



**im** POS<sup>TM</sup>

Specialists in  
**Hospitality Point of Sale**



# About us

## Specialists in Hospitality Point of Sale

ImPOS is a fresh and dynamic company run by a passionate and committed team with years of experience in the Point of Sale (POS) industry.

One of the major points of difference with ImPOS (I am Point of Sale) that sets itself apart from its competitors is ImPOS was designed purely for the fast-paced hospitality industry. With speed and simplicity in mind and under instructions from the most respected within the industry, ImPOS started its development in February 2005 with a strong vision to create the most effective and user friendly POS system.

With constant development of ImPOS software to keep up with fast moving technologies, your investment in ImPOS as a POS Solution for your business is an investment that will continue to be enhanced for years to come.

### Specialists in Hospitality Point of Sale

Restaurants, Cafes, Bars/Clubs,  
Pub/Hotels and Wineries

It is our view that the people who best know how a system should operate are those that use it every single day in a working environment.

**Let us improve the profitability of your business for the cost of just 2 coffees a day and you will see first hand we genuinely love what we do.**

Sean O'Meara  
Founder/CEO ImPOS

### ImPOS Mission Statement

We develop the most innovative and progressive point of sale software for the hospitality industry led by a team of committed and passionate people dedicated to making your business run more efficiently.



# Screen layout

## Specialists in Hospitality Point of Sale



### 1 Sub -Lists

Contain groups of items/modifiers/ adjustments/discounts/payment methods or any of the hundreds of functions available in ImPOS.

### 2 Adjustments/Sizes

Up to five different sizes can be defined per item/modifier. In addition there are three different price sets/ periods which can be activated by time such as a happy hour, on demand such as function pricing or sub-lists can automatically be assigned a particular price set/period.

### 3 Display Grid

Displays items that have been ordered in green and new orders in beige. You can select any item to void (authority controlled).

### 4 Course Grouping

Can be changed to suit particular style of the venue and ensures that each order is easily read at the bar/ kitchen printer.

### 5 Order Information

Displays names of station/terminal, printer on/off, surcharge on/off, price-period, time, name of the employee logged on, what order/tab/table that is being used, total bill amount +/- surcharges or discounts.

### 6 Function List

Defined to suit the requirements of the user. Is visible all the time and can be easily defined in the back office program.

### 7 Keypad

Quick cash keys automatically tender payment whilst the keypad is used for selecting multiple items or entering in amounts to be tendered. Can be change to suit requirements with ease.



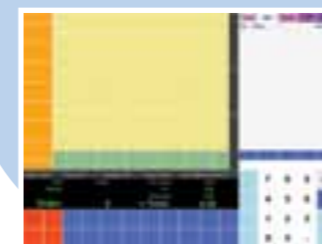
# How it works

Control your menu from anywhere in the world – Instantly!

### Instantly update menu designs



### Simply drag and drop your buttons into position



### Back Of House

The back end uses drag and drop functionality for its design. Simply select what you want with your finger and drag to where you would like it positioned. Multiple screen designs are all managed from the one back office program ensuring speed from each and every terminal. Everything on the screen can be moved or dragged off the screen with ease to suit your exact needs. Search for items by using the smart search features that look through your menu instantly, allowing immediate updates to all terminals.

### Function List

Drag and drop your design – it's up to you! Almost any feature/function in ImPOS can be placed on the screen in any position you like. As soon as you place on the screen instantly every terminal is updated throughout the venue.

- Log in/out
- Transfer Check
- Info
- Tab
- Re-Print Bill
- Kitchen Message
- Item Details Report
- Cashier Report
- Multi Pay
- Account
- Modify Price
- Stock Count down

# How it works

## Front of house management

### Front End

All of the ImPOS functions have been designed with one thing in mind – speed! So while the system is as high-tech and smart as it is, the one major advantage over any other Point of Sale (POS) system on the market is the speed in which it by using the latest in software platforms and intuitive menu design that is unique to ImPOS.

