FEATHER RIVER RAIL SOCIETY

DATE:June 2016ITEM:New Business 2FROM:Eugene VicknairSUBJECT:Point of Sale and eCommerce

We have been experiencing increasing issues with our Point of Sale System, starting with the loss of our on-line store when Intuit sold their on-line division and revised the software requirements, to the most recent issue where a software security upgrade is preventing us from processing credit card payments from non-US members.

We have also been experiencing hardware issues with the current POS.

It is proposed that we look at a new, integrated POS / eCommerce system to replace the current system and restore our on-line store capability. Most of the newer systems are based around digital tablets. While this would require us to get new hardware, this is currently needed and the tablets allow greater portability.

I have explored several systems and these 4 have come out in ratings and evaluation as the best options:

Name	Month cost	Hardware Cost	Platform	eCommerce	Portable Sales	Synced inventory
Shopify	\$79	\$1,200	iPad	yes – included	yes - \$400	yes
		or \$400 plus \$40/r	no			
basi	c, robust and popular	system, considered a	good value and	good fit for small reta	ail	
Revel	unknown, requires	s formal quote	iPad	yes	yes	yes
high	ly customizable syste	m, likely more expensiv	ve than others			
Vend	\$85 (annual)	\$350-\$500	PC / Mac / i	Pad yes	yes	yes
		plus computer				
Square	requires quote	\$800-\$1,000	Android / iP	ad yes	yes – extra	yes

All the vendors sync with QuickBooks, allow for Gift Cards and Discount promotions and provide 24/7 email and phone support (except Vend which is email only). They also have reporting, management and ordering tools.

All work with credit card processors or have their own processing.

Of the four, Shopify looks the best for us at first pass. Revel and Square are highly rated and recommended.

I would recommend that a temporary committee be appointed to provide a more detailed evaluation of these four options, analyze current POS costs and report back to the Board with a recommendation at the July Board Meeting. I would recommend Leisa Wesch, Kerry Cochran and one other for this committee, if they are willing.