SAMTOUCH
SOFTWARE

Hospitality

Windows®

Now Available
Customer APP +
Order & Pay @
Table

Samtouch Software

Samtouch our 'on premise' Point of Sale software solution has been fully developed and painstaking tested alongside brand leading Point of Sale hardware to ensure 100% compatibility, leading to reassuring high levels of reliability required in the hospitality industry.

Unlike other POS software solution provider's Samtouch does not need a continual link to a cloud server. It works independent of any external software and will operate seamlessly during service if connection to the internet is lost.
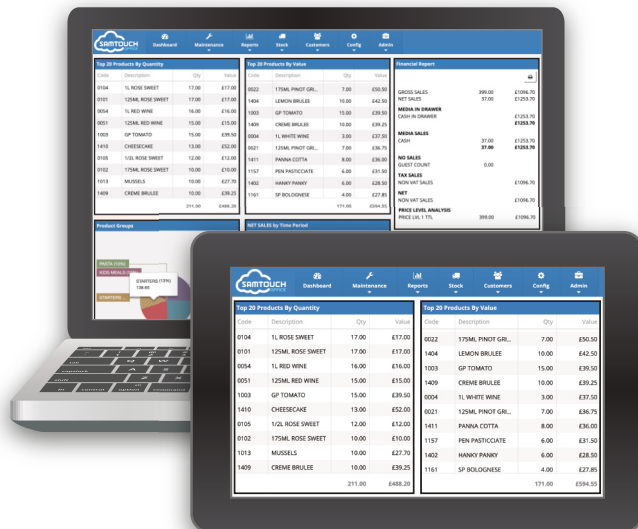
Our solution is simple to setup and a breeze to use and offers all the key features required for all sectors of the hospitality industry.

In addition to our 'On Premise' front end solution, Samtouch Office our low cost SAAS cloud based back office solution offers a higher tier of management reporting as well as system management from a central point. Samtouch Office works across any operating platform with a web browser application.

Whether you are managing one or many locations, Samtouch Office provides you with the flexibility to view management reports at your leisure. Highlight real-time trading information, monitor areas such as operator errors and refunds which assists in reducing shrinkage or indeed add/update product prices real time.

Recipe nesting, profitability reporting and stock inventory are all part of the rich features that Samtouch Office offers. As an SAAS cloud solution, Samtouch Office is always up to date. No need for costly & time consuming updates it is all part of the system solution.

"Samtouch POS offers a simple user interface increasing speed and efficiency which instils customer confidence."

System Integration

Moving to a new POS solution can be a daunting experience taking up valuable management and staff time. Buying your solution online with no 'On the Ground' help can lead to core installation and setup issues that can inevitably result in system failure.

Our team of system provider's take away this pain ensuring the initial installation and setup is carried out professionally and is bespoke to your business operation.

Full testing is carried out on premise ensuring core networking and system infrastructure is configured specifically to your requirements

A new POS system can be stressful for staff members that's why our training takes place in your premises where staff members are more relaxed in an environment they are familiar with.

Ongoing support is part of the whole package offered by Samtouch System Provider's.

Whether you are looking for advice over the telephone, remote access to your system or a site visit from our local System Providers you can rest assured that on-going support is only a telephone call away.

Why Samtouch?

- Robust and feature rich solution developed and supported by POS businesses who know the hospitality industry.

- We offer an end to end solution from hardware to software which ensures complete harmonisation on every aspect of your new POS solution.

- Complete on-site system installation, testing and training. Ensuring management and staff are 100% confident in system operation.

- On-going system support and 'hand holding' from one of our qualified system providers.

- Nationwide coverage via our reseller network.

Compatibility
Tried, tested & fully compatible with Sam4s Hardware.

Experience
Knowledge of POS & Hospitality industry.

Nationwide
We cover the whole of the UK via our reseller network.

Cost Effective
An affordable solution with a quick return on investment.

Simple to Use

Our solution is so easy to use, that staff members can be fully trained in less than 20 minutes. Although the solution is one of the most feature rich POS solutions in the industry, providing a wealth of management reports, its designed to reduce shrinkage.

The user interface is so easy to use new staff members can be up and running in no time at all. Our system delivers fast clerk lay-away or tab operation across multiple terminals as well as easy to use table management, split billing and fast tendering.

With lead thru operation prompting cooking instruction, up selling or cross selling features you can rest assured that the operation is kept simple for the operator but provides every opportunity to increase average transaction value.

Ongoing system maintenance, including product changes, menu changes or screen changes can be completed either on the POS terminal or via our cloud based solution Samtouch Office.

Monitoring stock shortage or identifying staff error notification is only a small part of the cloud based back office solution. With a wealth of management reports available at the touch of a button, Samtouch Office offers an easy to use back office solution cutting down mundane tasks.

Easy Training
The user interface is simple & intuitive making system operation simple.

Speeds Up Operation
A well-designed system, speeds up operation & reduces shrinkage and waste.

Customer Satisfaction
Professional, quick & accurate service leads to customer confidence.

SAMTOUCH
Key Features

HOSPITALITY

Floating Operators & Tabs

As part of a multi-POS operation, it is important that operator's can move around a system easily. With Samtouch any operator can start a Sale/Tab on one terminal and add to or finalise the sale on another terminal reducing bottle necks and speeding up service.

Operators can quickly move a tab to a Table/- Check anywhere in the system ensuring no transactions are lost. Operator accountability is crucial to the smooth running of your business.

Samtouch POS and Samtouch Office provide a high level of management reporting available for each operator.

Whether you are reconciling each operator individually or tracking sales performance at either product level or category level, Samtouch provides easily readable reports to analyse your operators performance.

Samtouch Office also displays Windows style notifications on the dashboard if your operator carries out an operation that you want notifications on. For example: voids & refunds or any other areas that may be susceptible to abuse.

"Operators can quickly move a tab to a Table/Check anywhere in the system ensuring no transactions are lost."

Unlimited Operators
Unlimited operators can be added to your point of sale system.

Dallas Sign-On
Dallas key operation for speed of service and security.

Reporting
Full reconciliation and sales reporting is available per operator.

Synchronise Transaction
Operator sales are synchronised throughout the system.

Dynamic Screen Setup

Adding new products or specials to a touch screen system can be tedious. First creating the product information and then assigning it to the relevant screen.

We understand how time consuming this can be so have 'lightened the load'. With the Samtouch 'Dynamic Screen' feature all you need to do is create the product, assign it to a category. i.e. Starters, Mains, Desserts etc. and Samtouch will do the rest.

With menu rotation its' easy to activate or deactivate product lines and again our dynamic screen technology will update the screen 'real time', instantly making the product saleable.

Our totally flexible widget location, multiple dynamic screens can be implemented so for example all food menus could be allocated to a section of the touchscreen and drinks could be allocated to a different section of the screen.

For multi-terminal sites it makes sense to standardise the configuration throughout the business. With terminals' carrying out different functions such as bar or front desk operation, It's simple to tailor a terminal to it's actual function.

"With the Samtouch 'Dynamic Screen' feature all you need to do is create the product, assign it to a category."

Quick & Easy Product Creation
Adding new products is simple with Samtouch.

