

AWARD-WINNING EPOS SYSTEM

THE MOST VERSATILE AND SIMPLE EPOS SYSTEM ON THE MARKET



Simple to use

Our system is so intuitive that a staff member can be fully trained in **15 minutes or less**. You need to control your business without compromising your quality or speed of service. Our system delivers fast-close tender keys, rapid reordering functions and quick tab-to-table order transfers. Our system will ensure every item is sold for the correct price. Your staff will stop charging the wrong price (and/or stop guessing), and you can change those prices easily. Staff members can quickly switch between orders and can even be prompted to upsell and cross sell with the inclusion of popup notes.



Users report a **30% speed increase**



10% saving for reduction in human error



Staff are trained in **15 minutes**



Advanced table plan

Our advanced table management system is completely customisable to your floor plan to ensure better customer service and staff productivity. Even if tables or chairs need to be moved around from night to night, changes can be made to the floor plan instantaneously using the drag and drop functionality, easing the job for hosts, servers, and managers and allowing them to focus on what matters most - the customers.

You can even split and transfer the bill between tables. Reservations can quickly be allocated to ensure no double bookings and the number of covers and bill amount per table can be easily recorded for reporting purposes. Our system can even integrate with your website's booking system, and mobile booking apps.



- Track the number of covers and time-at-table.
- Synchronizes in real-time amongst all your devices and tablets.
- Easily split and merge bills in seconds.
- Report on revenue per table.

Cloud Technology

Cloud technology is providing hospitality business owners with more flexibility in how they run their businesses. The rise of mobile working means you can access your data, anytime, anywhere or any device, allowing you to run your business from your back pocket!

Cloud technology is the perfect partner to a growing business affording you unlimited scalability and protection for your data. The cloud also eliminates costly software upgrades and means your system will automatically be updated with every release. You'll always have the most up to date software, without the additional price tag.



Flexibility

You're no longer chained to the system. Work between premises, from home or holiday!



Scalability

Whether you have 1 or 100 systems, control all business data from your back office interface.



Security

Even if your hardware is corrupted or stolen, your data is safe in the cloud.

Remote Service

Using a combination of kitchen/bar printers and handheld ordering tablets speeds up service and rapidly increases staff productivity. Save your staff from having to waste time going back and forth to a fixed terminal, improve your operation by order taking at tableside and more accurately recording orders and seat numbers, and manage functions such as stock takes on the go.

Staff can also explain and sell menu items and promotions, and with access to specials and ingredients, can provide instant answers to customer enquiries. This will instantly boost customer satisfaction and enable staff to upsell and cross-sell in the moment rather than wasting that time running back and forth to the kitchen or bar.



Remote Management

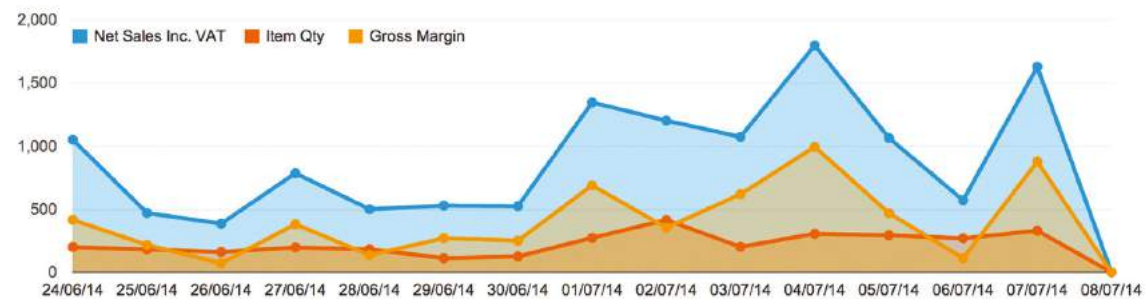
You can access your entire system securely on any device from anywhere in the world to monitor security, access accounting information, change pricing or run any kind of report. Just type in your username and password into the online portal on your phone, tablet, PC or Mac and you can check how your business is performing, whether you're on holiday or out of the office.



Customisable Dashboard

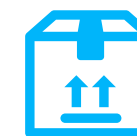
Access and create customisable dashboards to get an instant overview of your entire business and receive real time product, sales and employee information on any device. Dashboard options include profitability, revenue, staff or product analysis by individual location, staff or the whole business. Create custom dashboards to show the most important KPIs for your business.

Instant access to sales data & best selling products





Stock control



Stock takes can be performed in minutes rather than hours with the inbuilt stock control module any stock variances can be instantly highlighted with intelligent reporting. For example, if you use you multiple ingredients to create dishes or various liquors to mix cocktails, the system will work out how much of the pound of beef or bottle of vodka you should have remaining. Automated stock alerts via email can be setup on products to warn you when you're running low on stock to ensure that fast-selling items never run out of stock, but also to ensure that cashflow tied up in stock is kept to the absolute minimum. The system will even intelligently compile purchase orders for your suppliers with all required stock, saving you hours of paperwork. If your business has multiple locations the system can give you insights into stock levels per location and drastically reduce the hassle of moving stock between locations.

