



# More PROFIT!

## It's the Only Thing WE need to talk about!

### Solutions in a New Economy

Our everyday lives and the way businesses will be successful has changed!

Onpoint Profit Solutions has what will improve your PROFIT!

#### The Opportunity for you:

A better run business using your business data to understand how and why you can and will be successful!

Better served customers with technology that lets them buy your products from anywhere!

Happier Lifestyle because of the latest technology to do the mundane tasks. Allowing more time with family, friends and community!

#### HELP FOR YOU FROM ONPOINT

**PROFIT SOLUTIONS:** More Profit immediately with easy to use services, latest technology in POS – Service Industry – eCommerce - Retail SaaS:

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#### PROFIT

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### this issue

10 ISSUES to ADDRESS

Comes with

SO MANY of the  
RIGHT QUESTIONS

## Solve the ISSUES after the RIGHT QUESTIONS



The right questions will expose areas of need and identify those areas you are already succeeding at and maybe improve upon within your business.

For many businesses, they will remain apprehensive to change because of their fear of technology and an unwillingness to be open to new ideas for opportunities to improve their business.

So, it begs the question, embracing the FEAR of CHANGE, what issues maybe found with the correct questions?

The real issues are that SMB's (Small Merchant Businesses) are afraid to move to strategies that Big Box and aggressive competitors embrace and beat them to death with every day.

Helping businesses to discover one of those exciting achievements with change, only comes about with not just process improvements, but flipping the switch in believing you can compete in a new economy.

So, lets address some of the issues that will be discovered during a brief consultation with the right questions.

1. Knowing the customer expectation of what product inventory, they will find, how diverse the inventory is as compared to their in-store expectation.
2. Tracking your promotional spend versus actual transactional data as to who is actually embracing your store because of those promotional dollars spent?
3. What your services and staff performances are to the

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**Don't Understand the HIGH FEES that plague your business** and no response from your representative:

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actual customer perception when it relates to in-stock inventory, delivery and installation.

3. Creating teachable moments from customer feedback and employee accountability for improving the customer experience, upsell and improving sales.
4. Using your transactional Business Data to know what your customers are spending and on what, how much, who is your best customer - new or regular, where are your customers spending their dollar when not at your store and where do they come from.
5. Agile enough to shifting gears on prime seasonal inventory that is not selling, let go of stale inventory, access to JIT to improve GMROI, and can project seasonal sales against what you know today and from the past.
6. Improved and maximized ability for a customer to buy your products and services from anywhere, including in the car, at home, online, in your store. In today's new economy your customer knows more about you and your competitor before they walk in the door. You have to know why they are walking in and what the expectation is of the customer.

8. Do you know the changes to immediate cost reductions, improved processes within your business that every day when incorporated continue to improve Long Term Profits?
9. Know your competitors' weaknesses, strengths, what changes they are making or have made to improve their relationship with their customers and possibly your customers.
10. Ask for Feedback from customers and answering negative and positive reviews to improve your online ratings. Being and not being a 4 or 5 star rated business can be huge and a detriment to your ability to grow your business and add more Profit.

These 10 issues impact businesses I see every day in some form, fashion or number. Many or some of these, owners or managers already know about and has decided to not address, because we have been turning the same wheel year after year and it has gotten us here today.

The problem is unless you can honestly say I am the BIG DOG in the market, and have no competitors? You have created a sense of false security for you, and those who depend on you the most, your family, your employees and your community.

With today's technology for less than 2 specialty cups of coffee a day you can easily address all 10 of these issues.