

Southern States Cooperative



S U C C E S S
S T O R Y

Southern States Co-op selects UTC Retail and Epson to successfully update their POS system.

“The UTC Retail/Epson POS solution reduced our costs, increased productivity and best of all, improved customer satisfaction.”

Karen Thomas
VP of Information Systems
Southern States Cooperative

Southern States Cooperative, Inc. is one of the nation’s largest farmer co-ops. It is headquartered in Richmond, VA and is owned by over 300,000 farmers. It supplies feed, seed, fertilizer, farm supplies, garden products, fuel and financing at 1,200 retail locations in 23 southern and mid-Atlantic states. And it also educates farmers about new ideas and better production methods through ongoing research.

POS system outdated and inefficient

Southern States had been operating its stores with outdated hardware and antiquated terminals and lacked the ability to integrate credit card processing and check acceptance. The time had come to move to new technology for greater operational efficiency, customer service and profitability. And the POS upgrade needed to happen seamlessly, so that the stores would experience little to no downtime during the transition.

UTC Retail and Epson had the solution

Southern States turned to UTC Retail, a leading provider of POS solutions, and their partner Epson for the answer. “We worked closely with Southern States to learn its business,” said Paul Wolf, Vice President of Strategic Accounts at UTC Retail, an Epson Envision Premier Partner. “As a result, we were able to recommend the right solution for their business model.”

Complete end-to-end integration

To start, UTC Retail replaced Southern States’ POS hardware with 550 integrated POS systems, including servers, workstations, displays, scanners and Epson multifunction TM-H6000 printers. “UTC Retail and Epson brought the right expertise to the table to ensure the installation went as smoothly as possible,” said Karen Thomas, Vice President of Information Systems of Southern States. “Their willingness to participate in prototype installations as a team better prepared us to support the overall installation.”

Epson’s industry-leading printers

Epson’s TM-H6000 multifunction printer with TransScan™ check processing was an important part of Southern States new POS system. With the TM-H6000 printer, sales associates can now process checks at the point-of-sale in one quick pass with a MICR accuracy of over 99.9%. In addition, the TM-H6000 features fast print speeds of up to 200mm/second for receipts, offers slip printing and is the most reliable printer in its class.

UTC Retail and Epson deliver

With UTC Retail’s new point-of-sale system, and Epson printers, Southern States is benefiting from reduced operating costs, increased productivity, best-in-class reliability and, most important of all, faster throughput which means increased customer satisfaction.



Epson’s TM-H6000 with TransScan offers fast receipt/slip printing and check processing.

Benefits from easily integrated system

The fully integrated UTC Retail POS hardware solution with Epson printers is highly reliable and easy to maintain which adds up to a lower cost of ownership. In addition, with the POS system's new integrated credit card system and check processing capability, the system reduces errors and speeds transactions at the point-of-sale. All of this was accomplished without significantly modifying their existing software and without a costly system overhaul. And the modular design and multiple configurations ensure an upgrade path and consistency throughout the stores.

H I G H L I G H T S

- UTC Retail's new POS solution increased functionality and reduced costs.
- TM-H6000 printer offers high-speed receipt/slip printing and advanced check processing.
- The new POS system has proven to be highly reliable, speeding up transactions and improving customer service.

UTC Retail provides quality solutions

For over 20 years, UTC Retail has partnered with their clients to understand their businesses and provide them with end-to-end solutions that work. UTC Retail delivers retail solutions that streamline merchandise and store operations while enhancing customer management throughout their enterprise and across all customer channels that help them to grow their business operations profitably.

On-going partnership

"UTC Retail is truly a partner with Southern States, and we count on them to help us continue to improve our operations," said Thomas. "Our decision to go with UTC Retail's hardware recommendations such as the Epson printer has turned out very well. The printer has proven to be highly reliable, speeding up POS transactions and improving customer service."

Industry-leader in POS printing solutions

Epson, a leader in POS solutions, offers the broadest line of POS printing solutions available today. Epson is known for delivering high performance, industry-leading reliability, advanced printing technology and, most importantly, a low total cost of ownership that translates directly to a retailer's bottom line.

EPSON SOLUTION PARTNER

Hardware and Software:

Epson TM-H6000 multifunction printers
UTC Retail POS systems



UTC Retail's POS solution with Epson's TM-H6000 printer helped Southern States reduce costs, increase productivity and improve customer service.