

ICR TOUCH

Touch screen software for Hospitality and Retail

Introduction

ICRTouch has been designed to be easy to use and maintain. Helpful prompts guide operators through each sale, with messages displayed throughout to keep the operator informed as to what is going on. Reports are similar to conventional cash registers and with it's built in back office, X and Z reading functions, an end of day report can easily be taken at the touch of a button. Programming and file maintenance also follows a similar structure to a cash register with it's built in program modes.

Designed primarily with bars and restaurants in mind, features like the graphical table plan option showing the status of the tables - e.g. green is free and blue has had a bill issued. The number of covers also is shown on the table. Split checks and bills are taken care of by simply highlighting the items to be separated and touching the arrow keys. An advanced price level scheduler allows very powerful promotions and happy hour features.

In a modern system, security is always a big issue, so with features like server sign on using iButtons, magnetic cards or pin numbers, the ability to track individual servers activities, and even the ability to view the electronic journal for a specific servers transactions, pilfering can be cut to a minimum.

Industry standard PC architecture allows easy inexpensive add-ons, such as kitchen printers, bill printers, customer displays, integrated network, card readers, bar code scanners etc.

Other advanced features include EFT accreditation to allow processing of credit cards and an on line interface which exports & imports standard CSV files, that can be used to interface with 3rd party back office software.



Promotional Features

Happy Hour Function

All products can have up to 9 prices. These prices can be individually selected to 'kick in' automatically on a particular day and time during the week. This can be used to attract customers during the quieter periods during the day. For example you could make the price of your draught beers £1.00 a pint during 5 and 6.

PLU reporting shows sales for individual price levels, so loss calculations can be made for these periods.

Customer Loyalty Option

Customer loyalty is easily incorporated using inexpensive magnetic swipe cards. Various loyalty schemes are available including discounts and points collection.

With the discount schemes, 5 different discount rates are presettable for different groups of products, for example food could get a 10% discount, alcohol only 5% and no discount awarded to tobacco.

Spend history is kept for all customers, and this can be set to print on their receipts

Security Features

Clerk Security

Various secure options for clerk signing on are available;

Secret number logon, means that clerks can logon onto the till using a 1 to 5 digit pin number

Magnetic swipe card, clerks can logon onto the till by swiping their magnetic card through a card reader

iButtons, clerks logon to the till by pressing their iButton against the receiver

The electronic journal can be printed out for individual clerks, this means that you can see all sales/transactions that a particular clerk has made on the till, and maybe pull them up on anything suspicious.

The clerk detail tracking report can be used to give information about how many times the No Sale button has been used, or how many corrections have been done etc. This facility can also be used to track how many of a particular item has been sold. This useful facility can be used to encourage clerks to actively sale products, for example pushing the sauces with steaks.

Other Security Features

Other security features include compulsory closed drawer, the till will not function if the drawer is open. And drawer open alarm, if the drawer is left open for a period of time, and alarm will sound to alert other members of staff or management.

The electronic journal of any till can be viewed remotely from any other till, hand held waiter terminal or back office PC whilst it is being created. This allows you to view what is being rung into the till, against what is actually being given out by the staff.

Printing Options

Wide Choice of Printers

A large choice of printers is available, ranging from 2 colour dot matrix printers to high speed thermal printers.

Thermal printers can have graphical logo printed on the top of the receipt.

Dot matrix slip printers can be used for printing customer bills and cheques.

Printers can be shared throughout the network, meaning many terminals can use 1 receipt printer, thus cutting down on overall cost and space.

Networking

Floating Clerks

Clerks can 'float' across the networking, meaning sales can be started on one terminal, and then if required carried across to any other terminal in the network.

Centralised Checks/Tables

A central database is used for Checks, Tables and Tabs, ie one terminal contains all information about open tables, checks and tabs. Any transactions done to the check tracking file are fetched from the 'check tracking master' and then sent back again when the sale is finished.

Remote Printer Sharing

Remote printers are easily shared across the network, meaning many terminals can share one receipt printer, for issuing receipts and printing reports. The same principle is used for sharing kitchen printers, for printing orders to the kitchen from any terminal.

Automatic Program Change Broadcast

Any product file changes done on any terminal in the network is automatically broadcast down to all other terminals in the network.

Inline Collection of Reports

All reports can be collected and printed out from one terminal, showing the figures for all terminals added together in one easy to read report.

Remote Journal View

The journal roll of any till can be viewed remotely from any other till, hand held waiter terminal or back office PC whilst it is being created. This allows you to view what is being rung into the till, against what is actually being given out by the staff.

File Maintenance

Easy Programming

ICRTouch is very simple to program. It comes with an easy to use ECR type programming interface with on screen QWERTY keyboard.

