# STORIS

# SOFTWARE FOR APPLIANCE RETAILERS TO SELL AND SERVICE

**STORIS** has been delivering software solutions to appliance retailers for over 30 years. We continuously develop and adapt our real-time technology solutions to bring the strategic features retailers need to **successfully sell and service appliances**. Our integrated technology makes daily activities efficient, seamlessly manages vendors and inventory, provides valuable insights, improves staff productivity, and empowers business growth.

# APPLIANCE RETAIL PARTNERSHIP IN NUMBERS

| PARTNERSHIP SINCE | STORE COUNT | AVERAGE NPS SCORE | TOTAL USERS |
|---|---|---|---|
| **1989** | **1100+** | **71** | **8000+** |

"Integrated technology is a necessity to operate a successful retail company across our business' showrooms and eCommerce website. From managing orders and customer information to tracking inventory, costs, prices, and vendor rebates, we trust STORIS as the technology foundation for Standard TV & Appliance."

**– Jeff Jarvis, President**

**STORIS'** **integrated technology solutions** enable appliance retailers like you to efficiently run operations, sell merchandise profitably in a competitive market, and provide exceptional customer service. With STORIS' real-time integration, retailers can successfully manage important activities related to their customers, vendors, and inventory, while keeping relevant data organized. **Seamless features ensure nothing falls through the cracks and you can focus on serving your customers.**
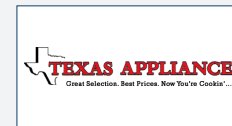
◆ **Point of Sale**
   STORIS enables you to efficiently organize your appliance inventory by product line with individualized serial tracking in real-time. Directly at the Point of Sale, your sales associates can upsell warranties and service plans with the ability to designate coverage for parts and labor.

◆ **Customer Service**
   Provide a seamless transition from sale to service of inventory with automatic linkage of your Service Orders to the original sale, customer, and warranty details. This helps your team quickly and efficiently access all related customer information such as history, contact details, and related warranties or repairs, and allows your team to provide continuity to your customers' service experience.

◆ **Vendor Management**
   STORIS' fully integrated accounting module provides precision in tracking your finances. Our real-time automation keeps record of payables and receivables with your vendors. Given the dynamic nature of costing and pricing in the appliance market, STORIS' detailed audit tracking offers a competitive advantage.

the Appliance Place — Sales · Installation · Service · Parts

Badcock &more. — HOME FURNITURE

BEITER'S — SINCE 1866 — Furniture · Mattress · Appliance

Bonnycastle — Since 1918 — APPLIANCE & TV

FAMSA — Furniture — Electronics · Appliances

FURNITURE & ApplianceMart

Hefner — FURNITURE & APPLIANCE

L JEFF LYNCH — Appliances · Electronics · Bedding · Furniture

KARL'S — EMPLOYEE OWNED

karvonen's — SINCE 1926

MARSILLIOS — EST. 1948 — APPLIANCE · TV · BBQ — We are the Appliance Experts

PERCY'S — APPLIANCES · ELECTRONICS

REID'S — APPLIANCES

Sam's — APPLIANCE & FURNITURE — Since 1948

sawatzky's — FURNITURE & APPLIANCES — WINKLER | MORDEN

Setlakwe — depuis 1925 — Meubler de bonheurs

Sheely's — THE BEST THINGS IN LIFE HAPPEN AT HOME — furniture · appliances · mattresses

SHERMAN'S

Standard — TV & APPLIANCE

TEPPERMAN'S — AT HOME SINCE 1925

TEXAS APPLIANCE — Great Selection. Best Prices. Now You're Cookin'...

Tucker's — FURNITURE & APPLIANCES

Urner's

VAN REEDE'S

Woodruff APPLIANCE & T.V.

