



Youngsville ABC Board  
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## MINUTES

**FEBRUARY 7, 2020**  
**9:00 AM**

### REGULAR MEETING

#### YOUNGSVILLE TOWN HALL CONFERENCE ROOM

**134 US 1A SOUTH**

Chairman Samuel Hardwick called the Board Meeting of the Town of Youngsville ABC Board to order at 9:00am. In attendance was Chairman Samuel Hardwick, Members Mary Margaret Norman, Rick Houser, Danny Stutzman, and Todd Casado. Also, in attendance was Finance Officer Jaclyn Patterson, Town Administrator Phillip Cordeiro, ABC Store Manager Laurie Pritchett, and Town Clerk Emily Hurd.

The first item was to approve the Agenda.

**MOTION: TO APPROVE THE AGENDA AS SUBMITTED**

The motion was made by Member Stutzman and was seconded by Member Norman. The motion passed unanimously.

Chairman Hardwick read the Ethics Statement.

*In accordance with G.S. 18B-201, it is the duty of every Board Member to avoid both conflicts of interest and appearances of conflicts. Does any member have any known conflict of interest or appearance of conflict with respect to any matters coming before the Board today? If so, please identify the conflict or appearance of conflict and refrain from any undue participation in the particular matter involved.*

There were no conflicts of interest or appearances of conflicts.

The next item on the agenda was Citizens' Comments. There were no comments.



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The next item on the agenda was the Financial Report. Patterson stated she had finished the December Financials but found more problems with the software. Because of those issues, she has not completed the January Financials. Member Houser asked for clarification on how much the ABC Board was paying to the Town as the Balance Sheet showed \$31,000 owed. Patterson explained this was the amount of profits left over from last year, which shows as a liability at year end. She stated she was working on paying that amount down when they have the cash. Patterson noted this would probably take until the end of the year to pay off. Cordeiro inquired if this amount included the minimum distribution due to the Town and Patterson stated that it did not. She explained the \$31,000 liability is from the previous year and the current minimum distribution, budgeted at \$40,000, was included as an expense in the current year. Member Houser expressed concerns the ABC Board may not see profits this year as it looks like the extra funds will be used to pay that liability. He noted they had hoped to use the extra money to help retire their debt. Member Norman asked if they would then be caught up with what they owe the Town and Patterson stated yes. Patterson explained it generally takes some time, but she has paid some of it down already. She noted payments to the Town were made around expenses. Patterson stated extra payments on the loan were made quarterly. As cash becomes available, she tries to retire some of that debt.

The next item on the agenda was the approval of the Consent Agenda. The Consent Agenda included Minutes from the ABC Board Meeting on January 3, 2020 and the Special Called ABC Board Meeting on January 28, 2020.

**MOTION: TO APPROVE THE CONSENT AGENDA AS SUBMITTED**

The motion was made by Member Houser and was seconded by Member Norman. The motion passed unanimously.

The next item on the agenda was Old Business. The first item under Old Business was to continue the discussion on the proposed remodel of the ABC Store. Chairman Hardwick noted they had a good meeting at the Shopping Plaza recently and asked the ABC Board for their thoughts. Member Norman stated she liked the location better than she thought she would. However, she did not want to lose the current location. Member Norman stated she felt they should remodel the current ABC Store first as the one in town should be a priority. However, if they can support two stores, she liked the location and size. Member Norman expressed concerns about parking because the restaurant does get crowded at night. Chairman Hardwick noted the parking situation would still be better than their current situation.



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Member Stutzman also liked the location as it would bring in more business from the other side of Capital Boulevard, including the people that won't come into town for the current ABC Store. He felt it would be advantageous to have two ABC Stores and they should move forward with the new store. Once the second ABC Store was opened, then they could move forward with either a remodel of the current ABC Store or build a new one. If something happened and they needed to close the ABC Store during the construction process, there would still be an available store to continue services. Currently, the restaurant is the only mixed beverage sales customer they have, it makes sense to have those sales at the Shopping Plaza location. This will make the items readily available and will free up storage for the ABC Store in town.

