



## Agent Reference Guide



**Fixed Terminals**

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**Mobile Tablets**

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## **Clearent Agents Point of Sale Frequently Asked Questions**

Your POSSible POS representative is available to engage with your prospect to help close the sale. However, with a little knowledge you can feel more confident in discussing the subject matter and better positioning POSSible POS to assist in closing the sale. 80% of the questions that will be asked are for the most part what all prospects may ask. For the other 20%, we are here to assist you and your merchant directly.

(Hospitality Systems)

This document was designed to help Clearent agents with the most often asked questions facing a POS sales representative. It is our hope that this will provide some comfort to you as you engage your clients that have a need for a point of sale system.

### Features Overview

- ◆ Simplified Menu Order screen
- ◆ Fully Customized Modifiers and modules
- ◆ Simplified multiple forms of payment
- ◆ Kitchen Video and kitchen printing options
- ◆ User-customizable screens and screen flow
- ◆ Automated event scheduling (Specials, Promotions, HH, etc.)
- ◆ User defined security levels
- ◆ Tender Correction
- ◆ Guest check look-up and printing
- ◆ Fast checkout
- ◆ Tab Sharing
- ◆ Fast cash order processing
- ◆ Printer backup redundancy
- ◆ High speed credit authorization
- ◆ Table transfers, Server and Cashier Transfers
- ◆ Menu item depletion to “out of stock”
- ◆ Detailed comp, void reasons
- ◆ Tip reporting
- ◆ Cash payout reconciliation
- ◆ Secure hi-speed support
- ◆ Web Based reporting access from any Smart device or computer

## (Frequently Asked Questions)

### **What type of restaurant does POSSible POS work in?**

The POSSible POS system can work in any hospitality environment from Quick Service, to Fast Casual to Fine Dining.

### **Can your system split guest check?**

Yes, our system can split guest checks by the number of guest, by seat number, or by any multiple of times you would like to split the check. Items can also be split by manually moving from one check to another.

### **Can your system handle modifiers?**

Yes, the POSSible POS system can handle forced, unforced, priced and non-priced modifiers. It can also handle modifying modifiers.

### **Can I customize the layout of the POS screens to suit my restaurant's needs?**

Yes, we will work with the restaurant owner to customize their system to work with how their restaurant operates. Menu items can have pictures if the operator so wishes. Some function buttons are not moveable.

### **Can the system be setup to automatically change prices for Happy Hour pricing or special menu pricing for daily specials?**

Yes, the system can automatically recognize times of the day or days in which the pricing changes.

### **Does the system have security settings so unauthorized users can't access certain functions?**

Yes, the system will be setup to have different "Role" functions based on an employee's job. This feature is fully customizable to the restaurants liking.

### **Can my employees clock in and out on the POS system?**

Yes, the system is designed to allow to track all employees' labor. Multiple labor departments can be assigned to an employee, Ex. Server and Bartender so that the department hours worked and the different rates of pay can be tracked and reported.

### **Can I put the employees work schedule in the POS System?**

Yes, the system has a simple scheduling program included with the time keeping system.

### **Can the system handle Fast Cash Transactions?**

Yes, the system has the capability of ordering and closing tabs quickly for establishments with high volume cash or credit transactions.

**Can the system open a named tab by swiping a customer's credit cards?**

Yes, when starting a tab, the bartender swipes the customer's credit card and the customer's name will be shown as the Tab name.

**Can I transfer a table or tab to another server?**

Yes, both tab and table transfers are features in the software.

**Does the POS system handle discounts and Complimentary items?**

Yes, the software is designed to track and report all discounts and complimentary items given?

**Can I see my reports remotely?**

Yes, this can be done in two ways. POSSible POS offers a Web Based reporting portal that allows the client to have access to a daily dash board and reporting functions. As this is a monthly hosted service there is a fee for this service. If a customer uses a simple, free remote desktop software they can link it to the restaurant and be able to access the system remotely.

