



The company:

Voices carry in Halls Creek.

This rural Western Australian town nestled in the heart of the Kimberly is a long way from Sydney. Then again, on the edge of the Great Sandy and Tanami deserts, it's a long way from just about everywhere.

Still, that doesn't mean the voices of the shire's estimated 3000 inhabitants go unheard.

Bailey's Auto Parts is a thriving Repco Authorised Service centre specialising in Toyota Landcruiser repairs as well as windscreens, tyres, and batteries that are needed to keep the vehicles of locals, government contractors, and those just passing through, on the road.

Like many small businesses, Bailey's Auto Parts relies heavily on QuickBooks accounting software to balance the books, manage inventory, process purchase orders and a range of other tasks.

“ *It solved our problem,* ”

Andrew Bailey, *owner*
Bailey's Auto Parts

The challenge:

As such, product consistency is one thing owner Andrew Bailey counts on. He doesn't want to spend days trying to figure out the latest version or new applications at the cost of working with customers.

“The new software had changed a few features and there's no shame in admitting software changes sometimes have issues,” said Mr Bailey, a 10-year QuickBooks user.

At issue was the Items List in the QuickBooks Premier 2008/09 QBⁱ series software introduced in March.

The predecessor 2007/08 version featured Gross and Net Price columns which Mr. Bailey had become accustomed to. The 2008/09 version, however, displayed only the Net Price column thus extra legwork was required to calculate the total price, including tax.

The solution:

Mr. Bailey voiced his concerns to Reckon's Sydney headquarters, and along with a host of other customer-requested enhancements, it was integrated into the new QuickBooks 2008/09 QBⁱ series multicurrency version released in August.

“It solved our problem,” Mr. Bailey said, noting once again it's business as usual for Bailey's Auto Parts, which now in it's 16th year, is a healthy \$1 million a year operation.

It also reinforces Reckon's commitment to providing QuickBooks users with what they want in an accounting and financial management software package.

Once the software has been registered, users are invited to supply feedback. Simply access the Help Menu within QuickBooks and click Suggest New Features. While we may not respond directly to every customer request, rest assured all are evaluated and often integrated later to improve the product, regardless of whether you're in Halls Creek, Hobart or anywhere in between.

Bailey's Auto Parts is currently for sale. Interested parties should contact Andrew Bailey at 08 9168 6508, baileyautoparts@bigpond.com or visit www.baileysautoparts.com.au

For further information about this case study, contact customerservice@reckon.com.au or 1300 784 253