



Pinecone Associates Ltd

Cashless Point of Sale and Stock Control System

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IN CONFIDENCE

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1. Executive Summary

Pinecone Associates Ltd is a value added resellers for Uniware Systems Ltd cashless catering solutions.

This proposal outlines equipment and services that form part of a state of the art cashless catering system. Functionality and reporting facilities are unrivalled, whatever information you require can be obtained through the Uniware Xe system.

The proposed EPoS hardware is the market leading IBM SurePoS 500 touchscreen terminal with IBM ancillaries designed for point of sale application with unsurpassed reliability.

As with any equipment be it hardware or software "Future Proofing" is imperative. The Uniware Xe system offers you the unique ability to integrate with ANY card technology either now or in the future. Therefore, if you decide to install any other system within the school you will NOT need to be concerned with the incoming card technology.

Furthermore the progression to biometrics is likely to have a huge impact in cashless catering. This technology will allow the administrative burden to be dramatically reduced. Total cost of ownership will also reduce as card replacements become a thing of the past.

Pinecone Associates Ltd has plans to integrate several biometric based systems including secure door entry. Our aim is to allow a single biometric database to control all financial transaction, door entry, library systems and more. Purchasing the Uniware Xe system will give you the opportunity to benefit from biometrics when you become convinced of its reliability.

2. Objectives

The proposal describes an account based system for use by the pupils, staff and visitors to the school. The customer account can be used to purchase goods and services from any of the sales locations or the back office.

Payments will be accepted by cash, cheque or credit/ debit card. Accounts can be in credit or debit dependant upon the status of the account holder and valued with currency or credit/ debit cards. Revaluation will take place via any of three options dependant upon the final decision given, options for revaluation are discussed later within this proposal. The technology is still to be determined but allowance has been made for use of either HiD or Mifare contactless card technology. Account transactions can also be performed with the customer not present if required. The Uniware XE system offers the ability to integrate with any form of card or biometric interface thus allowing a single card to be used across numerous facilities, ie: door entry systems, library systems etc. Choice of card technology or biometric technology is still to be determined.

Proximity cards can be supplied either plain white ready for customisation (printing etc) or pre printed with a generic design or with full customisation including name photo ID etc. Various pricing options are available and can be determined at a later date.

Point of sale functionality will allow multiple price banding according to the customer type (there are VAT exemptions for certain categories of resident that could apply) also promotions, meal plans, multi buys and loyalty schemes can be implemented. There may be a requirement to use the nutritional value elements with the stock system and also by adding a product grouping for allergy types customers could be barred or warned against products with, for example, dairy or nut content.

The proposed system will integrate with any of the commonly used access control systems and will accept automatic data input from both security and HR databases. Automatic data input is also accepted for both supplier and product data if this is available from an external system. Reports can be generated in a printed, CSV or Excel format, proving a cost effective solution to passing purchase, sales and accounts data to third party finance systems.

The proposed solution is the full Uniware xE back office system, with modules for accounts (GL, PL and SL) stock control, production planning and recipe costing as well as cashless payment, EPoS, chip and pin and mobile units

The point of sale screens are fully user customisable and provide for comprehensive hospitality and retail functionality, including promotions, loyalty, accounts and fine dining.

A full functional specification for both EPoS and back office is provided as follows:

● **To provide a centrally managed point of sale solution**

All point of sale terminals will be networked back to a centrally managed file server. Network cabling should be provided prior to installation for each EPoS point and the server. Up to five members of staff may access the back office system using existing PC Workstations on the network.

● **To ensure speed of service through the restaurant**

Speed of service will be greatly improved through the use of touch screen point of sale terminals. Touch screens also reduce the time spent in staff training.

● **To control pricing across the restaurant dependant upon the users privileges**

Why subsidise everyone using your restaurant facilities? A Uniware system will allow flexibility on all your selling prices in your restaurant. Contractors and visitors may pay retail prices whilst your own staff and pupils can be provided with a daily, weekly or monthly subsidy. Free meals can be automatically allocated to individual accounts. This can be a daily or weekly amount.

