

# Standard ERP

## Restaurant & Bar



End-to-end solution

Graphical table layouts

Integrated CRM to maximize revenue per diner

Manage wait staff and shift patterns with comprehensive hourly reporting

Full time and attendance

Multiple restaurants in a single system

Take orders using mobile devices

Integrated food production and purchasing



The World's Best Integrated Business Platform

# Restaurant & Bar

Standard ERP is multi-site software accommodating all operational and reporting needs for restaurants and bars. Additionally, this module integrates seamlessly with Standard ERP's Hotel front-desk solution, meaning guests can be booked into the restaurant from anywhere in the hotel while bills can be charged directly to their room.

## Reservations and Operating Hours

Standard ERP provides a user-friendly table booking interface. Diners can make reservations for specific times, down to the minute, with the number of fellow guests, and the system can fill in a default, adjustable end time. Table numbers can be allocated and changes can be made to the reservation at any time. After diners have provided their contact details when making a reservation, that information is then automatically available in the Customer Relationship Management (CRM) module.

Standard ERP reporting breaks down operational data by the hour, the number of diners against capacity, and displays the list of booked customers complete with reservation times and contact details.

Schedule the restaurant's opening hours for each day, and even indicate promotional periods such as "Happy Hour"; pricing can automatically adjust based on these settings.

## Table View

Add a graphical layout of your restaurant to Standard ERP and establish specific table numbers and sections. Wait staff can open Bar Tabs by selecting the respective table number from the Table View screen and individual waiters can be assigned to specific tables.

