InfoTouch Corporation — Store Manager

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InfoTouch Corporation has been providing the retail industry with specialty software since 1986. InfoTouch Corporation released its latest version of InfoTouch Store Manager in July of 2005. Version 9.20 contains enhancements to all InfoTouch modules. Designed for use with touch screens, the program is ideal for high-volume environments.

Cathy Wheeler is the systems administrator for Village Farm Dairy, DBA In & Out Marts, which currently runs 10 convenience stores and two smoke shops using Store Manager. They use the software as a complete POS system as well as to order inventory, track sales per inventory item, manage payroll and track line item sales by employee. "We also use the time clock feature and are able to closely monitor sales using the detailed reports within the program," she says.

Wheeler says she selected this program because InfoTouch offered all they were looking for in one package and because "it came highly recommended by a business associate." She advises new and potential users to make sure to have help during setup because a proper setup will decrease many of the switch-over problems that can be experienced when moving to a new POS system.

Wheeler has had good experience with the vendor's technical support staff. "You are treated with respect and concern on every call," she says. "And in most cases, they go above and beyond the call of duty and have never left an issue unresolved."

EASE OF USE — 5 Stars

The main menu of InfoTouch contains a series of buttons that provides access to the heart of the program — the Register module. The main register screen has three separate sections. The top section is the register display, where all transactions are displayed. Register transactions can be entered by using a barcode scanner, touching the customized department buttons or by entering UPC codes. Touching one of the department buttons will bring up a list of products available for sale under that department. The inventory lookup feature can also be used if necessary. Users can easily add or change line items already entered by simply touching the line they want to change. Once all items have been entered, one of the payment buttons is selected: Check Sale, Credit Card or Cash Sale. Again, touching one of these buttons will bring up a detailed list of available tenders. For instance, when you touch Cash Sale, a list of common tenders will appear. Touch the appropriate one ($5, $10, $20, etc.). The colorful display is easy on the eyes, and the entry screen is set up in a logical fashion so users don't have to hunt for buttons.

MODULES/SCALABILITY — 5 Stars

The main menu features one-touch access to all InfoTouch modules, including the Register, Inventory, Customers, Employees and Reports. If you desire centralized inventory and reporting capability, along with multi-store capability, you'll want to check out the Enterprise Manager, which can be purchased separately. The Enterprise Manager includes an Inventory module that will track inventory in numerous locations, a Replenishments module that takes care of ordering and managing inventory levels, a Reports module, a Customer module that centralizes all customers into one database, and a Communications and Technical Information module that provides communication between location by the using one of three methods: dialup, FTP and LAN. Other modules available include Transaction Manager, Setup, Time Clock and Backup.

FEATURES/FUNCTIONALITY — 5 Stars

InfoTouch Store Manager makes it easy to set up store information. The setup feature is easily navigated, with colorful tabs listing all setup activity.

Users can now change cash hot buttons on-the-fly, sell gift cards without ringing up any line items, and set security options for closeout menu. Special orders, layaways, gift returns, and returns and exchanges are all easily processed using the same user interface. Sixteen different tax categories are available for use, and InfoTouch easily converts foreign currency.

The flexibility of InfoTouch makes it easy to process suspended transactions or post voids. Quotes can also be processed for customers or appointments can be linked to specific customers. The Transform Inventory option allows you to make changes to specific categories of items, such as cost, price levels, minimum and maximum quantity, tax category, and create and modify inventory matrix. Nine additional price levels are available in addition to the retail pricing assigned to each item. The Customer module provides in-depth tracking of customers,
including buying habits, when and what was last purchased, loyalty and frequent shopping information. As well, labels can be printed, allowing users to send targeted mailings to their best customers. The Employee module provides excellent time and attendance capability and can calculate hourly, salaried, group and individual commissions, contests or spiffs. InfoTouch also provides a GL interface with QuickBooks for a front-office/back-office solution.

INTEGRATION — 5 Stars
The Touch Data Link provides communication access to the central computer system,
prepares log files and sends daily transaction logs. The Touch In-Touch Out feature allows users to import or export a variety of database files in varying formats. InfoTouch is optimized for touch-screen use, and the InfoTouch web site provides links to manufacturer web sites with additional information. Barcode scanners also integrate with InfoTouch.

TRACKING/REPORTING — 5 Stars
InfoTouch has excellent customer and inventory tracking capability. Numerous reports are available in each of the modules. The Transaction module alone has over 30 reports, including Register Daily, Sales by Tender, Verified Credit Cards, Inventory Movement, Daily AR Activity, and Layaways. Inventory reports include Late Fees, Merchandise Planning, Movement, Location, Order Status and Quantities Sold. Customer reports include Sales History, Statements and Rank by Sales, Bad Checks and Mailing Labels.

RELATIVE VALUE — 5 Stars

InfoTouch offers a terrific user interface, excellent customization capability, and easy navigation, which makes it a terrific product for high-volume retailers. Pricing starts at $1,195.

2005 Overall Rating: 5 Stars

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