Employee management and security

Our systems drastically cut down on shrinkage (the inventory that disappears due to theft), waste and misuse by employees.

A detailed record of all transactions on the system is logged. Not only can staff be given the option to sign in with pin codes or swipe cards, but they can also be allocated permissions and access rights to limit certain actions such as refunds, no-sales, voids and discounts.





Sales reporting



Run powerful sales reports from anywhere on any device to help you cut operational costs and highlight areas to increase profit margins and grow the business. Detailed sales reports make it much easier for you to keep the right stock on hand and by using the historical data you can better forecast your future needs.

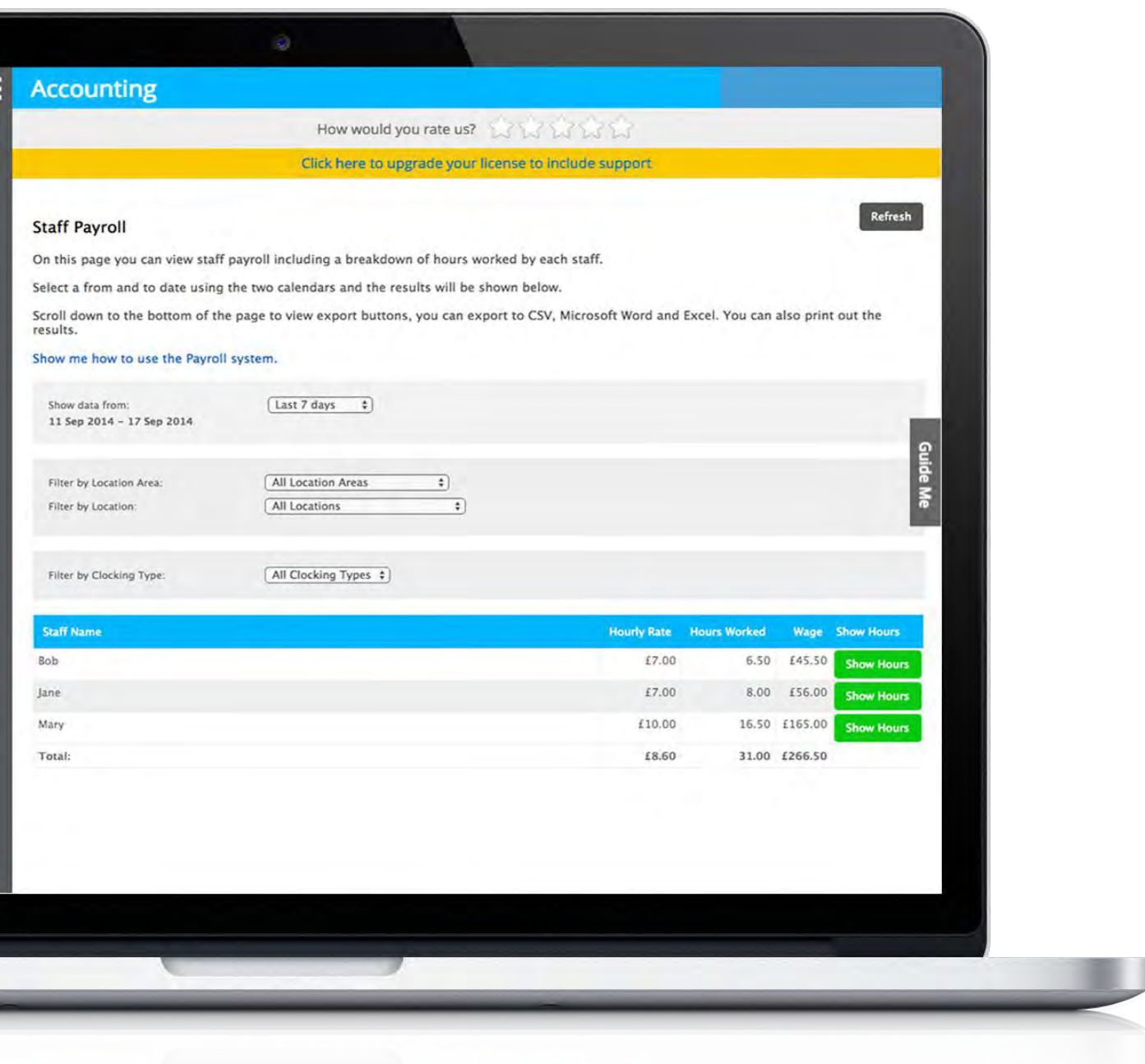
Detailed sales data by item allows you to quickly validate actual stock against expected inventory levels, allowing you to pinpoint potential areas of waste and/or theft. Also, clear inventory information helps make purchasing requirements more accurate – not based on past experience or estimates.