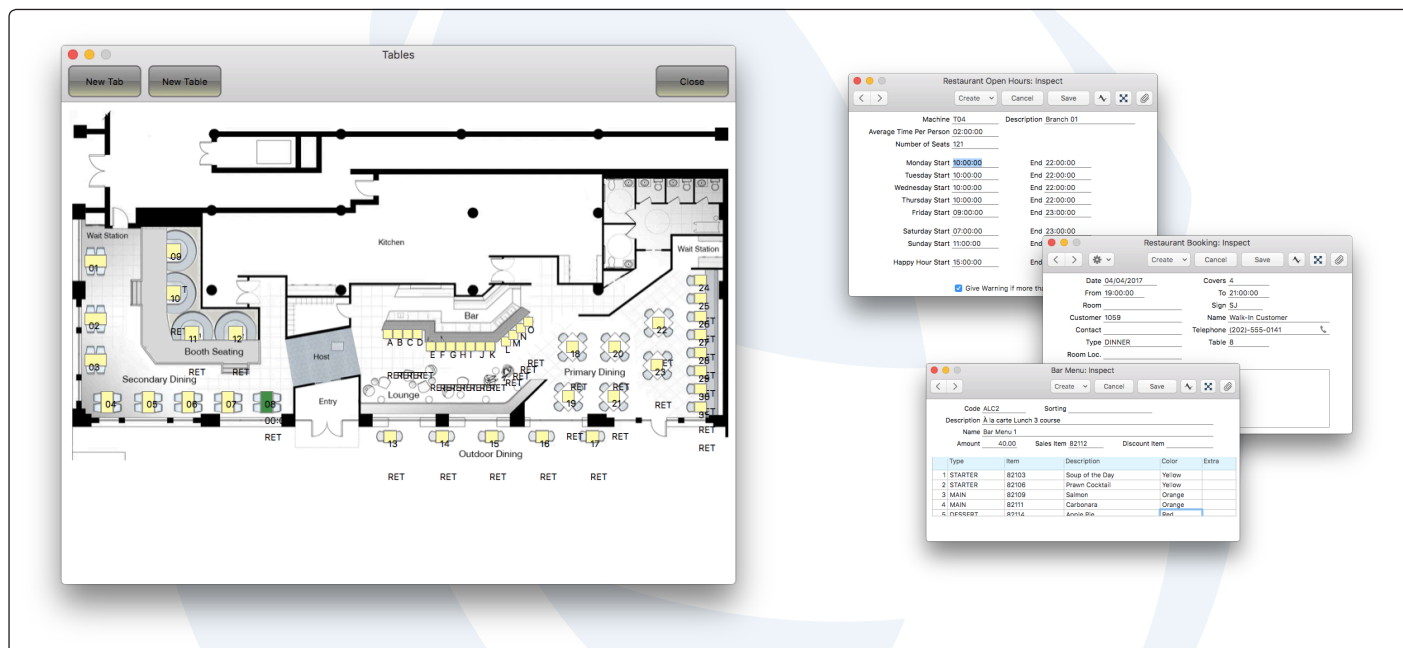
## Bar Tabs

The main Point of Sale system for Restaurants and Bars is button driven, and can run on touchscreen hardware and standard computers. Log in options include touchscreen, keyboard, swipe card and biometric (fingerprint or palm based) devices. Upon login, staff can access the appropriate tab for a specific table from Table View. Alternatively, bills can easily be settled at any point from the Bar Tabs interface.

Standard ERP allows users to easily configure each set of buttons. Subdivide the various items to be sold such as meals, snacks, and soft drinks, for example, or starters, main courses, desserts and alcohol. With a specified setup, all sale items can be just two buttons away. Additional kitchen instructions can be included in an order, such as cooking requests, side orders, allergy warnings and much more.

Monitor the status of each order with color coding and a workflow overview, from when the order is placed, its expected completion and delivery to the customer. All of this information can sync to the kitchen staff screens streamline the order process and, if an order is taking too long, a notification can be sent to the manager. Bar Tabs can be printed directly from the kitchen at any time, even in a language different from that used in front-of-house if necessary.

Bar Tabs can be set for future payment, allocated to a restaurant table, or settled immediately. Payment feeds through a secure gateway; check with your local HansaWorld partner to find the best payment gateways for your establishment. Various payment methods can be used, including cash, credit, debit, and loyalty/gift cards while multiple methods can be processed to settle any bill.



Discover all features expected in a strong and reliable restaurant point of sale system, including:

- fast price lookup
- simple voiding with associated reporting
- automated handling of user-defined service charge percentages
- splitting bills between multiple customers, or merging tables into one bill
- end of shift cashier counting with associated reporting

Use daily sales reporting to review sales by shift and define time periods to analyze activity, improve shift and seasonal patterns, and decide whether even to open the restaurant at specific times.

## Pricing and Loyalty Schemes

Standard ERP allows users to create as many pricing tables as they need. These can be used to define standard retail prices, exclusive prices with multiple levels for loyalty members, prices for hotel guests; anything defined by the user. Prices can be based on multi-buy and 'buy one, get one free' offers, or quantity and unit dependent, including, for example, a lower price for a pitcher of beer versus a pint or liter. Promotional prices can be set in advance for specific date ranges and will apply automatically when the defined date range begins.

Design loyalty membership structures where customers can register with their contact information. That information is stored in your database and, subsequently, a membership number and card can be issued. Set up the terms for which points are earned based on what customers spend at any given location. Additionally, point qualification thresholds can be designated to determine when customers reach the next level and the redemption value of points earned. Members can then use those points to as a means of payment when purchasing predetermined, qualified items.

## Customer Relationship Management

All of Standard ERP's CRM functionality is available to Restaurant users. Mailshots can be sent to customers who have dined at or purchased from a specific location. CRM enables users to stay in touch with their members and any customer that has expressed an interest in the offered products and services. If there is a planned event, a "Quiz Night" for example, CRM can be used to contact those that have provided their contact information.