Fast Operation
Optimised for quick performance on Microsoft latest operating systems.

Vivid Definition
Utilising the quality PCT touchscreen offering high definition fast refresh performance.

Best Practise Interface
Designed by people who know the industry offering best practise system operations.

Remote Services

To further enhance efficiency and increase service accuracy and adopt best practice operations within your establishment, Samtouch Software offers a range of remote services.

Utilising tablet operation at the table, speeds up service and dramatically reduces wrong orders, enhancing customer experience. What's more the software operation on the tablet is an exact extension of the fixed terminal operation, so operators don't require further training to use the table ordering solution.

Remote order printing to the bar prep areas and kitchen service areas again improve accuracy, speed up service again leading to a better experience for the customer.

For fast food operations, kitchen order monitors can offer a more efficient and cost-effective solution to kitchen order printers.

Used by many of the big fast food chains kitchen order monitors display on going orders as well as a snap shot of the meals that need preparing real-time.

"Utilising tablet operation at the table, speeds up service and dramatically reduces wrong orders, enhancing customer experience."

Best Practise Operations
Designed for the hospitality industry to instil best practise operations.

Accurate Order Processing
Lead through options to ensure the right questions are been asked during order taking.

Faster Table Turnaround
Orders instantly processed through to the kitchen for faster food prep.

Improved Customer Experience
Faster order processing, less mistakes in food delivery and accurate billing.

Customer Loyalty

It's just as important to retain customers as well as finding new ones. The combination of Samtouch & Samtouch Office makes it easy to manage customer information and promote your business by offering loyalty points, price level discounts for special clients or to offer a cash less solution.

Loyalty cards can be issued to customers to earn points and redeem special offers or membership discount. Customers can even be offered a level of credit or cash top-up facility.

The combination of Samtouch front of house & Samtouch Office solution provides transparency across all terminals and locations throughout your businesses. Customer information, loyalty points and cashless funds are updated instantly ensuring the right information is available to you and your customers real-time.

Capturing information about your customers points, card funds and purchase habits enables you to bespoke email campaigns based on real data.

"Loyalty cards can be issued to customers to earn points and redeem special offers or membership discount."

Global Customer Management
Centralise customer data, customers can visit any one of your establishments and their data is up-to-date.

Increase Customer Retention
Keep in contact with customer, offer special discounts or promotions.

Analyse Individual Spend
Keep track of what your customers are purchasing and tailor your promotions to individual groups of customers.

Increase Turnover & Profitability
Promote slow moving products or special bundles to the customer database that continues to grow. Increasing turnover & profitability.

Promotions

A large part of the hospitality business is about offering a range of promotions to entice customers.

The Samtouch solution facilitates definable promotions and discounts that are easy setup either within Samtouch or on Samtouch Office. These wide range of promotion options allows management to easily incentivise and influence customers spending trends.

Promotions can be actively monitored, allowing management to easily adapt promotions for maximum benefit. Whether you are looking to implement a simple 3 for 2 deal or a range of complex promotions, Samtouch has the capacity to deal with a wide range of promotional algorithms.

Unlimited number of promotions can be preset within Samtouch allowing you to keep promotions up to date and exciting to the customers.

In addition, promotions can be scheduled to preset times of day i.e. 'Happy Hour', but can also be predefined to run for a period of time, i.e. 'This Months Specials.'

"Samtouch has the capacity to deal with a wide range of promotional algorithms."

Wide Range Promotional Options
We offer a wide range of promotional algorithms built into Samtouch.

Easy Implementations
Promotions can sometimes be quite complex but are easily created in Samtouch.

Incentivise Customers
Promotions can influence and incentivise customers spending.

Time Activated
Promotions can be activated on different days or time of day.

Caller ID

Specifically for the takeaway businesses, Caller ID connects your Samtouch POS to your phone system so the caller can be identified before you pick up the call.

Your customer details are brought up on the screen for you to place the takeaway order and to confirm 'Delivery Address' and 'Contact Details' that have previously been entered into the system.

You can also track customers previous orders and promote new products or increase orders by identifying previous product sales.

Portray a professional and efficient business with accurate information at your finger tips. No more scribbling down customer orders, no more wrong orders, no more wrong deliveries. Increase your customer loyalty.

Improve your business profile and instill customer confidence and retention by using the Caller ID feature built into Samtouch. All your competitors have it so don't get left behind!

"Your customer details are brought up on screen for you to place the takeaway order."

Speed Up Service
Have all the customer information at your finger tips to simply take the order.

Boost Customer Retention
Confidently answer the telephone referring to the customer directly.

Reduce Delivery Errors
Work from existing information, so no wrong address information.

Increase Sales Revenue
Reduce shrinkage and speed operation increasing sales revenue.

Food Allergens

As a food business, you must follow the allergen information rules set in EU Food Information for Consumers Regulation (EU FIC). This means that you must:

Provide allergen information to the consumer for both pre-packed and non-prepacked food or drink handle and manage food allergens adequately.

You need to tell your customers if any food products you sell or provide contain any of the main 14 allergens as an ingredient.

*   Celery.
*   Cereals containing Gluten – including Wheat (such as Spelt and Khorasan), Rye, Barley & Oats.
*   Crustaceans – such as Prawns, Crabs & Lobsters.
*   Eggs.
*   Fish.
*   Milk.
*   Molluscs – such as Mussels and Oysters.
*   Tree Nuts – including Almonds, Hazelnuts, Walnuts, Brazil Nuts, Cashews, Pecans, Pistachios and Macadamia Nuts.

*   Mustard.
*   Peanuts.
*   Sesame Seeds.
*   Soybeans.
*   Sulphur Dioxide and Sulphites (if they are at a concentration of more than ten parts per million).

"Provide allergen information to the consumer for both pre-packed and non-prepacked food."

Information Quickly
Provide customer with relevant product information quickly.

EU Food Regulations
Assists in meeting current regulatory food guide lines.

Products Management
Easily maintain product information through Samtouch Back Office.

Paper Records
No more paper records at the front desk.

Price Levels

Samtouch offers up to 6 different price levels per product. These can be used in many different scenarios from Happy Hour, Customer Loyalty Price Levels, Trade Customers etc.

In addition, price levels can be scheduled to operate on different days and/or different times of the day to work in conjunction with your promotion.

We know that providing customers with varied promotional offers is a fundimental part of everyday business, but sometime difficult to achieve on your current POS solution.

That's why Samtouch has a full suite of promotional algorithms built in. Whether you are offering discounts on more than one product or combination of products Samtouch software offers a complex range of promotional options.

Dealing with multiple sizes as part of your inventory process can be a headache too. Samtouch deals with this most effectively by offering multiple sizes and prices per product.

Typically wine can be sold in 125ml, 175ml & 250ml measures so Samtouch allows you to factor in the relevant quantity to deduct stock accordingly.

"Samtouch software offers a complex range of promotional options."

Price Levels
Up to 6 Different Price Levels Per Product.

Scheduled Delivery
Operate Offers at Different Times or Different Days.

Promotions
Create Offers Like 2-4-1, Happy Hour, Early Bird & Kids Eat Free.

Multi Sizing
Multi Sizes & Multi Prices Per Product.

