

TCPOS

Professional EPOS Solutions for the Hospitality Industry



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TCPOS has been designed to provide simple, powerful and flexible solutions for all aspects of the hospitality market. It provides tools to centrally manage key business functions, including pricing, promotions, discounts and menu management, within any establishment or throughout any estate. Sales data is centrally consolidated providing invaluable management information.

The flexibility of TCPOS allows for not only a single establishment configuration, but also multiple establishments with different product ranges and pricing structures, making TCPOS an ideal solution for any single establishment or multi establishment estate.

It's wealth of functionality allows the system to be configured to meet the needs of any hospitality service including hotels, restaurants, pub, bar or night club. It's intuitive, simple Point of Sale (POS) Front End minimizes staff training and familiarization times, allowing them to concentrate on providing service to customers.

The system's flexible architecture allows for the easy interfacing into peripherals, ranging from production printers, barcode scanners and card readers, whilst also allowing the interfacing into third party software applications e.g. (Accounting packages, Property Management Systems and Hotel Reservation software).

TCPOS has been developed to run on IT industry standard operating systems Microsoft Windows 2000, Microsoft Windows XP Professional or Linux. Utilising Oracle's robust database technology provides TCPOS with a highly reliable secure and stable platform capable of meeting even the most demanding hospitality service environments.

It is already installed and established in over 1500 restaurants, bars, cafés and canteens throughout Europe. 450 businesses in Italy, Switzerland, Austria, France and Germany rely on TCPOS's proven technology and quality of service.

Business Benefits

■ **Simplicity of Use**

The TCPOS Front End interface allows for even the most inexperienced member of staff to carryout transactions easily and efficiently, reducing the time needed for training. Individual Tills and Layers can be easily customised and tailored to meet the needs of the business and staff requirements.

■ **Reliability**

TCPOS is a stable and robust solution, which allows uninterrupted operation, even in the event of network or hardware problems. In these cases, all terminals continue to work offline; as soon as the connection is restored, the data is transferred to the server without requiring any manual operation.

■ **Tailored to Suit your Business**

TCPOS is a scalable solution, which grows alongside your company. Whatever the size of your organization, TCPOS will conveniently support your current business and your ambitions for tomorrow.

■ **Extensive Reporting**

TCPOS consolidates all Point of Sale transactions providing the most comprehensive required data for analysis through its extensive suite of reports, enabling better key business and management decisions to be made.

■ **Customer Service**

TCPOS's feature rich functionality, intuitive user interface and numerous peripherals enable staff to carryout transactions error free and in optimal time, increasing accuracy, speed and customer service.



TCPOS – the Professional EPOS Solution for the Hospitality Industry

Choosing the right Point of Sale system can dramatically change the way your business is run and managed, increasing productivity, turnover and customer satisfaction.

Regardless of the size of your business, from a single outlet, multi outlet or large estate, TCPOS is designed to give you the functionality and management information to help you make your business more successful.

■ Flexible & Adaptable

Every hospitality environment is different, TCPOS allows easy customization of its Point of Sale screen layouts. Size, colour and position of the Point of Sale components can be changed and tailored to meet the business requirements, including the function keys. Enabling different screen layouts to be used on different terminals within even the most mixed environment.

■ Easy to Use

Reduced training times and less queuing at Point of Sale terminals are due to the intuitive layout of TCPOS. All screens flow seamlessly from one to another, ensuring that staff are taken step-by-step through every transaction. Allowing staff to place orders and finalize transactions faster, more efficiently, accurately and with less effort so more of their time can be spent with customers.

■ Table Management

TCPOS table management provides staff with a clear picture of table availability, highlighting current occupancy and which tables need to be reset. Bills can be recalled with a touch of a button, allowing staff to add, modify and even split for payment.

Transactions against tables can be either moved whole from one table to another or in part, either by item or partial quantities. When table splitting is used and the items to be moved have been selected, only unoccupied tables are shown to the operator, ensuring the process is carried accurately and efficiently as possible.

■ Production Centres

Production centres can be configured within TCPOS, and articles assigned to them. This allows notification to be sent to a kitchen or bar area, staff working in that particular area can prepare the order as soon as the request has been received. Notification can also be sent to other production centres for information and consolidation of orders.

■ Customer Management

TCPOS customer management module enables customers to be configured on the system. Customers can be configured for identification only, this would allow the Front End to identify the customer and change the price level if required enabling a discount to be given.

As well as being configured for identification, customers can have accounts, which can be configured as Prepayment, Credit or Prepayment/Credit.

Prepayment customers would need to load money onto their accounts before being able to make purchases, Credit customers would be able to make purchases and are presented with an invoice periodically for settlement.

Transactions made by customers are stored with additional information, this additional information can be used by reports showing spending patterns amongst customers.

■ Rich Functionality

Till layers and Pop-up menus can be predefined, allowing advanced planning of menu changes. Lunchtime and evening menus can be pre-configured, TCPOS automatically changes the Tills layers and Pop-ups to the required configuration at the appropriate and predetermined times.

■ Promotions & Discounts

TCPOS automatically applies promotions (3 for 2, Buy One Get One Free, Meal Deals etc.) on articles as they are sold, eliminating the risk of errors by staff entering the wrong price or offers at the Till. Promotions can be configured for particular days of the week or periods through out the day.

Discounts, either percentage or absolute amounts can be applied either automatically, depending on the customer, price level or manually by the operator. Maximum limits can be assigned to individual staff for manual discounts, giving increased security.

■ Powerful Reporting & Analysis

TCPOS provides a comprehensive suite of reports allowing you to understand and manage your business more effectively and profitably. Reports include Article Sales, Group Sales, Top/Bottom N Sellers, Promotional Sales, Discounts, Average Spend, Table Analysis, Staff Analysis all of which can be analysed by Date or Time, Article, Group, Till or Operator.

■ Table Service

TC Pocket POS provides the functionality of the TCPOS Front End in the palm of your staff hands, allowing them to serve customers at their table or location, providing remote connection to the kitchen and bar without the need for the staff to visit them.

Service & Support

Mirific Services are with you every step of the way – from your initial site survey to configuration, installation, training and go live. Our in-house support and service team ensure that TCPOS is configured for you, your staff and more importantly your business. As your business develops our staff can easily modify and customise your system, ensuring TCPOS meets keeps abreast of your business needs, and not that you do not have to make your business meet the systems needs.

TCPOS has been designed and developed to be stable and resilient, in even the most demanding environments including automated data recovery and locally held databases on the Till. These ensure continuous availability and help prevent business interruptions or data loss.

However, should you ever encounter any problems you have the reassurance of guaranteed immediate response from the moment your support call is placed. Our Service and Support contract covers everything that we install from hardware to software.



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