



# Der Kleinstadt Laden

## THE VILLAGE STORE



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Hello Brian

When Ken Bunch stopped in to visit me recently to see how I liked my new Catapult system, it prompted me to write this brief thank you note because I am quite happy with the performance and functionality at this point.

As you are aware, I had some serious doubts as to whether or not my cashiers would be able to learn the new system because it seemed so much more comprehensive from a reporting standpoint. Well, learning the system was incredibly easy and training new people is really simple. The touch screen technology with the prompting every step of the way just keeps you from making many errors if any. It is so easy that even I was able to learn and that says a lot considering that I didn't even own a computer at my home. The nice large screens make all the instructions even easier for the cashiers and our customers love the display screens that show the receipt as items are sold.

Regarding the customer screens, I have been experimenting with various pictures of our employees and I plan to display local organizations such as the fire and police departments when orders are not being rung up. I am sure that this will remind everyone that we are a part of this community and we want and need their support ( as compared to you know who). Our customers have not only commented on the well displayed screen orders, but the high speed credit transactions as well. These credit and debit cards used to take about 12-15 seconds at least and now it is easily less than 4 seconds so it is much more convenient for our customers---they like that.

One other really important thing to me is the way we can verify a store or check or change a price with the new Catapult system. On our NCR 2127 system, I could go to several items to check on them and I could change the price in the FM terminal if it was incorrect. However, this price change was part of a batch procedure and was only actually changed at the front end when the entire batch was executed. It didn't make sense to build a batch for one item, apply the batch, create another batch, change an item etc etc so a pricing error at the shelf didn't get fixed very quickly. Not so with Catapult because if I am walking the store or verifying and I see an incorrect price---whammo---it is changed immediately in the scan file. It really is hard to calculate how much money that feature alone has saved our store.

All of these features add up to a quicker, quieter and more efficient front end solution with Catapult. Of course, CRS is why I even bought this system and CRS is why I am confident I will be happy for years to come as Catapult expands and modifies the software. Village has been supported by CRS for many years and we have never been left hanging when we needed help. Frankly, in my mind, the selection of the software is secondary to just dealing with a company you can trust and I trust CRS. I would gladly recommend CRS/Catapult to any retailer interested in improving his front end operations.

Sincerely

Jeff Paul--owner