Diamond Valley Mitre 10

SYM-PAC

"The SYM-PAC system has evolved with our needs over the years, and that is just great.

The service that the help desk has given us over the years is second to none. If you need help you simply get it, and they all do the best they can to solve our questions.

Point of Sale is simple to use and deals with timber well. Rack and Pack management of the timber, through to the customer ordering system, is seamless."

— Norm Hastings,
Store Owner & Manager

Why SYM-PAC is our choice

- SYM-PAC's Timber handling — racks & packs through to customer ordering is seamless
- Margin Magic is great for dealing with price changes, especially for a range of products
- Auto Email — the invoice is in the customer's inbox before they even leave the store!
- SYM-PAC's Signature Pads integration is great for proof of purchase and has significantly reduced disputes
- Suggested Ordering is a significant time saver

"Margin Magic is great for dealing with price changes, especially when you are dealing with the changes in a range of products. To be able to make the changes, and have a look at the potential impact on the business straight away is fantastic.

The Auto Email and the new faxing system is great and forces you to make efficiencies within the business."

— Stephen Kocjancic,
Manager Stock Control & IT

Customer Profile

- With SYM-PAC since 1995
- 24 users across 1 location
- Diamond Creek, Vic.
- Buying group: Mitre 10
- In business since 1979

we listen   **we innovate**   **we deliver**

Our Customer

Diamond Valley Mitre10 is located in the beautiful Diamond Creek in Melbourne's northern suburbs, and has been servicing the local area since 1979. Originally known as Timberking Building Supplies, over the years Timberking has grown with the local population and in 2006 moved down the road and merged with Valley Outdoor Supplies, who were also SYM-PAC users.

Now called Diamond Valley Mitre10, they offer a complete "one stop shop" catering to both the trade and retail hardware, specialising in both the builder and handyman.

The store is a multiple award winner, having recently won the state Mitre 10 Store of the Year twice, the national Mitre 10 Store of the Year once, and also the Hardware Association Store of the Year in 2009.

Growth over the years

Norm Hastings, Store Owner & Manager at Diamond Valley, has been with SYM-PAC since 1995 and is currently running 25 users in their large store.

Norm is impressed that the SYM-PAC system has evolved with his business growth over the years.

The store's recent expansion has allowed them to upgrade store technology, including introducing Signature Pads with integration to SYM-PAC, and also Integrated EFTPOS at Point of Sale — a feature that has been around for a while!

According to Norm, the integrated EFTPOS solution that SYMPAC has delivered is fantastic. "We no longer have keying issues, no more balancing issues and it is FAST!!! Customers love it as they simply do not have to hang around too long for the transactions to process.

"The Integrated Signature Pad solution is great for proof of purchase and has significantly reduced any disputes that we had in the past with our customers in terms of proof of purchase.

"This coupled with the Auto Email solution that SYM-PAC provides makes trading simple," say Norm.

SYM-PAC's Auto Email a big winner

Norm loves the fact that the invoice is in the customers' Inbox before they even leave the store! "Also, this allows our customers to bill their customers promptly, and this makes everyone happy!"

Emailing the Statements is a real time saver for both him and his customers.

"Currently 60% of invoices and statements are electronically sent. This has given us a significant reduction in labour costs and postal costs with in the business," says Norm.

New Integrated Fax module freshly installed

Upwards of 150 Purchase Orders are faxed from the store monthly, so with the introduction of the Integrated Fax module this will reduce the time taken on a daily basis. This new feature will also be introduced into all the other parts of SYM-PAC where relevant, including for invoices, statements, remittance advices and more.
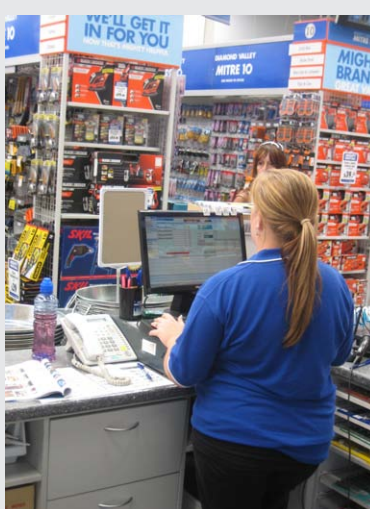
Favourite SYM-PAC features

"The use of the Creditors and General Ledger system is just great," says Norm.

"The reports are able to be obtained so easily and you know where you stand on a daily basis. The ability to backdate reports, and easily compare this year to last year trends through the business is just fantastic."

"SYM-PAC's Suggested Ordering system is used throughout the Retail arm of the business and is a significant time saver.

"The ability to create tables for the ordering requirements by supplier, and simply run the report and review the data in the TBO system is great.

"This saves us considerable time and money on a daily basis," says Norm.