

# CUSTOMER SUCCESS STORY

MYUNIQUE Thrift Stores

**POS X**  
a **CUSTOM** company



## East Coast-based Thrift Retailer Successfully Premieres Self-Checkout

### BACKGROUND

MYUNIQUE thrift stores is an East Coast-based thrift store chain with 13 locations spread across New Jersey and New York. Every day, MYUNIQUE puts out thousands of items for sale, including everything from designer and vintage clothing to home decor and hard-to-find hardcover classic novels.

### THE CHALLENGE

The thrift stores were drawing big crowds, especially during sales, resulting in long checkout lines. With rising payroll costs and not enough capacity during peak time, MYUNIQUE was looking for ways to keep the labor costs down while increasing the efficiency. In addition, the stores have limited floor space and did not want to put in more checkouts at the expense of removing product displays.

### THE SOLUTION

MYUNIQUE consulted with ThriftOS, a company that is specialized in POS solutions for the thrift industry and had already implemented the regular POS system at all MYUNIQUE stores.

MYUNIQUE was using ThriftOS to efficiently manage inventory from the moment the items arrive to the store to when they are sold.

In a thrift store, every item is unique and the ability to track inventory on item level is mission critical. ThriftOS is a turnkey POS system that offers item level tracking capability with all the tools



### AT-A-GLANCE

**INDUSTRY:** Thrift Retail

**CUSTOMER:** MYUNIQUE thrift stores

**ISV:** ThriftOS

#### SOLUTION:

Self-checkout based on ThriftOS POS software and the following hardware:

- EVO TP6 POS terminal with 15" PCAP multitouch display
- 8" inch second display
- Omni-directional scanner with EAS deactivation
- Receipt printer
- Credit card terminal

#### BENEFITS:

- Doubled POS capacity on the same footprint
- One cashier monitors three checkout lines, resulting in reduced payroll cost
- Customers spend more time shopping and less waiting

needed for pricing, mark-downs, discounts, voids, reporting, and payment.

“After analyzing the market trends, and more specifically the increased adoption of self-checkout systems, we felt the time was just right for MYUNIQUE to try self-checkout,” says Butch Kloeber, CEO of ThriftOS. “Consumers have become more comfortable with self-checkout kiosks and the technology is now more affordable.”

ThriftOS developed a customer-facing version of the POS software that the stores were already using and teamed up with POS-X to design a cost-efficient and space-saving self-checkout system based on the POS-X EVO TP6 POS terminal.

The POS-X EVO TP6 terminal features a 15-inch PCAP multi-touch screen display, a powerful processor, and a fanless design that makes it silent and durable. MYUNIQUE also uses a secondary 8-inch display that is mounted on a pole to show if the checkout station is open or closed, how many items have been scanned, and to alert store clerks if customers need help.

Customers are prompted to present their loyalty cards and coupons and then scan the shopping items and place them in the bagging area. MYUNIQUE uses a fixed omni-directional bar code scanner that reads bar codes from all angles and has the ability to deactivate the item's EAS alarm. The POS system accepts credit and debit card payments with support for magnetic stripe, chip & PIN, and contactless payments. In a few months MYUNIQUE will add cash as a payment option at the self-checkout.

Once fully implemented, each store will have between 18 and 24 self-checkout stations and two to four manned POS stations.

## THE BENEFITS

The new self-checkout system requires fewer cashiers, so staff can be redeployed to other tasks that contribute

to the store's profitability, including helping customers and making sure items are properly marked and displayed.

“Instead of one-lane cashiers, every cashier now serves three self-checkout stations with significant impact on payroll cost and staffing,” explains Butch Kloeber. “The smaller footprint has allowed MYUNIQUE to more than double the checkout capacity without taking up more square footage.”

The self-checkout system is very intuitive to use and has been well received by the shoppers.

“Customers spend more time shopping and less time waiting in line, resulting in more sales and satisfied customers,” says Butch Kloeber.



ThriftOS is an ISV with more than 12 years experience from building POS systems for the thrift industry.

[www.ThriftOS.com](http://www.ThriftOS.com)

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