



# CUSTOMER PROFILE

## THE CORNING MUSEUM OF GLASS

The Corning Museum of Glass is the world's best collection of art and historical glass with more than 45,000 objects that trace 3,500 years of glassmaking history. Located in the Finger Lakes Wine Country region of New York, this unique museum attracts up to 2,500 visitors a day during its peak season. The museum utilizes CounterPoint for their food, admission, ecommerce and retail sales. On a busy day over 4000 transactions are processed through the POS system.

"We can have 25 buses arrive within minutes of each other," says Shelley Peterson, Retail Operations and Guest Services Supervisor for the museum. "We need to be prepared for our guests, guaranteeing fast and accurate transactions. This is a pivotal part in providing great customer service. Over 25 registers can generate 300 plus transactions per hour. CounterPoint keeps our lines moving –which improves customer service and total sales volume," adds Peterson.

Like many retailers, The Corning Museum of Glass hires seasonal employees during peak months. CounterPoint is an ideal solution as it's an intuitive application that new employees are able to learn and understand quickly. "The touchscreen interface is extremely user-friendly," explains Peterson. "It only takes me 20 minutes to train new employees. This is especially important during the summer where we are hiring season employees and need to quickly have them up to speed."

The Corning Museum of Glass is continuously looking for more efficient ways to service their customers and operate more efficiently. With the help of CounterPoint, CPGateway, Radiant Hardware and CPOne they have been able to better service their customers and expand their business. "We look forward to working with our Radiant Retail Partner, Retail Control Systems, and Radiant Systems for another 10 successful years," concludes Peterson.



### EXPAND YOUR HORIZONS

CounterPoint is ideal for retailers of all sizes and will grow with your business. From single-site to multisite, CounterPoint delivers consistent performance across your entire organization.

### SIMPLIFY YOUR LIFE

Only Radiant Systems offers businesses a complete retail solution. Everything you need to automate your business is produced from one company.

### BOOST YOUR BOTTOM LINE

The ability to track your inventory, manage your vendors and sell your goods online will increase your profitability.

### MAKE PROFITABLE DECISIONS

CounterPoint allows you to get to the heart of your data, allowing you to view it, export it, and manipulate it to fit your specific needs.

### ACCELERATE YOUR BUSINESS

Streamlined point of sale means faster tickets with minimal errors. On-the-fly data entry lets you add records from anywhere in CounterPoint, and data driven lookups help you find those records in a flash.

*"COUNTERPOINT HAS PROVEN TO BE BOTH ECONOMICAL AND EFFICIENT IN PRODUCING THE RESULTS THAT WE REQUIRE."*

*– SHELLEY PETERSON  
RETAIL TECHNOLOGY SUPERVISOR  
THE CORNING MUSEUM OF GLASS*

## UP-TO-THE-MINUTE INVENTORY PICTURE

CounterPoint manages your inventory and out-of-stock conditions which will maximize your profitability.

- Always know what's in stock, on order, and in transit
- Track merchandise movement
- Define multiple price levels and promotional prices
- Use the built-in merchandising reports to analyze current levels, spot sales trends, and make better buying decisions
- Track serial numbers, inventory grids, markdowns, substitute items, and location specific pricing

## FAST AND EASY CHECKOUT

Touchscreen interface allows you to quickly ring up sales, returns, orders, backorders, special orders and layaways. Or place the entire ticket on hold and print a price quote.

- Choose from regular or touchscreen ticket entry
- Up-sell related items with graphical customer displays
- Zoom in on item and customer details
- Accept deposits on orders and track them through receiving
- Use CPGateway for lightning-fast credit card authorizations
- Ring up sales offline at a sidewalk sale or offsite event
- Issue a gift card or store credit

## AUTOMATED PURCHASING

Easily place orders with your vendors. Not sure what you need? Let CounterPoint calculate Model Stock levels and create PO's.

- Automatically calculate and create restocking orders
- Simplify reorders by copying historical sales into new purchase orders
- Order and receive merchandise for multiple stores
- Receive merchandise with or without a PO
- Track backorders, RTVs, and customer-specific purchases
- Voucher received PO's into your A/P system
- Print item labels and barcodes on demand or automatically

## INTEGRATED ECOMMERCE

Connect your CounterPoint system to an online store with CPOnline, our powerful and affordable web-hosting and website creation service.

- Expand your business to the web with minimum effort and expense
- Online inventory comes directly from CounterPoint
- Eliminate costly double entry – web orders are directly integrated into CounterPoint for fulfillment
- Search engine optimization and marketing tools to reach new customers

## REPORTS LIBRARY

An extensive library of built-in reports gives you all the information you need to run a profitable and successful business.

- Access hundreds of built-in reports and journals
- View current conditions as well as historical details
- Modify parameters to analyze the data your way
- Print Quick Reports from any LookUp
- Powerful Merchandise Analysis Report and Sales Analysis by Group
- Report let you analyze your inventory in hundreds of different ways
- Graphical management dashboard



FOR MORE INFORMATION, PLEASE VISIT US AT  
WWW.RADIANTSYSTEMS.COM OR CONTACT US AT 877.794.RADS

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