLOSEINQ

Suggested by Dan Companion but again unanimous agreement of group

B. Fix, Modify, Enhance Inventory Pricing to take into consideration the following:

1. item condition – new, lightly used, used, heavily used
2. revenue earned
3. days idle
4. ability to adjust rate instead of term (re-establish full term for item but reduce pmt amt)  
(*This was the number one issue or request, brought up in previous user conf's*)
5. Dan also suggested multiple but interchangeable pricing models or variables
  - a) pricing on original model number
  - b) pricing based on the serialized inventory item per agreement, allowing discount of each specific item based on various factors as condition revenue etc.

Requested by Stephanie Urban; NOTE: BRCPDOUT Report was suggested by others in group

C. A Report to show profitability of different promotions such as

1. Adjusting rate vs. term on used merchandise
2. Using 30 or 60 or 90 or 120 days same as cash

Requested by Terry Beville

D. Improved pricing maintenance to include the following:

1. A method of changing price on model number with out changing price on inventory
2. Ability to interface Purchase Order price with an old or new price on model/serial number
3. Ability to change price on all serialized inventory of same model number automatically
4. Ability to push out price changes in home office to all stores

II. Question: What area of your job could be automated to make you more efficient?

Suggested by David David & Dan Companion with group agreement

- A. Developing a true Package or Combo Pricing function that eliminates price discrepancies
  1. Option to exchange individual items in package without creating new agreement
  2. User defined pricing formula that incorporates the following
    - a) package term (independent of item terms) that does not create pricing discrepancies?
    - b) discount rate on package applied to all items in package
    - c) utilizes pricing discounts based on condition of items (mentioned above)
    - d) Dan suggested using the item balance as the common denominator in the pricing model

Requested by both Dan Companion & Lorri McGovern

- B. An Agreement Pricing Discrepancy Report

Requested by David David

- C. Ability to better utilize email address in RSSS System
  1. Ability to do a mass emailing based on email address in customer record
  2. Ability to do selective mass emailing based on other factors (late or on time payments)
  3. At least ability to create a file that can be fed into another email package

Requested by Dan Companion

- D. Improved Service Module that incorporates some of the following
  1. Automatic transfer of inventory?
  2. Provides a Service Vendor Report
  3. Better way to handle loaners & demos for items in service department  
(switching out inventory on active ticket)  
This was also a big concern for Stephanie, Lorri & Rouf as well as rest of the group
  4. Ability to add service fee to existing agreement without creating separate agreement.

Requested by Stephanie

- E. Ability to limit transfers of inventory based on particular status of item
- F. Additional Agreement Types that distinguish a new agreement from a “switch out” (exchange) or retype”?

Requested by Terry Beville

- G. Report that breaks out revenue for same as cash transactions by 30/60/90/120 etc options? He thought Mike Silver might already be doing something on this.

Requested by Dan Companion

- H. Agreement Discrepancy Report???

#### Other Miscellaneous Suggestions:

- I. A Free Time Reason Code
- J. Customer Special Interest Area on RP screen (part of comment area?)
- K. Ability to highlight or indicate “urgent” or “high priority” message on RP screen  
(example: get new address or phone number, then ability to turn off urgency indicator)
- L. RSSS website blog area to facilitate RSSS user interaction amongst themselves.
- M. Dan Companion would like to see a really “kick but” Datamart Training Demo

#### Additional Discussion Topics:

- A. Users were willing to share in the development costs of some of the requested high priority enhancements in order to make them happen quicker.
- B. There was some discussion on how BOR was becoming somewhat obsolete and being replaced with numbers of agreements and customers.
- C. There was also some discussion on the legality of contacting customer references for collection purposes.