**Can I do inventory with this system?**

Yes, the system can deplete items till out of stock. This can be used to monitor high cost items to prevent theft and monitor shrinkage. For a more advanced inventory we have a 3rd party solution. Please have your prospect speak to a POSSible POS representative for more information on this option.

**Does Possible POS have an online web ordering solution?**

Yes, we do have a solution to allow customers to be able to order and pay from any smart device or the customer's computer to be picked up when ready. Kitchen tickets print directly to the kitchen printer.

**Does this system backup my data?**

Yes, the system can be setup to automatically backup the data to store on a google Drive, Dropbox or flash drive.

**Can my Bartenders/Servers/Cashiers share tabs?**

Yes, if sharing tabs is allowed it can be set up to allow for this.

**Can the customer have a customer facing display on the POS terminal?**

Yes, the customer can either have a 2-line customer display or they can have a video screen which the customer can see their exact order. In addition, these screens can be used to run marketing advertisements when it is not being used to display the customer's order.

**Will there be any future software enhancement or upgrade fees?**

NO, POSSible POS includes all enhancements and upgrades as part of the monthly 24/7 support fee.

## **Can I use kitchen monitors instead of Printers?**

Yes, the POSSible POS solution has a Kitchen Display system that can allow orders to be sent to monitors in the kitchen and then “Bumped” from the screen when the order is completed. It is important to remember that in a table service environment it is likely that a kitchen printer will still be required for a chit to print so that food runners know which table the food needs to be delivered to. However, this will cut down on the amount of paper being used.

## **Why would a restaurant use monitors over printers?**

Kitchen monitors have been used in the fast food industry for over 2 decades. It has only been in the last 15 years that more and more table service and casual service concepts have adopted the use of these systems.

**Note: There are many reasons that a Kitchen Display system may be deployed.**

- 1) Saves on paper usage.
- 2) Speed of Service reporting. Since the tickets on a monitor or bumped when the order is completed, this gives management an additional insight into the time it takes from placing an order till the time it is ready. This can help uncover deficiencies in training and to decrease order production times by making small changes to the way items are prepped and prepared. Speed of service in the fast food industry is paramount to everything else they do. The big chains like McDonalds have sensors in the drive through that tell management everything from the time it took you to reach the menu board, to the payment window to the pickup window.
- 3) Order routing. Although order routing to specific cooking and preparation areas, i.e. fryer station, grill stations, salad station, etc., can be done with multiple printers and typically is; using a kitchen display system can automatically delay these orders to appear at specific times. Example: The server places the entire order for 4 customers and at table service restaurant. Obviously the kitchen will first begin to prepare the appetizers. Once these items are bumped as completed from the screen, the entrees will next automatically appear on the production screens so that the kitchen staff can begin preparation of these items.
- 4) Since the system was designed to also time how long a ticket has been on the screen for production, the tickets can change colors at predefined default times to warn the kitchen of overdue orders. This way staff and management can deal with customers before they ask “why is our food taking so long?”

Note: Although you may wonder why every restaurant doesn't use something like this, it is important to note that it can be expensive and only very disciplined operators with the right menu can pull off using all of these capabilities.

## **The table service restaurant (A new use for a kitchen display monitor).**

In the kitchen of a table service restaurant typically the Chef or kitchen manager will work off of printed tickets and he will call out the orders to the different stations that need to prepare a tables order. This takes a high degree of communication, cooperation and attentiveness by the kitchen staff. Imagine having to time 12 different table's orders to deliver at the right time the appetizer, the salads and the entrees all from 12 different printed tickets. When preparing many different orders it is not uncommon for a line cook to forget something that was shouted to him by the chef or kitchen manager. With the use of our kitchen display software/hardware and a big screen TV which can be seen by the cooks, much of the chatter and chaos in the kitchen can be minimized. By allowing the entire staff to see the orders coming onto the screen it allows everyone to stay on pace. Servers can also see which orders are nearing completion or have exceeded normal serving time standards. This allows staff to pre-bus tables to prepare for the arriving meal or alert management to any problems with service times.