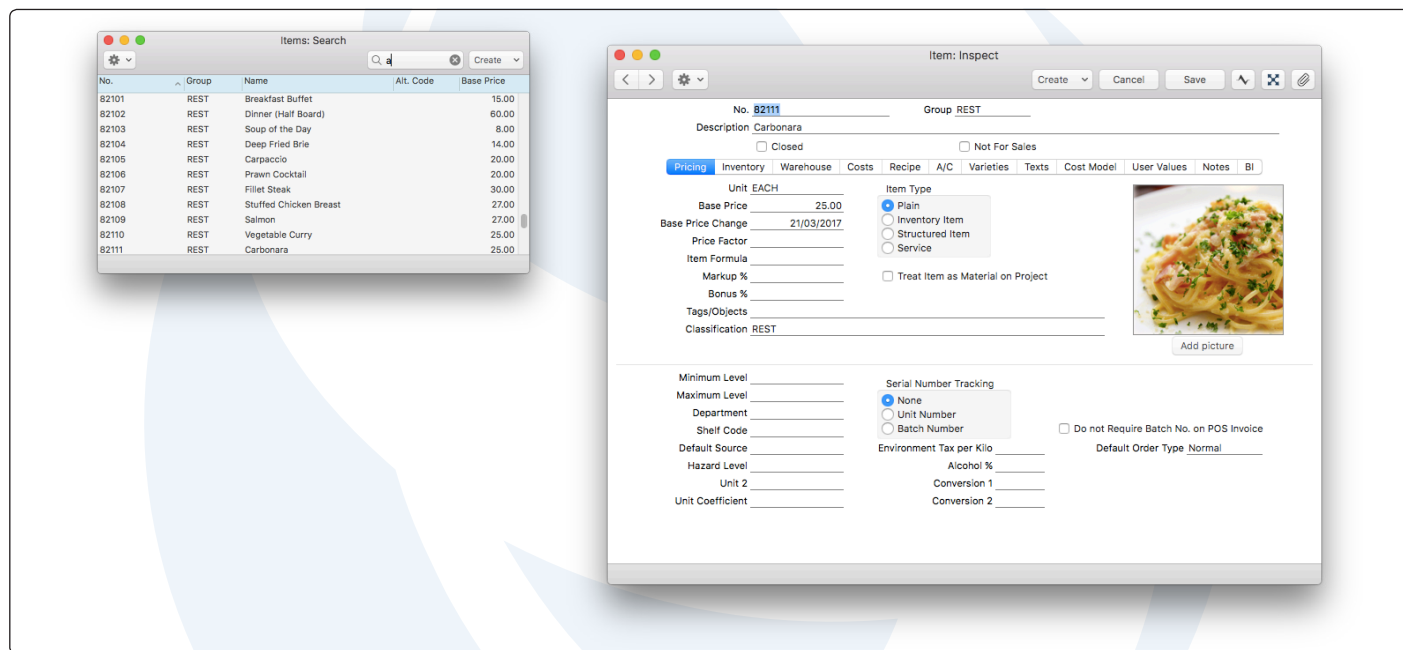
Task management functionalities can be used for all administration processes, from something as simple as planning a phone call to a task as complex as planning an entire event. Each task can be associated with a transaction and record in the system, reminding you to follow up on purchases, chase any credit given, or setting up tables, rooms, and other resources. Each record in Standard ERP supports the attaching of any external files such as contracts, documents, drawings, artwork, product images; all can be stored in its appropriate part of the system

## Mobile Systems

Standard ERP is compatible with almost any mobile device and operates in real-time. Using the Table View and Bar Tabs screens on tablets, for example, enhances wait staff efficiency with mobility. Likewise, inventory control screens, specifically inventory counts, are useful with barcode devices running on Windows or iOS touch devices.

## Inventory Management

Standard ERP offers complete support for inventory management and includes a multi-location inventory handling system, from a simple supply cabinet to a complete multi-bin, multi-warehouse supply chain management system. Purchases are recorded in their relevant locations on a receipt, while reductions in inventory resulting from production and sales will be automatically calculated. Typically, food is registered into the system using batch tracking while recording relevant "best before" dates. Quality control tests



can be performed on specific batches, and activity records associated with the respective batches as a result.

