



HOW WIZ-TEC HELPED AN ON-RESERVE FUEL RETAILER CUT PAPERWORK DOWN BY 8 HOURS



PELLETIER'S GAS BAR & NATIVE ART GALLERY (PELLETIER'S)

“WE COULD NOT HAVE THIS VOLUME IF WE WERE STILL DOING IT THE MANUAL WAY. IT WOULD BE IMPOSSIBLE.”



Pelletier's Gas Bar and Native Art Gallery is an independent fuel retailer on the Lake Helen Reserve in Nipigon, Ontario. It has been operating under the ownership and management of Louise Dupuis since 2006 and had Wiz-Tec's iPOS ITE and pump controller bundle installed in 2009. The owner came from a background in accounting and management so she was concerned with the efficient improvement and expansion of the business through modern technology.

Outcomes:

400%

increase in sales volume between 2009 and 2020

75%

decrease in time needed to process transactions on POS

8 Hours

saved on monthly tax exemption paperwork

Site

- Independent fuel retailer
- Lake Helen Reserve in Nipigon, Ontario
- Fuel, food, gift shop, tax exempt fuel and tobacco

Issues

- Time-consuming manual tax rebate claims
- Inefficient throughput and reporting

Solutions

- iPOS ITE and Fuel controller bundle

155,000

Average yearly number of fuel transactions

\$225,000

Average yearly tax exemption rebate

“I'M ALWAYS LOOKING OUT FOR WAYS TO SPEED THINGS UP AND YOUR SYSTEM SPED THINGS RIGHT UP. IT WAS THE FIRST SYSTEM WITH ELECTRONIC VOUCHERS SO WE DIDN'T EVEN SHOP AROUND WHEN WE GOT THE OFFER,” RECALLED LOUISE.



P199, Lake Helen Reserve S3A (seen across Lake Helen), July 2012



NOW I GET MY MONEY BACK EVERY DAY, WHERE BEFORE YOU COULD WAIT A MONTH OR 2 BEFORE SEEING IT.”

Simple Solutions to Difficult Problems

The process of claiming rebates on tax exempt First Nations fuel sales is complex and time-consuming. Since Louise was focused on expanding the business, she knew that implementing an electronic system for these rebates was the only way to quickly improve operations and throughput. She wanted a system that allowed her to cut down on the paperwork, the amount of time needed, and the training required for her staff. Wiz-Tec's software was the first electronic ITE rebate system she came across and Louise remarked that she didn't even bother with shopping around for another.

"YOU NEED A GOOD SYSTEM TO BE ABLE TO IMPROVE AND THE WIZ-TEC SYSTEM ALLOWED US TO IMPROVE AND EXPAND THE BUSINESS."



Contact our sales team to learn more about Canada's #1 ITE Tax Exemption and Rebate software.

wiz-tec.ca
1-866-361-7846

The Results of Optimizing Processes

Some of the most significant improvements to Pelletier's came in the form of increased sales volume after the installation of iPOS with MyITE. **Sales volume over the past 14 years has increased by over 400%, and sales volume from ITE sales has increased by over 40%.** While these increases cannot be singularly attributed to the new system, Louise remarked that "We could not have this volume if we were still doing it the manual way. It would be impossible to process."

This ease of processing is due to the automatic filing of claims through iPOS. When an eligible tax exempt transaction happens, the software will verify the status card, record all relevant information in the receipt, complete the sale, and send the claim out to the government automatically. Previously, clerks had to record all the information and Louise would have to manually fill the forms, take them to the post office in bulk, and mail them out to the government. This meant that she had to wait for the claims to be processed, approved, and for the money to be deposited back into her account. "Now I get my money back every day, where before you could wait a month or 2 before seeing it." This automation of the process through the point of sale transaction **saved Louise 8 hours per month in paperwork.**

The addition of an easy to use and reliable point of sale also improved Pelletier's throughput since clerks could now **cut transaction time down by over 75%,** from over 2 minutes to fewer than 30 seconds. Additional time savings were created through the reporting capabilities of the new point of sale system in that the **full monthly accounting reconciliation now only takes Louise 10-15 minutes at most.** She also uses these reports regularly to monitor the health of her business through sales volume reports and other operational reporting.

Louise believes that proper ITE rebate software is well worth the investment. She enjoys the professional and quick support from Wiz-Tec whenever she has an issue with the point of sale system and attributes her business' ability to expand so rapidly to the efficiency created by the system.

For a detailed study into Pelletier's Gas Bar and Native Art Gallery, please download the full study PDF.