



HOW A FIRST NATIONS TRAVEL CENTRE SAVED OVER 120 HOURS ON INVENTORY WITH WIZ-TEC'S BRIDGE

BEARSPAW KANANASKIS TRAVEL CENTRE (BEARSPAW)

THE INEFFICIENCIES OF DEALING WITH 2 POS SYSTEMS WERE HORRIBLE. NOW I CAN LOOK IN ONE SPOT AND KNOW EXACTLY WHAT WE DID YESTERDAY OR MONTH TO DATE.

Changes March 2020 vs March 2021

175.0%
increase in total sales

63%
Increase in fuel tax exemptions

120 hours
saved per inventory count

50%
reduction in transactions times per customer

357.6%
increase in cardlock fuel sales

105.9%
increase in consumer fuel sales

3%
Increase in Tobacco tax exemptions

Better
customer and staff experiences during checkout

Issues

- Bulloch POS system **lacked proper tax exemption** and back-office features
- **Time-consuming** manual process for inventory counts
- **Inefficient throughput** and reporting capabilities
- Having to **aggregate sales** from 2 separate systems



Bearspaw Kananaskis Travel Centre is a band-owned bannered Esso gas station and travel centre just off the TransCanada Highway, 75km from Calgary and situated on the Bearspaw First Nation. Bearspaw has had Wiz-Tec's iPOS tax exemption software since its soft opening in January 2019, and more recently had the new Bridge technology installed to simplify their transaction processing by connecting their franchise POS with iPOS. Since the travel centre serves status and non-status customers, the band sought to invest in the business' development by improving customer experiences as well as by providing comprehensive tools for their staff to use for reporting and inventory procedures. With the Bridge, the travel centre is now able to use a single system to help them deal with reporting, inventory, transactions, and pump control. They are now able to meet their contractual obligations with the Esso Bulloch point of sale system while still maintaining an efficient sales process by connecting to, and mainly using, the Wiz-Tec system for in-store transactions.

Improving Processes Through Innovation

Solutions

- iPOS ITE and fuel controller bundle
- Bridge for corporate POS systems

For a service station as busy as Bearspaw, with total gross sales increasing by 175.0% and fuel exemptions increasing by 63% from March 2020 to March 2021, it was of utmost importance to have an electronic tax exemption system as well as a good POS system. Previously, Bearspaw attendants had to operate 2 separate POS systems to process tax-exempt and non-exempt transactions because the Bulloch system was incapable of verifying status and it interfered with iPOS's communications with pumps. Staff would have to process the tax exempt transaction on iPOS, and then put it through the Bulloch system to authorize the dispenser. Additionally, management would have to add up the totals from the sales reports of both POS systems to get a comprehensive sales report when they needed to review data. This is why the Bearspaw First Nation decided to invest a significant sum into the Bridge. Removing those extra steps was crucial to improving operational efficiencies. James Sand, Bearspaw First Nation CFO, recalled, "[Wiz-Tec's Bridge was] priced at double what other solutions were, but the reason we went with you is we knew we could capture everything with your system. If we went with the 3rd party Bulloch system, we would have had to still pull data from that system and the Wiz-Tec system separately."

With an average 10% of their fuel sales and 85% of their tobacco sales volume coming from tax-exempt transactions, the gas bar and travel centre required a comprehensive point of sale system to capture both types of transactions efficiently. Though it was a difficult call to make, the improvements to staff and customer satisfaction, as well as the back-office benefits for management, made the premium investment worthwhile for the Bearspaw First Nation.



24/7 bannered Esso gas station, Tim Hortons restaurant, and rest area for truckers



Bearspaw First Nation in Kananaskis, Alberta



10 gas pumps



5 card lock pumps



I THINK OVER TIME THE DOLLARS WILL PAY FOR THEMSELVES WITH THE DATA WE GET FROM THE SYSTEM

Bridging the Gap

Wiz-Tec's Bridge compiles data from both the Bulloch and iPOS systems and posts it to the Wiz-Tec back-office system automatically. It also allows both systems to control the gas pumps without interfering with one another so now all transactions except pay at the pump and loyalty programs can be done through iPOS. The new ease of access to data provides the necessary resources for management to continue developing and growing the business by making more easily informed decisions. One of the most significant improvements in Bearspaw's operation after the installation of the Bridge was the time saved by the store in their inventory procedures. Staff previously had to track all inventory manually and create their own count sheets, taking up to an entire day to finish. This year, the inventory count has been cut down to a single workday. Mr. Sand recalled, *"Last year, we had to manually make all of our count sheets because we didn't have an inventory system. This year we have an inventory system that we can actually use. Last year took us about 24 hours with 10 staff members to get it all done but this year we got it done in about 8 hours. Additionally, the time to get the count information recorded was a savings of approx. 15 hours."*

The semi-automated and easy to use system has allowed the Bearspaw First Nation management to remove the stressful manual counting procedures and make it easier for their staff to track inventory. The system now has straightforward functions that staff are excited about because they can use them with confidence. These improved workflows for inventory mean that Bearspaw now spends approximately one third of the time they previously did on their inventory procedures every inventory count. Not only is the inventory count process more efficient with the new system, now the CFO or accounting department can easily pull data and sales reports from the Wiz-Tec back-office system to monitor the health of the business on a whim. **Mr. Sand is now able to look at inventory by product or department and easily inspect the margins, shrinkage, cost errors, selling prices, and other important vitals for the travel centre's products without wasting time aggregating data from 2 separate systems.**

While inventory is a crucial factor behind the switch to the Bridge technology, the improvements in transaction times and general customer experiences have also been great. Both customers and staff can now have more comfortable experiences with transactions. The Bridge now makes it possible for both systems to communicate with the pumps for authorizations and usage. **This optimization makes the checkout process more seamless for both staff and customers, leaving customers more satisfied and staff less stressed about using 2 separate systems.** With consumer fuel sales growing by over 105% and cardlock fuel sales increasing by over 357% from 2020 to 2021, this optimization is critical to the continued growth of the travel centre. Before tax exempt customers had to form a separate queue for the right POS, now they can simply line up at their leisure with non-exempt customers and staff can process their transaction through single POS system rather than two. This has resulted in transactions that took approximately 15-30 seconds each to decrease to only 6-15 seconds instead, **improving throughput by cutting the time spent per transaction by about 50%.**

Customers at Bearspaw Kananaskis Travel Centre can now enjoy quicker checkouts and more efficient tax exemptions for their fuel and tobacco purchases while staff can enjoy easier inventory procedures and less complicated checkout processes. Mr. James Sand believes that the investment will be worth it despite the premium price, stating that, *"I think over time the dollars will pay for themselves with the data we get from the system."*

For a detailed study into Bearspaw Kananaskis Travel Centre, please contact us for the full document.



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

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