# PRECISE INVENTORY MANAGEMENT

**STORIS'** **inventory control** capabilities enable you to manage a robust merchandise assortment and related repair services. With a real-time solution, your team will save time and eliminate manual effort, while monitoring dynamic cost changes and vendor relationships. Below are integrated tools to **streamline the tracking and selling of your appliance inventory:**
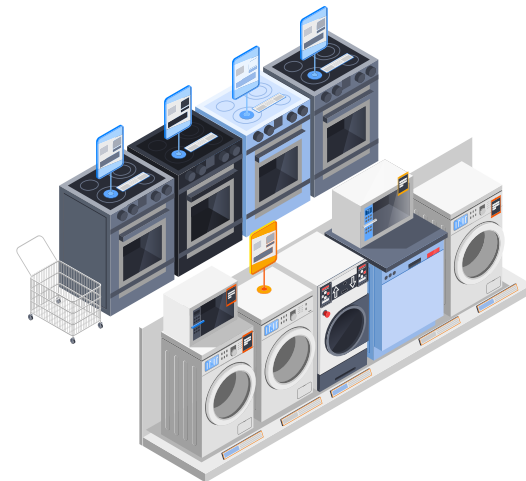
### ✦ Product Groupings
Customers often buy a matching suite of appliances for a consistent look. Retailers can merchandise using adjustable Soft Kits in STORIS to easily upsell product lines. Soft Kits allow for flexibility of the product combinations you can sell from a collection. With STORIS' reporting tools, you can report on the performance of both collections and individual SKUs.

### ✦ Serial Tracking
Effectively organize your appliance inventory with individualized serial numbers. Each is tracked throughout STORIS, which allows you to account for the unique product in sales orders, warranty maintenance, service requests, and product recalls. Serial numbers can be recorded during the receiving and picking process using RF Barcode.

### ✦ Scratch and Dent Tracking
Use an As-Is Status for "Scratch and Dent" items to track the sale of damaged items in your inventory. For efficiency, you can receive a truckload of damaged inventory into this As-Is status automatically.



"STORIS has allowed us to grow significantly. The software has played an important role in our ability to expand our business over the years. We now have 28 locations in 7 states. Through the expansion process, every associate has been able to adapt to the system with ease."

**– Elmer Karl, President**

**Commercial development and contracting segments** of appliance businesses have unique management requirements compared to the consumer business. In one complete system, STORIS' integrated technology keeps track of all the complexitites related to managing commercial accounts. STORIS enables appliance retailers to **efficiently adjust contractor pricing and manage multi-facetted deliveries to provide a seamless experience for contractors.**

### ◆ Managing Pricing

As contractors purchase a larger quantity of various merchandise at one time, STORIS enables you to seamlessly adjust the selling price to reflect contract rates directly at the Point of Sale. STORIS' real-time reporting tools allow you to accurately track profit margins on merchandise sold to contractors compared to the margin on items sold directly to consumers.

### ◆ Multiple Concurrent Fulfillments

Within a single Sales Order, STORIS' Multiple Concurrent Fulfillments functionality enables retailers to schedule multiple delivery dates, to different addresses or apartment units, at different times. Further, payments for individual fulfillments on a Sales Order can be made at different points during the project's construction when merchandise is ready for delivery. STORIS' fulfillment functionality organizes the process of managing contractor orders at the POS, while saving time and speeding up the checkout process by accounting for these variables on one Sales Order.



## FURNITURE & ApplianceMart

"We have been a STORIS client for over 25 years and have had significant growth during this time. STORIS has been an important partner during our evolution and continues to satisfy our requirements. The STORIS team is continuously improving the software to enhance the customer experience in our ever-changing retail environment."

**– Joe Fonti, Co-Owner & Chief Operating Officer**

"STORIS has brought Marsillio's to the next level in sophistication of running a retail operation. It supports Marsillio's growth through more efficient management tools, more accurate security controls, better reporting capabilities and fulfillment to the customer."

**– Phil Marsillio, Owner**

**Cost of merchandise** in the appliance industry changes fluidly. Gaining better control over costing presents the opportunity to price merchandise competitively. STORIS' tight audit tracking enables you to securely record changes. Our integrated tools help you **track all cost and price adjustments and ensure your selling merchandise at the best attainable margin.**

### ✦ Rebates

We understand a unique part of running an appliance business is receiving Vendor Rebates, also known as Trailing Credits, based on the quantity you've sold. STORIS' real-time reporting enables you to seamlessly track the inventory you've sold during a rebate eligibility period. These reporting capabilities provide the merchandise entitled for rebate data to your vendor partners. Further, STORIS allows for cost adjustments to ensure your profit margins are correctly updated to reflect the rebate retroactively. Automated tracking of Vendor Receivables through STORIS' Integrated Accounting saves time and manual data entry.

### ✦ Sell-Through

Manufacturers offer another way to incentivize retailers to sell their merchandise by offering rebates based on the percentage of inventory that is sold. With STORIS' Report Builder, create reports to calculate your sell-through rate. Advanced reporting can be created with STORIS' Business Intelligence Suite.

### ✦ Commissions

STORIS provides the ability to set up tiered commission structures to automatically calculate commissions based on the margin the product was sold at. This incentivizes sales associates to sell products at high profitability. Separate commission rules can also be set up for the sale of products in an As-Is Status that indicate it is damaged.

