

Success Story: Granbury ExpressCare

Quick Lube Shop Improves Efficiency and Customer Service with Advanced Technology

Often when a well-established small business has success doing something a certain way, the tendency is to keep things the same. If it ain't broke, why fix it, right? But sometimes, making a small change can make a big impact.

That's what Kim Zueck discovered when she embraced a new integration between credit card processor Clover Connect and her point-of-sale (POS) system, Driverse's Auto Data, for her quick lube business Granbury ExpressCare in Granbury, TX.

Challenge

As is the case at many quick lube shops, processing credit cards was a hassle for the 3-bay, 9-employee shop. After processing a job in Auto Data, they would have to then take the sale to a separate terminal to process the credit payment. This was inefficient and prone to human error as an employee had to manually enter the correct amount into the terminal.

Worse yet, it required an additional task at close: Comparing the physical credit card receipts with the report in the POS system.

"It was a time-consuming process," Zueck said.

Solution

Auto Data presented Zueck with an alternative: The newly developed integration between the Auto Data software and Clover Connect. Zueck was concerned that the system may not run smoothly, but she took a leap of faith and made the transition to the Clover Connect integration.

Results

Zueck could not be happier that she made the switch. She was relieved to find that the conversion was easy



and smooth. The integration has eliminated user error and the need to verify receipts at closing time.

"Now the process is quick and simple," Zueck said. "Count drawer, run reports, close out WEX/ Voyager (fleet cards) batch if charged that day. Done."

"We get out about 15 minutes earlier every day," she continued. "It helps my cashier get to daycare on time. Before if a slip was missing or an amount was off, we had to figure out the error before closing the batch, which would delay leaving further."

She also feels that the conversion even helped her shop make a more positive impression with clean, professional customer receipts.

A Better Way

Technology is constantly evolving to help businesses run more efficiently and improve customer service. The Clover Connect/Auto Data integration proved to be a better way for Grandbury ExpressCare to serve its credit customers, and it can do the same for you. Contact us to learn how.

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