



## General News

### Credit Crunch

Well it has hit our users and we are no exception. The trade shows that we went to in September last year gave us the usual level of leads but every one is still holding off in terms of major projects. The upside of this is that we have been able to push on with the larger developments. One of these was the restaurant functions as you will see below. We also decided to revamp the sales website to improve our exposure on the web.

Finally we have also moved offices as a cost cutting exercise. We are trying every thing we can to support our customer base, as like all businesses existing users are the key.

## Customer Focus



Otter Nurseries at Ottery St Mary, Devon have decided to go onto epos for the re-launch of their new restaurant and lite bites area. They specified that although they would use touch key tills the customer should experience the same level of service as their waitress ordering had given on meal choices. The customer is given a colour coded table identification flag. The meals and sub choices are selected and these are immediately displayed and printed in the kitchen.

The hot food, cold meals and sweets are separated out into the different preparation areas. The overall table serving including time taken are seen in the kitchen on overhead touch screens, where overtime tables are highlighted. The system comprises some eleven till points, with additional kitchen displays and printers linked by radio.

## New Hardware - Credit Card changes

After a lot of changes Commidea are finally using one version of software for their credit card services. This means that the older software WINTI which authorised directly from the customer site is being withdrawn later this year. We hope that this is the end of all the upgrades that you have had to endure over the last few years on chip and pin compliance.

As all customers are on the same version, we can now take advantage of their other services like gift cards and c-topup. The access to card transactions is via broadband and using a new website called webcom. The dione segura is now the pin pad of choice.

Processing speeds seem to be quicker and the more expensive ISDN lines can be replaced with broadband.



## Web sites

We are pleased to announce that we have recently re-launched our company website.

[www.openretailsolutions.co.uk](http://www.openretailsolutions.co.uk)

We would greatly appreciate you taking the time to have a quick look at the new layout. I would like to hope that all the topics about choosing and using of epos would be familiar to you as existing epos customers. There are a number of topics and frequently asked questions in the sales area, sales literature section. If you like it, would you also point it out to other potential epos users or colleagues.

The new support area for existing customers is not far off completion. It will need a password to gain access. This will also include a support forum for inter customer topic discussions.

## New Features—Touch restaurant



These new touch menus now allow a full screen to be displayed whilst picking your meal options.

Starting with the main meal for example jacket potatoes then all the fillings would be listed.

This can be taken further that if the meal itself has multiple options say on vegetables or extras then a screen can be shown for these choices too.

It is also possible to append standard wording or entered at the time so that additional comments can be recorded.

The meal is then shown under its table number on a working list and the colour heading will flash if it exceeds your target serving time.

The meal is shown in full and when pressed can be removed from the list when served. If there are a lot of tables then a summary view is displayed of table numbers only.

This gives a lot better understanding of what is in process of preparation and together with the printouts per section has helped ensure a table gets all its food together. It also allows any preferences on serving to be noted as well.



## Shows and Events

Well another year another show and we have decided to make a return visit to Four Oaks trade show which this year will be held on 8th and 9th September. You can find us on House E Stand 115.

We will also be exhibiting at the NEC Glee trade show which this year will be held on 20-22 September. You can find us in Hall 5 stand L51

We have some new features to show you, so hope to see you there.

## Program Updates

- ✓ Restaurant table service
- ✓ Restaurant touch menus
- ✓ Restaurant kitchen printing
- ✓ Commidea chip and pin over broadband
- ✓ Radio handsets to work in local mode
- ✓ Improved product import and export
- ✓ Maintenance of groups, locations, reasons
- ✓ Radio handset searches
- ✓ Radio handset own use
- ✓ Tills own use