

SMART Touch & POS



For
Food & Beverage

Table of Contents

	Contents	Page
1	Smart Touch & Pos Overview	3
2	Touch & Pos Unique Features	
	i. Online Technology	4
	ii. Colourful Touch Screen Design Mode	4
	iii. Auto User Lock	4
	iv. Item Modifiers	5
	v. Item Add On	5
	vi. Multiple Kitchen Printing	6
	vii. Kitchen Progress Screen	6
	viii. Out of Stock Items	7
	ix. Split Bill	7
	x. Combine Tables	7
	xi. Transfer Table	8
	xii. Audit Trail	8
	xiii. Audit Tracking	8
3	Touch & Pos Standard Features	9
4	Sample Report	10 - 15

1. Smart Touch & Pos for Food and Beverage Overview

The Food & Beverage business is probably the most competitive and challenging industries. Besides food quality and environment, customer's satisfaction on dining experience become an essential factor in creating customer's loyalty and company image.

In a smaller F&B operation, operators will be able to control the quality of food, processing time and operations easier in order to create good customer dining experience. But when business grows bigger and to multiple outlets, operators will face difficulties to control the operations for each outlet and maintain the customer satisfaction.

Smart 2nd Generation Point of Sales system, **Touch & POS**, has been carefully designed for the Food & Beverage (F&B) industries.

Providing everything in F&B needs, from a busy quick service restaurant to posh fine dining restaurant, from 1 outlet to multiple outlets, Touch & Pos will help to manage and grow sales while delivering good customer service, and most importantly, improve the entire operation.

With Smart Touch & Pos: -

- Sales data is automatically send back to HQ via internet, ANYWHERE, ANYTIME, without pressing of any button or using any ftp.
- Innovative Kitchen Progress screen gets customers orders deliver on time.
- Auto lock screen for unauthorized entry
- Item Modifiers to cater for customers request
- Item Add On for special promotion
- Multiple Kitchen printing to inform the relevant food and drinks section on the customers orders
- Out of Stock maintenance to avoid customer dissatisfied dining experience
- Split bill upon customers request
- Combine table billings for group functions
- Transfers items to other tables to meet customers request
- Table Bill Viewer to allow Captains or Waiters to check orders effectively
- Loyalty (Members) program gets customers keep coming back.
- Comprehensive Back Office reporting helps you keep track of all sales while using less time.

2. Touch & Pos Unique Features

i. Online Technology

This unique and innovative online transferring of data (both sales and master data) using any available internet facility has been in use since 2004. It does not require any ftp, remote access, VPN (Virtual Private Networking), WAN or Intranet. All is required is just any simple internet connection. User need not press any button at all. Data will be automatically transmitted to HQ depending on the interval time set.

ii. Colourful Touch Screen Design Mode

Using the latest Dot.Net technology, the display screen is set to be colourful and refreshing, not just to the staffs who are using it, but also to customers who happen to see it.

Users can put in pictures (in various files format as recognized by Windows) of the items at the screen for easy identification. (Fig 1)

Fig 1



iii. Auto User Lock

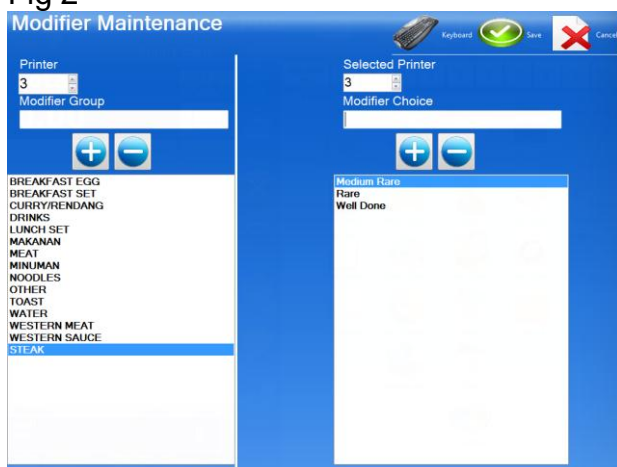
Automatically lock the current transaction screen to prevent unauthorized data entry. This feature can be set at the Cashier or Waiter Ordering screen.

iv. Item Modifiers

For each item ordered, customer may request certain request on the way the drink or food is prepared. For example, a customer may make an order of an Ice Coffee but with less sweet request or a Minute Steak with a request on the steak to be cook medium rare.

