



GRAND CANYON WEST

The Grand Canyon, located in the southwest portion of the United States, is one of the most iconic places on Earth. Only a quarter of the Grand Canyon is under the jurisdiction of the National Parks Association. Few visitors realize that the large majority of the canyon belongs to the Hualapai Tribe, the native people of the Southwest. Hualapai, meaning "People of the Tall Pines," inhabit nearly one million acres including 108 miles of the Colorado River and about three-fourths of the entire Grand Canyon.

In an effort to secure independence for future generations, Hualapai leaders opened their land to visitors in 1988, creating Grand Canyon West. They offer the public a wide variety of popular activities including helicopter tours (above and below the rim), white water rafting, and many areas for hiking.

Overnight accommodations are available at the Hualapai Lodge in Peach Springs, AZ on historic Route 66, as well as at the popular western style Hualapai Ranch, where visitors can enjoy stage coach rides, horseback riding and other various western activities.



The magnificent Skywalk at the West Rim of the Grand Canyon



One of the most popular attractions at Grand Canyon West is the Skywalk, an open-air glass-bottom "U"-shaped bridge that overlooks the Colorado River and the Grand Canyon's West Rim. The structure is 70 feet long, and stands 4,000 feet above the canyon floor.

The goal of the Hualapai is twofold. Generating revenue from tourism is basic to their survival for the protection and improvement of their Reservation. Their proud heritage on this land is the legacy they pass along to future generations. Just as important, however is preserving the prehistoric purity of the canyon. Through the activities they offer, they hope to provide an 'Interpretive' experience for each visitor, creating a way to individually and

personally connect to this magnificent expanse of nature. The Hualapai people want to share the enjoyment, understanding and deep respect handed down through the generations from their first ancestors who settled here.

We recently spoke with Nell Smoyer, the Retail Pro system administrator (SYSOP) at Grand Canyon West.

BIG HAIRY DOG: As Retail Pro System Operator (SYSOP), what is your daily role in the retail operations at Grand Canyon West?

NELL: I support end-users in all six of our stores across the corporation, assisting them with their use of Retail Pro. I also write custom reports which allow us to capture the data we need to track sales and inventory and run analysis to forecast future sales. Our system helps us to find the right balance between inventory and sales.

BIG HAIRY DOG: In your opinion, what are the best features of the system?



NELL: For us, one of the best features of the system is its ease of use at the point of sale. Processing a new transaction is so clean cut and easy to navigate through. Also, the reporting function is very intuitive and gives us a great advantage over our last system by allowing us to know every aspect of our inventory. We can easily identify our best sellers and track sales by departments and by vendor. When a shipment arrives, the inventory is automatically designated for each location. The overall reporting process is a great feature of Retail Pro.

The Native American Village demonstrates how the Hualapai people lived on this land many years ago.

BIG HAIRY DOG: Why did you choose Big Hairy Dog as your Service Provider?

NELL: The hardware arrives at our location with software and the support tool already installed and ready to use, saving us time and effort. BHD techs are very knowledgeable techs and dependable and our wait time for a callback is never long. We have never had a call for tech support where our issues were not resolved. They are able to consistently identify the problem and resolve it. We would definitely refer other retailers to Big Hairy Dog.

[Visit Grand Canyon West's website for more information.](#)



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