

## **POINT OF SALE**

**COMPILED BY : SANTANU CHATTERJEE**

Point of Sale or point of service (POS or PoS) can mean a retail shop, a checkout counter in a shop, or the location where a transaction occurs. More specifically, the point of sale often refers to the hardware and software used for checkouts the equivalent of an electronic cash register. Point of sale systems are used in supermarkets, restaurants, hotels, stadiums, and casinos, as well as almost any type of retail establishment.

Point of sale systems improves your business. Not only does POS track inventory, increase your customer relationship, management skills, but it will also decrease employee training time. Your point of sale systems for your business can customize to suit your needs and wants. If your business is in shipping and inventory, then you can use the accounting software you are able to label products virtually then reorder them automatically.

However, if you have a small business, then your concerns may be with customer management. With POS software, you can program the system to give your regular customers, discounts who purchase the same products every week. Another option would be to program your point of sale systems to recommend particular savings to these same customers if they try other bands of the same item. By using advanced customer relationship management you can build successful your best clients.

### **POINT OF SALE TECHNOLOGY**

POS systems evolved from the mechanical cash registers of the first half of the 20<sup>th</sup> century. Examples included the NCR registers, operated by a crank, and the lever operated Burroughs registers. These cash registers recorded data on journal tapes or paper type and required an extra step to transcribe the information into the retailer's accounting system.

During the late 1980s and 90s, manufacturers developed stand alone credit card devices to easily and securely add credit card processing to POS systems. Some popular models include the VeriFone Tranz 330, Hypercom T7 Plus, and Lipman Nurit 2085. These relatively simple devices have evolved to handle multiple applications (credit card processing, gift card activation, age verification, employee time tracking) on one device. Some wireless POS systems for restaurant not only allow for mobile payment processing, they also allow servers to process the entire food order right at tableside. The latest development in the POS industry is in biometrics. In 2000, Food Service Solutions, a software developer & hardware integrator with headquarters in Altoona, PA, was the first to successfully introduce a biometric POS system into school lunch lines. Since that date, hundreds of school districts, universities, and government agencies have incorporated fingerprint biometrics into their POS system. Current research shows that biometrics are certain to have a major influence on the POS market for years to come.

### **POINT OF SALES IN THE RESTAURANT INDUSTRY**

Hospitality point of sale systems has revolutionized the restaurant industry. This is particularly found in fast food service and sales. A number of restaurant chains employ systems which use computer networks. In the most recent technologies, registers are virtual computers, sometimes using touch screens. They will connect to a server, often referred to as a "store controller" or a "central control unit". Printers and monitors are also found on the network. Additionally, remote servers will connect to store networks and monitor sales and other store data.

Point of sales systems in restaurant environments operate on DOS, Windows or UNIX environments. They can use a variety of physical layer protocols; through Ethernet is currently the preferred system.

In the fast food industry, a number of configurations may be used in able to aid in the speed of operations. Registers themselves may be in front counter, drive through or walk through cashiering and order taking modes. Front counter registers will allow orders to be taken at one or more drive through windows and kitchen monitors may be used by store personnel to view orders. Once orders appear they may be deleted or recalled by "bump bars", small boxes which have different buttons for different uses. Drive through systems are often enhanced by the use of drive through wireless (or headset) systems which enable communications with drive through speakers.

Another area of where point of sale system can help would be with product design and sales management in industrial operations. Smart systems can work with multiple means of service at once, thus providing you with a more accurate inventory. For companies or businesses that handle international currency, there are POS systems which concurrently tabulate different international currencies.

### **MODERN EPOS SYSTEMS**

EPoS systems have evolved in the last few years, modern EPoS systems are often highly sophisticated being integrated with back office merchandising, planning, procurement and business intelligence systems providing retailers with real time information to manage their business. EPoS (or electronic point of sale) software makes it possible for business to ensure that they are fully operational at all times and that all of your staff's repetitive POS tasks are streamlined as possible.

The modern EPoS systems are a retailer's eyes and ears on their business.