User can preset remarks at the Modifier screen (Fig 2) to enable the Waiter to put in this remark/s. This remark will then be sent to the Kitchen Printer to inform the cook of the customer request. The waiter also can key in any other remarks that have not been preset.

Fig 2



v. Item Add On

In a group function, customer may have already pre-order food. During the function, certain members of the group may want to order additional items such as beers, drinks or French fries. The waiter will just need to add in the “add on” items to the existing bill (Fig 3).

Fig 3



vi. Multiple Kitchen Printing

Multiple Kitchen Printing can be set basing on type of operations: -

Quick Service

When a customer made a payment for an order, the Multiple Kitchen Printing can be set to print to various Drink or Food section.

Fine Dining

When the waiter key in a customer orders, the Multiple Kitchen Printing can be set to print to various Drink or Food section.

A high number of Kitchen printers can be set.

vii. Kitchen Progress Screen

Kitchen Progress Screen can be use to replace Kitchen Printing. But the most important usage for this feature is maintain customer satisfaction, in terms of service. Fast food delivery is essential in F&B operations and the waiter or captain will require information on the food preparation at the shortest possible time.

The Kitchen Progress Screen (Fig 4) can be used at 2 main sections: -

Fig 4



Kitchen Waiting/Progressing List
02/07/2008 1:48:10 AM

Waiting							Progress			
Code	Description	Qty	TableNo	TimeOrder	Minutes	Category	Code	Description	Qty	Minutes
381	BP Chix Burger	1.00	102	1:46 AM	2	SNACK&V	360	Chicken Chop	1.00	0
384	French Fries	1.00	102	1:46 AM	2	SNACK&V	363	Spgti w CB	1.00	0
386	Otak Otak	1.00	103	1:47 AM	1	SNACK&V	364	D. Fried C Chop	1.00	0
389	D. Fried w 5S Chi...	1.00	103	1:47 AM	1	SNACK&V				
390	Deep Fried Shisa...	1.00	103	1:47 AM	1	SNACK&V				
388	D. Fried F/Ball	1.00	103	1:47 AM	1	SNACK&V				

Total :

BP Chix Burger

Chicken Chop

Kitchen or Drink Section

When an order is made, the Assistant Cook or Cook Helper will then use the screen to prepare the food ingredients or materials required, basing on the type of dish ordered. On completion, the Assistant will then key in the send to the cook for processing button. Once the Cook completes the cooking, the Assistant will then key in as “Process” and send the food for delivery.

Ordering Section

The waiter will check this screen for food prepared. Once confirm prepared by the Assistant, the waiter will then take the food to be delivered to the table.

The waiter also can use this screen to monitor the status of the preparation. In the event the waiting time for food preparation has exceeded the company’s time set, the screen will turn “Red”, indicating this order has kept the customer waiting.

viii. Out of Stock Items

When an item becomes Out of Stock, the Captain or Waiter will not realized it until the kitchen staff inform them. This will be tedious when the service area is very large.

With this feature, the kitchen Assistant will just need to set the items as Out of Stock. Each time the Captain or Waiter key in the item, a message “Out Of Stock” will prompt out, informing them of the status. This feature will avoid the customer from having dissatisfied dining experience.

ix. Split Bill

During a situation where a group of friends gather at the outlet for food or drinks, there is a possibility that the friends will opt for individual payment.

With the Split Bill feature, the waiter or cashier can just identify the person individual items and print a receipt out for customer.

x. Combine Table

A group of colleagues came to the outlet for lunch. While dining, their boss came in also. On seeing his staff, the boss decides to treat them lunch and ask the Captain to put the staffs “tap” into his table.

With the Combine Table feature, the Waiter or Captain can just easily combine the tables and print out the bill.

xi. Transfer Table

A group of colleagues came to the outlet for lunch. While dining, one of the group friends came in also. The person then bring his food or drink to join his friends at another table.

