



RENZACCI UK PLC

PRESS RELEASE

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Header :CONVEYORS – THE EPITOME OF A SLICK OPERATION

Contrast these two approaches. The customer comes in to collect his dry cleaning order. The assistant takes the ticket and rummages around amongst the hangers. Clearly it's not there, so goes into the back and cue noises off. Five minutes later he emerges with the order, mumbling about the system and blaming everyone but himself. Compare that with a shop that has had a conveyor installed. Customer hands his ticket in. Assistant scans it into the online EPoS system. The conveyor whirrs and, within seconds, brings the order to the front. The assistant takes a step to his right, unhooks the order and hands it to the customer. How much more professional is the second scenario?

“There is no doubt” says Jason Alexander, Managing Director of Renzacci UK plc., “conveyor systems are the future of a slick drycleaning operation.” That’s first hand advice borne out of experience, for Renzacci UK is the



sole UK importer for the worldwide brand leader in conveying systems, ACS. Renzacci has installed over 200 systems and is well placed to advise on the advantages. The systems are tailor made to individual requirements and totally flexible in their design, offering an almost unlimited number of shapes, combinations and retrieval methods. Conveyors can be straight lined, L shape, U shape, T shape, work in different combinations, and can even utilise height up to the ceiling to maximise the storage area.



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Built from heavy duty materials and driven by either a single or a three phase motor, the stainless steel conveying rail allows garments to move about on the carrying band and provides a numbered slot into which a hanger can be placed.

To get the best from a conveyor, the system needs to be driven by an EPoS system such as Touchtill from LM Computers or Drystream. Touchtill has bespoke software that integrates the conveyor system with the sales till, offering touch screen technology and avoiding the use of ticket books. Coupled with an ACS conveyor system, all this makes for a highly impressive customer service.

AUTO VALET

Some retailers are taking conveyors a stage further and effectively extending their opening hours by introducing an automated self-service system based on a new ACS conveyor product called Auto Valet.

This is an automated garment retrieval system, enabling customers to pick up their dry cleaning order at times convenient to them, when the shop is closed. It links back to the shop's EPoS system and is controlled by it. A retrieval unit is built into the shop front and operated by the customer



using a loyalty card. Having prepaid at drop-off time, the order is processed by the EPoS system and the customer swipes his card through a card reader on the outside of the retrieval unit to collect his dry cleaning. The completed order is located by the EPoS software and transported to the retrieval unit for the customer to collect.



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The first retail shop to have installed the Auto Valet is Top Hat dry cleaners in Chiswick, west London. Owner, Mike Moran, who was instrumental in helping design his system with Renzacci UK was fulsome in his praise for Auto Valet: "Business has been terrific and I have already issued 500 Top Hat cards in over the first 3 weeks since the system was installed. 24-hour cleaning pick up is a key selling point for my business. I expect the investment to be paid back in double quick time and unlike cut-price business building strategies, my margins remain intact."

"Each conveyor installation is unique" says Renzacci UK Managing Director, Jason Alexander. "We design specifically to our customers' requirements so there is never a sense of 'one size fits all' when we are talking about equipping a shop."

At the initial survey stage, all aspects of the proposed installation are discussed including the physical space to be filled and the owner's requirements in terms of garment storage, identification systems, shop security and staff safety. For example, it may be possible to site the conveyor so that garments can be called up without the necessity for staff to even move away from the service desk."

Recognising the investment in setting up a retail dry cleaning unit, Renzacci offers a very wide range of finance initiatives that covers all types of dry cleaning equipment from the machines themselves to ironing tables, finishing equipment and, of course, conveyor systems. All equipment supplied is supported by a nationwide network of fully trained service engineers.

For more information about conveyors, Auto Valet, and related finance initiatives, readers are invited to visit the Renzacci website at www.renzacci.co.uk.