Counted inventory can be recorded with mobile devices or desktops and, once finalized, there is a batch routine automating any necessary adjustments. Use Inventory Movements to transfer items from one location to another and use snapshot reporting to compare physical inventory count quantities for any given date. Standard ERP's comprehensive reporting features include inventory valuation using numerous valuation principles, aged inventory for estimating inventory provisions, audit trails of all inventory transactions, and batch histories and quality control to support quality testing and its consequences.

## Food Production

A primary record in the Production system is the Recipe, which stores items used in the production process. Items can include inventory, labour, overhead and any other costing entries. Recording the quantity of finished menu entries that are produced automatically allows Standard ERP to decrement inventory of raw materials, simultaneously costing overhead and labour.

## Purchasing

Standard ERP provides complete control over the supply chain. Record details for which raw materials are to be purchased, from a specific set of authorized suppliers, and generate Purchase Orders for items as they are needed. There is a range of automated routines to assist with the planning process available in Standard ERP. With that, users can create a Sales Forecast which in turn drives the automatic creation of a Production Plan and a Purchase Order Plan. Upon finalizing these plans, with or without manual adjustment, forward Purchase Orders and records can be created to be ready for approval when action is required.

## Time and Attendance

The method for which employees clock in and out can use the same login methods as Point of Sale, from manual to card-based and biometric. Leave Management is offered within the Human Resources Management module, and the calculations of shift patterns and setup, approved leave and actual time worked can all be displayed graphically from the Resource Planner module.

## Accounts, Management Information and Business Intelligence

Using a fully integrated package allows real-time management reporting. As soon as a diner pays their bill, the system is updated and detailed data analysis is possible. For example, profitability by customer, booking source, customer type, board basis and more can all be viewed with Standard ERP reporting.

Using a single, fully integrated system provides you:

- easier review of profitability per menu item and time of day
- real-time figures
- traceability throughout each part of the system

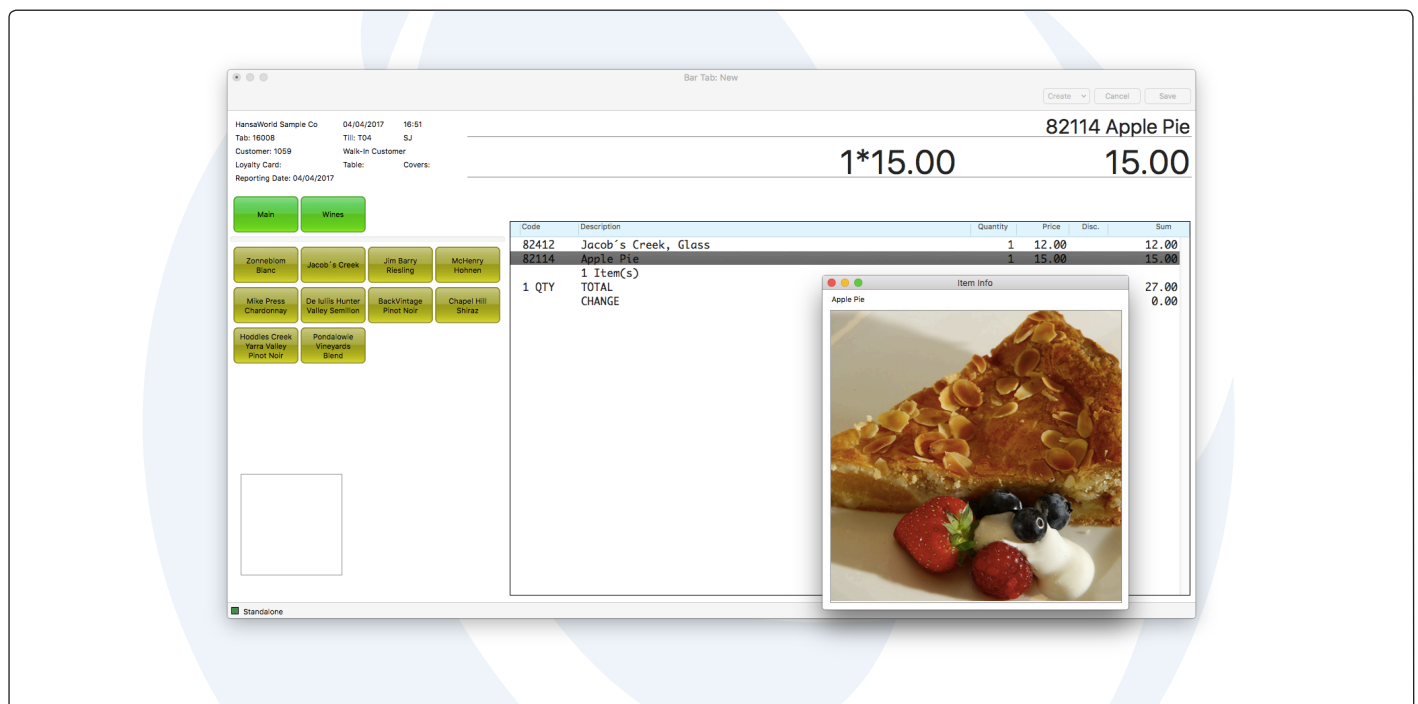
Figures can feed straight through to Standard ERP's SmartView Dashboards for review of sales charts, cost, profit and quantity figures by date, menu, menu item, location, and many other parameters.