With the Transfer Table feature, the Waiter or Captain can just easily transfer the customer items to the table of his friend.

xii. Audit Trail

Scenario 1

A cashier key in the items a customer order, collect cash and deliver the food to customer. Subsequently, when the customer left the counter, the cashier delete certain items

Scenario 2

A waiter key in the items a customer order and put on hold. Food is delivered to the customer. Subsequently the customer make payment at the counter but the cashier did not enter the payment. The cashier delete the bill after customer left

Both scenarios will be captured at the Audit Trail for management analysis.

xiii. Audit Tracking

Tracks all modification of the transaction.

example

A cashier key in the items a customer order, collect cash and deliver the food to customer. Subsequently, when the customer left the counter, the cashier change the quantity or discount or price of the transaction

The scenario will be captured at the Audit Track for management analysis.

3. Touch & Pos Standard Features

i. Government & Service Tax

Self define Government & Service tax percentage. For government tax, there is option for Total Bill Amount or Item settings.

ii. Round Payment Adjustment

iii. Timer set for User Password and Member Code

iv. Printers

Most printers can be use as long as there is a proper driver for Windows

v. 10 Self defineable Menu screen for each terminal

vi. 45 Category Menu screen can be set

vii. 72 Self defineable items for each Category

viii. Picture display supports Jpeg, png, bmp & GIF

ix. Customizable Reports format

x. Loyalty (Membership) Points features

xi. Promotion features such as: -

- Purchase with Purchase (PwP)
- Mix & Match
- Promotion by date range and/or time
- Buy 1 Free 1

xii. Individual User Access level control

xiii. Refund Item & Void Bill

xiv. Basic Time Attendance

4. Sample Reports

FOOD & BEVERAGES

Table Receipt & Kitchen Print

For Kitchen

Bill No. : RIC01H-100002
Date : 09/04/08 12:55

Order By : 123
Table No. : **001**

Kopi Susu Hot (奶咖 1
啡- 热)
**LESS SWEET

Bill No. : RIC01H-100002
Date : 09/04/08 12:55

Order By : 123
Table No. : **001**

Curry Laksa 1

Bill No. : RIC01H-100002
Date : 09/04/08 12:55

Order By : 123
Table No. : **001**

Kopi Susu Ice (奶咖 1
啡- 冷)

Bill No. : RIC01H-100002
Date : 09/04/08 12:55

Order By : 123
Table No. : **001**

Roti SMART 1
**Butter Only

Bill No. : RIC01H-100002
Date : 09/04/08 12:55

Order By : 123
Table No. : **001**

Roti Bun 1

Bill No. : RIC01H-100002
Date : 09/04/08 12:55

Order By : 123
Table No. : **001**

H Boil Egg 2pc 1

Bill No. : RIC01H-100002
Date : 09/04/08 12:55

Order By : 123
Table No. : **001**

Chicken Chop 1
**MUSHROOM

FOOD & BEVERAGES

Table Receipt & Kitchen Print

For Table

Bill No : RIC01H-100002
Date : 09/04/2008 12:55:46 PM

Order By 123
Table No 001

[]	Kopi Susu Hot (奶咖啡-热)	1
	**LESS SWEET	
[]	Kopi Susu Ice (奶咖啡-冷)	1
[]	Roti SMART	1
	**Butter Only	
[]	Roti Bun	1
[]	H Boil Egg 2pc	1
[]	Chicken Chop	1
	**MUSHROOM SAUCE	
[]	Curry Laksa	1

Print Bill For Customer

Smart Cafe
32-2, Jalan Kuchai Maju 8
Dynasty 3, Off Jalan Kuchai Lama
58200 Kuala Lumpur

603-7981 5330

Bill No : RIC01H-100003
Date : 09/04/2008 1:21:59 PM

Table No 001

H Boil Egg 2pc	1	2.20
Chicken Chop	1	13.20
Curry Laksa	1	8.30
Roti Bun	1	2.40
Kopi Susu Hot (奶咖啡-热)	1	3.00
Kopi Susu Ice (奶咖啡-冷)	1	3.50
Roti SMART	1	2.40

Total : 35.00
Govt Chg 5% : 1.75
Serv Tax 5% : 1.75

Grand Total : 38.50

Smart Cafe
32-2, Jalan Kuchai Maju 8
Dynasty 3, Off Jalan Kuchai Lama
58200 Kuala Lumpur

603-7981 5330
Tel: 03-79568551

Bill No : RIC01-100001
Date : 09/04/2008 1:26:23 PM

Kopi Susu Hot (奶咖啡-热)	1	3.00
Kopi Susu Ice (奶咖啡-冷)	1	3.50
Roti SMART	1	2.40
Roti Bun	1	2.40
H Boil Egg 2pc	1	2.20
Chicken Chop	1	13.20
Curry Laksa	1	8.30

Total : 35.00
Govt Tax 5% : 1.75
Serv Tax 5% : 1.75

Grand Total : 38.50

Amount To Be Paid : 38.50

Cash Received : 50.00
Change : 11.50

Thank You. Please Come Again.

