



**For the Modern Hearth, BBQ, Pool and Spa Business**

## **Point of Sale, Inventory Control, and Accounting Software for the Hearth, BBQ, Pool and Spa industries**

Windward System Five is a proven business management solution for Hearth, BBQ and Pool sales companies. It addresses the many unique problems encountered by these businesses that generic, "off the shelf" software simply cannot handle.

### **Creation of Quotes, Work Orders & Invoices**

Estimates are easily created by selection of items from the inventory database. When the customer decides to buy, the quote is converted into a work order or invoice with only one button click. Deposits can be accepted on work orders, and the system will show the correct balance due when the customer returns to pay. As work orders are entered inventory values are updated, however, the customer balance and ledger values remain unchanged until the work order is turned into an invoice.

### **Special Order Management**

If you try to sell an item that is not in stock, System Five asks if you want to special order the item. Simply running the "Required Orders" report makes sure that all special orders get ordered. When receiving stock, System Five identifies special orders from regular stock and prints labels to ensure they do not go astray.

### **Multi-Level Pricing**

System Five provides up to 99 price levels plus the ability to identify them with your own special names. Choose your favorite method for creating selling prices from: markup, margin, discount from list, fixed, multiplier, etc.

### **Contractor Sales**

System Five allows you to provide special contract pricing for certain contractors and their customers. Contract pricing can also be set to expire on a certain date.

### **Serial Number Tracking**

System Five gives you the flexibility of selling a product without having to select a serial number at the time the order is placed. When the item is ready to be delivered, the serial number is entered into the invoice. Several checks and balances are included to ensure that you don't forget to enter the serial numbers.

### **Service Scheduling & Repair History**

Not only can the Windward System Five track all the work done for a given customer, but the unit being serviced can also be recorded on the invoice, allowing the complete repair history to be saved. Work orders created for repairs, installation, or preventative maintenance can be attached to service appointments and technicians to ensure that the work gets done on time, by the right person.



### **Delivery Scheduling**

Deliveries can be easily scheduled from the invoice screen with just a few button clicks. An invoice or work order is attached to each delivery appointment for quick recall by the dispatcher or delivery driver as required. Web access is readily available to allow printing of maps and directions.

### **Promotions & Customer Loyalty**

A broad variety of powerful customer rewards programs can be created with System Five's flexible promotions feature to keep customers returning to buy.

### **Gift Card & Certificate Management**

System Five allows gift cards and certificates to be sold, tracked and redeemed with ease.

### **Purchase Order Management**

The flexible System Five purchase order module can eliminate stock-out situations by suggesting orders based sales history, seasonal high & low levels, plus special orders & back orders.

### **CRM (Customer Relationship Management)**

System Five's powerful search engine allows you to quickly find customers by first name, last name, address, phone number, city, postal code, etc. Custom pop-up messages can be attached to customers for automatic display at point-of-sale. A detailed customer purchase history is retained by invoice as well as products & services purchased. The System Five appointment scheduler allows us to follow up with customers on a timely basis.

**If you're ready to simplify the operation of your Hearth, BBQ or Pool business, contact Windward Software today. We'll be happy to tell you more about the features and advantages of using Windward's OutdoorPOS**

#### **OPTIONAL HARDWARE**

- Barcode scanner
- Laser printer for printing reports and bar code labels
- Receipt/Invoice printer
- Electronic cash drawer
- Customer pole display
- Programmable keyboard
- Wireless handheld units



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# Windward System Five



## Affordable Business Management Software for the Independent Merchant

### Salesperson Commissions and Spiffs

System Five takes the work out calculating sales person commissions. The commission rate can be based on gross sales or profit. Even if you don't use commissions, the information provided by the sales person analysis report will be invaluable for running your business.

### Form & Label Printing

System Five's flexible designer allows creation of the exact forms and labels you require. Choose formats from our extensive library or create your own. Create several different invoice forms to meet specific needs and select the appropriate one from a popup table as required. Labels can include a barcode, pricing, product characteristics, product picture, customer information, and much more....

### Management Reporting

To help you run your business System Five includes over 80 canned reports, plus the ability to quickly design your own custom, columnar reports without the need for programming skill. Any screen report can be exported to a file, MS Excel or Word for further analysis with only a couple of button clicks.

### Integrated Accounting

System Five includes integrated "real-time" accounting (AR, AP & GL) to minimize bookkeeping errors and the drudgery of exporting to and maintaining other accounting systems.

### Other Optional Modules:

- **Rental Management**
- **Advanced CRM with opportunity tracking**
- **Use of portable Windows devices for customer order taking plus stock counting and receiving**
- **Warehouse Inventory Management**
- **Multi-location Management**
- **E-Commerce**



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Since 1984 Windward Software Inc. has specialized in developing an integrated business management system for businesses looking to improve their bottom line.

With clients in over 31 countries around the world, we pride ourselves on being able to implement client-driven enhancements to the software.

### Windward Software Inc.

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### Increased Sales

- Monitor and control inventory levels to offer a better selection of merchandise and reduce out of stock situations.
- Produce mailing lists based upon customer purchase history to better target your merchandising efforts.
- Use promotional sales to increase traffic flow and offer SPIFFs to your employees to eliminate slower moving items.
- Offer Layaways and Special Order and use deposits to ensure that the customer is committed to the sale.
- Create customer loyalty programs and offer Gift Cards to your customers
- Use high speed integrated Credit/Debit Card processing

### Improved Customer Service

- Speed throughput and eliminate errors at the checkout counter with UPC bar code scanning and on-line price lookup.
- Avoid a crisis by monitoring promised delivery dates for Special Order merchandise.
- Use the on-line inquiry to check if an out of stock item is available at one of your other locations.
- Capture specific customer information such as phone number, or date of birth, in order to offer a more personalized service

### Reduce Costs - Save Time

- Set minimum and maximum stock levels to keep inventory at optimum levels.
- Balance inventory levels by transferring merchandise from locations which are overstocked.
- Reduce salesperson training time with an easy to use, yet highly functional POS cash register software.
- The program's use of tight integration eliminates errors caused by re-entering information already captured by the POS cash register software.
- Track your sales and profitability with real-time reports.