● **To increase sales through reducing the queuing at the till points**

By providing speed of service you will ensure minimal queues and allow the potential for additional customers to use your facilities. Any catering facility is only operating efficiently when it is oversubscribed with customers. A Uniware system will allow you to significantly increase the sales revenue in your facility. Pupils will benefit from a quick efficient process thus ensuring lunch times are spent within the school restaurant.

● **To ensure cash handling charges are minimal**

Cash handling imposes a significant cost each year. By centralising and reducing the cash on your site, cash handling charges will be automatically reduced. Further reductions can be achieved through the use of credit and debit cards for account loading.

3. Future Proofing

We know the importance of keeping our clients informed of our future development plans.

Uniware Systems started developing software in 1993. We maintain a continual improvement and development programme which ensures that our clients are kept up to date throughout the lifetime of their investment. Many of our clients will require specific functions and we will develop areas directly for their use.

You may be assured that a Uniware system has no expiry date. We keep the software updated regularly and have many clients who have updated their hardware after 5 to 8 years of use, and who have continued using Uniware as their cashless provider.

We value our clients and encourage open dialogue to ensure ideas and suggestions are communicated freely between Uniware and our clients.

Our Account Manager structure ensures clients regularly see a Pinecone / Uniware representative and have their ideas fed back into our development team.

We know this maintains Uniware Systems position as a market-leading provider in cashless and EPoS solutions.

4. Product Overview

4.1 Point of Sale Functionality

- Multiple menu screens, user configurable
- Table and tab billing
- Tabs to table and full table splits
- Room charging facilities
- Order and payment consolidation and bill splitting
- Kitchen, bar and dispense printing
- Operator, supervisor and manager control of all functions
- Multiple pricing levels by product, sales area and sales session
- Products with descriptors, modifiers or arrangements for up-selling
- Promotions, multi-buys and mixed multi buys
- Allows for kits and recipes for cocktails and special offers, meal deals etc
- Operator log-on via password or using the existing staff card



- Link to all point of sale card readers for cashless operation utilising the built in magnetic stripe reader, or PoS readers using Mifare, HiD or smartcards
- Departmental and account based billing facilities
- Image recognition for security at PoS
- Bar code scanning where required
- Option for integrated Uniware cashless payment solution
- EFT, with chip & pin
- All reports (excess of 200) provided in screen, printed or Excel format
- Bar code label printing
- Staff discounts
- Free spend and allowances
- Hand-held units



4.2 Cards and Card Services

- Option for integrated card printer and digital camera


- Generic card design or fully customised

- Photo ID in house or bureau service

- Pre-printed cards

- Integration with security and HR systems

- Use any high security industry standard card



4.3 EPoS Management

- Central pricing control, by location, device or time
- Messaging for PoS operators and card holders
- Central reporting
- Design of keyboards and templates
- Cashing up reconciliation
- Data output to Excel
- Data output to third party finance systems
- Product import facilities
- Purchase, sales and general ledger interfaces
- Interfaces with booking and billing systems
- VAT control and reporting

4.4 Stock Control & Production planning

- Purchase ordering and requisitioning
- Invoicing and invoice matching
- Consolidated purchase ordering by outlet
- Recipe costing module
- Menu planning and cycling
- Production planning
- Stock taking using handheld portable data terminals or manual stock sheet print outs
- Hand held stock taking devices (optional)
- Comprehensive consumption and variance reporting
- Multiple stock locations



- Automatic link to EPOS transactions
- Interface to third party finance systems (subject to spec)
- Product and supplier import facilities
- Automatic purchase orders