Receipt For Customer



Smart-Acc Solutions Sdn Bhd (624898-T)

FOOD & BEVERAGES

Sample Reports

Smart Cafe

Daily Sales Summary
 Date From : 09/04/2008
 Date To : 09/04/2008
 Time From : 12:00:00 AM
 Time To : 11:59:59 PM

Terminal : RIC01

Gross Sales	502.40
Discount	0.00
Tax	25.16
S/Chg	25.16
Total Sales	552.72
Rounding Adjustment	-0.07
TOTAL	552.65

Total Gross Sales	502.40
Total Discount	0.00
Total Tax	25.16
Total S/Chg	25.16
Total Net Sales	552.72
Rounding Adjustment	-0.07
GRAND TOTAL	552.65

Collection Type

PaymentType	PaymentAmount
Cash	471.05
Total	471.05

Smart Cafe

Date From : 09/04/2008
 Date To : 09/04/2008
 Time From : 12:00:00 AM
 Time To : 11:59:59 PM

Daily Collection Summary

Terminal	PaymentType	PaymentAmt	Round Adj
RIC01	Cash	471.10	-0.05
	Total	471.10	-0.05
Terminals Total		471.10	-0.05

TotalAmt	
Total Cash	471.05
Total	471.05

Smart Cafe

Date From : 09/04/2008
 Date To : 09/04/2008
 Time From : 12:00:00 AM
 Time To : 11:59:59 PM

Sales By Hour Summary

SalesByHour	SalesType	
	Hold Sales	Sales
02:00pm		56.10
03:00pm	74.20	183.50
04:00pm		90.30
05:00pm		59.90
06:00pm		38.40
Total	74.20	428.20

Hold Sales

Gross Sales	74.20
Discount	0.00
Tax	3.71
S/Chg	3.71
Net Sales	81.62
Rounding Adj	-0.02
TOTAL :	81.60

Sales

Gross Sales	428.20
Discount	0.00
Tax	21.45
S/Chg	21.45
Net Sales	471.10
Rounding Adj	-0.05
TOTAL :	471.05

FOOD & BEVERAGES

Sample Reports

Smart Cafe

Daily Sales Detail - By Cashier/Category

Date From : 09/04/2008 12:00:00 AM
Date To : 09/04/2008 11:59:59 PM

123

Category	Qty	Amount
CHAM&MILO	2	6.50
COFFEE&TEA	38	109.60
EGG	8	19.00
NOODLES	13	115.90
ROTIBUN	15	40.40
SNACK&WEST	8	71.10
TOAST	7	27.30

Sales Amount : 389.80
Items Discount : 0.00
Bill Discount : 0.00
Govt Tax Amount : 19.52
Service Charge : 19.52
Net Amount : 428.84
Rounding Adjustment : -0.04
TOTAL : 428.80

RICHARD

Category	Qty	Amount
COFFEE&TEA	7	20.80
ROTIBUN	2	5.40
SNACK&WEST	1	3.50
TOAST	2	8.70

Sales Amount : 38.40
Items Discount : 0.00
Bill Discount : 0.00
Govt Tax Amount : 1.93
Service Charge : 1.93
Net Amount : 42.26
Rounding Adjustment : -0.01
TOTAL : 42.25

Total Sales Amount : 428.20
Total Items Discount : 0.00
Total Bill Discount : 0.00
Total Govt Tax Amount : 21.45
Total Service Charge : 21.45
Total Net Amount : 471.10
Total Rounding Adj : -0.05
GRAND TOTAL : 471.05