### Table Management

Unlike most systems where you may find it difficult or impossible to change the layout of your floor plan, ImPOS' layout can be changed extremely quickly, whether it is deleting and adding in new tables or just moving a few tables around to suit a particular function. You even have the ability to save multiple different layouts and load them on demand, great for functions and regular events.

### Defining Table Layout

Defining the table layout plan is also controlled by drag and drop functionality. Entering new tables is quick and easy with the ability to enter both numbers and table names. Separate floor levels/areas can be inserted together with graphical overlays which can be stored and implemented when required.

### One-touch key features

- Covers
- Table positioning
- Change table
- Table floor plan
- Merge table
- Multi-payments
- Split bill
- Transfer table to TAB
- Table reminders
- Table Information
- Seat position numbers
- Interactive table layout
- Reverse payment

#### Green

Table is Free

#### Light Blue

Table occupied, no orders have been placed

#### Red

Table occupied, orders placed

#### Yellow

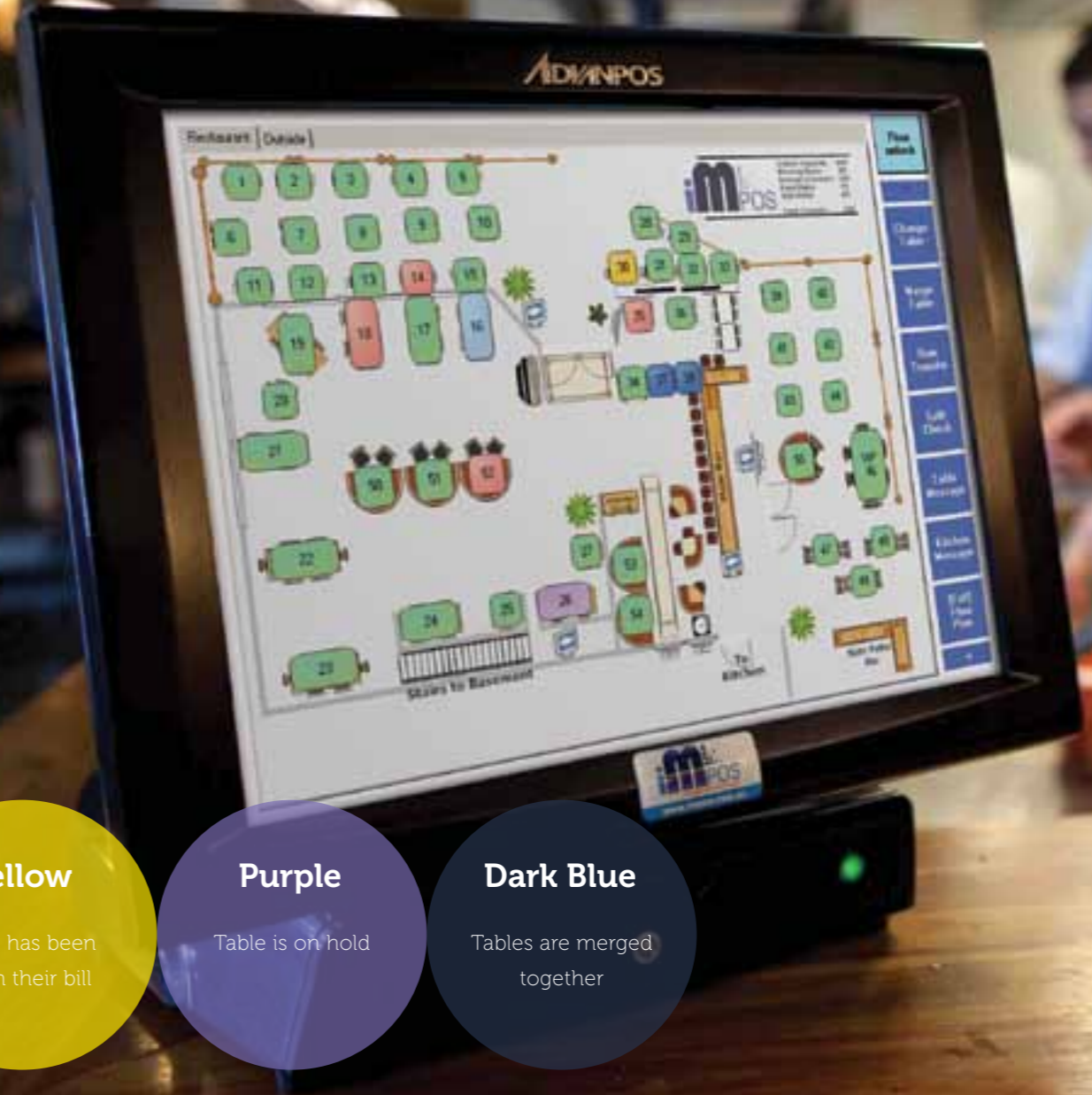
Table has been given their bill

#### Purple

Table is on hold

#### Dark Blue

Tables are merged together



# How it works

## Front Of house management

### Eftpos Integration

ImPOS has a direct interface with Tyro for EFTPOS integration. Tyro's unique secure payment architecture utilises the merchant's broadband network to process transactions; meaning you no longer need dedicated phone lines for your EFTPOS terminals. With average transaction times of 3 seconds, mobile "pay at the table" functionality and the ability to deposit funds into the merchant's bank account of choice, Tyro is the easy choice for hospitality venues, where speed, ease of paying, and improved customer experience are important factors. Tyro also offers low merchant service fees.



### Tabs

Creating Tabs on the fly is quick and easy with the use of an on-screen keyboard. As soon as a Tab/Account is created on one terminal it is instantly available for use on all terminals in the venue. With the ability to set spend limits and start/finish times managing Tabs has never been easier!