PRODUCTION PURCHASE ORDER B0000015
Picking List

| | |
|---|--|
| DATE: 25/06/2004 ORIGINATING USER: Mike Brand Reference: C07621 | Production Location: 001 Unwires Sales Outlet Delivery date: 26/06/2004 |
| Supply Name: Unwires Sales Outlet 177 Gloucester Road Brookley | Deliver To: Redc Bar |

| LINE | P-LINE | STOCK CODE | DESCRIPTION | UOM | REQUIRED | PICKED |
|------|--------|--------------|-----------------------|-----|----------|--------|
| 1 | 1 | 370 CHED | Cheddar Cheese Onions | HG | 1.133 | |
| 1 | 2 | 3557 PEAS | Peas - Frozen | HG | 0.425 | |
| 1 | 3 | 7464 PASTA | Pasta Shells | HG | 0.300 | |
| 1 | 4 | 3009 CELERY | Celery | HG | 1.125 | |
| 1 | 5 | 8421 SALAD | Salad Cream | EA | 0.063 | |
| 1 | 6 | 7653 BLACKS | Black pepper | HG | 0.003 | |
| 1 | 7 | 5452 CHUTNEY | Chutney | EA | 0.018 | |
| 1 | 9 | 3038 MUSTARD | Mustard & Cress | HG | 0.036 | |

Stock Take Variance Report - Ref: 70
Generated: 25 June 2004 16:28 MWZ

Company: 001
Document: K3V

Warehouse: 001 Unwires Sales Outlet

Selection Terms

Stock Code: to: /
 Stock Group Code (E): BEEER to: BEEER
 SQ: to: /
 C#: to: /
 (#): to: /

Stock Take Variance Report

| Description | UOM | Qty | Opening Bal | Counted | Variance | Unit Value | Variance Value | Cash |
|-----------------------|-----|-----|-------------|---------|----------|------------|----------------|------|
| swdy | EA | 6 | -15.000 | 0.000 | 15.000 | 0.5000 | 7.5000 | |
| bar1 | EA | 6 | -1.000 | 0.000 | 1.000 | 0.0000 | 0.0000 | |
| bar2 | EA | 6 | -1.000 | 0.000 | 1.000 | 0.0000 | 0.0000 | |
| bar3 | EA | 6 | -1.000 | 0.000 | 1.000 | 0.0000 | 0.0000 | |
| bar4 | EA | 6 | 0.000 | 0.000 | 0.000 | 0.0000 | 0.0000 | |
| bar5 | EA | 6 | -2.000 | 0.000 | 2.000 | 0.0000 | 0.0000 | |
| bar6 | EA | 6 | -3.000 | 0.000 | 3.000 | 0.0000 | 0.0000 | |
| bar7 | EA | 6 | -2.000 | 0.000 | 2.000 | 0.0000 | 0.0000 | |
| pendy | EA | 6 | -10.000 | 0.000 | 10.000 | 3.5000 | 35.0000 | |
| sqm ccl | EA | 6 | 0.000 | 0.000 | 0.000 | 0.0000 | 0.0000 | |
| Panini Nastro Azzurro | EA | 6 | -4.000 | 0.000 | 4.000 | 0.6000 | 2.4000 | |
| Report Totals | | | | | | | 44.9000 | |

4.5 Accounts functionality

- Nominal, sales & purchase ledgers
- Sales order module
- Interface module to Oracle financials & Coda accounts

5. System Specification

5.1 Essential Elements

The most effective systems utilise a centrally held account value, as opposed to the value being held on the card. This ensures that the loss / damage of individual cards (a regular occurrence within schools) do not create additional issues. The Uniware Xe system is compatible with every industry standard identification system. This is imperative to ensure compatibility and future proofing with other systems if required now or in the future.

The Uniware Xe system provides the ability to utilise biometric technology, thus allowing swipe / smart cards to be replaced with each clients unique finger based biometric template. This will allow a considerable reduction in administration time and total cost of ownership. We are happy to keep you fully informed of progress with this technology.

The ability to monitor nutritional intake, to code products as regards their nutritional value, to stop pupils eating too many unhealthy foods through pre set limits, to be able to create reports showing exactly what individuals are eating and to create recipe and process cards also indicating exact nutritional qualities.

