



Now you can manage dozens of the most complex meal plans...*simply.*



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in partnership & affiliation with

PROGRESS
SOFTWARE



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Application Overview

CARDWATCH™ is a Privilege Management software application designed to manage cashless Retail and Food Service spending activity within Quick Serve, Fine Dining or General Merchandise environments. Privileges managed include Debit, Flex Dollars, Charges, Spending/Meal Plans, and Subsidies.

How is CARDWATCH™ Configured?

Essentially, CARDWATCH™ is an electronic filing cabinet in which information is stored about your clients, residents or employees (cardholders). The information contains rights and privileges purchased by or granted to each cardholder. As your cardholders make purchases, their card is swiped or scanned and their privileges are verified in the blink of an eye, prior to completion of the transaction. These privileges may include (but are certainly not limited to):

- Is the card holder entitled to purchase at this location? And if so at what price level?
- Can the card be used for this meal period (eg. breakfast) or on this day (eg. weekend purchase)?
- Are there sufficient funds to make the purchase, or an adequate credit limit?
- Should the transaction be applied to a meal, points/flex dollars, debit, charge or a subsidy plan?
- Is the transaction billed to the individual, staff department or organization?
- Has the meal been taken already (applies to declining balance Meal Plan programs)?
- Are their items being taken which are not included in the meal plan? If so, how should they be charged for?
- Has the card been reported lost, stolen or the account de-activated

Why is a Privilege Management System So Important?

Today's business environment demands that we maximize our marketing efforts, control costs, provide a level of security to our staff/clients, and most importantly, make it incredibly easy for clients to do business with us. A Privilege Management system encourages customer loyalty, and eliminates the need to carry anything but an ID badge to pay for purchases. In addition, throughput at each P.O.S station is substantially increased with each "cashless" transaction from approximately 20 seconds (to take cash and make change) to less than five seconds to swipe/scan a card and receive authorization. This increase in speed, may allow you to deploy fewer P.O.S. terminals and to better manage existing traffic, with related savings in capital and labor costs. Concurrently, the associated problems and costs of handling cash are eliminated as sales are paid for in advance or charged to the client account or through payroll deduction in the case of staff. Lastly, there are significant tax savings advantages for cardholders who are members of a Meal Plan as they are typically sales tax exempt unlike regular transactions. Tracking those Meal Plan accounts and managing taxability is a critical element of the CARDWATCH™ system.

According to recent National Restaurant Association statistics, clients will spend up to 50% more in "cashless" spending environments.

CARDWATCH™ PRIVILEGE Highlights and Key Benefits:

- Easily exports customer transaction data to your accounting application for billing purposes.
- Multi-site, networked systems may be linked via network protocols (TCP/IP) and DSL.
- Create more than 1100 unique meal / spending plans to provide the ultimate in flexibility for cardholders; CARDWATCH™ automatically applies the correct set of privileges to each transaction without cashier intervention or decisions, eliminating potential for error.
- Control food consumption & costs by defining what specifically constitute a "meal on plan".
- Set up employee Subsidies or per diems, departmental or 3rd party charges for enhanced billing or reporting purposes.
- Issue "Bonus Bucks" as incentive for deposits to debit/prepay accounts;
- Export Transaction files to your **SOS** application for fast and easy month end billing; export employee charges to payroll deduction (current formats include ROSS Payroll, SAP, SOS, ADP, AIMS)
- Both **SOS** and CARDWATCH use PROGRESS enterprise relational databases, allowing increased efficiencies, tighter integration and direct access to shared databases.



Application Overview

CARDWATCH™ POS is a Win98/2K/XP/NT based software application designed to manage the sales, menu cycle management & reporting requirements within a Quick Serve / Fine Dining, Retail Merchandise or combined environments. It provides multi-company, location, and terminal management in a graphical user environment to ensure easy, fast, yet comprehensive sales control through a variety of hardware deployment options. In 2002 CARDWATCH was modified to work as a touch screen enabled application for dramatically improved user experience and reduction in administrative time required to maintain daily menu items.