Digital Receipts (E-Receipts)

Enhance your customer marketing database. Captcha customer email addresses at the point of sale terminal by offering to send their receipt to a nominated email address.

Digital receipts are normally sent via EPOS, e-mail or an app. Unlike paper receipts, e-receipts are used to reduce paper usage. These are used to inform the customer of promotions and discounts.

Another important purpose is to use the digital receipts as a marketing instrument. Another reason for the use of e-receipts is business intelligence.

Through the usage of these e-receipts, companies can track their customers easier in terms of purchases, which supports the business intelligence.

Through this companies can adapt marketing campaign towards the customers. The e-receipt helps to connect customers to their purchases.

Merchants can issue e-receipts using Samtouch or external services. Possible ways of distributing the email receipts may be to send an e-mail or text via mobile network.

"Unlike paper receipts, e-receipts are used to reduce paper usage. These are used to inform the customer of promotions and discounts."

Help Save Paper
Unlike paper receipts, e-receipts are used to reduce paper usage, money and waste.
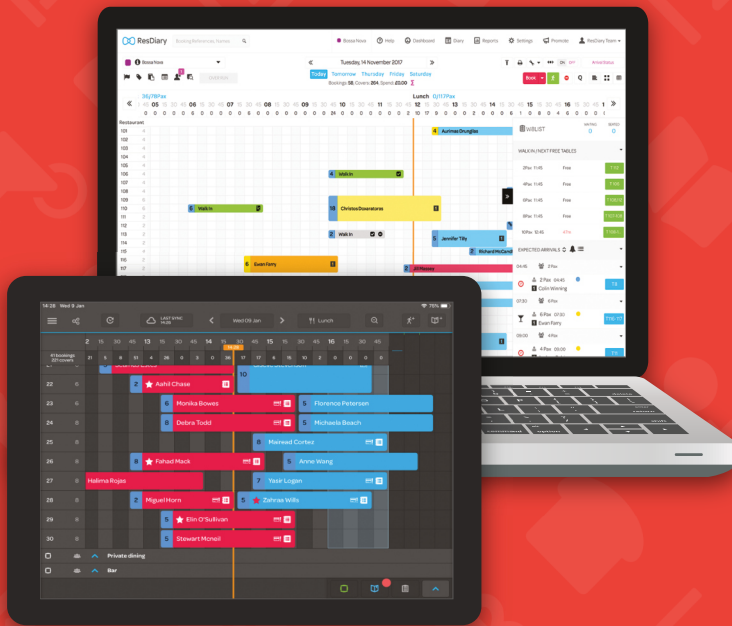
Promotions
Use e-receipts to inform your customers of promotions and discounts.

Marketing
Adapt and tailor marketing campaigns based on your customers spending habits.

SAMTOUCH
Modules

HOSPITALITY

Drinks Promotions

In conjunction with JDP Worldwide, Samtouch have developed an interface module between its front-end EPoS solution and The Drink Exchange.

The Drink Exchange turns a bar into a stock market for a night with a selection of food and drinks prices changing every 5 minutes based upon what customers are buying – and 'live' trading prices displayed on TV's.

Generally run as a weekly event or as a happy hour tool, it's great interactive fun for customers whilst being a hugely effective sales driving tool (increasing sales on average by 40%).
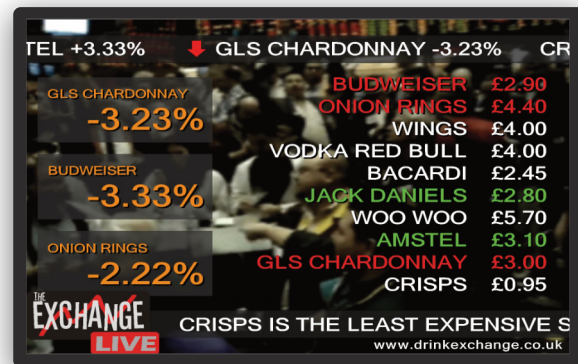
Easy Set-Up
Setting up The Drink Exchange is an incredibly easy process. We remotely install and configure the program on to the EPoS PC. No additional hardware is required – just a compatible EPoS system and at least one TV.

Marketing
The Drink Exchange can be linked to a bar's Twitter feed... with 'Insider Tips' announced to all your followers minutes before 'Market Crashes' occur!

Sales Boost
'Market Crashes' can be scheduled for quiet times or times of traditional exodus – extending customers' visits in the bar with something always happening.

Drive Volume/Margin
Users can drive volume/margin as they wish by selecting the products and minimum and maximum prices for each.

Avoid Downtime
Schedule market crashes to coincide with quiet periods or traditional exodus times that in turn create buzz and drive sales.

Easy To Install
The Exchange is compatible with most EPoS systems and is currently up and running on 64 different systems.

Easy To Use
Prices are automatically linked with the venues EPoS system so the bar tender can take payment for drinks as usual.

Online Food Ordering

Samtouch POS seamlessly integrates with Mobo2Go to provide a complete online ordering system for take-away businesses. The Mobo2Go online ordering platform is easily integrated into your existing website and apps, or Mobo2Go can build them for you.

Online takeaway meal ordering is rapidly becoming a standard requirement for takeaways, restaurants and caterers, with millions of customers ordering breakfasts, lunches and dinners online every month.

Takeaway, delivery or eat in, Mobo2Go online ordering provides a simple, convenient way to order meals from your PC, smartphone or tablet and avoids your customers having to stand in a queue.

Getting your business online opens up many more sales and marketing opportunities for your business. With your menu online, existing customers will have a great new convenient way to order and

new customers will soon find you through popular search engines like Yahoo, Google or Bing.

Putting your menu online reduces the cost of printing and distribution menu cards, flyers etc. With 0% commission on your orders, what could be a better way to grow your business.

App & Website Package
Mobo2Go give you own branded ordering website and takeaway app.

Website & App
All you need to do is add your 'Order Online' button and link it to your unique URL.

Multiple Stores
Mobo2Go is the solution built to cope with the complexities of multiple menu's.

Customer Database
With every order the system builds you a database, giving you the tools to send out promotions.

Cloud Accounting

Samtouch's simple integration stops the need for double entry of your sales to Xero Accounting. Our integration to Xero is supplied as part of our Samtouch Office back office solution at no extra cost. Pay your standard Xero Accounting software charges and there is no other added costs.

Xero accounting is one of the most popular small business accounting solutions, which is recognised by the major accountancy companies throughout the UK.

Xero's low monthly cost as well as its simple user interface has made it one of the most popular cloud based accounting solutions available on the market today.

Category sales are posted to your Xero nominal along with receipt to allow you to reconcile to your bank. Currently, integration doesn't take into account stock or credit account transactions.

From bank reconciliation to VAT returns, Xero offers a fully encompassing small business accounting solution.

There is a wealth of online information available to guide you through the start-up right through to every day tasks.

Easy Invoicing
Create professional recurring invoices and receive updates when they're opened.

Fast Bank Reconciliation
Your latest banking, credit card and PayPal transactions are imported and categorised.

Inventory
Inventory items speed up invoicing while tracking sales and purchases. Stay on top.