# INTEGRATED **CUSTOMER SERVICE**

Running a **service department** is often a valuable addition to your appliance business. STORIS' Customer Service module seamlessly tracks warranties, manages service teams, and inventories parts needed for repairs. Key features in STORIS enable your team to **provide top-notch service to your customers and ensure satisfaction.**



◆ **Customer Service and Repairs Department Management**

STORIS' Customer Service module enables retailers to easily coordinate work schedules and manage non-inventory requests, such as technicians' time and labor. Retailers can manage invoices and payments for in-home consultations, diagnostic appointments, and service calls. Technicians can create codes for routine service problems with prompts for questions to ask to diagnosis the problem. Integration of the Service Order to the customer record provides direct access to relevant customer history.

◆ **Service Parts**

STORIS can maintain inventory for parts that are routinely needed for repairs. Service teams can create Purchase Orders for any parts relating to specific Service Orders. Dropship functionality in Sales Orders enables the parts to be sent directly to the customer's home. The tickler message tool can alert technicians when their assigned Service Order parts have been received, so they can schedule service.



◆ **Service Routes**

Service Routes can be created using STORIS' logistical scheduling functionality and routed through STORIS' integration to Dispatch Track. This allows retailers to schedule routes with capacity cutoffs by labor hours to optimize route efficiency.

◆ **Warranties**

By directly linking the Service Order to the original Sales Order, retailers can accurately price services based on the products' related warranty terms and timeframes. Warranties can be from the manufacturer, the retailer, or a third-party warranty company. The responsible party will be invoiced and the retailer will get a Vendor Receivable or AP credit for the payment.

◆ **Vendor Chargebacks**

As an appliance retailer, there is a likelihood that products from your vendors are going to have a certain percentage of damages or need minor repairs. With STORIS' Vendor Chargeback functionality, efficiently track authorization numbers, documentation, and service reports related to merchandise that is eligible for AP credit from the manufacturer.

## karvonen's
### SINCE 1926

"Karvonen's shares the value of continuous improvement with STORIS, which has been important to our relationship. Beyond that, the simplicity of our daily processes using STORIS' Cloud Platform makes our employees happy and keeps our business running smoothly."
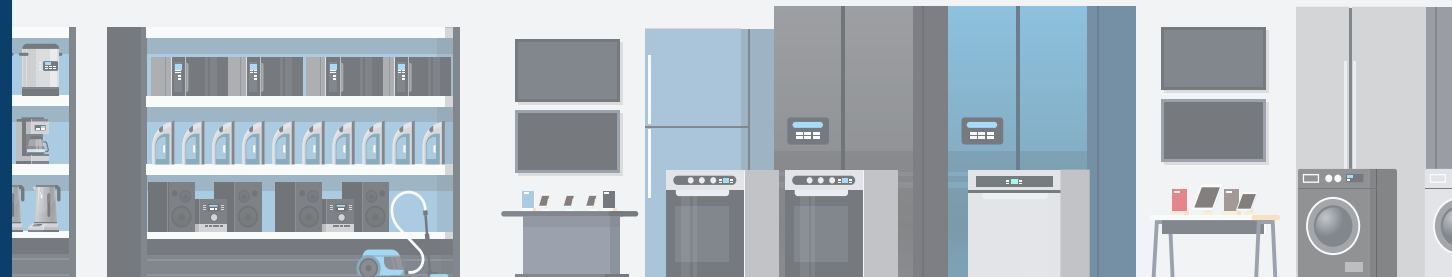
**– Aaron Karvonen, Vice President**
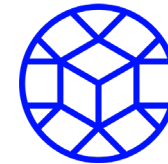
# Proven **Technology Solutions** Developed for **APPLIANCE INDUSTRY SUCCESS**
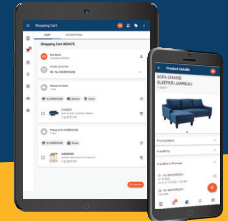
**STORIS'** **Unified Commerce Solution** supports both sales and customer service operations to help appliance retailers like you run your entire business efficiently. Our integrated technology enables appliance retailers to provide a seamless customer experience. STORIS is committed to providing top-tier technology and world-class professional services to support our appliance clients' success.

**Join our industry leading appliance community today**

🌐 **STORIS.com**　　　✉ **sales@STORIS.com**　　　📞 **1.888.4.STORIS**