	RIC01	Total
Cash Collection	471.05	471.05

Smart Cafe

Hourly Sales Detail - By Cashier

Date From : 09/04/2008 12:00:00 AM
Date To : 09/04/2008 11:59:59 PM

Total Sales Amount : 428.20
Total Item Discount : 0.00
Total Bill Discount : 0.00
Total Govt Tax Amount : 21.45
Total Service Charge : 21.45
Total Net Amount : 471.10
Total Rounding Adj : -0.05
GRAND TOTAL : 471.05

Hourly Sales Detail - By Cashier			
Time	123	RICHARD	Total
02:00pm	56.10		56.10
	14		14
03:00pm	183.50		183.50
	36		36
04:00pm	90.30		90.30
	22		22
05:00pm	59.90		59.90
	19		19
06:00pm		38.40	38.40
		12	12
Total	389.80	38.40	428.20
	91	12	103

RECEIPTS WITH ROUNDING SEN

Smart Cafe
32-2, Jalan Kuchai Maju 8
Dynasty 3, Off Jalan Kuchai Lama
58200 Kuala Lumpur

603-7981 5330
Tel: 03-79568551

Bill No : RIC01-100002
Date : 09/04/2008 1:51:51 PM

Kopi Susu Hot (奶咖啡-热)	1	3.05
Kopi Susu Ice (奶咖啡-冷)	1	3.55
Roti SMART	1	2.40
Roti Bun	1	2.40
H Boil Egg 2pc	1	2.20
Chicken Chop	1	13.55
Curry Laksa	1	8.30

Total :	35.45
Govt Tax 5% :	1.77
Serv Tax 5% :	1.77
Grand Total :	38.99
Rounding Adjustment:	0.01
Amount To Be Paid :	39.00
Cash Received :	50.00
Change :	11.00

Thank You. Please Come Again.

Smart Retail
32-2, Jalan Kuchai Maju 8
Dynasty 3, Off Jalan Kuchai Lama
58200 Kuala Lumpur

603-7981 5330
Tel: 03-79568551

Bill No : RIC01-100003
Date : 09/04/2008 1:57:27 PM

MAMEE SLLRRPI - KARI	3	8.97
GOLD EAGLE 3 IN 1 INS	8	47.92
COFFEEMIX 20GM		
WRIGLEY'S COOLAIR	1	1.20
MILKY BAR ALMOND 37G	1	1.80
CRUNCH S POINT 75G	1	2.90
WISE CT FRIES 80G	1	2.75
SEAWEED		
RICE KIDS ORANGE	1	3.80

Total :	69.34
Grand Total :	69.34
Rounding Adjustment:	0.01
Amount To Be Paid :	69.35

Master Card 69.35
5434345332322321

Thank You. Please Come Again.

Refund/Void

Smart Cafe

Refund Report for :

Date From: 02/07/2008 12:00:00 AM

Date To: 02/07/2008 11:59:59 PM

Print Time: 02/07/2008 2:48:54 PM

02/07/2008

RIC01-100003	RIC01				
123	Void - RIC01-100002				
Kopi O Hot	1			2.29	
Kopi O Hot	1			2.29	
Kopi Susu Hot (奶咖啡-	1			2.86	
			Total :	7.44	
RIC01-100004	RIC01				
123	Refund - RIC01-100001				
Veg S/Roll	1			4.10	
			Total :	4.10	
Total Refund for <u>02/07/2008</u>				11.54	

Audit Trail

TnP Audit Trail

Audit Date	Counter	Document Date	Terminal	Document No	Cashier	Stock ID	UOMQty	Price(RM)	Delete Type
02/07/2008 2:51:46 PM	1U	02/07/2008	RIC01	RIC01H-100003	123	103	1.0000	2.2900	ITEM
02/07/2008 2:52:00 PM	1U	02/07/2008	RIC01	RIC01H-100004	123	102	1.0000	2.2900	HOLD
02/07/2008 2:52:00 PM	1U	02/07/2008	RIC01	RIC01H-100004	123	104	1.0000	2.8600	HOLD
02/07/2008 2:52:00 PM	1U	02/07/2008	RIC01	RIC01H-100004	123	104	1.0000	2.8600	HOLD
02/07/2008 2:52:08 PM	1U	02/07/2008	RIC01	RIC01-100005	123	103	1.0000	2.2900	ITEM