### Product Information

Forgot how to make that cocktail? Not sure if the main meal is Gluten Free? Information on Products is available instantly to ensure all staff members get it right! Not just the ingredients also the glassware and finishing garnishes to ensure uniform presentation no matter who serves it up.

### Price Changes

Unlike most POS systems whereby you need to exit the software and go to back end or administration programs ImPOS allows you to change pricing and set count downs on products instantly. These changes occur on every terminal instantaneous.

### Info button

Displays product ingredients, instructions and a picture.



# How it Works

Some of the many accessories available

## Time & Attendance

Saving money on wages is simple with ImPRINT! Imagine a device that can tell you when your staff are at work and when they aren't? A device able to produce accurate time reports for staff wages and exportable into any accounting software has just become available and won't cost you an arm and a leg to implement.

## ImDELIVERY/CallerID

ImPOS worked hand in hand with several well known pizza/fast-food outlets to develop and release the perfect home delivery system POS system. With caller ID integration, save up to three addresses per user, delivery/wait times printed direct to the kitchen and ability to view the last order home delivery has never been easier!

## Wrist Bands, Key FOBs & Swipe Cards

Staff can sign in/out for time attendance or log in/out for each transaction using the added security of wrist bands or Key FOBs on retractable lanyards. This increases speed of service and also security on each and every transaction.

## Integrated Scales

ImPOS has a direct interface with CAS scales and can also scan bar codes from ticket based scale systems.

## Customer Facing Displays

Show your customers what they are ordering and how much the bill is.

## Bar Code Scanners

ImPOS works with both hand-held single line scanners and also 20-line oscillating scanners. Adding bar codes to items is a simple process through the back office and multiple bar codes can be assigned to the one item – great for products that come from different suppliers...