A Typical System would be configured as follows:

5.2 Typical System Configuration

3-4 X IBM SurePoS 500 Point of Sale Terminals complete with customer displays

3-4 x HiD or Mifare contactless card readers for PoS

2 x Biometric Reader

All related software licences including windows XP for terminals

1 x Wall Mounted Cash Loaders or internet based payment system

Till point account valuation

5.3 Software

Uniware back office software for EPoS set up and reporting

Uniware back office software for stock control and recipe costing (optional)

EPoS software licences for each PoS and hand held terminal

Windows XP licences and PC Anywhere for each PoS terminal

5.4 Training & Set up

Training and set up would typically comprise of the following:

3 X days training

2 X days hardware set up

1 X days project management

2 X days report setup

1 X days stock control training

5.5 Notable clients using this system:

Salford University

The Natural History Museum

Trinity All Saints College Horsforth

Courtauld Gallery

The Century Club

Foster and Partners

Lloyds of London

The Science Museum

Imperial College

The University of London Royal Holloway

AstraZeneca


Kings Fund

These are a few of our many satisfied clients in the UK

6. Pinecone Associates / Uniware Systems

Mission Statement

"To deliver a high quality point of sale solution as an independent company, through internal growth, product innovation and commitment to our clients."

- **Pinecone Associates / Uniware is a total solution provider.** This ensures our products are fully integrated and that we are able to provide a complete solution and satisfaction to our clients. Our objectives are fully backed by the operational structure of Uniware Systems
- **Uniware Systems is an IBM approved Business Partner with "IBM Ready for approved" software.** This means our software application has been thoroughly tested by IBM. It is worthy to note that Uniware is the only business partner marketing cashless systems with "ready for approval." Uniware provides IBM point of sale equipment and ensures quality national support by IBM qualified engineers 
- **Confidence in your supplier.** Uniware Systems has been meeting the needs of its customers since 1994 and will continue to do so. Uniware Systems is a market leading UK based company with financial stability that can be relied upon to provide you with support for the life of your system. Uniware Systems is totally committed to quality and as such provides all services in house. The engineers that install and maintain the equipment are fully trained by Uniware Systems.
- **Uniware Systems has unparalleled experience** in the field of point of sale solutions and is able to support the growth of your business, both now and in the future
- **A range of maintenance packages** to suit your business requirements
- **Full after sales service.** Uniware Systems has nationwide resources for installation, training, maintenance and support. These services provide you with the best in customer care and professionalism at all times
- **Project Co-ordination.** Pinecone Associates / Uniware Systems can take on responsibility to oversee and manage the full project from start to finish
- **With finance available through Uniware Systems recommended finance providers,** (Sys Capital or IBM Financial Services) we can provide a full range of flexible payment options to suit all pockets. Requiring no up-front capital expenditure and offering predictable payments typically spread over anything from 3 to 5 years, Uniware Systems provides the easy way to improve your cash flow and benefit from future upgrades without major changes to your budget plans

Pinecone Associates / Uniware Systems recognises that your business needs an effective and efficient point of sale solution. Our aim is to fulfil these needs by

offering top-class pre-and post-sales support to ensure that you gain the maximum benefits from your investment from day one.

7. Purchase Options

7.1 Outright purchase option

On site maintenance and support for the first year is included in the financial summary.

Extended maintenance to 11.00pm daily is also provided on a pay per call basis for all calls taken outside of normal office hours. Calls taken on this service are liable to a service charge of £35.00 per call for any non-emergency calls.

7.2 Uniware Systems financial package

Pinecone Associates Ltd / Uniware Systems provide a number of flexible financial payment solutions. This ensures our clients have the ability to invest in a Uniware Systems Solution and yet retain the flexibility to meet future demands. The flexibility covers the capital cost of hardware/software and can also include installation/training and all support charges for the first 12 months.

Pinecone Associates / Uniware Systems Lease purchase - Quarterly charges based on solution. The price quoted for Pinecone Associates / Uniware Systems Lease Purchase includes maintenance charges for the first 12 months.

7.3 Lease purchase plan

Once your solution has been installed, the lease payments are paid in quarterly payments over the term of the contract. The lease term is generally over 3 years, but your payments can be adjusted to be paid over any term from 3 years to 5 years. Different profiles can be discussed if required.

8. Training & Service Solutions



8.1 Customer support

The Uniware Systems Support Line service aims to give you a more comprehensive and value added service to help you with all aspects of your Uniware xE point of sale solution.

