

RICS ENTERPRISE HELPS MERRELL MANAGE PAYROLL, SALES AND STAFF AT REMOTE LOCATIONS

Background

All businesses need to monitor where their payroll dollars are going. Merrell turned to RICS Enterprise for help with managing payroll dollars and associate payroll hours by using tools incorporated in RICS Enterprise.

For over 26 years, Merrell has been providing outdoor enthusiasts with quality performance footwear. The popular outdoor brand opened its first concept store in 2007 and now has five freestanding stores. Merrell implemented RICS Enterprise in the Carmel, IN location in 2009. General Manager Scott Vaughan uses RICS Enterprise to remotely manage the Carmel location from his corporate office in St. Louis

Managing Remote Location Stores

RICS Enterprise delivers him powerful time management tools that track when employees clock in and out, while also providing a detailed analysis of how each employee's hours were used.

When using employee tracking features in RICS Enterprise, he can mark an employee's hours as sales hours or non-sales hours. This gives visibility to all employees clocked in, whether selling or performing other administrative tasks. When utilizing these personnel tools, Vaughn can get a detailed Salesperson Analysis Report that will show sales and non-sales hours worked, plus all the metrics for pay calculations such as:

- Sales
- Profit
- Commission
- Perks/Spiffs
- Average Sale
- Multiple Sales
- Percentage of Multiple Sales
- Multiple Sales Items Per Ticket
- Percentage of Accessory Sales

These reports can be used to help identify which employees may need more training or education on the sales floor.

Time management is an important part of any business, big or small. RICS Enterprise assists Merrell with a Sales By Time Report that shows an owner or manager exactly when their busiest sales hours are, allowing them to confidently schedule employee work hours and store opening hours at the optimal times.



Client: Merrell

Organization Type: Outdoor Performance Retailer

Goal: Utilize RICS Enterprise to centrally manage employees at remote locations.

Find out how RICS Software can help a retailer better serve their customer, reduce the cost of operations and improve employee production.

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Insight into Employees

By using the tools provided in RICS Enterprise, Merrell has not only been able to analyze each salesperson's performance but they have been able to keep on top of managing key areas in the business such as scheduled hours, training/coaching employees, and payroll.

“Utilizing the RICS Enterprise Salesperson reports allows me to make an accurate assessment of our store's daily, weekly, monthly and yearly success. The data provides me with the specific numbers needed to fine tune our payroll hours, performance metrics, focus of sales and product training and our ability to achieve sales goals. We would not be as efficient of a retail business without these reports and their capabilities.” - Scott Vaughan

About RICS Software

RICS Software is dedicated to helping retailers develop a competitive advantage with RICS Enterprise, an on-demand retail platform that includes point-of-sale, customer relationship management (CRM) and inventory control functionality. With a low cost of entry, RICS Enterprise delivers powerful, actionable reporting capabilities through an easy-to-use interface, while the Software as a Service (SaaS) delivery method ensures rapid system scalability. Founded in 1983, RICS Software has more than 2,500 customers in over 75 countries and is headquartered in Indianapolis, IN. For more information, visit www.ricssoftware.com.