Member Casado felt the Shopping Plaza location would be better from a sales and profit standpoint. He stated the appraisal came back and looks good. Member Casado stated the ABC Board needed to decide to do one or the other soon but thinks the Shopping Plaza is the better option. Cordeiro expressed concerns about the rent and upfit expenses offsetting the profits. From a 10-year lease standpoint, Member Casado felt they could create significant sales. Patterson stated the sales would need to almost double with two ABC Stores in order to maintain them. Sales at the Shopping Plaza would need to be at least as much as the sales at the current location to cover expenses. Patterson explained rent would be approximately \$50,000, then there were the overhead costs of staffing, including a strong Assistant Manager, which includes another set of benefits. Member Norman felt the growth around Youngsville, especially in that direction, will help make the second ABC Store successful. She asked if there was any market research and Member Casado stated Sheetz had recently done a study in Wake Forest concerning another location. Sheetz felt a second location could be maintained in that area and he felt Youngsville was similar. Member Casado thinks the ABC Store in town would lose some sales but the second location at the Shopping Plaza would create at least 1.5 to 2 times the amount of sales based on the traffic in the area and the size of the proposed store.

Chairman Hardwick inquired if they would be able to draw traffic from Wake Forest and Franklinton at the Shopping Plaza location and Pritchett stated she was unsure. Chairman Hardwick felt there should be enough interest from people that shop at the Shopping Plaza, including Foodlion. They could stop at the ABC Store there instead of having to come all the way into town. Pritchett stated customers came to Youngsville because of the customer service but Member Norman felt customer service could be stepped up.



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Member Stutzman stated he has seen horrible customer service at other ABC Stores and Chairman Hardwick agreed.

Pritchett stated the employees polled the customers, especially the regulars, regarding the Shopping Plaza location. She explained that two locations would be ideal, however, long-time customers have said they would rather stop in Wake Forest than the Youngsville Shopping Plaza. Chairman Hardwick felt the ABC Store at the Shopping Plaza would be their master store with the ABC Store in town as more of a satellite store. Pritchett stated she wanted to continue carrying what they currently have and possibly more. She noted it would save them if the other ABC Store did handle the mixed-beverage sales. Member Casado noted that when getting customer feedback, you don't want to hear from the regulars, you want to talk to the non-regulars to figure out why they are going somewhere else. He stated Staff does not speak to him when he comes into the store, noting it was when the manager and assistant manager were not in the store. Member Casado stated there might be a different experience that Pritchett is not seeing. He stated they needed to get feedback from people other than the regulars because they do love the ABC Store as well as the employees. What they need to figure out is how to get other people here, reiterating that the employees didn't seem to be very friendly, sometimes not even speaking to customers. Pritchett appreciated hearing that feedback. Member Casado explained Staff does not offer to help customers, nor do they try to sell other items, noting there was a display by the exit. Customers who have that experience do not return. Pritchett stated she did not want customers to feel like Staff was treating them rudely. She stated she has tried to make a point with signage that there are other options placed around the ABC Store.

Patterson asked Member Casado if Sheetz looked at which side of the roadway would be most advantageous and Member Casado stated they did and gave a brief overview of the process. Patterson noted the Foodlion in Wake Forest did not have an ABC Store and she wondered if the quality and selection of the products offered at the Youngsville Foodlion would be enough to draw customers from Wake Forest and Franklinton if they were stopping on their way home. Chairman Hardwick noted the ABC Board had been interested in going out at the Shopping Plaza when it was first built but it was too expensive. Their thinking was it would be easier for customers to get in and out along with a higher visibility. Chairman Hardwick stated he thought the Shopping Plaza was a great location and everything looked good during their onsite visit. It does have the high visibility and allows for good signage. However, Chairman Hardwick stated he also felt they should keep the ABC Store in town, even if they sold the property to a developer and leased a space from them. Pritchett stated the intown ABC Store would still draw



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customers, even new ones. Chairman Hardwick noted it would not need to be as big so it would cost less. Pritchett stated they would not need a space as large as the one at the Shopping Plaza if the second store handled the mixed beverage sales. Chairman Hardwick stated they could put something in that would look nice and improve the intersection. He expressed concerns about the proposed roundabout changing how customers would be able to enter and exit the parking lot. Pritchett stated that a smaller store, further back, would work well. Chairman Hardwick agreed, noting it could be a boutique store.