By reviewing detailed sales reports you can focus on selling higher margin items and then boost the sales of those high profit items by promoting both those, and any under performing products. One example is to use the various employee reports to analyse your top selling staff to pick up their best selling practices and then roll out these out to the rest of the team.

Accurate end of day



At any point our system can tell you how many of a particular product you have sold that hour, day, week or month, and exactly how much money you have in your cash drawer. A simple report can be run from any till point, home or head office and will summarise takings by both individual till point, till group or location. The end of day will effortlessly differentiate between wet and dry categories and tender types to aid reporting and accounting, and the system even offers a 'Blind End of Day' function to further reduce chances of fraud and shrinkage.



Accounting and Payroll

The inbuilt accounting module will not only automatically run your quarterly and end of year tax and VAT returns but also calculate your profit, loss and operating margin in real time, daily, weekly, monthly, yearly or over a custom time frame.

Another great feature is the clocking in/out function that not only logs the exact hours each member of staff works, but also calculates their gross pay.

The EPOS is also fully integrated with the leading accounting packages, including Sage and Xero. All sales, stock and product data automatically synchronises, saving you time and improving accuracy.



Effortless Product Management

Easily add, edit and remove products from any location and device. New dishes, drinks or any price changes can be made in seconds, all from your desktop, tablet or mobile device. For instance, multiple choice popup notes can be added to specific products that require different cooking instructions and prompt staff to choose the customer's choice.



Build Customer Loyalty

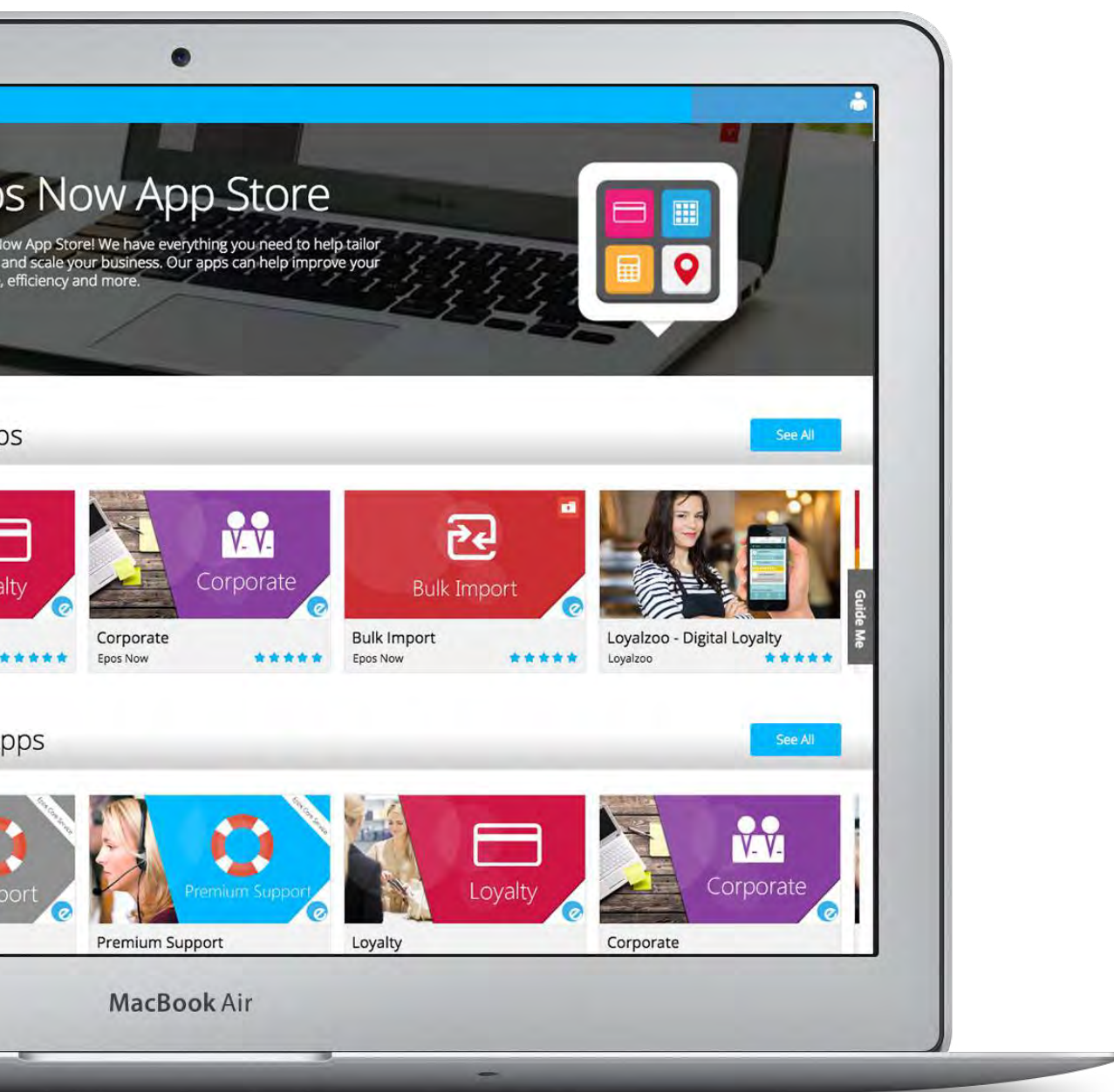
The built-in Customer Relationship Management (CRM) system will automatically record all of your customer data to use for future marketing and loyalty purposes (existing customer information can even be imported into the system). Using predefined and customised reports, you can analyse customer behaviour to help increase repeat business and customer satisfaction.

