



Dry Cleaning POS Software Checklist: 10 Things Not to Compromise On



Your dry cleaning business must operate efficiently and profitably to succeed in this highly competitive market. So it stands to reason that when you are considering new point of sale (POS) software for your business, that you would settle for nothing less than the solution that allows you to operate most efficiently and maximize profits.

There are many POS software options available, but you need to narrow the field of choices to those that have the features best suited for operating a dry cleaning business.

This checklist of POS software for dry cleaners can help. It lists 10 features essential to your operations, and finding software with these features can bring you one step closer to the right solution for your business.

1. Intuitive Interfaces and Functionality

Time is a premium when your customers arrive to pick up their clothing. There is no spare time for employees to spend searching through a complicated POS system with a lengthy series of steps for completing transactions. A dry cleaner's POS system should have a simple and intuitive interface that enables your employees to provide quick service. It should also give you the option to turn software features on and off to provide the right functionality to optimize workflows for your operations.

POS software with an easy-to-use interface will also benefit your business by making the task of training new employees easier and quicker.

2. Labor Management

Your business may require employees to begin work or change shifts at different times depending on the tasks they perform. To help you track employee hours, your POS software should include a labor management feature. Your employees can clock in and out on the POS system using the ID verification method you prefer. Requiring verification has the added benefit of preventing employees from “buddy punching” for a late or absent coworker.

The POS system can help managers monitor attendance and control overtime. POS software can also give you the capability to create and adjust work schedules in the system, taking employee availability and requests for time off into account.

✓ 3. Peripheral Support

It's important to remember that not all POS hardware works with every POS software solution. When you are considering new POS software solutions, make sure you have a clear understanding of the hardware you need for your operation — such as a thermal receipt printer, barcode printer, or barcode scanner — and make sure your POS software supports the brands you trust.

Also consider your business plan for the next several years and any changes you anticipate in your operations. Make sure the POS solution you invest in today can accommodate your business' changing needs, and can scale or be upgraded to accommodate new technology.

✓ 4. Customer Engagement

Retaining loyal customers is vital to your business, and your POS software should provide ways for you to engage with them. Dry cleaning businesses normally only have a few minutes of face-to-face time with customers, so it's important for you to find other ways to communicate with them.

The customer relationship management (CRM) module of your POS software solution provides you with an updated database of customer contacts, delivery information, and even how much starch individual customers like in their shirts. CRM makes it easy to generate lists for mailing or automated email



promotions. Because your customers appreciate convenience, consider POS software that enables you to send emails or text messages with invoices or receipts, or reminders that orders are ready for pickup.

Consider a POS solution that gives you the ability to offer Star's fast, secure, digital receipt solution, AllReceipts™, which is provided with all Star thermal receipt printers, Star's mobile printers, and the mPOP™, combined receipt printer and cash drawer solution. AllReceipts™ enables customers to save a digital copy of their receipt on their iOS or Android mobile devices. A customer satisfaction survey is also included for the customer to complete when claiming their receipt.

The AllReceipts™ app also allows for "fasting." The receipts or tags given to the customer upon drop-off will include a QR code. The QR code can then be scanned with the customers' smartphone and the "fasting" receipt or tag will be successfully stored in the customers' device.

When you are evaluating POS software, look at solutions that integrate with your website and give you the option to have a mobile app. If these are channels you are not currently using to engage customers, you may consider them in the future — make sure your POS software supports these options to help future-proof your software investment.

5. Delivery

If your business offers delivery directly to customers, ensure your POS software automates route and driver management. Some POS systems can automatically map an efficient delivery route that avoids busy traffic areas or construction zones and covers the most stops per trip.

Your POS software should also support mobile POS and a mobile printer to equip your drivers with tools for delivery confirmation, to print invoices and receipts, and to accept payments.

6. Labeling and Tags

Labeling by hand can be a time-consuming, labor-intensive process, and it is prone to errors. Using barcodes to tag items is quicker, more efficient, and more accurate than labeling by hand. POS software should support the use of barcodes in your operations and be compatible with barcode readers and impact printers that produce labels durable enough to hold up through the cleaning process. If you use heat-sealed permanent barcode labels to speed the tagging and invoicing processes, ensure your POS system is compatible with the solution you use.

Customers don't always know how to care for their delicate clothing items after retrieving them from dry cleaning. For this reason, you'll want to ensure that your receipt printer can handle wash tag printing that will be durable after the customer takes it home.

✓ 7. Payment Processing

Your POS system should provide your customers with the convenience of accepting any of their preferred payments methods. Look for a solution with integrated credit card processing and that supports new and emerging payment technologies such as near field communication (NFC), which enables payments from mobile wallets including Apple Pay and Android Pay.

✓ 8. Inventory Management

Managing inventory can be a great challenge for dry cleaning businesses. Items are constantly arriving, receiving tag numbers and conveyor positions, moving through cleaning processes, and getting prepped for pickup. Whether you use a numbering or a barcode system, your POS software solution should include an inventory management tool that helps you track items from drop off to pickup or delivery. It should also enable you to search for, and locate garments in your inventory.



✓ 9. Assisted Assembly

Assisted assembly solutions use permanent barcode tags to save labor costs, reduce tagging time, and minimize the need for tagging materials. When an employee scans the barcode, the system turns the conveyor and indicates the conveyor position where the garment should be placed. The system can find garments based on their barcodes, eliminating the time it takes employees to search for them.

If your dry cleaning business has automatic assembly systems or if you are considering it for the future, make sure your POS system can integrate with them so your business can take full advantage of this time-saving technology.

10. Reporting

The last item on the dry cleaning POS software checklist is a reporting tool. Your POS software solution should be able to produce reports automatically, displaying the metrics you need to see, in a format that is easy for you to understand. Research the software you are considering to see whether it provides the ability to customize reports to meet your business' specific needs, and whether reports can be generated automatically and ready when you need them.

Many of the POS software functions described on this checklist provide data that can help you optimize your business processes. This data can provide insights such as team or individual performance, customer profiles and average spend, and facets of your operations that are the most (or least) profitable. Your POS solution should provide reports in a format that allow you to keep a close watch on operations and on your bottom line.

Don't Forget to Gather Resources

Once you've compiled a list of POS software solutions that meet all of these criteria, it will be helpful to gather references from other dry cleaners that are using the software you are considering. Look for reviews online and on industry association message boards, and turn to other business owners in your network. They can comment on the items on this checklist from the perspective of a user on the front lines and inform you of what works well — and what doesn't — for a dry cleaning business.

In the highly competitive dry cleaning market, decisions that can impact your efficiency and profitability are too important to take lightly. Practice due diligence to ensure your new POS software solution will provide the right features, and ultimately, the right outcomes for your business.

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