



Jiva Point of Sale wins over staff at Tribe Clothing



Company Profile

Tribe have been in business for 10 years retailing from their 2 shops in Stephens Green shopping Centre at the top of Grafton Street on level 2 and 3. Tribe were one of the first shops in Ireland to specialise in Surf and Street wear brands such as Quick Silver. They opened their new shop in Liffey Valley shopping centre on the 6th of June.

Challenge

Tribe knew there was growth potential for their type of business but only in the right location and by replicating their efficient stock control and merchandising practices. Tribe's emphasis on stock control and the management of their point of sale was paramount to their success. The company were introduced to BCS ([Barcode Solutions](#)), hardware partners of specialist distributor PC Cubed. Bar Code Solutions have been supplying stock control solutions to fashion retailers in Ireland for 6 years. They have built a reputation as a local IT provider that both

understands the trade and provides outstanding service to customers.

Solution

The [PosiFlex Jiva terminal](#), distributed in Ireland by PC Cubed, is tried and tested and offers great reliability. The in built backup power supply means the terminal will stay on for 15 minutes if the power in the shop suddenly goes. Cables are easy to access if there is a problem as all the cables plug in behind a cover directly below the screen. The terminal is also touch screen enabled which makes it clear and easy to use. The system is linked to a high speed Epson [TM-T88 printer](#) and Metrologic Quantum Scanner. The scanner is compact, durable, and extremely reliable. It allows you to quickly and easily scan items for better point of sale Efficiency.

Managing Stock

One of the main areas of concern for any retailer is Stock loss / pilferage. In order to have very accurate stock control you must firstly invest in reliable hardware and software and then develop procedures for staff to follow.

It was paramount to Tribe that they could have full traceability of stock levels at all times. Store Manager Amanda Vasasour commented

“After the introduction of the POS system stock levels are accurate at all times. If there is a discrepancy it is easy to find out why”



Business Benefits

Now when a customer is looking for a specific product in their size, the staff at Tribe can look up stock figures on the touch screen, speeding up customer queries and transaction time. Stephens Green stock levels of items can also be checked on screen. The system can also print replenishing reports to enable staff to carryout their regular shop floor replenishment from both their stock room and from the main stock in Stephens Green.

Sales and stock reports are used to remerchandise the shop, moving items which are low in stock out of the top display areas and bringing out items with more available stock. The point of sale system allows staff to share credit notes and gift vouchers between the different shops. Each staff member have individual log ins—the system can report sales per staff member when necessary. The manager has control over discounts, voids and refunds and can report on any area of the shop at any given time. The overall system is easy to use and has given management the comfort in knowing their stock levels are now managed efficiently.

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