Payroll
Reduce manual data entry and increase compliance with combined payroll and accounting.

Easy Invoicing
Create professional recurring invoices and receive updates when they're opened.

Customer Loyalty

In conjunction with Yoyo Wallet, Samtouch have developed an interface module between its front-end EPoS solution and Yoyo Wallet.

With over 1.5 million users and more leading retailers joining the Yoyo platform, integrating with Yoyo is a no-brainer if you want to keep your POS system at the forefront of the latest tech.

Yoyo's platform is already the market-leader but keeps getting better and better with regular platform upgrades and new feature releases.

Integrate Mobile Payments
Yoyo integrates with EPoS systems like Samtouch. Accepting mobile payments in your workflow can be faster than other methods.

Accept Mobile Payments
With a payment card in their Yoyo account, customers are able to pay at retailers that accept Yoyo by displaying a secure and unique barcode.

EPoS Integration
Yoyo appears as a payment type and is triggered manually or by scanning a payment/reward barcode, automatically adding any discounts.

Easy Reporting
Access and easily share a range of reports from campaign performance and financial uplift, to wider product and financial analytics.

Paperless Loyalty Cards
Your customers don't need to carry around paper loyalty cards.

Targeted Offers
Your customers can receive targeted and relevant offers straight to their phone.

Automated Marketing
By using transactional data, you can target customer segments and behaviours.

Customer Segments
Using your data, you can segment your customers based on frequency of visits.

Hotel Reservations

In conjunction with Mainstay Professional, Samtouch have developed an interface module between its front-end EPoS solution and Mainstay. Professional is an intuitive end-to-end PMS software system.
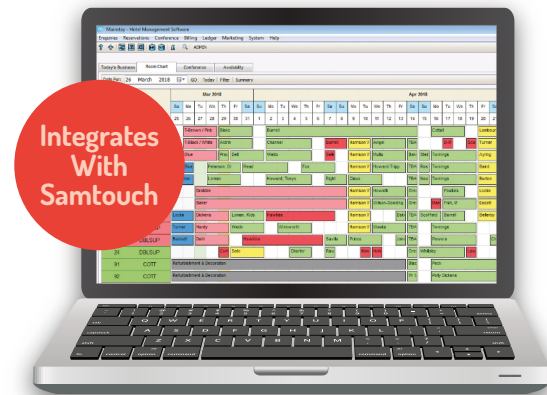
Each hotel can select the modules suited to their own establishment and requirements. Mainstay has built up an enviable reputation for its functionally rich software, reliability and flexibility at a competitive entry level price.

Mainstay has all the main features required for any busy hospitality environment; Enquiries, Reservations, Billing, Conference, Sales Ledger and Marketing and is configurable to each hotel.

Integration between Samtouch & Mainstay Professional

When a guest makes an order the room is selected from the POS terminal and the item then charged on to the room bill in Mainstay.

- Enquiries and Reservation Management.
- Full Multi-Channel Management.
- Sales Ledger and Billing.
- Marketing and Guest Profiling.
- Integrates with Sage, EPOS and Call Costing.
- Conference Bookings.

Integrates With Samtouch

mainstay
RESIDENT PRO

directroomsales
Guestline

Customer Enquiries
Records all the customer details and any information they have requested.

Sales & Marketing
Assists any business with special offers or promotions they may have.

Reservations
Colour coded room charts help to display reservation statuses.

Billing & Sales Ledger
Financial reports including, revenue, daily summary and a full audit trail..

Card Integration (EFT) Sector

Looking for a new EPOS system with integrated credit card payments? Then, Samtouch has a number of credit card solutions available to you, one of which you may already have a relationship with.

Fed up of the big banks? Want more for your money? Look no further. We're throwing out the rule book, doing things differently and putting our customers first. With integration with Paymentsense, eMerchantPay, Dojo, WorldPay, SagePay and Opayo we are able to offer either countertop EFT integration or mobile integrations with very competitive transaction charge fees.

Our range of EFT terminals help you take money on the move, around your premises or at the POS. In addition, our solutions allow you to take payment online, pay over the telephone and pay by link systems to suite all your business needs. Some systems even allow you to take top-up mobile phone payments which you can provide as a service to you customer.

With full PCI Compliance, our Card Payment providers will talk you through the "red tape" that comes with taking credit card payments. As part of the system installation and on-boarding process our system provider's will ensure that you POS terminal in configured to work with you card payment terminal.

Ready For Anything
UK-based team are available 24/7. They're a friendly bunch whose mission is to make things easy for you.

Integrated Payments
Lets your card machine and till talk to each other for simpler sales – and we're the only ones offering it at no additional cost.

Strength In Numbers
What do you get when you combine the power of 70,000 small businesses? We use our size to negotiate with banks.

Online Table Booking

Samtouch operators can now access the functionality of ResDiary from within the Samtouch EPoS Solution. With the two-way communication between Samtouch and ResDiary, users can manage their bookings, walk-ins, and other important table information seamlessly between the two systems.

Important customer information can be passed from ResDiary to Samtouch and Samtouch keeps ResDiary informed about table status.

Email Marketing

ResDiary offers a free, inbuilt, email marketing solution, meaning you can manage your customer database, send emails, and track results, all through your normal ResDiary account.

Delivering you the tools to be fully GDPR compliant, your database is updated whenever a customer opts in while making a reservation.

SMS Marketing

Send SMS notifications directly to your customers from your ResDiary system. You can send marketing campaigns, reservation reminders and cancellations. SMS marketing for restaurants integration is an optional extra.

Also Available:
*   www.avenista.com

Integrates With Samtouch

ResDiary

Table Management
ResDiary's simple grid and table plan views let you easily see all your bookings in one place.

Commission Free
Pay no booking commissions from apps and sites, social media and reserve with Google.

Cloud-Based System
Access your diary anytime, anywhere with the help of Rediary's cloud-based system.

Billing & Sales Ledger
Flexible ways to secure your revenue, process payments and reduce no-show customers.

Time & Attendance

Deputy helps you schedule the right number of waiters, chefs etc to meet demand, deliver great service and keep costs down. That kind of advantage really pays off when you have competition on every corner.

Whether you're a small UK business or a medium to large scale business, online employee scheduling software from Deputy will work for you. Easily manage multiple locations, department's and roles in a single account.

Create new shift structures instantly, drag & drop existing rotas, build custom rota templates, or use auto scheduling to create optimised, legally compliant rotas with a single click.

Publish and share staff rotas with ease. Notify employees about shift changes with the option to request confirmation, or share with entire departments using email, SMS, or push notification.
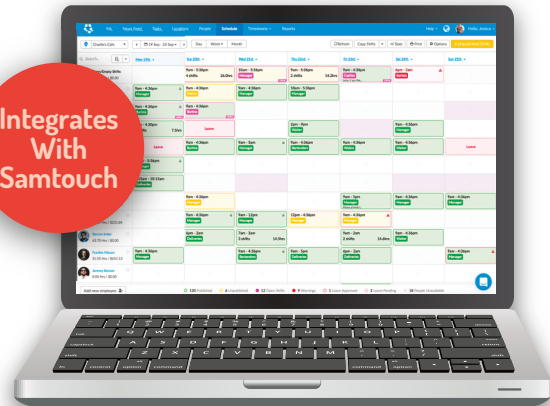
The integration between Deputy and Samtouch provides clock-in/clock-out and sales transaction information allowing Deputy to forecast and report on crucial performance indicators about staff cost against turnover.