Open Monday to Friday, from 09:00-17:30 hours, you can ring the Uniware Systems Support Line for help on 020 8313 0777. All advice is free of charge to those clients whose agreement includes support charges. Uniware Systems also has a dial up facility using PC Anywhere, which enables total support to be provided over a modem line.

When a client requests additional programming work, Uniware will quote for any software changes and build the changes into the next software release.

In addition to our telephone support service, Uniware operates an Internet based call logging system. Clients can log calls on-line and can also view progress against their request on-line.

8.2 PoS Maintenance

An efficient point of sale solution is vital to any successful business. On the rare occasion that it may let you down, a fast and efficient repair service is vital.

Modern quality point of sale equipment is carefully designed and manufactured with reliability in mind. Nevertheless faults can occur, and often at an inconvenient time. With this in mind Uniware Systems provides all clients with a hardware maintenance agreement to meet their needs anywhere in the United Kingdom and to agreed service levels.

When you report a fault to Uniware Systems by calling a pre-advised telephone number, Uniware Systems will respond in accordance with the appropriate service by:

- providing advice by telephone, including advice where appropriate, as to tests and checks that can be carried out by you
- where possible carrying out diagnostic checks from Uniware Systems premises; or
- in the case of a hardware fault by managing a fault call to our engineering providers who will visit your premises to repair the fault.

8.3 Initial Training

Costs for on site training during the initial set up period are included in the original agreement. It is recommended that a minimum of three days training is purchased at the time of sale.

- The first day is planned around a software installation and general overview of the system, we will import data from other systems providing that it can be presented to us in an electronic readable format
- Day two is focused around getting the system ready to operate
- Day three is usually the first system live day



8.4 Ongoing Training

Uniware Systems run twice weekly training courses in our Bromley Training Centre. Clients are notified well in advance and our support team will provide full guidance on which training courses should be attended.

Additional on site training days can be provided if required.

The costs quoted do not include travel and accommodation incurred by our staff and these are passed at cost to the client.

Overnight accommodation is available locally to clients travelling to attend our training courses. Uniware has special rates with hotels in the local area and will arrange everything for you.

8.5 Project management

Pinecone Associates / Uniware Systems can provide you with a full project management service designed to minimise staff time in the initial set up. Project management time is also used in client meetings during the set up process.

Confidentiality Statement

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Appendix A – Clients

Nonsuch High School

With experience of a cash register based system the selection team at Nonsuch High School had a clear idea of the requirements for it's replacement.

Key Factors – speed at the point of sale, security of the funds on the system and a reliable card technology were essential in the process.

Uniware managed to tick all the boxes during the sales process and installed the Uniware xE software solution on an IBM Surepos 500 hardware platform using latest Windows XP as the operating system.

A new requirement for Uniware was the card balance checker a device that was especially developed for the school.

The Change

Since installing the Uniware xE system takings have increased by over 15% due mainly to faster service at the point of sale. Queues have reduced and faulty cards have become a thing of the past.

The previous system required that a card was inserted in a reader first and then the products entered on the till. That is a really slow and outdated process, now by the time the customer has reached the till point the items have already been entered and a swipe of the card takes less than a second to complete the transaction.




Not only are the previous customers happy but now the school is seeing students abandoning their pack lunches and enjoying the school facilities.

After three months of the system going live the school has just over half of its population cafeteria and with plans to introduce loyalty and healthy eating schemes to captivate more of their audience.

Key Benefits

-  **Faster Service**
-  **Increased Sales (Over 15%)**
-  **Accurate Sales Information**
-  **Reduced Staff Training**
-  **High Quality Service**
-  **Improved Efficiency**
-  **Fully Supported 24/7**

Key Features

-  **IBM Touch screen POS**
-  **Central Management & Reporting**
-  **Wall Mounted card Balance Checker**

Kemnal Technology College

Paul Allen, Deputy Head of Kemnal Technology College researched the market thoroughly before selecting Uniware Systems

He commented that the college wanted to introduce a cashless system for a number of important reasons. Improving the time it took to serve lunch to 1,500 pupils was certainly one of the key factors.