Food Service Management Module

After many years of servicing the Food Service Industry **Retail Systems Group** knows the recipe for a successful P.O.S. product includes a bushel of speed, a dash of simplicity, a quart of accuracy, and a ration of "Structured Flexibility" (our secret ingredient). CARDWATCH™ POS is always ready when you are! When you're ready to close, it puts itself away and prepares for the next business day. System redundancy ensures that if your network goes down, your POS keeps going as a stand alone and posts transactions to the server as soon as it becomes available again.

Feature Highlights

- Menu Cycle Management (up to 10 wks) ensures today's specials are updated automatically, saving programming & daily administrative time.
- Multiple Company, location and terminal management from the comfort of your office chair.
- Track client files in house for Meal Plans, Charge/Debit, special orders, departmental charges and more via the integrated CARDWATCH™ Privilege Management module.
- Colour Touch Screen technology allows for faster training and reduced orientation costs over keyboard systems.
- Intuitive screen layout allow for optimized menu flow, faster order entry & higher throughput.
- Credit Note and Gift Certificate issuance and redemption tracking, with bar coded receipts
- Transaction review (detailed or summary) available by entering transaction number or scanning a printed receipt bar code; unlimited transaction history.
- Fine Dining Module allows for hostess check-in, table assignment and automatic guest check creation on a per seat basis; also allows for consolidation of guest checks.
- Express Swipe-N-Go module for rapid "meal-click" tracking in declining balance fixed meal environments; Resident self-check-in (swipe of ID) or Hostess attended options.
- Up to 4 reporting levels including Department, Class, Group & Item.
- "Build-A-Meal" module allows administrators to define quantity and value of items that qualify in a meal on plan to help manage consumption in a fixed meal plan environment.
- 6 price levels per item and 5 tax levels to accommodate various federal and provincial / state retail tax policies.
- Order "Parking" and quick recall feature allows the line to keep moving and increases throughout.
- Order routing to designated kitchen prep area printers as defined in the item menu files.
- Recognizes item combos when entered as separate items and adjusts prices automatically.
- Scale items with auto tare at each price level, further enhancing customer throughput.
- Change payment method and other keyboard attributes with a simple screen tap or mouse click.
- Exports batch sales history to 3rd party Dietary and Food Service Management applications such as Three Squares (SureQuest), GeriMenu and more for effective inventory & recipe management.
- Training Mode to ensure new employees receive accurate, effective training with complete transaction set available; Point and click support for most P.O.S. peripherals
- On-line Help, sample reports and complete documentation are just a mouse click away.



General Retail Modules

The CARDWATCH Retail POS module is ideal for Gift Shops, C-Stores, Pharmacy, Concierge Services, Hair Salons and anywhere your Residents make transactions. Track customer history & item history, manage inventory in-stock locations, order history, vendor lists and more. You may select inventory management at the store level, Head Office level or both. Control receipts of goods, transfers (in and out), all by electronic packing list. Sell by PLU (screen button) or bar code / UPC.

Regardless of your environment –packaged or staple goods, soft goods, packaged food items, services, logical SKU's or random SKU's, CARDWATCH™ POS is at work for you.

CARDWATCH™ POS is seamlessly integrated to our CARDWATCH™ Privilege Management application should your organization require in-house Debit, Charge, Meal Plan or general spending plan management. Include our Credit Card or Bank Debit card modules for additional customer payment options.



Wireless Options

CARDWATCH™ POS is ready to roam! We support a number of different wireless devices to suit your needs including *BlueTooth* bar code scanners and handheld wireless batch devices. Each POS terminal may also be operated on a wireless network allowing you to put the station on wheels and roll it to where demand requires it such as special events or catering functions. Install CARDWATCH on a Wireless Tablet and take POS entry right to the table for the ultimate in service and efficiency!

Technical Development and Deployment

Each of our applications are authored with the Progress™ V8 tools and Enterprise Class relational database, therefore you can select the O/S and hardware that's right for you. Rest assured that all those ingredients you've heard so much about -- such as ODBC, SQL, OLE & Active X, are fully supported.