Also Available
- www.s4labour.co.uk

s4labour

Integrates With Samtouch

DEPUTY

Reduce Wage Costs
Accurately cost staff against sales data and never go over budget. Sync your employee's pay rate with your payroll provider.

Cover Leave & Unavailability
Deputy's smart leave management system allows employees to independently request time off.

Manage Fatigue & Overtime
Avoid employee fatigue by setting a limit on how many hours an individual can work per day or week.

SAMTOUCH
Additions

HOSPITALITY

GET IT ON
Google Play

Samtouch Kitchen

Transform the way orders are handled in the kitchen using the latest technology from Samtouch. When orders are taken front of house, order tickets are transferred to a touch screen terminal located in each preparation area.

Each order is shown as an individual ticket with information such as Table#, Guests, Time Taken, Collection Time. A summary of all the items that need to be prepared are consolidated on the screen so chef can see at a glance what needs to be prep'd.

No more lost tickets; digital tickets go a long way to reducing litter in the kitchen as well as helping the hospitality environment and cutting costs in paper rolls too.

Just in case an order has been missed alert times can be pre-set in the system to advise chef that an order has not gone. All in all, Samtouch Kitchen offers a range of features to speed up operation,

minimise wastage and reduce stress levels in the kitchen.

Samtouch Kitchen comes with dual Windows (additional cost) and Android operating systems and will work on any Sam4s POS touch screen.

Consolidated List
A comprehensive list of all the orders recieved but yet to be prepared.

Pinned Orders
See the status of current orders being prepared whilst 'pinned'.

Just In Case
Alert times can be pre-set in the system to advise chef that an order has not gone.

Unpinned Orders
'Unpin' orders once the order is prepared and ready for collection or delivery.

Samtouch OrderPad

Designed specifically for the busy restaurant environment, Samtouch OrderPad increases order processing times by at least 35% but more importantly improves order accuracy leading to a better all-round customer experience.

Samtouch OrderPad allows waiting staff to process customer orders at the table and automatically update your Samtouch POS system which then processes the order through to the food and drink preparation stations.

Nobody Likes Waiting
How many customers have you had to turn away because they don't like waiting or queuing? You want to seat as many customers as possible in one service.

Faster Turnover
With Samtouch OrderPad, you can quickly and accurately take orders direct at the table, process the order though to the kitchen. Less mistakes, faster table turnover, more profit!

Keeps Everybody Happy
Waiter's are not having to waste valuable time returning to the POS terminals to input order's from a check pad which leads to inaccuracies. The customer's order is more accurate and the table service is quicker which assists with quicker table turnover.

Download on the App Store

GET IT ON Google Play

iMiN
M2 Hand held

SAMTOUCH ORDERPAD

Customer Experience
Samtouch Orderpad increases order processing times by at least 35%.

Keeps Everybody Happy
Waiter's are not having to waste valuable time returning to the POS terminals.

Nobody Likes Waiting
You want to seat as many customers as possible in one service. Less mistakes, more profit!

Faster Table Service
Print receipts at the customers table using Bixolon's wireless mobile printers.

Samtouch OrderPad With Card Payment

Samtouch software in conjunction with eMerchantPay EFT offer an all-in-one POS solution featuring Samtouch OrderPad (downloadable on Google Play) with built-in EFT and receipt printing with the Pax A920 EFT unit.

Samtouch OrderPad was developed to provide restauranteur with a leading technology device that could not only take orders at the table or alfresco, but to provide a safe and efficient environment to take payment.

eMerchantPay Pax A920 Features:
- 5-inch HD Touchscreen.
- Built-in Thermal Printer
- WiFi connectivity.
- Optional 3G/4G Data Sim For Mobile Payments.
- Point-to-point Encryption.
- Simple PCI cCompliance
- Fast Money transfer.
- Competative Rates
- Low Gateway Fees.
- Remote Updates.

OrderPad Features:
- Combined Order At Table With Pay At Table.
- Built-in Receipt Printer.
- Fast Operation.
- Enquire Of Allergy Information.
- Print Orders Direct To Kitchen.
- Table Status Function "Ready For Mains."

Current Rates
Connect with the best rates and gateway fees from eMerchantPay

Safety First
Safely take orders and payment either at the table or alfresco.

Latest Technology
The Pax A920 EFT terminal is the latest technology device for card payments.

Transaction Payments
Fast transfer into your designated account.

Samtouch OrderMe App

Samtouch OrderMe is a professional customers "own device" ordering app.

Designed for the busy restaurant, bar or fast food environment, Samtouch OrderMe provides a safe and efficient solution for customers to place food orders on their own Android or IOS mobile device, either on premise or remotely.

As the hospitality industry continues to evolve during the current challenges, Samtouch Point of Sale solutions evolve to meet increased demands & flexibilty required of the industry. Whether your core business is table service looking to incorporate a take away service or a fast food business wishing to extend out to delivering meals to customers. The Samtouch portfolio of hardware and software has all the tools built-in to enable you service your customers in the most safe, efficient and cost effective way.

With Samtouch OrderMe all orders are automatically processed through your Samtouch Point of Sale system along with your traditional sales channel, saving time and reducing manual entry errors. In addition, if your system has kitchen order printers or kitchen video system all orders from OrderMe will be sent through the kitchen prep area automatically. Samtouch POS & Orderme is a full turnkey solution which handles all your sales channels effectively.

Unlikely other stand-alone food apps available on the market there are no commission charges.

Customer Experience
Samtouch OrderMe increases order processing times by at least 35%.

Order & Pay @ Table
Customers can place orders at their own pace and at the same time reduce staffing levels.

Take-Away
Customers can place orders and select the time for collection at their convenience

Delivery
Provide customers with a platform to place orders and select a delivery slot that meets with you production space

Directory Listing

As an OrderMe user your business will belisted in our venue directory. When customers search within your area your business listing will be displayed giving you every opportunity to gain new customers. Customer's are able to list your venue as a favourite, so they can find it easily next time they are placing an order.

Venue Options

OrderMe is supplied with all venue sales channels as standard. Whether you are looking for Order @ Table, take-away or delivery channels they are inclusive as part of your system. Each channel can be enabled or disabled as required.

Price Levels

Order @ Table service inevitably is priced higher than take away and delivery prices. Samtouch POS & OrderMe can be configured with up to six price levels per product and each sales channel can be preset with one of these price levels.

Food Allegens

Each product can be assigned with one of the 14 allergens. This will be indicated on the product information screen. Note: If an ingredient is assigned an allergen this will be populated through to the product information.

Order Fulfilment

For take-away and delivery orders you can configure the number of orders that can be procured within a specified time. For example; you could configure the system to handle 20 take-away orders per time range and in addition handle only 4 delivery orders within the same time range.

Product Production

Individual item fulfilment time is great where you are limited to the number of items you can prepare in a set time. For example: Your pizza oven capacity only allows you to prepare 15 pizzas per hour. Once capacity is reached any orders including pizza's will move onto the next available time slot.

Advanced Ordering

Customers can book take-away & delivery orders days in advance depending on how you have configured your system. OrderMe will monitor the orders that are pending and depatchs them to Samtouch for processing as required. This advanced feature ensures you dont have to keep a manual list of orders required in the future.

Product Menu

Some products may only be offered for sale on certain sales channels (i.e Order @ Table). OrderMe provides you with the flexibility to include or exclude items from different channels or include items in multiple product groups. (I.e Starters and main course)

Self-Service Kiosk

Speed up service with the integrated Self Service solution from Samtouch.

Self service software for Hospitality, Retail and Healthcare from Samtouch. Customers can independently use the interactive touchscreen menu to place their order and pay in-store without the assistance of staff.

What are the benefits of Self Service?

Incorporating Self Service into your business model allows you to take more orders with less members of staff.

With upsell and promotion features built-in your self service kiosk will increase average transaction value (ATV).

Strategically placed self service points reduce queuing and crowding around check out area.

Self service counters don't tire during the day, therefore provide a constant level of service.

Reliable Point of Sale solution available 24/7 at a fraction of the cost of employing staff. Self service kiosks don't call in sick or take annual holidays.

Secure payment taken upfront so no fear of erroneous sales orders.

Android based hardware and software provides a more cost effective Self Service solution over Windows based solutions

iMin
S1 - Self Service Kiosk

Ordering.
Large and clear screen to Displya menu

Accept Payment
Securely and safely accept payments.

Receipt Printing
Receipt printing at self serve station

Easy Tip

EasyTip is a system that allows customers to tip staff directly, cutting out the middleman to ensure workers get the full gratuity instantly and without unfair deductions.

The process is fast and easy to use. It's transparent for all parties, with incredibly low costs, minimises red tape and also gives users the opportunity to leave feedback.

As fewer consumers carry cash these days, and with new regulations regarding restaurant tips and service charges on the horizon, direct cashless tipping is the future, and EasyTip offers the ideal solution.

What are the benefits of EasyTip for employees?

Full control of your tips and absolute transparency. Depending on how your system is set up, you can either receive your tips instantly straight into your bank account; weekly or monthly, without having to handle cash.

If the tipper elects to pay the transaction costs, then you will receive 100% of your tip without deduction. You can monitor your tips, create a personalised page with your savings goals, receive feedback and stay on top of your tax obligations.

What are the benefits of EasyTip for businesses?

EasyTip offers a range of benefits to businesses at zero cost:

Give staff a fair and transparent mechanism to receive tips

Receive feedback and public reviews about your business at exceptional conversion rates

- Monitor staff performance
- Cut down on bureaucracy, reduce administrative costs
- Simplify your tip sharing system, free up management time
- Avoid having to pay National Insurance Contributions on service charges or tips
- Restaurants will be ideally placed and prepared for the new regulations on tips

How it works?

- Point your smart phone at the QR code on the receipt
- Choose how much you want to tip and leave rating
- Your tip is sent direct to the venue

For more information: www.easytip.net

Samtouch SamView

The SamView reporting app is an easy way for independent restaurateurs to view reports on the go.

With our user-friendly platform, you will be able to take time off from your business yet easily check sales, employee performance and more from your Android/Apple phone.

With its seamless integration into your cloud based Samtouch Back-Office system, SamView provides up to the minute information from each of your business locations or consolidated of all your locations.

List of Reports Available:

- **Financial Totals** - Gross Sales, Payment Types, Sale Adjustments. i.e Refunds, Covers etc.
- **Time Periods** - Turnover By Time Periods.
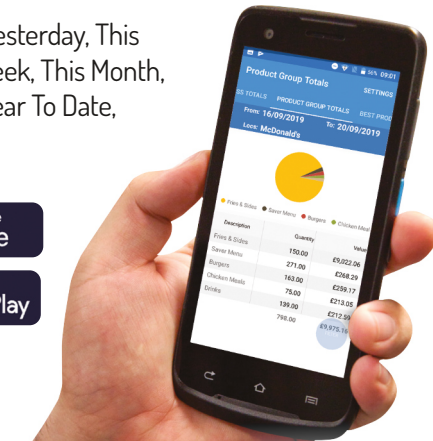- **Product Groups** - Quantity & Turnover By Categories.

- **Best Product** - Sales By Quantity Sold.
- **Favourite Products** - Sales By Your Tracked Products.
- **Location** - Breakdown Of Sales Per Location.

Not only can you report on the current sales, but also by the following date ranges:

Today, Yesterday, This Week, Last Week, This Month, Last Month, Year To Date, Last Year.

Easy To Use
The SamView App is easy to use with read only access to your back-office system.

Real-Time Info
SamView App provides real time sales information about your business 24/7.
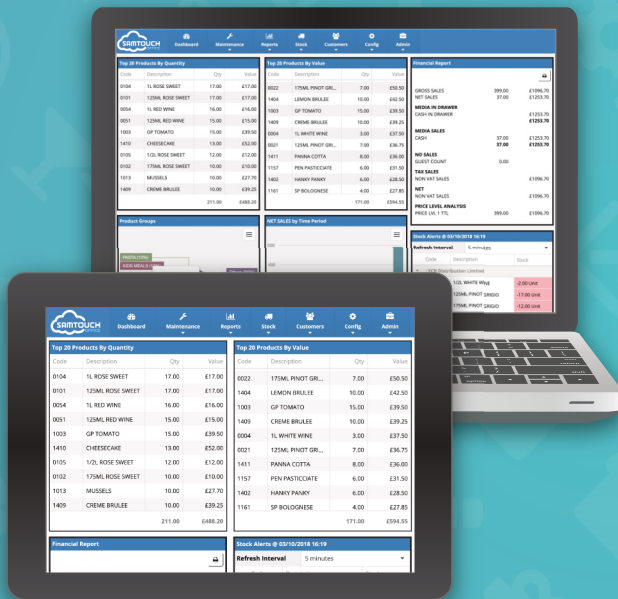
Secure Connection
Read Only secure connection to your cloud back office ensure your data is safe.

Cross Platform OS
SamView is Android or iOS compatible covering the majority of mobile phones.

SAMTOUCH

Key Features

CLOUD OFFICE

Cloud Technology

Samtouch Office our SAAS solution provides hospitality businesses with the flexibility required in a demanding industry.

The continued growth in internet & mobile technologies means that you can access your data anytime, any-place anywhere allowing you to run your business wherever an internet connection is available.

Samtouch Office and cloud technology is the perfect partner to a growing business allowing you to act on data instantly.

Whether it be stock inventory, detecting shrinkage through void or refund notifications or fast menu and price updates. Samtouch Office provides the management tools to keep you ahead of the game.

By adopting cloud technologies your back-office solution is up to date as soon as a release becomes available.

No more costly software updates the utilisation of cloud technologies means your system is always up to date and features are added at no extra cost to you.

"Samtouch Office and cloud technology is the perfect partner to a growing business allowing you to act on data instantly."

Instantly Updated
Access your data anytime, any-place anywhere allowing you to run your business.

Management Tools
Samtouch Office provides the management tools to keep you ahead of the game.

No Down Time
Detect shrinkage through void or refund notifications plus fast menu and price updates.

Latest Version
The utilisation of cloud technologies means your system is always up to date.

Remote Management

You can access your entire back office system securely on any device with a web browser anywhere in the world. Whether keeping an eye on turn-over, updating menu's or prices, checking inventory levels or running sales reports.

The Samtouch Office portal allows you the flexibility to check on business performance whilst you are away from the premises.

Samtouch Office our cloud based back office SAAS solution is supplied at a low monthly cost solution, reducing your initial outlay for your system.

There are no expensive hardware costs as your existing PC or tablet can be used to process your information. As new updates come on stream your platform will be automatically updated, so your system is always up to date with new features and enhancements.

You can rest assured that your data is safe as we host all solutions on Microsoft Azure. With over 3,500 cyber-attack experts working 24/7, 365 days a year, the highest level of security is ensured.

"The Samtouch Office portal allows you the flexibility to check on business performance whilst you are away from the premises."

Secure Connection
Hosted on Microsoft Azure who provide the highest level of security, ensuring your data is safe.

Low Running Costs
No need for expensive PC hardware, just a low-cost monthly charge.

System Updates
All new features and enhancements are added to your system automatically.

Works With Any O/S
Samtouch Office will operate on either Windows, Android or Mac operating systems.

Inventory Stock Control

Take control of your stock via Samtouch Office. Full or partial stock counts can be carried out instantly with stock variances highlighted quickly, backed up with intelligent reporting.

If you are controlling ingredients, barrels, wine bottles, Samtouch Office automatically controls different sales units or recipe nesting and explodes inventory into its component parts.

The recipe & sizes features allow you to analyse individual meals based on ingredient costings and indicate a sell price based on your margin.

As ingredient prices increase intelligent reporting highlights your shrinking margin providing you with the tools to manage prices accurately.

Automatic dash board alerts signal low stock levels for you to act on ensuring you never run out of stock on key ingredients.

Supplier order reports can be run instantly and provide recommended order levels based on current stock and product trends.

"The recipe & sizes features allow you to analyse individual meals based on ingredient costings and indicate a sell price based on your margin."

Recipe & Sizes
Analyse individual meals based on ingredient costings and indicate a sell price.

Intelligent Reporting
Highlights your shrinking margin providing you with the tools to manage prices accurately.

Dashboard Alerts
Signal low stock levels for you to act on ensuring you never run out of stock on key ingredients.

Multi-Location Businesses
Analysis stock inventory across the group and move stock as necessary.

Employee Management

Cutting down shrinkage, misuse and errors is a simple way to increase profitability and improve customer retention.

Samtouch Office provides a range of notifications to highlight voids and refunds or any other area's that may be susceptible to abuse.

Monitor staff sales performance against increases profitability. Intelligent reporting provides average spend per operator, tracks sales performance i.e. monitor starter or dessert sales.

Identify employees who may need further sales training in promoting specific range of products or require further POS training to reduce operational errors.

Keeping track of staff working hours can be time consuming. Samtouch Office offers a simple but effective time and attendance features that tracks staff working hours and provides easy to read reports.

"Intelligent reporting provides average spend per operator, tracks sales performance i.e. monitor starter or dessert sales."

Highlight Employee Training Needs
Looking at sales trends across operators can highlight training needs.

Reduce Shrinkage
Accurate pricing, monitoring over rings and refunds can reduce shrinkage.

Customer Bills
Build customer confidence with easily readable customer receipts.

Time & Attendance
Keep a check on hours worked by all staff members.

Sales Reporting

The combination of Samtouch & Samtouch Office offers a wealth of sales reports which are constantly been updated real-time, ensuring that any report you take is "bang up to date".

Whether you are looking at Financial sales information, Staff Performance, Stock Valuations or Profit reports the Samtouch suite provides you with the management tools to make fast decisions about your business performance.

For multi-site businesses your Samtouch Office suite is the hub to business performance indicators. Whether you are looking at a bird's eye view of all your businesses or drilling into a specific business or indeed an individual POS terminal.

Sales Alerts

Sales alerts are an intrinsic part of system alerts built into Samtouch Office. With real-time monitoring of refunds, voids you can keep ahead of staff operations as they happen, helping to reduce shrinkage within your business.

End Of Day Reporting

End of day reporting couldn't be simpler either instigated at the POS terminal or via Samtouch Office. Again, reports can be taken on individual terminal or consolidated terminals at POS level.

Financial Totals By Location		
From:	To:	
YCR Distribution Limited		
TRADING		
TRADING		
GROSS SALES	1308.00	£3,278.04
NET SALES	87.00	£2,900.19
TRAINING		
TRAINING		
TRAINING TOTAL	1.00	£0.00
IN DRAWER		
MEDIA IN DRAWER		
CASH IN DRAWER		£2,900.19
	0.00	**£2,900.19**
MEDIA SALES		
CASH	87.00	£2,900.19
	87.00	**£2,900.19**

"With real-time monitoring of refunds, voids you can keep ahead of staff operations as they happen, helping to educe shrinkage within your business."

Always Up To Date
Your POS is always up to date with Samtouch Back Office.

Range Reports
Select a range of reporting dates, Today, Yesterday, Month, YTD or report range.

Terminal Reports
Drill into actual terminal information across your multiple branches.

Location Reports
Drill into individual locations, profitability per location etc.

Security & Recovery

Samtouch Office our 'software as a service' back office solution is hosted on one of the most secure infrastructures worldwide. Security is integrated into every aspect of Microsoft Azure.
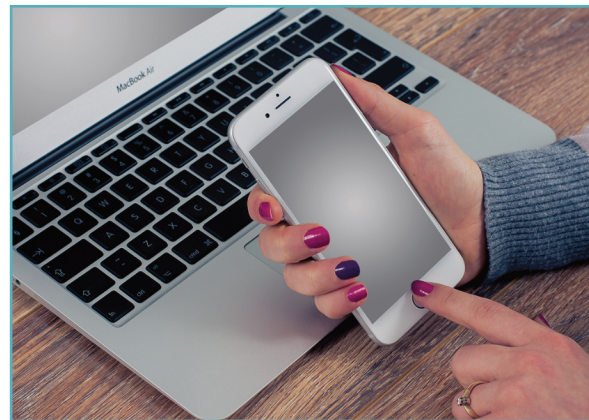
This powerful combination helps protect your applications and data, support your compliance efforts, and provide cost-effective security for organizations of all sizes.

As part of Samtouch Office we 'snapshot' a copy of your local POS solution. In the event of hardware failure we are able to restore the POS terminal to its last known restore point for quick system recovery.

This service is provided as a fail-safe system recovery for our support team and is not a substitute for your own backup processes.

- **Security** – Hosted on one of the most secure networks worldwide.
- **Restore Point** – We snapshot a copy of your POS system for backup recovery.

- **Performance** – Azure is a scalable solution that automatically increases resources as required.
- **Updates** – System updates are added seamlessly without any intervention from the user.

In the event of hardware failure we are able to restore the POS terminal to its last known restore point for quick system recovery.