**... and much much more! Ask your ImPOS representative for further details.**



**"ImPOS  
has been my  
best investment in 20  
years of hospitality.  
It has improved staff and sales  
monitoring beyond belief instantly  
making a more efficient and  
profitable business"**

Greg Dodds, Barking Dog &  
Barwon Club Hotels

**"Speed efficiency and ease of use were a high priority in choosing ImPOS. The use of stock control to manage all our menu items cuts down many hours work on a weekly basis and the web-based reporting gives management live access to key information."**

Thomas Czerski, Bar Manager,  
NSW Golf Club

# Stock Management

Enter your stock take whilst you trade

## ImSCAN

Implementation of Stock Management decreases shrinkage/leakage and allows any business to better manage costs. Once purchases are entered this can then be exported out to your accounting software, decreasing administration and 'double handling' of purchases. The direct result is an increase in profit.

Track, manage and monitor your stock with ease all with a device slightly bigger than your average mobile phone.

Take a venue that sells food & beverage with sales of \$1,000,000 a year. On average COGS is 40%. Food making up 60% of sales and Beverage 40%. This gives a food cost of \$240,000 and beverage cost of \$160,000.

By implementing stock management our clients save an average 3% on COGS. This is a direct result in an increased profit of \$30,000 per annum for a venue turning over approximately \$20,000 per week.

## Standard reporting includes:

- Stock Item
- Stock take form
- Stock activity
- Stock variance
- Cost variance
- Cost of goods sold
- Item breakdown details (GPM%)
- Sales Margin Reports (COGS & GP as %)
- Order History/Order history by supplier
- Contribution to Sales Margin
- Stocktake's become a breeze!
- Save and send purchase orders



# Stock Management

## Control Costs & Stock Easily

Item	Qty	Current Value (\$)	Current Cost (\$)	Current Stock (\$)	Current Stock (\$)	Cost %	Margin %	Margin %	Margin %	Cost Price	Current Price	Current %
<b>BEER</b>	<b>546</b>	<b>\$4,717.10</b>	<b>\$254.82</b>	<b>\$4,462.28</b>	<b>\$4,056.62</b>	<b>\$1,136.82 28.02%</b>	<b>\$2,919.80 71.98%</b>					<b>27.00%</b>
BEER - BTL	117	\$990.28	\$14.10	\$976.18	\$897.34	\$227.20 23.60%	\$848.18 74.80%					5.81%
ARISTEL	02	\$18.00	\$0.00	\$18.00	\$16.91	\$4.44 24.67%	\$13.47 77.44%			\$2.22	\$8.45	0.11%
BLUETONGUE OB	02	\$17.80	\$0.00	\$17.80	\$16.18	\$3.44 19.33%	\$14.36 79.67%			\$1.82	\$8.09	0.11%
BULHERS CIDER	32	\$272.00	\$0.00	\$272.00	\$247.27	\$84.64 30.75%	\$187.36 70.25%			\$2.02	\$7.73	1.65%
CORONA	19	\$182.40	\$0.00	\$182.40	\$165.82	\$35.91 19.68%	\$146.49 80.32%			\$1.89	\$8.73	1.10%
DRY CIDER	05	\$34.00	\$0.00	\$34.00	\$30.81	\$8.33 24.50%	\$25.67 75.50%			\$1.67	\$6.18	0.21%
HEINEKEN	04	\$27.20	\$0.00	\$27.20	\$23.82	\$8.40 30.88%	\$18.80 69.12%			\$2.10	\$8.45	0.23%
HOEGAARDEN	03	\$30.00	\$0.00	\$30.00	\$27.27	\$7.71 25.70%	\$22.29 74.30%			\$2.57	\$9.09	0.18%
KRON	02	\$18.00	\$0.00	\$18.00	\$16.91	\$4.12 22.89%	\$13.88 77.11%			\$2.06	\$8.45	0.11%
<b>*PIZZA</b>	<b>76</b>	<b>\$1,446.00</b>	<b>\$0.00</b>	<b>\$1,446.00</b>	<b>\$1,314.33</b>	<b>\$340.94 23.64%</b>	<b>\$1,105.06 76.36%</b>					<b>8.73%</b>
PIZZA BACON	06	\$117.00	\$0.00	\$117.00	\$106.36	\$29.48 25.20%	\$87.52 74.80%			\$4.91	\$17.73	0.71%
PIZZA HAM	08	\$136.00	\$0.00	\$136.00	\$124.82	\$48.43 35.61%	\$87.57 64.39%			\$4.06	\$17.73	0.64%
PIZZA MEAT	13	\$202.50	\$0.00	\$202.50	\$205.91	\$62.20 30.72%	\$140.30 69.28%			\$4.13	\$17.73	1.77%
PIZZA MEXICAN	12	\$198.00	\$0.00	\$198.00	\$190.00	\$41.16 20.84%	\$156.84 79.16%			\$3.43	\$15.00	1.30%
PIZZA POTATO	03	\$58.50	\$0.00	\$58.50	\$53.18	\$8.31 14.03%	\$45.19 77.23%			\$2.64	\$17.73	0.39%
PIZZA PUMPKIN	09	\$175.50	\$0.00	\$175.50	\$159.33	\$36.12 20.58%	\$139.38 79.42%			\$4.01	\$17.73	1.06%
PIZZA THAI	23	\$446.50	\$0.00	\$446.50	\$407.73	\$114.93 25.74%	\$331.57 74.26%			\$5.09	\$17.73	2.71%

**“We always have less than 0.5-1% variance on stock and that includes all food and beverage items on a weekly basis. Using ImPOS stock management in conjunction with a fast front end POS system for each and every sale is essential for running our business. It’s a fool proof system which is exactly what every business needs and saves me valuable time and money.”**

Craig Thomas, Financial Controller, The Brisbane Hotel & The Boulevard Hotel Perth, WA

ImSTOCK has direct interfaces with most accounting packages so that you are not double entering purchases - saving time & money.



### Recipe Creation

Define your recipes for food/beverage with complete ease! Multiple stock items can be assigned to a menu item, it's up to you if you want to monitor all inventory items or just a select few.

others call it Prep Items. This allows you to decrement raw stock ingredients in batches and saves hours of time when creating recipes.

### Re-Order levels

Ordering stock just became easy! Allocating minimum and desired levels for each stock item will then allow you to order based on what is in stock and what should be in stock.

### Stock Item setup

Stock items can be quickly defined with a total of five different sizes per menu item. ImSTOCK smartly calculates the average cost using the weighted average formulae. Barcodes can be entered to be used in conjunction with the ImSCAN device.

### Purchase Orders

Save time in managing your stock ordering! ImPOS latest advanced features in ImSTOCK include the ability to create Purchase Orders for multiple suppliers simultaneously. Purchase Orders cuts down the time in administering your stock. Predictive Ordering - based on your sales ImPOS can predict what you need to order!



### Bulk/Prep Recipe Item Management

Unlike most POS systems on the market ImPOS has features to save commonly used stock recipe items and use these in-house made items in other dishes. Some call it Bulk stock items



# ImPDA

## Table Ordering Device with option to Pay at the Table

The design of ImPDA was to create a fast, graphically good looking unit that staff could learn in minutes.

The clear advantage is to increase time spent with customers and decrease 'dead-time' spent taking orders manually, then walking to the nearest terminal or even to the kitchen to place orders. ImPDA allows instant ordering and is smart enough to 'turn-off' its wireless connection until it's required which helps maintain maximum battery life (normally 8 - 12 hours). By checking

the order of the table before it's sent to the kitchen you will see a reduction in food wastage and mistakes and an increase in customer satisfaction – all this is achieved with less floor staff!

By eliminating the so called 'dead-time' spent manually writing down orders then walking and processing at a terminal ImPDA will allow your floor staff to stay on the floor, increase spend per head and effectively manage 25% - 30% more guests.

The chef/kitchen staff will be happy too – with the continual flow of dockets to the kitchen and instantaneous printing orders on average print 5 to 9 minutes faster with ImPDA.

**Commercial Grade PDAs are splash proof and have a drop rating of 1.5m!**

- Each user logs on thus recording sales
- Table information instantly available
- Enter covers and or position numbers
- Auto-modifiers with ability to set min/max levels, e.g. staff must choose a choice of 2 out of 5 sides
- Add changes to a dish easily
- Kitchen messages
- Info – Select info and then click item and instantly. See a picture and any information e.g. ingredients, gluten free etc.
- Print Bill prints to the selected printer



**“Increased speed, accuracy and customer satisfaction and to top it off, turn-over is up 30% - Amazing!”**

John Mcrae,  
Thai-Riffic, Mildura



"Staff are able to bump the orders from the screen by double touching the order or using the bump pad.

**This results in faster production which makes a big difference in our busy periods."**

John Scalzo, owner, Lot 6 Cafe @ Melbourne University.



# Display Screens & Production Monitors

Increase efficiency/speed of service with Display Screens and minimize paper required for printing. Display Screens allow faster production of products by minimizing start/stop operations typically involved with arranging dockets. Orders are displayed instantly and clearly on monitors. Display Screens are available with rubberized BumpPads which are available in many colours and fully waterproof.



# ImCARD Membership & Loyalty



ImCARD is a hospitality based membership and loyalty system designed to allow complete control over any type of loyalty scheme. Increasing spend per customer and giving attraction to get customers back in your venue just became a whole lot easier. Reporting allows you to export all details in PDF or excel format, view favourite items, monitor spending habits and provides the ability to customise reports based on your specific requirements.

## Increase spend per client and return visits at your venue

Track client spend, favourite items purchased and a lot more - know your customers better with integrated membership/loyalty system.

## Upgrade Card

For venues wanting to run multiple different membership cards to distinguish different levels of membership, the Upgrade Card is ideal.

## Points Card

Using a points based loyalty rule customers obtain points each time they spend. A separate rule then exists to convert the points into dollars for example 100 points may be equivalent to \$5 worth of value.

## Recharge/Charge Card

ImCARD allows customers to charge money to a card or use the card to charge to an account. This allows for faster transactions and also helps to ensure the loyalty of the customer to the venue.

## Discount Card

The most straight forward loyalty scheme is a discount. Customers swipe their card to receive a discount which recognises them as a valued member. Discounts can even be assigned when your customers reach certain spend limits.

## TAB Cards

Create TABs for your customers and assign multiple cards to associate to each TAB in a matter of seconds. Increase your TAB spending by having more cards!

## Price Set Card

Want to give your members particular pricing structures? ImCARD gives you the ability to create a card type for members to assign particular pricing based on the pricing matrix for the item. You choose how it works, you select who gets what prices.

## Gift Cards & Vouchers

Setup any type of Gift Card or Voucher quickly and easily. You can even give incentive with rebates, e.g. \$200 card = \$220 value.

## Online Signup

Want to grow your customer list? Integrate your ImPOS Membership & Loyalty system with MyGuestlist which gives access for customers to signup on your website, facebook page or through the iPad app!

**... and much much more! Ask your ImPOS representative for further details.**



# MyGuestlist

Target your customers like never before

- 1 REDUCE YOUR WORKLOAD
  - 2 SATISFY YOUR CUSTOMERS
  - 3 INCREASE YOUR REVENUE
- ..... AND ITS FREE!!

With the power of ImPOS' Membership & Loyalty module, together with the vast social and traditional marketing capabilities of MyGuestlist, you now have the smartest targeted direct marketing capabilities right at your fingertips.

## Multi-Platform Sign Ups

Allow your database to grow with sign-ups from your terminals, website, Facebook Page and iPad all synchronising in to the one central location.

## Intelligent Filtering

Segment and target your customers based on DOB, what they've purchased, how much they have spent at your venue and much more.

## Advanced Marketing

Send emails, SMS and social media posts based on your highest spenders, those who have purchased specific products or those who are most loyal to you.



# Beat the Q™

Your favourite order is only 4 'clicks' away

Beat the Q™ is the new way to **pre-order** and **pay** for your coffee and food saving you valuable time. Open an account, place an order, then its up to you to pick up the order - easy as that!

You're busy.... You deserve to Beat the Q™.

## How do I get started?

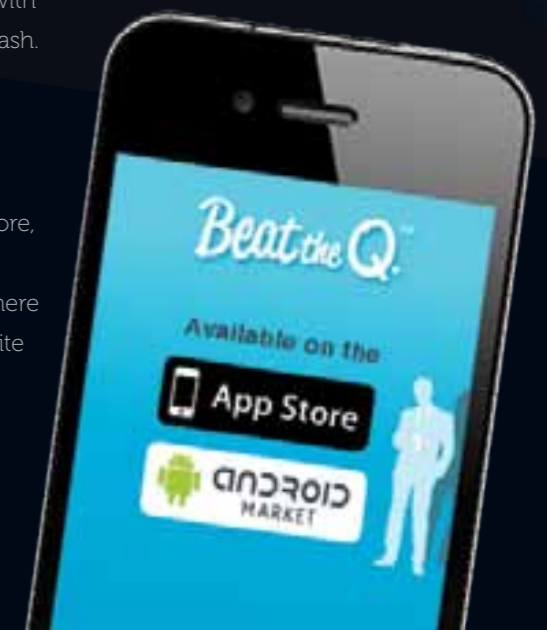
1. Download the App from the Andriod Marketplace or Apple App Store, or register at [www.BeatTheQ.com](http://www.BeatTheQ.com)
2. Follow the instructions in the confirmation email to activate your account.
3. Order your free coffee on the way to the cafe. To Beat the Q™ every day, simply top up your account online with Credit card, Paypal, or in-cafe with cash.

## How to Order?

Simply download the iPhone App store, or browse to [www.BeatTheQ.com](http://www.BeatTheQ.com) (Android App coming soon). From there you can search and add your favourite cafe, and you're away.

Beat the Q™ will work with any internet enabled phone, tablet or computer and is especially designed for your smartphone.

# Q.



# Vin65 & ImPOS

## The perfect partnership

Hundreds of wineries are using Vin65 across Canada, USA, Europe, Australia & New Zealand. ImPOS are specialists in hospitality Point of Sale, Australian owned and developed. ImPOS and Vin65 are providing the ONLY complete global winery POS and e-commerce integrated platform available, continually developed to ensure your winery stays ahead of the game.

### Benefits to integrate POS & eComm

- Sign members up online or at Cellar Door/Restaurant
- Automatic Sync between Vin65 & ImPOS
- Member purchase information at POS & online
- Wine Club Member Status
- Ship direct from POS or Vin65 through Australia Post Parcel
- Increase revenue and streamline operations





# VIN65

### Vin65 Key Features:

- eCommerce
- Customer Relationship Management
- Wine Club
- Website Content Management System
- Mobile Platform
- Facebook App
- iPad Tasting Room App



### ImPOS Key Features:

- Point Of Sale
- Table ordering devices using iPad, PDAs or Android
- Membership & Loyalty
- Inventory Management
- Web Reporting
- 24/7 Support

**"The implementation of ImPOS at Cloudy Bay has added many benefits that were missing from our previous point of sale system such as reporting, customer capture, interface with our financial system, handheld functionality and much more."**

Cloudy Bay Vineyards, owned by the multinational luxury goods firm LVMH (Louis Vuitton Moët Hennessy)