## **FAQ Selling and Post sale**

### **How do I propose a system to the customer?**

You are welcome to propose the system to the customer using the reseller pricing information provided or we can propose the system by engaging the client directly for you. We also can provide you with a quote generator that can be customized with your logo and contact information. This Quote generator makes it easy to configure a system and to adjust pricing.

### **What forms do I need to complete for the sale?**

There are two documents that are needed for the sale.

- 1) A signed proposal
- 2) The POS system service agreement.

Other forms that may be required.

- 1) Credit card authorization forms (Used for credit card payments for the POS System)

### **Is a deposit required?**

Yes, if paying by check or credit card a 50% deposit is required to begin the project. Once the menu has been built and reviewed and the system is working, the remaining 50% is required to be paid. The reason for this is that the customer may have issues beyond our control that can delay the opening of their business.

### **How can the customer pay for the system?**

Customers can either pay cash or check for the system or they can opt for a dollar buy-out lease. If we do the Quote for you or if you use the quote generator, lease rates and terms are provided for your client to review. The procedure for the lease is as follows.

The customer will go to a website. [www.applybsf.com](http://www.applybsf.com) and complete the online application. We typically will have an approval/denial within 24 hours. At this point if approved the merchant will receive an electronic document with the option terms the lease company is willing to extend. This could be 24, 36, 48, 60 month options. Remember that for smaller amounts the lease company may not offer 60 month terms. Once the client has picked the terms by responding to this offer, the lease company

will then draw up the final contracts to be signed electronically. Once these have been completed and returned to the lease company, POSSible POS will then be provided with a purchase order from the lease company. This is when POSSible POS can begin working on the client's project.

**How long does it take for POSSible POS to get the customer their system?** (After all Lease contracts have been completed or down payments have been provided)

The quick answer is 2 weeks from the time we receive the menus. However, there are many factors that can affect the time that it takes to deploy a system.

- 1) Is it an existing operating restaurant?
- 2) If it is a new restaurant, does the client have the menu ready to be programmed?
- 3) Are the facilities complete and ready for install? Counter tops and bar tops in place?
- 4) Are we using any of the clients existing hardware?
- 5) Please remember that every install is different. If a quick turnaround is needed we will do all we can to meet your customer's needs.

**What does POSSible POS do after a deal has been sold?**

Within 48 hours of a system being sold, your client will be contacted by a project manager to introduce themselves and to begin the process of gathering the needed information to program the POS system. Schedules will be discussed to identify a time line for the shipment of the system, menu review, training, and go live dates. Our staff will work backwards from the scheduled live date to ensure that everything is completed per your client's request. The following documents will be used to help your client understand and prepare for their POS system.

- 1) What to expect from Possible, Setup and Training.
- 2) The Day your system arrives.
- 3) Training Day
- 4) Possible POS training check list

**Other Considerations:**

**Internet:** Your clients must have internet to have a POS system. In order to support your client's site and to have fast credit card authorization we do not support sites that have a dial up internet connectivity.

**Cat 5 Communication Net Work Cables:** Is the site cabled with Cat 5 cables? Cat 5 network cabling is needed for the terminal(s) to communicate to a switch which is connected to the internet router. If you are working with a client who has never had a POS system and only needs a 1 terminal POS system then it is likely that we are replacing a cash register and credit card stand-alone machine. This means that they likely already have a cat 5 line available for us to use. However, if it is a new business or the customer is adding more POS terminals, they will need to have these Cat 5 network cables installed so that the POS terminals can communicate with each other.

**Electrical power:** The areas where the POS terminals are to be placed must have accessible electrical outlets. (Keep in mind, that POS equipment plugged into the same circuits with restaurant heating and cooling equipment will degrade the hardware and will take years off of its useful life.)

## **Industry- The Evolution of Our Industry**

**The Mechanical Cash Register** – Companies such as IBM (International Business Machines) and NCR (National Cash Register), started out many years ago with mechanical devices used to accomplish simple tasks and computations. The original mechanical NCR cash register was designed for a simple few tasks, but for the same purpose as high-end systems today. To ring a bell when someone has opened the cash drawer, or display a transaction amount thus making the customer an auditor in the transaction, were simple tasks to keep employees honest. For as long as goods have been exchanged for cash, there has always been the need to have more than a “cigar box”; especially when employees are involved with cash and inventory. The mechanical cash register evolved and endured for many decades up to the late 1960’s.

