

Implementation Of Sage Pay Point | Joe's Ice Cream

The Client

Since the 1920's Joe's Ice Cream situated in Swansea, South Wales has been a landmark for residence and tourist alike. The company has three prime store locations where they serve their vast varieties of unique Italian ice creams. With a team of 80 full and part time employees the company also distribute their products to over 600 retailers from local stores within Wales to national chains including Londis, Premier, Spar, Sainsburys, Morrison and Asda, in addition to schools, hospitals and offices.

The Issue

Due to the seasonal demand for their products a team of seven drivers distribute to a variety of outlets in refrigerated vans to take immediate orders. The previous order system was paper based, the drivers were supplied with invoice sheets in which they completed and on return to the office would supply to a member of the accounts team for inputting into the accounts system – Sage Line 50. This would result in the accounts team inputting on average 150 invoices per day.

They found this system to be extremely time consuming and prone to human errors. Furthermore, the system did not incorporate any stock control facilities, making it difficult to estimate future stock capacities, supplier orders etc.

The Solution

After consultation with the company, Prosys Computing concluded that an integration of Sage Pay Point with Sage Line 50 was required to adequately meet the company's needs.

Sage Pay Point generated a user friendly point of sale environment enabling Joe's Ice Cream to conduct customer sales and payment transactions quickly, accurately and most importantly securely for both the customer and company. The system immediately prints out invoices to supply to the customer. The Pay Point system can transfer data onto the driver's laptops which are then plugged into the network and the data transferred into the Sage Line 50 accounts package.

Through integration with Sage Line 50 the systems manage both pricing and stock control effectively across the company.



The Benefits

The system is less time consuming through simplifying business processes from the front line staff to the accounts team. The accounts team in particular have benefited and are now able to concentrate on their core activities.

Greater accuracy of information has been provided for both customer and company. A prime benefit of the system is the ability to store prices, calculate V.A.T and even print out the invoice reducing the possibility of errors and improving customer services with accurate, immediate information.

Testimonial

“This system installed by Prosys Computing is very good. The training we received was a real benefit – many of our drivers had not used a computer before yet alone the system and Prosys ensured each driver had two days training on the system. The after care service was excellent any problem we had was dealt with immediately and efficiently.”
Paul Jones