Other important aspects were that the cashless cards held by the pupils are exactly the same and therefore there is no differentiation between free school meal pupils.

This is particularly important in what is essentially an inner city school, with many pupils entitled to free school meals. Removing cash also prevented bullying over lunch money, therefore providing a more secure environment for the pupils.

Practicalities

Uniware installed 3 touch screen POS terminals and a PC. Each terminal has a card reader which enables pupils to make purchases using their card and also contains a photograph of the pupil. Pupils can then top up their cards at reception.

After the cashless system had been successfully running for a month Allen decided to expand the system to networked cashless vending.

Installing cashless vending allows the complete removal of cash from the machines, improving the reliability and speed of the service, as well as saving cash handling charges.

Key Benefits

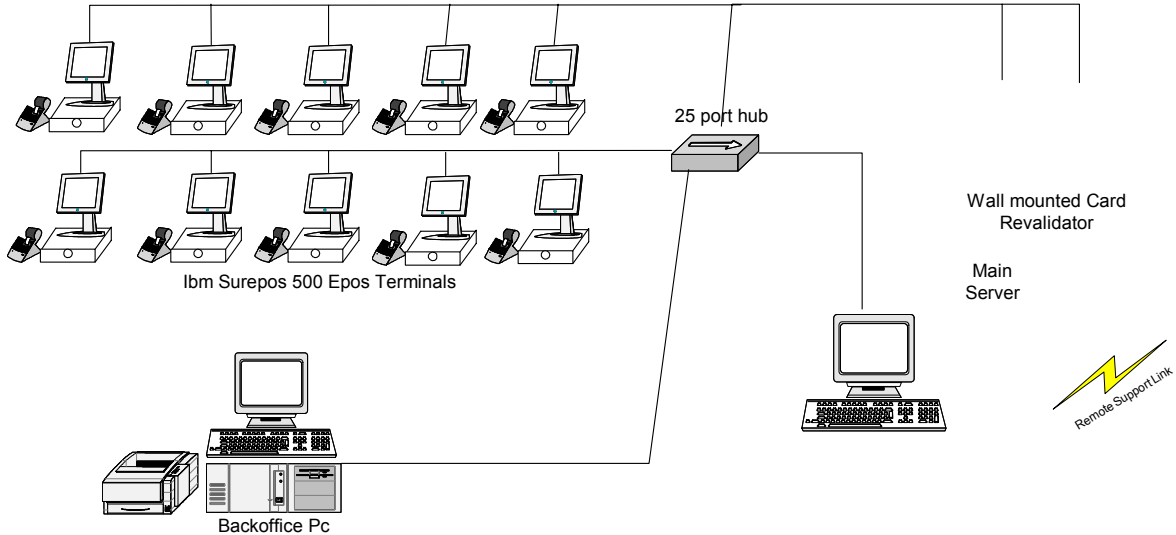
- Increased speed at till points
- Time to serve lunch reduced by approx 50%
- The ability to encourage healthy eating
- Faster Service
- Accurate Sales Information
- High Quality Service
- Fully Supported 24/7

Key Features

- Touch screen POS
- Networked Cashless Vending
- Multi-functional cashless card
- Networked PC

Appendix B - System Configuration

Typical Networking Diagram



When possible a separate PC will be installed, as the file server and all back office administration for Uniware xE is carried out on PC Workstations connected to the local area network. The file server and back office PC's can be supplied by the client or Uniware.

Uniware Systems will be pleased to quote for this if required.

Recommended Minimum PC Specifications

| | File Server | Desktop Client |
|-------------------------|-------------------------|----------------------------------|
| Pentium | >2Gb | >1.5Gb |
| RAM | 512Mb | 128Mb |
| Hard Drive Space | 80Gb | Varies depending on applications |
| Windows | Windows 2000, NT4 or XP | Windows 98, 2000, NT4 or XP |
| Virus software | Strongly recommended | Strongly recommended |
| Floppy drive | 3.5 inch | 3.5 inch |
| CD Rom | >16 speed | >8 speed |
| Ethernet NIC | 10/100 BaseT | 10/100 BaseT |

Uniware recommend a RAID compliment server.