



Holiday Boutique



Staffed solely by volunteers of Holiday Guild, Holiday Boutique opened its doors nearly 60 years ago with the sole purpose of raising money for Children's Hospital Central California. In the early days of the Guild, the Boutique was operated by 12 charter members and offered only holiday cards for sale. Today, Holiday Boutique has become a landmark in its current location in northwest Fresno, CA, and even though its mission for raising money for Children's Hospital Central California has not changed, Holiday Boutique has evolved into a popular retail business focusing on bridal registry, china, crystal, personal gifts and other décor accessories for the home.



One thing that makes Holiday Boutique stand out from other retailers is that the Boutique is fully staffed by volunteers. Four volunteers manage the store on a rotating basis and are responsible for the many facets of the retail business. Forfeiting any monetary reward, the managers supervise the workforce, accept deliveries of merchandise, work with customers and brides, educate the volunteers on the sales force, and perform the daily accounting functions.

This is one retailer that operates with no personal gain to its employees, but is run wholly by passion for its wonderful and selfless cause of helping children with medical needs. We recently spoke with Toni, one of the store volunteers, about Holiday Boutique's use of Intuit's QuickBooks Point of Sale (QBPOS).

BHD: What POS system did you use before using QuickBooks?

TONI: Even though we have used QuickBooks Accounting since 1999, we had a separate POS system. We really wanted a POS system that would interface with our accounting system and QBPOS had all the functionality and met that need for us.

BHD: What do you find to be the best features of QBPOS?

TONI: We needed a system that would be easy for volunteers to perform daily tasks, as they work only four-hour shifts per month. Having a system that is easy to learn and retain was critical for us.





BHD: Describe the integration link between QuickBooks POS and the QuickBooks Accounting system.

TONI: The link between QuickBooks POS and the Accounting Package has proved to save much input time, as product invoices generated in QuickBooks POS post automatically to QuickBooks Accounting at the end of each workday. This cuts the workload of our Accounts Payable input person substantially.

BHD: How has QBPOS benefited your retail operation?

TONI: Since we began using QBPOS, we have a much more accurate accounting of our inventory. We purchase our merchandise semi-annually at the Atlanta Gift Show and our lines of product are constantly changing. With QBPOS, tracking the history of our inventory is easy and accurate and even gives us the data we need to make better purchasing decisions. The scan tags are easy to use and never fail us.



BHD: Why did you choose Big Hairy Dog as your service provider?

TONI: I am so glad that Big Hairy Dog was referred to us by Intuit. We have received wonderful support from all who work at BHD, from the sales department to technical support. It must be a wonderful work environment that produces so many knowledgeable and helpful people. The training we received upfront from BHD was hard to let go of when we finally were installed on the QBPOS system and went live.



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Big Hairy Dog is proud to have Holiday Boutique as a customer. Their well-established business model is a great example how even a non-profit business can use retail technology to run a more streamlined and efficient organization



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