

WOODCHUCK IGA TOSHIBA SYMPHONY PRO

After a slight delay, Woodchuck IGA is now handling customers on its brand new Toshiba Symphony Pro point of sale system. In addition to new high speed credit which processes credit cards in a few seconds, the system features touch screen cashier screens dramatically reducing the learning curve. Within a couple of days, Randy Wood (owner) had already loaded his weekly ad into the popular customer led display screens. House charge account balances are loaded and gift cards are next. There are three workstations connected to two back office PC workstations and an integrated wireless FM



Randy is learning a small part of the programming options as he prepares to install an advertisement and post it to the customer displays at the front end.



With the new touch screen configuration, the cashiers are in a face to face mode allowing for greater customer interaction. Most cashiers were pretty proficient after their second turn at the bat. The produce look ups are a big hit.



Connie gives a “thumbs up” after a few days of learning because she was able to reconcile the new numbers with the old numbers. It is nice to be able to look back on any previous day to see what might have occurred — we can search by day or type of transaction.



Patti Wood has the ad in hand as she prepares to input the weekly ad batch at the same time that Randy is working on a different project. Said Patti “this should save us a lot of time going forward”

PROMPTED BY THE NEW PCI DSS CREDIT CARD REGULATIONS, RANDY ELECTED TO INSTALL TOSHIBA SYMPHONY PRO TO BECOME FULLY COMPLIANT. “BILL DUANE (CRS) WAS WITH US EVERY STEP OF THE WAY” SAID RANDY.