MSI PRO Pottery World

BIG HAIRY DOG INFORMATION SYSTEMS

retail pro

800-377-7776
BigHairyDog.com

Pottery World

Interior/Exterior
Home Furnishings
Single Store

"Everything works perfectly together from ordering to selling to reporting."

Pottery World is a one-of-a-kind retailer with unique interior and exterior home furnishings. Located just north of Sacramento, in Rocklin, CA, Pottery World not only works with consumers, but also with interior designers and landscapers who bring their customers into the store to pick out items which create a distinct look for their home and garden.

Pottery World has a global customer base, with regular purchasers from all over the country. They have shipped goods as far away as South Africa and Puerto Rico. Many love to just stop by and see what's new in the world of high-quality home décor.

In their Rocklin store, they have opened a luncheon café and also offer tours and floral arranging to interested customers. In late September Pottery World transforms into a beautiful Christmas showcase, featuring a different color and theme in each area of the store.

Jim Rodda, the owner of Pottery World, and his family regularly donate to local charities, schools and churches. They feel it is important that their business gives back to the community that has supported them through the years. Jane Wood has been with Pottery World for seven years and is the Accounting Manager as well as the Retail Pro System Manager. We recently spoke to Jane regarding Pottery World and its use of Retail Pro.

BHD: What POS system did you use before Retail Pro?

Jane: When I started at Pottery World, we were using Quick Books for accounting, and for Point of Sale and Inventory, we relied on cash registers and human memory. (Not a satisfactory way to track a multi-million dollar inventory.)

BHD: Why Retail Pro?

Jane: We looked at a number of systems, but kept coming back to Retail Pro, as its many features and flexibility seemed to be a great fit for us. We started our search in June of 2001, and four short months later, we had Retail Pro installed and running on 11 computers in the store.

BHD: How has Retail Pro made a difference for Pottery World's retail operations?

Jane: Retail Pro offers us the ability to track and maintain our large variety of inventory. It also allows us to easily work with Purchase Orders, Sales Orders, a customer database, reporting components and the exporting

and sharing of data all in one package.

An employee recently told me that she loves Retail Pro! She appreciated making signs directly from the inventory lines without having to use a 3rd party software. She had also just used Retail Pro's package and kit component to solve an issue she was having. Personally, I love the variety

of reporting features. The café employees are very happy with the touch screen presets. Everything works perfectly together from ordering to selling to reporting.

BHD: How would you describe the service and support you receive from Big Hairy Dog?

Jane: We wouldn't choose anyone else! It's so unique to have a real person answer the phone and the BHD techs really care about our problems. The BHD website is a great resource. They have provided us nothing but the most excellent service and support.