No More Handwritten Keyboards

Keyboard text is automatically updated, when products are changed. This means no longer to keyboards have to be printed out every time product changes are made. No longer are items crossed out on keyboards, and overwritten by hand.

Automatic Program Change Broadcast

Terminals do not have to be programmed individually, any program changes done on one terminal are automatically sent down the network to all other terminals.

Restaurant Features

Graphical Table Plan

A graphical display of your restaurant can be displayed. This shows at a glance what tables are open, and who are about to leave. Tables can be opened and sale items added to them easily from here, by pressing the table that you require.

Split Table Facility

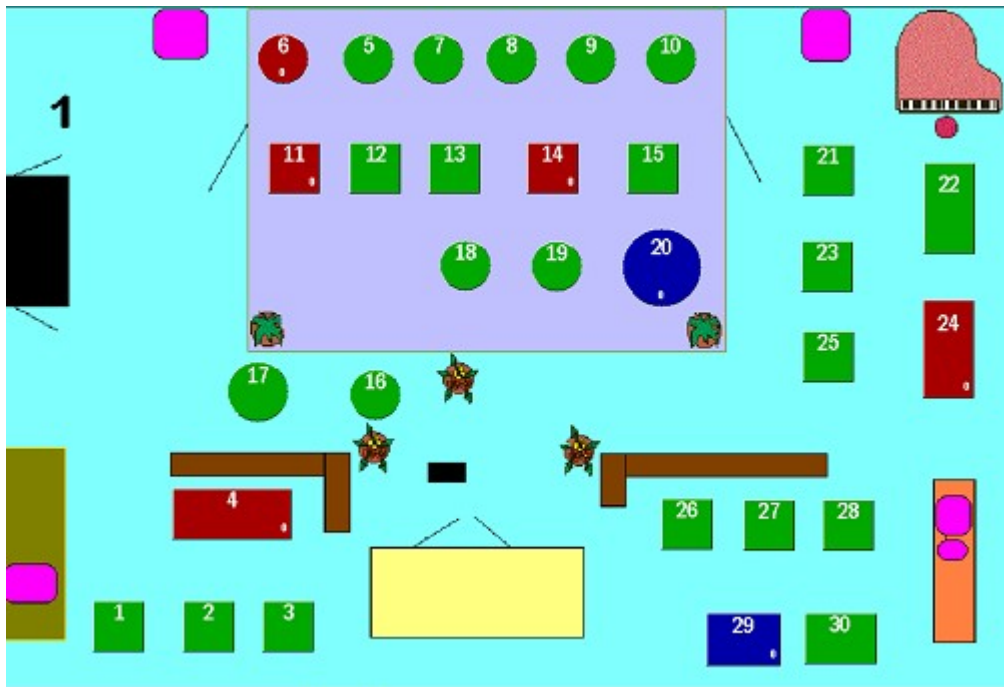
‘Can we pay separately please?’ No longer do you have to run separate bills, tables can be easily split into individual sales when the customer wants to pay.

Attractive Bill Printing

Bills can be printed out on high speed thermal printers, with a graphical logo of your establishment at the top of the bill.

Handheld Waiter Pad

ICRTouch has a wireless handheld terminal that can be used for taking orders directly at the table. See PocketTouch2 for more details



PocketTouch 2

Wireless Waiter Pad

Lightweight, handheld COLOUR touch screen, using Windows Mobile operating system, (*Pocket PC*)

Speeds up service - Orders are automatically transmitted via the latest RF technology to the relevant kitchen and bar printers

Reduces incorrect or illegible orders

Increases customer spend

Developed by ICR, which means an unequalled level of integration with the rest of the EPOS system

Advantages of PocketTouch2

More time

Service specialists are able to remain just where they are needed most: with the guests. The result is less wasted effort, no crowding around a terminal - and more time to take orders, generate sales and help customers.

More turnover

Time savings mean that waiters serve more people, and pay more attention to guests. Projected over the whole year, individual diners having an extra item or beverage makes a huge difference; sales increases of at least 10 percent are the norm. What's more, incorrect and missed orders become a thing of the past.

More customer satisfaction

Word soon gets around that guests prefer establishments that use PocketTouch2. Orders are served faster, there's no waiting for the bill and guests simply enjoy good food, good drinks and excellent service. When guests are happy they spend more, visit more often and recommend you to others.

More savings through greater efficiency

In most restaurants, 80% of sales are made in 20% of the time. More efficient serving processes and greater continuity at the bar and in the kitchen are therefore invaluable. Fast, accurate billing at the diners' tables is another advantage: all meals and drinks are registered with precision, and a clearly itemized bill appears from the terminal at the touch of a button. Nothing is missed and no payment errors are made.