Refer to Standard ERP for more details on the integrated accounting.

## Integrated Hotels

When Standard ERP for Restaurants is used alongside the Hotel and Resort modules, a variety of additional features become available:

- Guests can be prompted to book tables in any restaurant upon



check-in.

- Web reservation systems for room bookings can be extended to include table reservations.
- Guests can allocate room numbers to dining bills and tabs.
- Guests can access restaurant and bar bills when checking out.
- The hotel billing system allows separation of costs, for example, to a company and personal expenses.

## Integrated Business Platform

Standard ERP is an integrated business platform, offering solutions to accommodate almost every department in a small or mid-sized business. All of our products are offered in a single application with full interaction between each integrated component. As a result, if you look solely at the Restaurant module, you may miss other key features and benefits within Standard ERP:

- A system architecture that reduces reliance on IT hardware and maintenance allowing for greater focus on your business instead of the technical infrastructure.
- Users have visibility of data from other areas (depending on access rights), which enriches their job experience. For example, credit controllers can see promises made by salespeople and problems with service management that might be holding up payments.
- Automated tasks can source from various departments. A marketing department, for example, can create automated mailshots based on customers who have not yet purchased a specific product or service.
- Comprehensive reporting is enhanced with more data from different parts of the business. For example, it is easy to produce Profit and Loss reports and Balance Sheets that include committed costs and GRN accruals.
- With a universal approach in Standard ERP, training is faster and

far more effective than that of companies with multiple systems built with varied structures.

Figures can feed straight through to Standard ERP's SmartView Dashboards for review of sales charts, cost, profit and quantity figures by date, menu, menu item, location, and many other parameters.

Refer to Standard ERP for more details on the integrated accounting.

## Mobile Solutions and Wide-Area Networking

Standard ERP is available, in its entirety, to users logging in from anywhere in the world on almost any device. Users can work from home or on the go, logging in with any internet connection, from ethernet to wireless connections and mobile data networks.

Devices include laptops, tablets, mobile phones - whether they're running macOS, iOS, Windows, Android, or a variety of smaller form-factor barcoding solutions running the same operating system. Users can run any of Standard ERP's standard or customized reports in real-time, and manage any data record. This breaks down the walls of your operation, allowing users to be productive wherever they are.

The screenshot shows a restaurant POS interface with a 'Bar Tab: New' window. The window contains a header with company and date information, a grid of function buttons on the left, and a bill table on the right. The bill table lists items with their codes, descriptions, quantities, prices, discounts, and sums. The total charge is 224.40.