Based on the feasibility study, Member Houser felt Youngsville could support two locations. He expressed concerns about their lack of capital. If they want to do something now, rather than waiting until the land was paid off, they would need to move forward working with developers; possibly selling the land with a lease-back provision. Member Houser stated they could negotiate a lease rate that is in the appraisal. If the property sold, then the ABC Board could take that capital and invest in the Shopping Plaza location. This would negate their debt and allow them to start fresh. Member Houser noted there would be two lease payments and the ABC Board would need to weigh their options. He suggested that if they wanted to go to the Shopping Plaza, then they should sell what they have. Based on the appraisal, there is equity in the property that would allow them to get a loan to upfit the Shopping Plaza space. Member Houser stated the ABC Board needed to weigh the debt payments for the current location against lease payments. He stated they can come back with a full recommendation with ample analysis to make a more informed decision, but he felt the committee needed to hear what direction the ABC Board wanted to move in, which sounds like the Shopping Plaza at this time. Member Houser stated they would also have more information after they meet with developers.

Pritchett expressed concerns about a lengthy lease for the Shopping Plaza, noting the land and building would be paid for at the intown location. She stated this would allow for more profit once the land has been paid for. Chairman Hardwick noted there would be expenses from building a new store but if they sold the land, all those expenses fell on the developer. Member Houser stated they would have ten years of lease payments or ten years of loan payments and felt the loan payments would be more than the lease payments at the Shopping Plaza. Patterson clarified that after ten years of loan payments, they would at least own the property. Member Houser felt it would be prudent to lease as no one knows how things would look after ten years and they may want to move to a more lucrative location. He explained it was good business to move as the market moves. Member Houser stated he understood they could sell the building at that time if



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they did choose to retain ownership of the property. Chairman Hardwick explained the advantage of a developer owning the property as it adds to the tax base for Youngsville. He stated a small plaza in town would also bring in more stores that would have taxable property as well as more sales tax dollars. Member Houser shared his experience from Cramerton. He explained most people planned their purchases to coincide with their grocery shopping. Member Houser stated about 60% of the business in Franklinton comes from people that don't live in Franklinton, they either pass by and stop or pick up their purchases when they go to the Foodlion. Member Casado inquired about the ABC Board's confidence the ABC Store would perform better at the Shopping Plaza and Chairman Hardwick stated he felt they would. Chairman Hardwick stated his vision was to have a new, premiere ABC Store at the Shopping Plaza and a "feel at home" ABC Store in town. Two stores will allow for more varieties of stock and more storage. He noted employees at the Wake Forest ABC Store did offer to help the customers and their store has a nice open-air look that made customers want to spend money.

Patterson inquired if the ABC Store moved to the Shopping Plaza and they looked at hiring a developer, would they close the downtown location immediately or once construction starts. Based on his experience, Member Houser stated it would take a developer approximately a year for the permitting and planning process. The ABC Board could negotiate with the developer to remain open at the current location until they are ready to open. They could also include an option that the ABC Store would move into one of the spaces after construction was completed. Patterson explained she had concerns about staffing the new store then having to close the current store shortly after. Chairman Hardwick felt there would be a period before they had to move the current location. He stated it all depended on if a developer was willing to put in something bigger that may include adjoining property. Member Houser stated he hoped the developers could give an estimated timeframe during their upcoming meetings. He stated that he did not want to lose the space at the Shopping Plaza.

Cordeiro stated they would also need to factor in the water / sewer allocation from Franklin County Public Utilities (FCPU). The application process is lengthy, and the committee only meets twice a year. Cordeiro felt that because it was a commercial allocation, the application would pass but the process may create a longer delay.

