



Ticketing, Bookings, Memberships, E-Commerce, EPOS, CRM, Access Control, Accounting, Reporting

VMS EPOS



Introduction

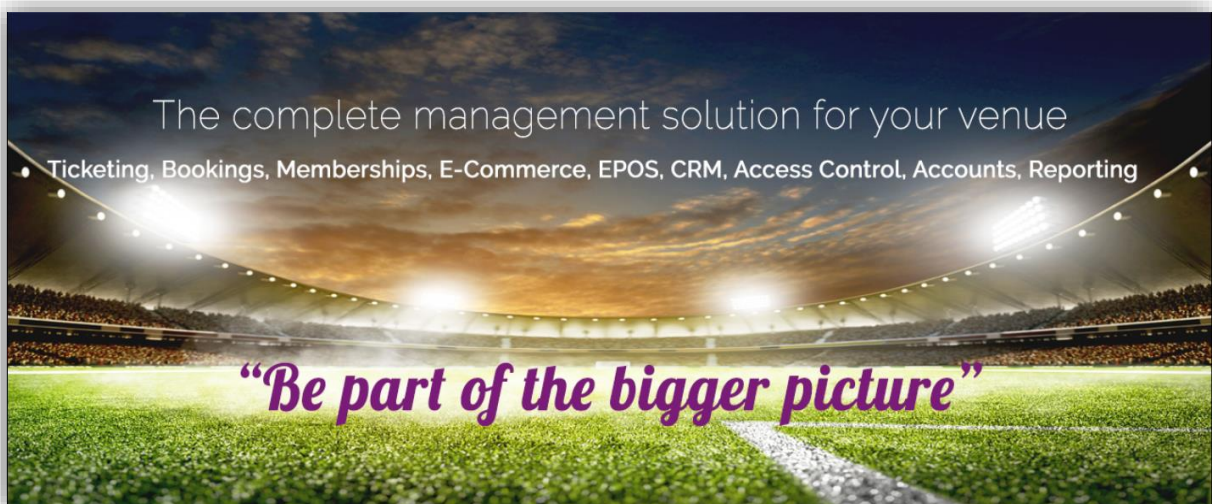
VMS is a software and hardware solution to cater for the complete management of any venue that sells tickets, takes bookings, sells merchandise, provides hospitality or manages area access.

As a modular based suite you can pick the functionality your business needs now and add more modules as you grow.

VMS is easy to use and provides the functionality needed to run any size venue in a single application, at a fraction of the cost of combining separate applications such as Microsoft Dynamics, SAP or Sage.

As you grow VMS will grow with you, no need to worry about your systems keeping up. With VMS you already have all the tools you need. With all your customers' data held securely in a single place, managing your [GDPR](#) data protection requirements becomes easy, more efficient and less costly.

This document describes the [VMS EPOS](#) module.

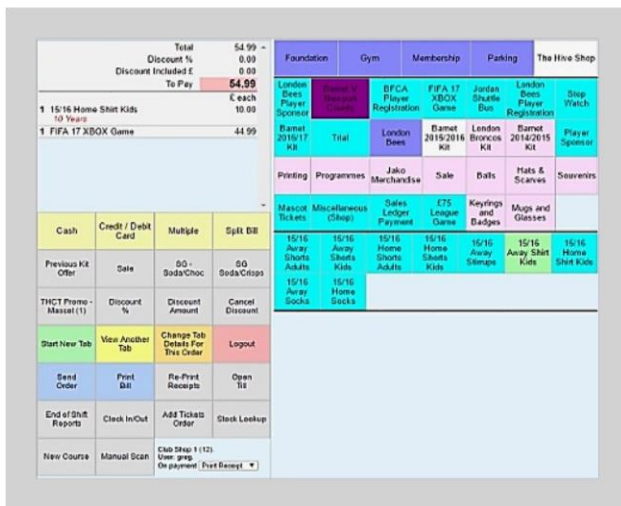
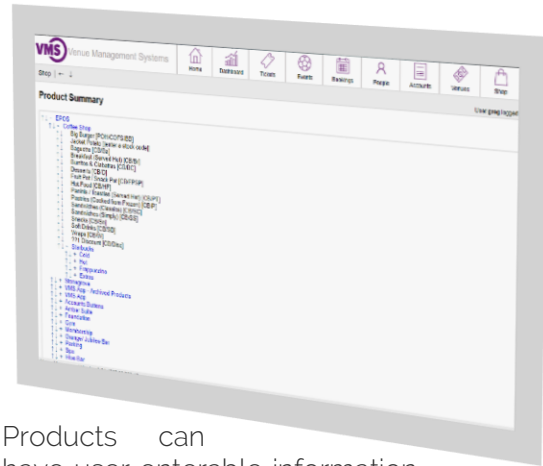


VMS EPOS

The VMS Electronic Point of Sale (EPOS) module allows Venue Management to operate with touch screen tills to allow rapid sales of goods e.g. at bars, coffee shops, restaurants and your club shop.

The products available through the module are fully configurable by the venue and can be organised into departments and groups. The till layout and button colours are also fully configurable. The Favourites button lists all products in order of most number sold for rapid access to popular items.

Products can have options with different prices e.g. Cappuccino – Tall, Grande, Venti.



Products can have user enterable information such as shirts bought in the shop may have a customer's name printed on them.

Tabs can be added when adding items to a restaurant bill.

Receipts can be printed at the local till and at remote printers e.g. sending a copy directly to the kitchen or the coffee counter.

Sales can be allocated against members so that full CRM information is available e.g. tracking of customer purchase from tickets, to club shop, to bar, to room bookings.

A wide range of promotional offers are available for example; discounts for combinations of products or percentage discounts on pressing certain promotional offer buttons, or discounts applicable only to certain members. Offers can also be set to apply on certain days of the week, certain times, or on event days / non-event days.





The till can scan membership cards and staff passes so that discounts can be offered to members and sales tracked.

VMS EPOS can be fully integrated with the public internet [VMS Shop](#) module and comes with the stock control system included so you can maintain a single set of stock levels, or separate sets of levels as required.

If an EPOS till with a customer display is chosen, promotional messages can be displayed to the customer.

Promotional messages can also be printed on receipts.

Multiple payment methods are accepted for orders e.g. several cards and cash paying off a tab, or offering cash back to a customer paying on a card.

The EPOS till may double up as a clock in/out terminal for staff, as they scan their staff passes when they arrive and leave.

It also allows you to sell tickets, memberships and shop items from a single terminal rather than having separate dedicated terminals.

A single End of Shift summary can show the takings for each till or a group of tills. The report shows the takings for every transaction be it ticket sales, retail sales or bookings.

Clicking on any row allows the download of a detailed breakdown in Excel. However, with the [VMS Accounting](#) module there is no need to export to Excel as all the functionality you would expect from Sage, for example, is included. These reports can be automatically generated and emailed to any number of recipients at the end of every shift.

Till / Group	Report No.	From Date	To Date	No. Sales	Cash	Cards	Cheques	Account	Vending	Prepaid	Internet	Other	Total	Actual Cash Received	Actual Card Received	Discrepancy
Club Shop 1	6083	05/02/2017 22:55:52		151	576.19	734.22	0.00	0.00	1.15	0.50	0.00	0.00	1,311.56	0.00	0.00	-1,310.41
Club Shop 1	6080	05/02/2017 15:02:05		44	99.26	246.00	0.00	0.00	20.00	0.50	0.00	0.00	365.26	0.00	0.00	-345.26
Club Shop 1	6078	07/02/2017 22:41:03		145	441.65	1,601.92	0.00	0.00	0.60	0.00	0.00	0.00	2,044.17	0.00	0.00	-2,043.57
Club Shop 1	6074	07/02/2017 14:53:05		35	17.40	365.05	0.00	0.00	0.00	0.00	0.00	0.00	383.25	0.00	0.00	-383.25
Club Shop 1	6072	05/02/2017 22:52:05		176	619.66	831.03	0.00	0.00	1.75	0.50	0.00	0.00	1,452.44	0.00	0.00	-1,450.69
Club Shop 1	6065	05/02/2017 14:47:45		54	142.52	291.00	0.00	0.00	21.51	0.00	65.00	0.00	520.03	0.00	0.00	-433.52
Club Shop 1	6064	05/02/2017 22:47:14		113	451.37	103.52	0.00	0.00	0.00	0.00	0.00	0.00	554.89	442.15	113.52	0.73
Club Shop 1	6062	05/02/2017 14:43:32		211	303.10	305.56	0.00	0.00	0.00	0.50	0.00	68.00	676.66	307.10	390.56	89.00
Club Shop 1	6061	05/02/2017 05:32:52		2	0.00	67.50	0.00	0.00	0.00	0.00	0.00	0.00	67.50	0.00	67.50	0.00
Club Shop 1	6060	04/02/2017 23:29:57		3	29.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	29.00	29.00	0.00	0.00
Club Shop 1	6059	04/02/2017 22:39:43		51	206.00	195.97	0.00	0.00	0.00	0.00	0.00	0.00	402.97	273.05	221.97	92.05
Club Shop 1	6056	04/02/2017 17:51:11		352	2,619.64	1,407.95	0.00	0.00	9.23	0.00	0.00	-404.00	3,632.83	2,550.23	1,327.96	-149.41

Additional Functionality

VMS EPOS has been developed in conjunction with our retail and hospitality partners. This means that the functionality has been developed for real world requirements.

Things like being able to access the table layout and assign new, and edit existing, tabs from the EPOS screen have been developed.



Every table layout is fully customisable, what your staff see on the screen can have a direct correlation to how your dining area or bar is arranged. Each area can be sub divided as many times as you wish, even down to dividing individual tables. There can be multiple layouts to choose from should your table layout change for specific events.

Split bill and multiple payment options are available, as well as the ability to assign individual items to individual receipts. Its all designed to make yours and your customers experience a lot simpler and hassle free.



Stock Control

At the end of a busy shift when your customers have enjoyed a great experience with you, that's often when the real work begins. With VMS EPOS most of that work has already been done.



Each item sold, returned or refunded has been tracked through the stock control system. It's costs, profit and VAT has been calculated and the current stock positions have been updated.

The delivery and movement of goods can be handled using VMS EPOS. Periodic and full stock checks can be done using a hand held scanner making the entire process less of an overhead.

Automatic report generation and emailing, table layouts with easy tab management. Split bill, individual receipts and multiple payment options added to a full stock control system is all included. This is functionality we know will make managing your business a lot easier.

Membership, 'Top-up' / Direct Debit Account

One of the major things that we have been able to develop is the ability for members and staff to make purchases through the VMS EPOS till 'On Account'.

Payments can be made through automated Direct Debit collection or through the use of a 'Top-up' card.

Members and staff are issued with a card that can be scanned at the EPOS till. Each card holder can be allocated a credit limit which they are able to spend up to but not a penny more.



At the end of the month an automated Direct Debit collection is made for any outstanding balance.

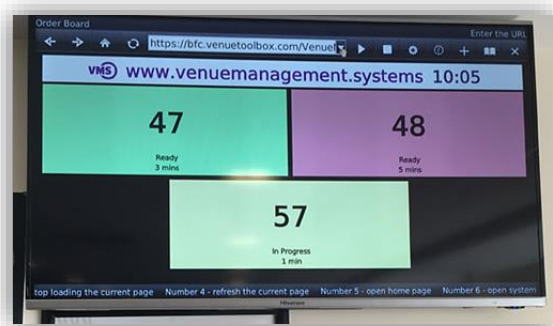


Alternatively, your members and staff have the option of making up-front payments to their account, providing them with a balance. These funds can be topped up at any point but at no point can any spend more than they have.

This provides complete flexibility for you and your customers allowing you to maximise your customer base, revenues and profits, reduce your banking charges for cash and cards processing, and speed up payments on busy event days, allowing you to make more sales.

Order Board

The Order Board solves the problem of serving food in busy places where customers need to collect their orders from a collection point when it is ready.



In a busy environment sometimes shouting out the order number for collection just won't do.

The Order Board shows the status of all orders on one or more large screens.

It shows which orders are in progress, ready for collection and which ones have been waiting for collection for 5 minutes or more.

The Order Board is fully integrated with the VMS EPOS module so that kitchen orders

appear automatically when sold at a till. The customer also has the order number on their till receipt.

Kitchen staff have a tablet computer to see the current status and simply touch the order when it is ready, and again when it has been collected.

The Order Board is also an ideal additional advertising opportunity as you have a captive audience whilst your customers await their order. Sponsored logos or messages can be added to the Order Board. Although not essential to run a VMS Epos system, it does have a considerable impact for customers and staff in an environment where time, space and staffing levels are at a premium.

Hardware or Not?



VMS allows for flexibility, if you have existing hardware and wish to use it, the chances are that VMS EPOS will allow you to do so. This is a great cost effective solution.

We can provide all the necessary hardware. With the help of our hardware partner, [Epos Central](#), you can rest assured that you have the widest choice, with the best service possible at the keenest prices.

For the latest prices and availability please contact us or visit the [Epos Central](#) website.

mPOP

mPOP is an integrated receipt printer and cash drawer Bluetooth solution designed to minimise the hardware presence at your point of sale. A tablet is required to work with this solution. We recommend a Windows tablet such as the [Linx 10.1"](#) for example.



The Star mPOP can be securely mounted under a bar or desk, with an additional mounting bracket. There is a selection of secure stands available from [Epos Central](#) that will suit any situation such as the Space Pole C Frame stand.



There are more traditional hardware options available. Touch screen tills, receipt printers, scanners, cash drawers, tablets, stands and PCs. It just depends on what works best for you.



Prices

As with everything we do there are options when it comes to purchasing the VMS EPOS module.

As part of an integrated Venue Management Systems installation.



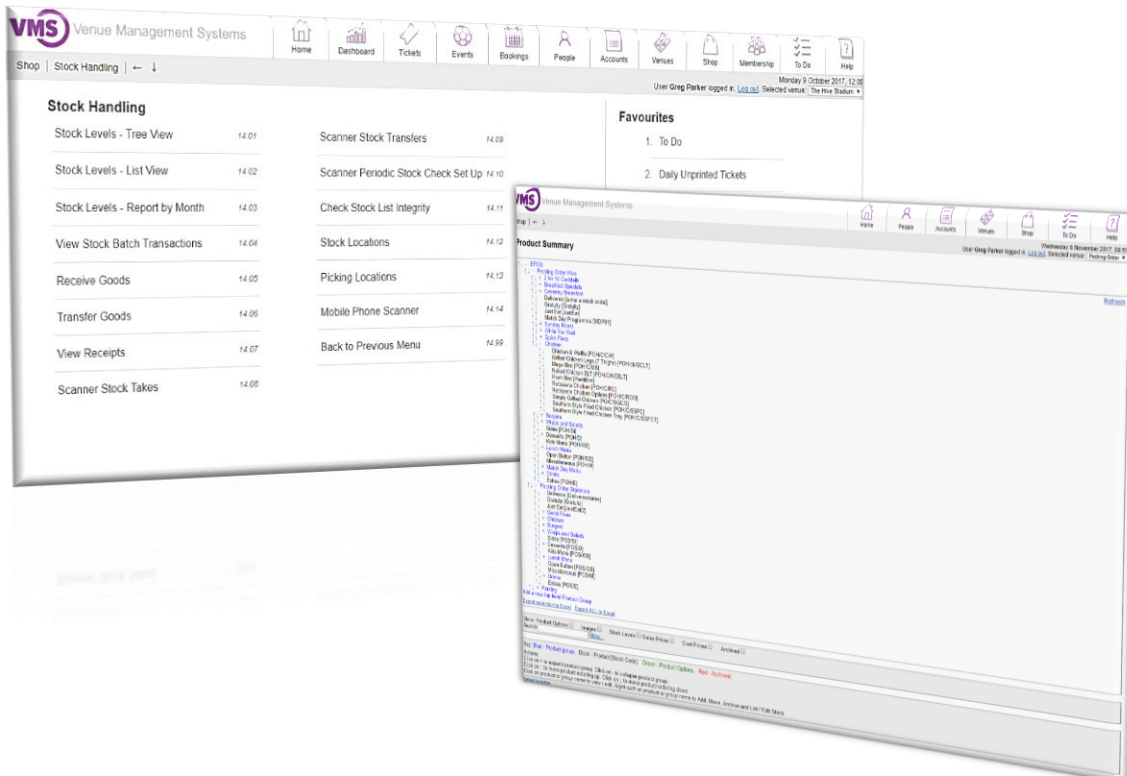
£150 pm for a block of 6 Epos tills. Each additional block of 6 tills is £150 per month.

As a standalone VMS EPOS installation.



£25 pm for a single Epos till. Additional tills can be added at £25 per till per month.

Whichever way you choose to go, remember you still get product management, stock control, timesheets, wages reports, rota management, holiday calendar, promotional offer control etc.



And of course our integral [VMS CRM](#) and [VMS Reporting](#) functionality is also included as standard.



Benefits

There are many reasons to choose VMS. Increased efficiency, ease of use, full integration, increased revenue and profits to name a few. However, we believe that happy staff and customers have to be at the top of that list. Also, the sharing of procedures and practices for the benefit of everyone is something we strongly believe in.

With the functionality of multiple applications, VMS is the only application suite you need now and in the future. Our customers are also our development partners and they have suggested over 300 improvements over the last 3 years. These have been developed free of charge. All improvements are made available to everyone.

Imagine how powerful it is to be part of a community where anyone and everyone's smart ideas are your smart ideas.

Add to the above the fact that all of your customers' information is stored in a secure single location rather than spread over multiple applications. You can see how managing your [GDPR](#) responsibilities and costs are simplified and greatly reduced by implementing VMS.

For more details please visit our website www.venuemanagement.systems.





Ticketing, Bookings, Memberships, E-Commerce, EPOS, CRM, Access Control, Accounting, Reporting

www.venuemanagement.systems

Tel: +44 (0) 333583853

info@venuemanagement.systems