Code	Description	Quantity	Price	Disc.	Sum
82482	Guinness Pint	3	8.00		24.00
82480	Fosters Pint	1	8.00		8.00
82103	Soup of the Day	2	8.00		16.00
82133	Green Salad	1	10.00		10.00
82134	Tomato Salad	1	10.00		10.00
82109	Salmon	1	27.00		27.00
82111	Carbonara	2	25.00		50.00
82107	Fillet Steak	1	30.00		30.00
82114	Apple Pie	1	15.00		15.00
82118	Crepe Brule	1	14.00		14.00
	8 Item(s)				
	SRV. CHARGE				
10 QTY	TOTAL				224.40
	CHANGE				0.00



## Modules

- Additional Consolidated companies
- Additional Multi-user companies
- Additional Single user companies
- Assets
- Business Alerts
- Business Intelligence
- Calendar
- Cash book
- Checks
- Email and Conferences
- External Email
- Consolidation
- Contracts
- Course Booking
- Credit Management
- CRM
- Customs
- Data Integrity
- EDI
- Expenses
- General Ledger
- Hotel
- Human Resource Management
- Integration
- Inter Company
- Internal Inventory
- Inventory
- Jewelry
- Job Costing
- KPI
- Limited Access
- Loans
- MRP
- Payables
- Point of Sales
- POS Offline
- Pricing
- Print Servers
- Production
- Productivity
- Purchase Orders
- Quotations
- Receivables
- Rental
- Report Generator
- Resource Planning
- Restaurant
- Resort
- Sales Orders
- Service Orders
- Share Trading
- SmartView
- System
- Task Manager
- Telephony
- TimeKeeper
- User Settings
- Warehouse Management
- Webshop and CMS
- World Bank Reporting

## Technologies

- Additional Language Interface
- Business Communicator Asterix
- Business Communicator Intelligent Routing
- Business Communicator TAPI
- Database Accelerator
- Database Maintenance
- HAL
- Local Mailbox
- Real-time Interfacing Toolkit
- Remote Backup
- Massive Cache
- Multiple Additional Language Interface
- Native SQL
- SQL Shadowing
- Tapi Gateway
- Wide-area Networking

## Internet Services

- Address Lookup
- Credit Card Payment
- Credit History
- e-Invoicing
- Electronic Bank Services
- Electronic Sales Tax Return
- Exchange Rate Lookup
- Postcode Lookup

## Company profile

HansaWorld is a leading software house providing a full suite of Enterprise Resource Planning and Customer Relationship Management products that delivers the flexibility required by today's businesses.

The group employs more than 300 staff with a strong network of subsidiary companies and distribution partners on all continents. This network enables us to offer international implementation in over 30 languages with country specific localizations. The products are easy to use and available on all smartphones, tablets and desktops including Mac, iPhone and iPad.

HansaWorld continually invests in Research and Development to provide innovative and future proof products to our customers.

As recognized innovators for over 25 years, HansaWorld shows continued technological leadership in the international business software industry.

More than 550,000 companies trust us with their business critical information.

## Product Strategy

Standard ERP's advanced and successful user interface was first developed for Apple Macintosh in 1988. In 1994, when the program was ported to Windows, it had already been proved by thousands of users. HansaWorld's experience with international sales and modern technology puts it in the perfect position to meet the challenges of the next decade.

HansaWorld provides a wide range of technologies for e-business including internal and external email, several webshop solutions and full clients for all major tablets. In addition, HansaWorld can help to build a corporate portal. Standard ERP is developed using C++ as its programming language, and proprietary technology for database design and for network communication. This allows HansaWorld to have the same products available for several different operating systems, each version optimised for maximum performance.

Currently Standard ERP is available for Windows including Windows CE devices up to Windows 8 tablets, Mac OS X, all iOS devices (iPod Touch through to iPad), Linux and AIX, all browsers, and Google Android.

*Windows XP, Windows CE and Windows 8 are registered trademarks of Microsoft Corporation. Apple Macintosh, Mac OS and OS X, iOS, iPod Touch and iPad are registered trademarks of Apple Computer Inc. AIX is a registered trademark of IBM Corporation. Google Android is a registered trademark of Google Inc. Copyright HansaWorld Ltd.*

Certified HansaWorld Business Partner:

