



RETAIL EPOS GUIDE

taking care of your store

harmony EPOS
SOLUTIONS
FOR RETAIL &
HOSPITALITY

[harmonypos.co.uk/retail](https://www.harmonypos.co.uk/retail)

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welcome to Harmony

As a retail operator, you strive to provide your customers with the products and services they deserve. They will revisit and also become advocates for your business.

Whether you are a convenience store, off-license, gift shop, or visitor attraction; once you reach out to an EPoS provider you need to be confident they have the expertise to ensure you reap the full potential from your system.

At Harmony EPoS, we are passionate about our retail clients; we will guide you through the whole process

from finding the best solution for your business to configuration and testing at our office prior to installation and ongoing support from our team of experts.

Installing or changing to a new system can be daunting, however, when guided by experienced EPOS professionals you are giving your business the best chance to succeed.



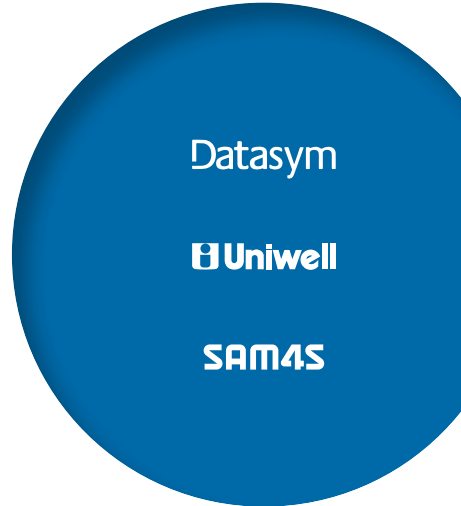
TYPES OF EPOS

**With EPOS, 'One size fits all'
is a dangerous myth!**

Providing different systems for varying requirements and budgets allows us to find the right solution for almost any business.

Whether you require a stand-alone, multi-lane, or multi-outlet system; interfacing to back office and/or cloud software, loyalty; self-service kiosks, scales, label printers, EFT via chip & pin and wave & pay, accounting software...

Harmony EPOS has you covered.





STANDALONE SYSTEM

A standalone system is a single EPoS system, usually on a counter.

The system can have additional peripherals such as a customer display, EFT card machine, scales, scanner, etc.

A system must be configured for optimal simplicity and speed to ensure each customer transaction is a smooth and stress-free process.

If desired, a standalone system can be interfaced to back-office software providing profit analysis, stock control, and management reports.

Feature examples:

- One shot buttons for fast-moving items.
- Credit note issuing.
- Age verification.
- Item search by description or code.
- Creation of unknown items at PoS terminal.
- Voucher and coupon support.
- Link-save (eg. '3 for 2' or 'buy one get one free').
- Line discount by percentage or value.



MULTI-POS SYSTEM

A multi-pos system comprises more than one point of sale terminal which can be multi-lane or spread throughout the site in different areas – i.e. deli, meat counter, main shop area.

MULTI-SITE SYSTEM

Multi-Site systems are where multiple locations are linked back to the same head office software.

Additional stock features such as stock transfers are available.



KIOSK SYSTEM

With the world moving to a cashless society, self-service kiosks are becoming vital in fast-paced retail environments. A Harmony EPOS self-service kiosk solution provides businesses with an intuitive user interface for an easy and enjoyable customer journey.

Giving customers the choice of self-checkout will save queuing time and improve their experience.

Kiosk clients see an increase in revenue by up to 12% and also over 50% of turnover coming from the kiosks.

Hardware options include countertop, wall-mounted, free-standing, single-side, double-sided, and the ability to use your POS (point of sale) hardware.

Benefits include:

- Increased footfall.
- Increases average spend.
- Reduces queues and waiting times.
- Reduces staff costs.
- Allows staff to focus on other areas of the business improving the overall customer experience.
- Full stock control with sales going to the back office solution.



BACK OFFICE SOFTWARE

Back office software should empower your business and become an invaluable business tool.

A simple to use, yet comprehensive platform that gives you full control of how you use your POS will make running your retail business so much easier.

There are different variants of back-office software:

Full Back Office

Providing POS management, full stock control, profit analysis, management reports, and much more. One of the main advantages of stock control is that you do not hold too much stock and, of course, you do not run out. Placing orders based on your sales history will help aid this.

When negotiating with new or existing suppliers, you will have more information than they do to ensure you make informed decisions.

Lite Back Office

Most systems have a 'lite' version which gives you all the power of the full system, minus the stock control.

Advantages include:

- Centralised maintenance, whether single or multi-site.
- Bi-Directional Communications – Change a price anytime + real-time sales figures eliminating guesswork.
- Multi-site stock control – Automatic ordering, goods receipts, transfers and much more.
- Secure Access – Complete control over who can access what and from where.



CLOUD & WEB

In today's digital age, people expect to be able to manage their EPoS system from anywhere in the world.

Whether you need to make a price change, analyse sales reports, or even place an order - a cloud system can do this and more

Your EPoS system must continue to function if your broadband goes down. There are systems on the market where this is not the case, and you would struggle to continue making sales, which is clearly unacceptable.

Our systems will continue functioning, ensuring zero disruption. Once your broadband is back up and running, the sales data will filter through to the back office in the background.

Advantages include:

- Sales data is stored securely off-site – if your system ever fails, you will not lose historical data + if you require new hardware, you can be up and running very quickly by restoring your program from the cloud.
- Subscription-based pricing keeps costs down + software updates occur automatically, allowing you to quickly benefit from new features.
- Cloud-based systems are fully scalable, allowing you to manage multiple sites, with different requirements, from the same system.
- Integrations are much more straightforward, giving the option to interface with other systems such as accounts, or in-house systems.



PAYMENT PROCESSING

Create a seamless connection between your EPoS terminal and card machine with integrated payments.

Interfacing a card terminal to your EPoS Touch Screen reduces costly mistakes and speeds up taking payments, which means happier customers and shorter queues.

Card terminals can utilise WiFi, BlueTooth, and Mobile Data from the same device. This means you can still take payments if your broadband fails!

Should your EPoS system fail, you can switch your card machine into non-integrated mode and continue to take payments.

Cashing up at the end of the day takes minutes with integrated payments. Because the payment is pushed from one device to the other, cash and card takings will automatically add up – freeing up your valuable time cashing up each day.

dojo

paymentsense
beyond ordinary

worldpay

Verifone



CUSTOMER LOYALTY

Reward schemes are a way of letting your customers know that you value their custom and are willing to reward them

The most common type of reward scheme is offering discounts exclusively to returning customers. This is an effective way of encouraging repeat business.

Customers not only get a monetary incentive, but they also feel valued, which can encourage loyalty.

Loyalty apps (ios & android) are taking over from traditional plastic cards and paper stamp cards for customer loyalty. Often the app can be stored in your phones wallet, enabling quick scanning of the QR code for the customer.

Benefits include:

- Replace card or paper stamp card – saving on printing costs.
- Personalized experience.
- Spontaneous rewards to stay in 'Front of mind'.
- Convenient and easy to use.
- Engages customers.
- Increased sales.
- Clients feel appreciated.
- Attracts new customers.



LABELLING

Price labelling can be extremely time-consuming. When you run promotions you have to relabel your products which takes up even more of your time.

Having the ability to create & edit your own label templates with the option to print to a laser printer, using A4 Avery labels, or a dedicated single roll label printer gives you all the flexibility you need.

When your delivery arrives your back office software should give you the option to print your product and/or shelf edge labels based on the quantities delivered.

Some systems even allow you to print shelf edge labels from the point of sale, utilising your receipt printer – which may be more convenient and will reduce hardware costs.

In a nutshell, being more efficient with label printing will free up time for your staff to focus on the shop floor and your customers.



SECURITY

When purchasing an EPOS system, you need to know that you are in control with the flexibility to designate management functions to key staff.

As part of our setup process, we will ask who is allowed to do what.

You can choose whether staff sign on to the system using a button, pin code, clerk card, magnetic Dallas key, RFID fob, or fingerprint reader.

We will provide many tricks of the trade to minimize the chances of you losing money through shrinkage or operator mistakes.

Benefits include:

- Definable multi-level security roles.
- Voids, refunds, no sales – with reason codes.
- Cash uplift routines.
- Cash drawer security.
- Full electronic audit of all transactions.
- Operates standalone – does not rely on the network.



HANDHELD TERMINAL FOR STOCKTAKING AND PRICE CHECKING

If you do not have a grip on your stock, there is every chance your profit margin will be reduced.

Stocktaking can be time-consuming and frustrating, which can cause some retail businesses to ignore this important task until the end of the year. This is not good practice, it is important to keep accurate stock and deal with any stock variances when they occur – for example, a variance report may highlight that you have an issue in a particular area of your shop.

A handheld terminal is a sound investment. It will simplify stocktakes, whilst reducing mistakes and speeding up the whole process.

Imagine having accurate stock movement and valuation reports available at the touch of a button

Price checks

As well as improving stocktaking, handheld terminals often have other functions such as price checking. This allows you to quickly check that your products are priced correctly and if not you can quickly produce new labels ensuring you do not fall foul of pricing regulations.



ACCOUNTS INTEGRATIONS

How much time do you spend entering the figures from your EPoS system into your accounts software?

HMRC Making Tax Digital has been designed to make tax returns and payments easier. Connecting to your accounts software means less data entry and increased accuracy for the accounting department.

We can integrate with Xero, QuickBooks and Sage, streamlining procedures, saving you valuable time whilst reducing mistakes.





HARMONY SUPPORT

The support you receive from your chosen EPOS partner is just as important as your EPOS system.

When partnering with Harmony EPOS, we do everything we can to ease the transition, to your new system, for you and your staff.

We configure and test all hardware and software in our office, including, where required, migrating your data from your current system.

On install day, we stay with you for the whole day or until you are happy everything is running smoothly. We then arrange further training at a pace that suits you.

Priority is given to any minor hiccups that may occur in the initial week or two. You will continue to receive this high level of support as standard during the initial twelve months.

Toward the end of the twelve months, we offer a range of optional support contracts so you can either continue to receive the same level of support going forward or, if you prefer, we offer a software-only contract where you can pay as you go for any hardware problems.

Contracts give you peace of mind that you and your staff can reach out to our team at any time, whatever the issue.

Contracts can be paid monthly and can be cancelled at any time.

HOW WE WORK

Before we start any project it is important for both parties to establish that our businesses are a good fit for each other.

We do this by following the procedure below.

1. BOOK YOUR CONSULTATION CALL

Book a half-hour chat by clicking on any of the links in this guide, visiting our website, or calling our office.

2. CONSULTATION CALL

During your call, we will discuss your business requirements and any current issues you are experiencing in detail. We will explain how we can help and also make you aware if we cannot fulfil any of your requirements.

3. SITE VISIT

Depending on your requirements, a member of our support team may visit your premises to check any current system and infrastructure. This step can eliminate surprises and allow for a more accurate proposal.

4. DEMONSTRATION

Our demonstrations can be on-site or remote. Firstly we create a definitive checklist from the requirements already collated and add any if needed. We then run through the operation of the system, ensuring all required features on our checklist are covered. During this process, we will highlight additional features and integrations that may help improve your business's efficiency.

5. PROPOSAL

If we agree the demonstrated system is a good fit for your business, we will provide you with a detailed and transparent proposal.

The proposal will include:

- Site visit survey requirements and recommendations.
- Confirmation of existing hardware which we can utilise.
- Hardware
- Software
- Setup & Installation
- Support Options

6. INSTALLATION & TRAINING

The project manager will introduce themselves to you, provide a list of setup requirements, and discuss potential install dates. The system will be fully set up & tested at our office before installation, ensuring the minimum disruption to your business.

7. SUPPORT

Once you have your new system, our in-house support team will welcome your calls to ensure you hit the ground running. We will quickly assist you over the phone, remote support, or send a support team member to visit you on-site. Whether you have a question, need extra training, or the system needs tweaking, one of our friendly team has your back.

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SOLUTIONS
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taking care of your business

- TOUCH SCREENS
- HANDHELD ORDERING
- CLOUD SYSTEMS
- STOCK CONTROL
- DIGITAL SIGNAGE
- CONSUMABLES
- SUPPORT

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