Microsoft Azure
Azure offers you unique security advantages derived from global security intelligence.

Business Snapshot
In the event of hardware failure we are able to restore the POS terminal to its last known restore point.

Scaleable Solution
Microsoft Azure is a scalable solution that automatically increases resources as required.

Latest Version
The utilisation of cloud technologies means your system is always up to date.

Product Management

In the hospitality industry we have found that there are a wide range of requirements from the EPOS solution in relation to product management.

Whether you are creating recipes, product modifiers or promotions your system has to work with you and offer an easy interface to execute the required features.

With Samtouch and our back-office solution Samtouch Office product maintenance couldn't be simpler. The information we hold about each product is comprehensive, however we have managed to represent this on one easy to read product screen.

Whether your business operates a range of price levels, product sizes, loyalty points or a range of kitchen order printer's the product maintenance screen is simple to follow and update.

Whenever a product is updated it is seamlessly posted around the network so instantly your products are updated. Alternatively, you can schedule updates that will take place automatically.

Maybe you have a special event or price update pending, leave Samtouch Office to update your system automatically.

"Samtouch and our back-office solution Samtouch Office product maintenance couldn't be simpler."

Easy Access
Product information all under one easy to read screen layout.

Product Info
Comprehensive product information to meet hospitality requirements.

Schedule
Automatically schedule product price changes and updates.

Maintenance
Product maintenance and price updates updated seamlessly.

SAMTOUCH
Hardware

VARIOUS

Samtouch & **Samtouch Office** solutions are fully compatible with the following products:

Up To 18 Inch Screen

SAM4S
Titan S360 Touch

With its spill proof multi-touch bezelless display, ergonomic design and innovative base, the Sam4s Titan S360 is one of the most stylish and aesthetically pleasing point of sale terminals in its class.

SAM4S
SPT-4856 Touch

The Sam4s SPT-4856 vibrant and precise 15" projective capacitive multi-touch display is extremely durable in most environments including withstanding water contact, dust and grease.

SAM4S
Forza Touch

From the POS industries most popular 4th generation Celeron J1900 processor up to the 7th generation Intel i5 processor and incorporating 4GB of RAM and the latest 64GB SSD drive as standard.

imin
S1 Self Service Kiosk

The S1 Android based self service kiosk available with or without stand. 21.5" touch screen with built-in thermal receipt printer & scanner. Connectivity Ethernet, wifi and bluetooth.

Hisense
HM628 10" Tablet POS (BT & Wi-Fi)

The HM628 rugged tablet is operational direct from the secure docking station or instantly mobile for order taking, product creation, stock maintenance or queue busting.

PAX A80 EFT Terminal
Counter Top EFT Terminal

PAX A80 Features:
- Counter Top.
- Android 6.
- Cortex A53 processor.
- 4-inch HD Touchscreen.
- Physical keyboard for ease of use
- Ethernet connection
- Optional 3G/4G connectivity

PAX A920 with OrderPad
Wireless Ordering System with Built-In EFT

PAX A920 Features:
- 5-inch HD Touchscreen.
- Built-in Thermal Printer
- WiFi connectivity.
- Optional 3G/4G Data Sim For Mobile Payments.
- Point-to-point Encryption.
- Simple PCI Compliance
- Fast Money transfer.
- Remote Updates

Everything you need to start accepting payments

Everything you need to start accepting payments

ORDERPAD

emerchantpay

emerchantpay

VISA   VISA Electron   mastercard   maestro   AMERICAN EXPRESS

—————— FEATURES OF THE PAX EMERCHANTPAY RANGE ——————

Low Rates*
Cost effective transaction charges and gateway fees

Payments
Payment made direct to your preferred bank

On-line Portal
View your transaction via the online customer portal

SAMTOUCH ALSO INTEGRATES WITH THESE PROVIDERS:-

paymentsense   worldpay   sage pay   emerchantpay

iMin
M2-202 Android Handheld

The M2 is designed for convenience, functionality and style. A lightweight and portable device that can be used for taking orders at the table with our OrderPad fully integrated solution

Main Features:

- Slim Smartphone Design.
- 4 xCortex A35 processor Includes charging cradle.
- Android 8.1 Operating System.
- 5.5" 720x1280 touc display.
- Build-in camera 5.0M
- Built-in 1D/2D scanner
- Wifi / bluetooth
- 100mm/s receipt printer.
- 1Gb RAM + *Gb ROM
- 207.4mm x 82mm x 30.5mm.

The iMin M2-202 handheld has a sleek design fits easily in your pocket or hand .

With built-in Wifi, bluetooth, 3G & GPS, the M2 keeps you connected wherever you are.
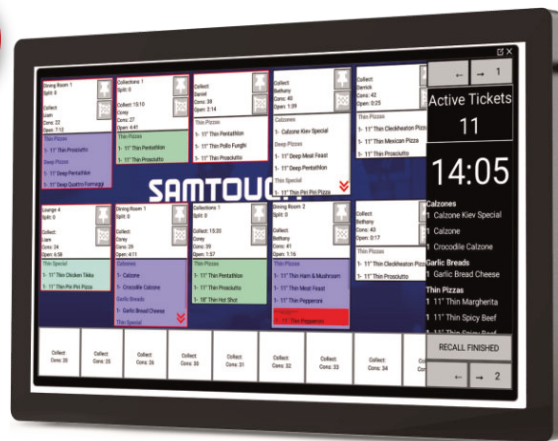
Use the iMin M2 Handheld Computer with:

ORDERPAD

SAMCOUNT

SAMVIEW

Download on the App Store

GET IT ON Google Play

iMin
21.5" Kitchen Video Display [1920 x 1080]

21.5 Inch Touch Screen

Transform the way orders are handled in the kitchen using the latest technology.

- 21.5" Touchscreen Display.
- 4 x Cortex A17, 1.6GHz
- 2GB RAM + 16GB ROM.
- Android Operating System.
- Resolution 1920 x 1080.
- 100M Ethernet, Bluetooth
- Built-In Wi-fi 802.11B/G/N.
- Dimensions (H) 319 x (W) 522mm x (D) 42mm

iMin ANDROID 6

SAM4S
Rear Customer Displays
2-Line VFD, 9" & 15" LCD Rear Customer Displays.

Use Rear Customer Displays for Food & Drink Promotions.

Clerk Sign Ons
Dallas Readers & MSR Readers for Sam4s Touch Screens.

Cash Drawer
EC-465 Lockable Cash Drawer, 12/24V (8 Coin & 4 Note Compartment).

Loyalty Cards
Increase Transaction Speed with Multiple Operator Sign-Ons.

Till Rolls
Thermal Receipt Till Rolls (3") & Thermal Label Rolls (2" & 4").

BIXOLON
Dot Matrix Printer
SRP-275 (3") Kitchen Receipt Printer.

BIXOLON
Thermal Label Printers
SLP-DX220 (2") & SLP-DX420 (4") Thermal Label Printers.

SAM4S
Thermal Printers
Giant 100 (3") & GCube 100 (3") Receipt Printers.

New Sam4s Model

Before buying online why not give us a call to arrange a no obligation demo.

SAMTOUCH
SOFTWARE

Web: www.samtouch.co.uk