Loyalty cards can be issued for customers to earn points, redeem special offers or membership discounts, and customers can even be allocated tabs or credit to encourage repeat business. You will also have the ability to schedule promotions according to day of the week and hour of the day to attract more customers, increase sales with repeated visits, build customer loyalty and improve customer satisfaction.

We can also connect to your existing third party loyalty systems, such as Mailchimp, to give you the ability to create marketing lists to mail shot your entire customer base special offers or even information to boost revenue.

What's more, our system has a revolutionary feature which emails customers their receipt and then asks them to rate your level of service after a sale. This gives you an indication of where your strengths and weaknesses are in relation to customer service and lets you know your current customer satisfaction rating. This allows you to highlight happy customers to get them to review you online and at TripAdvisor, boosting repeat business.





AppStore

The Epos AppStore allows you to create a bespoke EPOS experience, tailored to meet your specific retail needs. You will find a vast collection of apps to extend the functionality of your EPOS system to streamline processes and scale your business. Most are offered entirely free of charge. You will find apps created by our in-house software developers as well as third-party certified developers. Some apps are standalone and extend the functionality of the system for all aspects of your business, such as customer loyalty, accounting, payroll, stock control and reporting. Additionally, the AppStore includes many integrations with web services you already use, including **Zapper mobile payments**, Caterbook hotel PMS, Appointed online booking, Wordpress, Zapier and Mailchimp.

We are adding new apps every month; this coupled with our constant platform updates means you always stay one step ahead of the competition.



Chip & Pin Integration



Cash up in minutes

There is no need to check figures against end of day reports as reconciliation is fully automated.



Protect your profits

Automatic settlement allows you to monitor every transaction.



Remove human error

There's no chance of mistakes as the terminal communicates with your Epos Now system and knows the exact amount every time.



Access to transaction reports

Access transaction information online and have a detailed overview of your sales.



Improve customer experience

Ensure payments are processed quickly to improve customer experience and to make sure you don't keep customers waiting.



Close table from card machine

This revolutionary service allows you to print, split or close a bill directly from the card machine. Epos Now communicates directly with the card machine, preventing staff running back and forth from table to till. Full till receipts print directly from the card machine.



Caller ID Integration

Process orders quickly and accurately using Caller ID and postcode look-up. We have developed an innovative way of integrating your phone line into your EPOS system to increase customer loyalty, save time and boost revenue.



Speed up service

Speedy service allows you to increase customer loyalty, order numbers and revenue whilst reducing both kitchen load and staffing.

- Inbound calls automatically pull up your customer's account including order history, spend, dietary requirements or a summary of the last conversation.
- Full address/postcode integration with Google Maps, printable directions are instantly available.
- Send orders directly to kitchen printer and/or to delivery driver.



Boost customer loyalty

Provide better service than your competitors. Increase repeat orders and reward high value customers.

- You know who is calling before you answer, so you have more time to prepare.
- Greet your customer in a personal, professional manner.
- Never ask the customer to repeat the address again.
- Instantly look up order history to repeat, ask for feedback on previous orders or offer similar items.
- Easily highlight high value customers to offer better service, more delivery options or loyalty rewards.



Eliminate errors & increase security

Eliminate wastage, cold food and wrong orders.

- Phone number popup and postcode/address. Integration by Google Maps means you get exact information every time.
- Record false callers and missed deliveries to eliminate fraud and wastage.



Boost revenue

Caller ID helps you reduce costs and generate more sales.

- Review missed calls and return them to pick up missed sales.
- Track and look after high spending customers.
- Integrate caller ID with promotions or loyalty schemes
- Reduce resources and staffing and be able to process more orders in less time.