© CLOUDY BAY

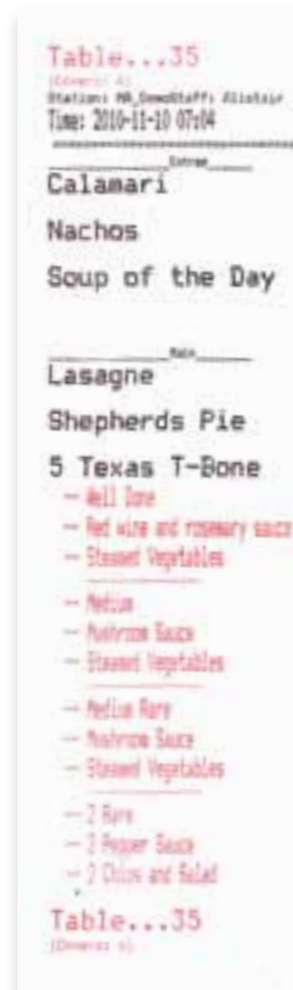


# Print Functions

## Superior Print Settings

ImPOS ImPRINT Service print software manages each and every print job sent. This sophisticated module of software knows if a printer has received a job and can automatically divert the printing to defined backup printers in the event of print failure or paper being out. All printers can be tested and configured remotely.

In our experience, no two customers work exactly the same way. With direct feedback taken on board the ImPOS print development team have come up with many different formats and printing options that can be changed to suit a fine dining restaurant or fast food café. Items can be grouped in to five different course groupings as set by the user (e.g. Entrée, Main, Dessert), consolidation on kitchen printing groups together similar items, sorts by the first modifier (in this example cooking temperatures) and also by item size.



\$

MOVIDA

"Having worked with many POS systems in the past we now have ImPOS installed at all our restaurants. Sensational, saves us money and easy for staff to use. Our businesses run better with ImPOS."

Frank Camorra, owner, Movidia, Movidia Terraza; Movidia Aquia; MoVida Next Door; Paco's Tacos; MoVida Bakery; MoVida Aquia; MoVida Sydney



# Thermal Reports

## Cashier Report

Prints each station and what has been tendered as payment.

## Department Report

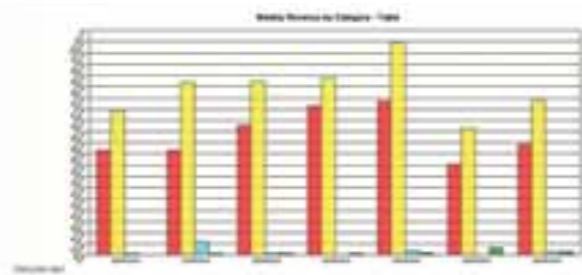
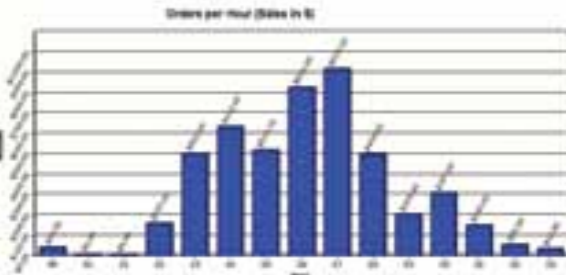
Prints the dollar value that has sold in each department.

## Item Details Report

Prints the items that have been sold in each department.

## Staff Sales Report

Prints the dollar value that each staff member has sold.



“Having used many different systems both in Australia and overseas and with 15 years in hospitality speed and ease of use make this the best POS system I have ever used. New staff are easy to train and reports are easy to generate and understand.”

Justin Joiner - The Local Taphouse, Darlinghurst & East St Kilda

## Cashier Report



## Category/ Dept Report



## Item Details Report



## Staff Sales Report



## Outstanding Details



All thermal reports are generated by entering in a date and time range. You can look back at previous days/ weeks/months and quickly generate reports. Straight from the thermal printer all vital business information is available in seconds.







Restaurant  
& Catering



AHA (Vic) endorsed  
Associate Member



.....  
[impos.com.au](http://impos.com.au)

**1300 308 615**

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Follow us on Twitter [twitter.com/ImPOS\\_POS](https://twitter.com/ImPOS_POS)



.....  
**Melbourne**

**Sydney**

**Brisbane**

**Perth**

**Adelaide**

**Hobart**