**The Electronic Cash Register** – The original mechanical cash register systems were designed for cash control but had limited functionality. In the early 1970’s, and the advent of the electronic cash register, metal gears were replaced with an electronic chips. (EPROM’s) Erasable – Programmable Read Only Memory were used for stored functions and RAM (Random Access Memory) for limited storage. These capabilities provided limited inventory and sales information and gave companies the ability to write programs that could be customized for different applications.

**Point of Sale Systems** – When PC’s (personal computers) began to flourish in the early 1990’s, the industry changed dramatically. Cash registers transformed to computer systems, and with it a new name, (P.O.S.) “Point of Sale” systems, thus our name POSSible POS. Since the introduction of the PC in our industry, the core responsibilities of the point of sale system have grown to include many other functions. This “total technology solution” handles employee time clock and payroll functions, credit card processing, inventory control, internet and e-commerce transactions and most accounting functions. Because of the flexibility in software and systems, our industry is marketed into three distinct market segments; Hospitality, Retail and Grocery. Each segment is unique in its requirements, but is based on the same concept of the “total technology solution.”

### **a) POSSible POS Company Overview**

**Business Formation and Philosophy** – POSSible POS, LLC. was incorporated in Houston Texas in June of 2010. POSSible POS was founded as a nationwide software developer of advanced point of sales computer software. The purpose of POSSible POS is to extend to our partners agents a solution to their clients needing a modern Point of Sale system. By incorporating new sales models, to counter the competitive nature of the industry, POSSible POS brings multiple buying solutions to your clients.

## **How are POS systems being sold today and how does POSSible POS help me combat these different sales models?**

### **The Traditional POS Sales Model**

The initial hospitality POS software companies that flourished in the early 1990's; companies like Micros, Aloha, Digital Dining sell their systems by combining the hardware and software in a package along with the menu programming and hardware installation. These companies also either sell a monthly or annual maintenance Phone support and/or Hardware contract or charge for these services by the incident. In addition, these products require expensive software upgrades from time to time if the customer wanted new enhancements or when the credit card industry required new updates to the software. These surprise cost are highly irritating to the customer and prevent the customer from knowing their exact "Cost of Ownership" often causing stress to the client. The hardware manufacturers have spent the last thirty years making hardware equipment last longer and longer in the harsh environments found in a hospitality environment. We mention this fact because it is relevant later in this discussion. Many companies still operate with this model but are finding it harder and harder to compete with the new business models below. They also have introduced new business selling models including Saas models with limited success.

**Note:** These systems are the most expensive in the industry. Although they control the largest share of the POS Market, their sheer size and supported infrastructure has made it very difficult for these companies to be as nimble and competitive as the end-user market has demanded. It is also important to note that these companies have now been building on their software for over 30 years, and you can bet they have features in their software that the recent new comers to the POS market have not matched and will not match for some time. It is important to note that the code for these software developers is now 30 years old. This presents a problem for these companies as each new windows operating system evolution means that code must be written to make sure these systems continue to operate successfully. This has made these products prone to bugs and into resource hogs on the hardware that can cause frequent crashes and down time for their users.

### **The SaaS POS Sales Model**

Since the proliferation of "Cloud Computing" and the Android and Apples IOS operating systems there has been a flood of new Point of Sale product to hit the market. At first, this seemed to be a great thing. By using consumer grade hardware such as Ipad and Android tablets consumers could pay much less for Hardware and they could pay a monthly service fee, Software as a Service, or Saas, for the use of the software they would need to run their business. This meant that a restaurant would pay less for the POS system up front but would also be paying a higher fee forever to use the software.

It is important to note that the big manufacturers of hardware, companies like IBM, NCR, and Radiant have been seeing sales of their hardware plummet over the last few years. Also, POS companies whose products are written in Windows Language have been panicking about weather this is the end of Windows based POS systems.