Member Houser stated if the ABC Board at least had a contract, then they could borrow money with that being their source of repayment. Patterson stated she would like to see a line of credit, noting that purchasing new inventory, along with other items, for the new store would create a large cash outlay. She stated they would not see sales immediately



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and they would need cash flow. Member Houser explained the Cramerton ABC Board had a \$250,000 credit line then increased it when they opened the second ABC Store. He explained they were able to pay off the inventory in three years and he felt Youngsville could do the same. If the ABC Board could sell the property for the appraised amount, then they would have enough net proceeds for the upfit of the Shopping Plaza space and some left over for working capital. Patterson expressed concerns about how tight the finances would be operating two stores. Member Houser stated that once the ABC Board decided which direction they wanted to move, a business plan could be put together. Member Casado stated that if they opened at the Shopping Plaza before they rebuild the current ABC Store, he felt the current store will struggle until the new store was in place.

Chairman Hardwick stated his take from the conversation was everyone was on board with having two ABC Stores. However, they needed the information from the developers before making any decisions. Chairman Hardwick noted the growth in our area has been incredible and more was coming. This was the proper time to consider having two stores. Member Norman asked for clarification on investors and Member Houser stated they had meetings scheduled with developers over the next couple of weeks. Member Norman stated she had a niece with some development connections. Cordeiro stated he would speak with her to see if they could obtain more offers. Chairman Hardwick stated the meeting at the Shopping Plaza had opened his eyes to the possibilities and he would like to move forward with the idea. He stated the committee should have more information for the next meeting.

The second item under Old Business was to adopt the Resolution to enter into an agreement with the North Carolina Local Government Employees' Retirement System to provide death benefits. Hurd explained she heard back from Susan at NCLGERS. It took so long as she was trying to get a date for their Board to hear the application for regular State retirement, which was submitted in October. Based on the information Susan received; they won't review the application until possibly July. Since the ABC Store won't become members until later in the year, the actuaries for the Death Benefit have not been given a high priority. Susan apologized for taking so long to get back with me, but she wanted more information before she called. Susan also stated that LGERS is looking to only review new applications once a year. Hurd asked if the ABC Board would like to table this discussion until July or continue to table it monthly in case the information came back sooner. Chairman Hardwick stated it should be tabled until July unless something comes up before then and the ABC Board agreed.



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**MOTION: TABLE THE RESOLUTION TO ENTER INTO AGREEMENT WITH THE NORTH CAROLINA LOCAL GOVERNMENT EMPLOYEES' RETIREMENT SYSTEM TO PROVIDE DEATH BENEFITS UNTIL THE JULY ABC BOARD MEETING**

The motion was made by Member Stutzman and was seconded by Member Norman. The motion passed unanimously.

The next item on the agenda was New Business. The first item under New Business was a discussion on the estimate for new signs at the ABC Store. Cordeiro displayed the proposed signs on the screen. Member Houser explained he had B&B Sign Design create new signage for the ABC Store and put together a proposal for the ABC Board. He explained the design included the new logo adopted by the ABC Board. The displayed pictures showed the proposed signage overlaid on the windows and doors. Member Norman stated she was not fond of the signage covering the whole window leading to a brief discussion on the zoning regulations regarding the amount of coverage a window sign can have. Chairman Hardwick stated his main goal for the front of the building was for the Police Officers to drive by and be able to see into the building. Because of this, he did not like the proposed sign that had a white background. When asked, most of the signage on the doors and windows are not legally required. Member Houser stated he felt the only other signage should be the credit card logos. He stated the proposal included the removal of all current signage. Chairman Hardwick stated the mandatory signage could be placed on the bottom right. Pritchett stated the mandatory signage could also be done in the white lettering on the windows so that it would match the main signage. There was a brief discussion on the proposed signage for the window on the Holden Road side of the building. Concerns were expressed about the coverage and it was recommended that Erin Klinger, from the Town's Zoning Department, contact B&B Sign Design to discuss allowable sizes and tinting of the windows. Regardless of the location, Chairman Hardwick stated he wanted people to be able to see the inside of the store and see the bottles when they drove by so they will want to come in. After discussing all the proposed designs, the ABC Board decided they liked the white lettering as it was easier to see.

Member Houser requested the approval of the estimate then he can have the sign company fix the signs per the ABC Board's suggestions. Cordeiro recommended authorizing up to \$1,500 for signage and window treatment. This way, they could add the window tint if they wanted to. Member Houser stated \$1,500 was plenty.



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**MOTION: TO AUTHORIZE A MAXIMUM OF \$1,500 FOR SIGNAGE AND WINDOW TREATMENT**

The motion was made by Member Norman and was seconded by Member Houser. The motion passed unanimously. Member Houser stated he would get an updated estimate for Patterson.

The second item under New Business was a discussion on the Cash Register System. Patterson explained the continuing problems she was having with the reporting system, including missing or doubled end of day totals. Due to these reporting errors, they have overpaid their sales tax to the State. Patterson stated she had to use the daily receipts to correct the financials, which is extremely time consuming. She noted these issues have been sent to Dalcom but they have not yet provided an explanation. Patterson stated Dalcom's customer service forced the daily totals that she provided them onto their records without even checking them. She noted this was not the first time they have done that. Pritchett stated she's had to redo the reports. She explained Dalcom does not have "live inventory" and gave an example. Another problem was items reappearing on their inventory after they have been sold. Dalcom has not explained this either. Patterson noted Dalcom stated they were pulling the reports wrong. Dalcom explained the reports were set to be pulled up on iPads. Patterson stated that regardless of what she pulls the report on, those reports should include the exact same information.

Patterson stated the issues were costing Staff too much time. Pritchett stated she has counted inventory every morning since October trying to pin down what was going on. Based on the security video, the problem does not seem to be Staff. New item codes are appearing in the system and current item codes are ringing up incorrectly. Patterson stated there was a huge problem this past Saturday where the sales from January 31<sup>st</sup> were not in the system. Because of this, price changes were unable to update. As the ABC Store cannot legally open with the incorrect prices, Pritchett stated they were worried they would not have been able to open that Saturday. Patterson stated they finally were able to update the prices and open the store, but this had created considerable concern. Pritchett stated she verified the price changes once the changes had been made. Then she received a phone call from one of the employees later in the day that the prices had reset and needed to be corrected again. The problems seem to be in their database. When she calls them to fix these problems, they treat her as if she doesn't know what she's talking about. Pritchett stated she wanted to be able to double check the information as she can't prove their corrections. She explained there was a screen that Dalcom uses but she doesn't have access to. When she inquired about it, Dalcom tells



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her that screen does not exist. Member Stutzman wanted to clarify that Staff can see the changes as they were being made on the cash register and Pritchett stated yes. However, Pritchett stated when she mentions that to Dalcom, they deny the informational page even exists. Member Stutzman requested Staff record or take a picture of the page the next time it was up, and Pritchett stated that she has requested Staff do that.

Member Casado asked how the system recognized the inventory, and Pritchett explained Dalcom loaded every item code the State had on record, including discontinued codes. Patterson clarified that Dalcom's client base was the ABC Stores in North Carolina.

Patterson stated it was confusing and creating a lot of problems. Pritchett stated she found an alternate software from a new company. She explained the problems that made them originally change over to Dalcom. Pritchett noted there were not a lot of options for ABC Store software and the only other option at that time was Dalcom. Currently there are other options, including the new company that Franklinton has been using called SG Consulting. Pritchett stated Franklinton has had this new system for two months and it has been perfect. The software does real time inventory and the item codes are catered to the individual store. Patterson explained they would still be able to use the current cash registers with the new company's software, though they would have to upgrade to Windows 10. She stated the new software would cost approximately \$1,995 per register. There will also be a yearly maintenance fee for the two registers of approximately \$4,900 per year. The current promotion is the first year of maintenance is free if they sign up before April 30<sup>th</sup>. Patterson stated they have paid Dalcom \$4,700 for professional services, not including the hardware. She expressed concerns about getting out of the contract but felt there was valid enough reason. Patterson stated she was also unsure if they would be able to get any of their money back. Pritchett stated she has done her research on SG Consulting and their software does what they need it to do. She stated other ABC Stores were also complaining about Dalcom as they are having the same issues. Pritchett explained that inventory was a big deal, noting it helps when placing the order and tracking stolen items. Member Houser inquired how the inventory was entered into the system and Pritchett explained they should be able to scan the delivery in, but the scanner doesn't work properly. She stated they must enter the item codes manually. Chairman Hardwick stated this concerned him as they wouldn't know if they were missing items.

Cordeiro inquired about the process of vetting Dalcom when they decided on switching over to them. Pritchett stated that was why she was doing the research and speaking with other ABC Stores concerning their software. Cordeiro asked again about the process



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used and Pritchett stated she had called other stores that were using them. When asked, she explained she found out about Dalcom when researching software companies that service ABC Stores, noting there was only Dalcom and Carolina Data at that time. Pritchett explained they were trying to leave Carolina Data due to poor service. She noted she had tried to get information from Laurie Lee. Patterson clarified there were only the two companies at the time and Pritchett agreed they were the only two she could find. Pritchett stated the ABC Stores she contacted about Dalcom were happy with them at the time. Cordeiro explained the process of vetting a new software company. Pritchett stated she went to other ABC Stores to see the reports and process. She stated she can make more calls regarding the new software company.

Member Houser asked if Dalcom has diagnosed the problem and Pritchett stated they won't tell the stores what the problems are. Patterson agreed they don't explain the problems, reminding the ABC Board that Dalcom will force numbers to make the reports match what she comes up with. She noted they have also checked to see if it was operator error. Patterson stated she has only interacted with them through email, though they have come to the ABC Store due to some of the problems. Member Houser stated he would like to set an appointment with them to meet with the ABC Board and Pritchett expressed concerns that Dalcom would not be open about the problems. She noted they have met with other ABC Boards, but those ABC Stores continued to have problems.

Member Casado asked if Dalcom had left any training materials or user manuals and Patterson stated did not get anything. Pritchett noted another problem was the software did not include a way for the clerks to check inventory to see if they have an item in stock. Member Casado asked if there was a report that showed activity for specific items. Patterson logged into Dalcom's website to show the ABC Board the different types of reports and the errors they were seeing. When asked, Pritchett stated there were manuals online. Member Houser stated he would prefer to meet with Dalcom to help resolve the problems. Pritchett stated another problem was she had to log on every day the ABC Store was open to post the end of day sales. When they have a mixed beverage order, there are extra steps making the whole process very complicated. Member Casado felt there may be some user error based on what Pritchett was saying. He urged Pritchett to standardize how the employees close out at the end of the day. Pritchett stated that it was very hard to do it incorrectly. Member Casado stated they needed to sit down and make sure that everything was being done correctly and Chairman Hardwick agreed. Chairman Hardwick stated it needed to be done before bringing Dalcom in to meet with the ABC Board. Once you do everything by the manual, then Dalcom won't be able to blame the



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employees. Pritchett expressed her frustrations that Dalcom will not explain the problems or how they are correcting things.

Chairman Hardwick asked if Dalcom was an approved vendor with the NC ABC Commission and Pritchett stated she was unsure. Chairman Hardwick asked if the NC ABC Commission limits who ABC Stores can contract with and Pritchett explained the stores needed software specific to ABC Stores for their reports. Pritchett noted SG Consulting was specific to ABC Boards only but Dalcom also services other types of businesses. When asked, Member Houser stated he would find out which company Cramerton uses.

Pritchett stated the price quoted for the new software was great, noting they already had the hardware that was compatible. She stated she will do more research, including reaching out to other ABC Stores. Patterson requested that Pritchett ask which company the ABC Stores were going to and which company they were leaving. Cordeiro stated they also needed to check references and get a demo. If a demo is unavailable, then visit an ABC Store to see how the system operates. He also suggested running both systems at the same time, but Patterson explained why that would not be possible. Cordeiro inquired about converting the data and Patterson stated they have not made it that far. Cordeiro stated he could help and expressed how important it was to follow the best practices in order to set the ABC Store up for success. Chairman Hardwick stated they needed to sort this out before opening the second ABC Store. Pritchett reiterated how happy Franklinton was with the new company and noted the reports are great. She stated that if the manager was out at the end of the month, they could run the end of month reports days later and the reports will still be accurate. Pritchett stated she would call more ABC Stores including talking to Wake County again. Member Houser reiterated the need to schedule a meeting with Dalcom so they can discuss the issues and hopefully diagnose the problem. He stated they would be able to discuss if there is a warranty or breach of contract if the ABC Store needed to leave. Member Houser stated he would prefer to speak with them before purchasing new software. Pritchett stated Dalcom had met with another ABC Board and the problems still weren't fixed. She stated the president of Dalcom has come down to speak with her and Staff has done everything he told them to do. However, the problems still exist. Cordeiro inquired who reviewed the contract and Patterson stated there was no contract, only an annual invoice. Cordeiro asked about the scope of services, including support, and Patterson stated there was nothing in writing. Pritchett stated the Madison ABC Store was not paying their support fees because of all the problems they are having.



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Patterson showed the ABC Board how the Dalcom website looked and Member Casado experimented with some of the reports and selections. Pritchett explained the inventory was not showing the “live” amount and gave an example. Member Casado stated he would go by the ABC Store to have a better look at the online system. Member Houser stated this would be a good exercise for the Dalcom representatives when they meet with the ABC Board, especially with examples like the one Pritchett just used. Member Casado asked if it could be user error and Patterson stated she was looking into it. Pritchett stated that Dalcom has looked and stated everything was right. Patterson wondered if there was something about not closing sales out and they were duplicated because of that, but then the software skipped a day on one of the registers. Member Casado stated they needed to have detailed instructions on how to close out at the end of the day. Pritchett stated the sales would not post this past Monday so Dalcom had to post them for her. Chairman Hardwick reiterated the need for a meeting so Dalcom can explain what is going on. They will be able to see if it is user error or problems with the system. Chairman Hardwick stated the ABC Board needed to find out before they jump into something new. Pritchett expressed concerns about getting the same run around they have during previous calls for service. Chairman Hardwick stated the ABC Board needed to let Dalcom tell them that and Member Houser agreed.

When Pritchett stated she wanted the “live inventory” function back, Member Casado pointed out reports on the Dalcom website that should be helpful, especially regarding inventory. Pritchett directed him towards the Completed Inventory Report and explained it showed some of the variances that were occurring. Member Casado stated he would stop by the ABC Store to get a better look at the website reports. Patterson asked if a barcode was deleted on the website, would it then be deleted on the cash register and Pritchett stated no. Pritchett explained the barcodes in the system were not ringing up properly. Member Houser stated the system should only show the barcodes for items they have in stock and Pritchett explained that was one of the problems they were having with the inventory. Member Casado asked who created the database and Pritchett stated Dalcom did. He stated he had concerns over the database and their processes for entering and updating data into the system. Pritchett stated she had requested to have everything deleted and start from scratch with only the inventory they had on hand. However, Dalcom stated it would mess up the system and they were unable to do that. Patterson noted which reports she uses and the problems that she had with them. Member Casado explained there were reports for Sheetz that were specifically designed for tablets that will be misaligned if viewed on a different device. He noted the information was still there, just not formatted correctly. Member Casado stated after he looked at the website in more detail, they would have more information to direct the conversation with Dalcom



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when they meet with them. Chairman Hardwick clarified that Member Casado would be best to investigate the website reports as he can compare them with the reporting that Sheetz uses. Member Stutzman stated it would be useful to have at least one ABC Board Member with working knowledge of the daily processes for the ABC Store. That kind of familiarity will help with future discussions.

**MOTION: TO HAVE THE POINT OF SALE VENDOR MEET WITH PATTERSON, PRITCHETT AND UP TO 2 BOARD MEMBERS**

The motion was made by Member Houser and was seconded by Member Norman. The motion passed unanimously. Member Casado stated they need these reports and noted there should be some type of support agreement.

The next item on the agenda was Reports and Other Business. Member Casado stated he would be relocating to Richmond, VA this summer for his work. They would move in May or June and he would be able to serve through April, possibly May. Chairman Hardwick expressed his appreciation for Member Casado's contributions and time.

Member Stutzman wanted to discuss uniforms and name tags for the employees at the ABC Store. He felt uniforms and name tags would add a sense of professionalism to the employees. Member Stutzman stated uniforms would make them more presentable and they could wear either jeans or khakis. He noted the uniforms needed to be flexible considering the amount of lifting the employees do. Member Stutzman stated he would like to consider name tags and uniform shirts, possibly only one or two shirts would be needed for the part-time employees and they can add more shirts each year. If they are going to open a new ABC Store, then they need to add to our customer service by having uniforms. Chairman Hardwick agreed it would add to the image, stating the uniform shirts needed to be more casual than fancy. Cordeiro showed the ABC Board some examples of the Town's clothing with the logos and name tags. He stated he could bring a proof back to the ABC Board. Member Stutzman stated the employees would need something breathable, good quality, and loose for working. Cordeiro stated there were several types of materials to choose from. Pritchett stated the employees were fine with the idea of uniform shirts but expressed concerns about the name tags. There were concerns about stalking, noting that social media made it easy for people to find someone. Member Casado stated name tags would add accountability to the employees. Pritchett stated she was just expressing the concerns brought up by the employees to the ABC Board. Cordeiro explained to the ABC Board that information was public record anyway. Pritchett again expressed the employees' concerns, but Cordeiro pointed out



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that any stalking or harassment should be reported to the Police Department to be handled. Member Casado stated if an employee was uncomfortable putting their real name on their name tag, then a reasonable nickname can be used. He gave an example of Cat that was short for Catherine. Pritchett stated the employees had stated they would be fine with nicknames or clerk numbers. Member Casado noted that Sheetz had several uniform varieties to choose from as it pertains to uniforms since the fit of shirts may be different depending on the individual. Member Norman stated if an employee at any store has a name tag, she uses their name when greeting them as it was the courteous thing to do. Member Stutzman agreed with Member Casado about the accountability as well. Now customers can say which employee they had a problem with instead of trying to describe who they were dealing with. Chairman Hardwick noted it also opened the ability for customers to compliment certain employees as well. Member Norman expressed concerns about using appropriate nicknames. Chairman Hardwick asked Cordeiro to bring them more information for next month. When asked, the ABC Board felt that blues and greys, like the ones in the logo, would be the best colors.

Patterson stated she would be leaving as the Town's Finance Officer at the end of February but would continue as the ABC Board's Finance Officer. She was taking a more permanent position with one company and will continue to keep her tax business and smaller clients. Patterson stated she would continue to use the Town email address. She wanted to let the Members know she was committed to the ABC Board.

The next item on the agenda was Closed Session. Chairman Hardwick stated the ABC Board needed to go into Closed Session to discuss personnel, N.C.G.S. 143-318.11 (6).

**MOTION: TO GO INTO CLOSED SESSION TO DISCUSS PERSONNEL, NCGS 143-318.11 (6)**

The motion was made by Member Norman and was seconded by Member Stutzman. The ABC Board decided it would be the members of the ABC Board, Hurd and Cordeiro in the Closed Session. The motion passed unanimously. The ABC Board entered Closed Session at 10:56am. The Board exited Closed Session at 11:16am. Action taken was to approve the Minutes of the Closed Session on January 3, 2020

The meeting adjourned at 11:17am upon a motion made by Member Houser, seconded by Member Casado, and passed unanimously.