Retail Systems Group is an **NCR Real Partner** offering the highest standards in point-sale hardware and peripherals. While CARDWATCH will run on any current Windows based PC terminal, we recommend the NCR RealPOS70 terminal for all our food service installations. It is an open PC based all-in-one terminal with fully integrated peripheral management including powered and un-powered USB and serial ports, eliminating the need for individual power supplies for most peripherals (like scanners and printers). It also has an integrated magnetic stripe reader (on side of monitor) and customer display (on top/rear of monitor). It comes standard with Windows XP Pro operating system preloaded. This fully integrated machine makes for a small footprint and fewer tangles of cables at the POS station. It is also extremely durable (made for abuse in a food service environment) and can be serviced without so much as the use of a screwdriver! This device also comes complete with a full one year manufacturers "return to depot" warranty from NCR and optional on site hardware support upgrades.



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Rewards Application Overview

The CARDWATCH™ REWARDS module is designed increase frequency of purchases by rewarding your valued clients with Points for each and every purchase transaction. The points allocated are predetermined and managed by your System Administrator (management) and are typically based on the transaction value or units purchased.

Bonus Points may be allocated (in addition to base points) by product to help move large margin items, promote new products, encourage healthy dietary choices or simply to clear inventory. Whatever you chose, you're in the drivers seat. Points may be redeemed for any product you carry or designated to specific products or product assortments. Use it to create a "rewards catalogue" of unique community branded items or allow residents to redeem for outings and excursions.

Gift Card Application Overview

Make your community completely cashless by offering your own branded GIFT CARDS and manage it all automatically through CARDWATCH™. Sell guests and residents convenient, durable, light weight bar coded or magnetic stripe plastic gift cards (on the web, at your front desk or at any point of sale) that fit easily in their wallet or on their key chain and can be redeemed in the blink of an eye. Eliminate the costs of cash handling within your community.

CARDWATCH™ gift cards can be issued in any denomination, reloaded as often as required and best of all, you will be able to track every item purchased with that card through the CARDWATCH™ Privilege Management application. Separate resident and guest transactions for reporting purposes and increase sales revenues by promoting the cards use throughout your community. Residents will buy them for their guests and guests will purchase them so that their charges are not deducted from the resident's account. Staff who are not on a payroll deduction plan can purchase them for meals, allowing you to track employee purchases separately.

The smarter, faster way to increased revenues and profitability.



Key REWARDS & GIFT CARD Benefit Highlights:

- Enhance revenues within your community.
- Eliminate cash transactions and the need to keep cash on hand.
- Improve reporting integrity by tracking cardholder types (ie. resident, staff, guest).
- Improve profitability.
- Promote the "brand" of your community.
- Encourage spending within the community



Currently Under Development:

CARDWATCH™ WEB Online Accounts & Transactions

The CARDWATCH WEB module will allow cardholders to access their accounts online via a secure web browser to perform the following functions:

- View account balances
- View transaction histories (summary or detail)
- Deposit funds to account via credit card
- Suspend or deactivate their card
- Make Dining Room Reservations
- View online menus from participating food service venues
- Place food orders for pick-up or delivery
- Pay for food orders on account (declining balance or meal plan if eligible) or by credit card
- Book services & register for special events or programs
- Ideal for order and meal tracking for outreach programs such as “meals on wheels”.



Key WEB Benefit Highlights:

- Encourage deposits / prepayments to account through ease of access.
- Reduce administrative burdens through self-service option.
- Increase revenues through online ordering.
- Increase repeat transactions and customer loyalty.
- Decrease traffic to internal accounting office for account inquiries.
- Decrease merchant transaction processing fees by encouraging use of “in-house” accounts / spending plans rather than bank credit or debit cards.
- Eliminate paper statements for card holder accounts by allowing online statements.
- Allows family to top up funds remotely, securely and easily to give loved ones extra spending money for meals, hair salon, gift shop, recreation, outings, etc.

Additional Applications Under Development:

- **Wireless Hand Held Application** – take fine dining order entry right to the table for improved service, increased efficiencies & reduced labor costs.
- **Table Management and Reservations Application** – Graphical User Interface (GIU) allows at-a-glance table management. Online web reservations allow Residents to make advance bookings from the comfort of their own residence.



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