## **Let's examine what is actually occurring!**

The new players to the POS industry designed their products for implementation into small 1 and 2 terminal establishments with limited functionality. Coffee Shops, Taco Stands, Hot Dog shops, etc. Their sales arm would be through the banks, Merchant processors and some direct sales. However it became quickly evident due to upstart cost and investor pressure that they were unable to deploy enough of these systems fast enough to build the residual income needed to appease the stakeholders. To open up even bigger markets these products began to be pushed to full service large quick service, counter service and table service restaurants. As these systems were being sold with limited or no training to the sales representatives many customers were duped into a system that nowhere matched the needs of the restaurant operations. Also, internet connection issues and lack of software functionality have caused many restaurateurs to reconsider their purchase and either return or abandon these systems and return to the proven traditional POS system. This has caused a black eye to the merchant providers who sold these systems to these merchants. This is becoming the largest source of new business for many of the traditional POS companies today.

Another issue that is occurring is that customers that purchased these new, unproven, systems utilizing consumer grade Ipads or Android tablets are seeing their initial hardware savings immediately begin to erode. This is due to constant replacement cost of these consumer grade devices from failures, breakage and from theft. As a consumer grade device never designed for these harsh environments this is a cost that the customer sees as never ending. We are also seeing these same set of circumstances in the new cheaper IOS and Android operating system hardware terminals that are being deployed.

I have often asked myself, how could Apple or Samsung bring to market a product in a few years that would be so reliable that it could last 5, 7, or even 10 years? It has taken the major manufacturers of the world like IBM, NCR, Samsung and Radiant over 30 years to get their hardware to last this long.

**The answer is obviously they have not!!**

**We are seeing it and hearing it from our customers every day.**

**The POS business once was and is again about the “Total Cost of Ownership” over time.**

## The POSSible POS Hybrid Sales Model

The best of both worlds (The Traditional Model meets the SaaS Model)

POSSible POS offers our clients a robust, proven hardware platform coupled with a competitive software cost. The POSSible POS restaurant solution incorporates all of the features your customers will demand in the Quick service, Casual Dining and Fine dining environments. Combined with our lower cost, monthly 24/7 phone support which includes all future software enhancements and upgrades, you can provide your customers with a world class POS solution that has a known Cost of Ownership.

### Here are some selling advantages of the POSSible POS Solution:

- Lower Software Price than the Traditional POS Solutions.
- Future software enhancements and upgrades included. (This is a huge selling factor).
- Ruggedized Purpose built hardware. Our hardware manufacturer has been developing purpose built hardware for the restaurant POS industry for 16 years. This hardware has proven to have the lowest failure rate in the industry.
- Hardware designed to last 7 years. (Do you think an Ipad or Android Tablet will last this long?) (Ask your customer to consider what the replacement cost might be in comparison to a ruggedized, proven commercial grade terminal or tablet).
- Lower monthly support fees. (Calculate the difference to our competitor's monthly fees to show your customer the true cost over a 5 year period. Customers often see a lower hardware cost with a higher monthly cost and never calculate this cost over a long period of time. With the SaaS model, this goes on forever.)

### Positioning the Sale:

In selling against the traditional POS giants like Micros, Aloha, Digital Dining you will find that our lower pricing will immediately grab your prospects attention. Typically from here if we can do a remote demonstration for your customer we can help close the sale. We will show your customer that we have the same features as these competitors and provide all updates and enhancements with the lower monthly 24/7 support cost.

If you are going up against a Clover, Shopkeep, Toast, or other SaaS models, the objections we will employ will be to show the customer that although this solution may be a cheaper cost up front, the more expensive monthly SaaS fees will prove to have a higher "Total Cost of Ownership" in the long run. In these instances software features will also be a major contributor in us showing a demonstration that our software features are much more robust for the prospects business needs now and as they grow. We also focus the customer's attention on the fact that the internet can be unstable and that it is not uncommon for customers to have many problems with connectivity causing lost tickets, loss of use and lack of functionality.