

# Uniwell

HOSPITALITY SYSTEMS

# Hospitality Management Systems



[www.uniwell.co.uk](http://www.uniwell.co.uk)

*Quality, Reliability, Affordability*



# Uniwell Corporation

Uniwell originated over 25 years ago in Osaka, Japan as a specialist company for the development and manufacture of cash registers and POS terminals. Uniwell distribute globally via 100 plus independent companies and with more than 500,000 Point-Of-Sale terminals in use worldwide, enjoy a reputation for quality and reliability.

For the last two decades, Uniwell has focused exclusively on developing fast and reliable POS systems; we've been so successful that many of our earliest models are still being used today, over 15 years on.

“founded on sound business principles and advanced technology, organisation, efficiency and capacity have been key elements in growth.”

## Uniwell Systems (UK) Ltd

Uniwell Systems is one of the UK's leading suppliers of POS systems, serving the hospitality, catering and speciality retail industries. Uniwell customers range from single independent outlets to large multi-national organisations. We provide solutions for clients across a range of sectors including table service and quick service restaurant, bar, nightclub, catering, hotel, leisure, sporting stadium, general and speciality retail stores. Our solutions range from single POS terminal installations to large enterprise systems integrating hundreds of POS terminals, providing management information solutions at back office and head office level.

## Business Partners

Uniwell Systems select a dedicated network of specialist VAR's and Business Partners to supply our equipment and provide consultation, installation, training, and system support. We place the highest value on our partners and provide them with a comprehensive support program and dedicated help desk to ensure their success in delivering our solutions.

## Research and Development

Listening to and understanding our customers' requirements is key to our success. Our software development teams take pride in delivering market leading solutions time and time again. Our ability to deliver quick responses to market demands and customer requests has rewarded us with the loyal patronage of many blue chip companies.

## Choice of Solutions

One of our great strengths is the wide range of solutions that we can offer. At the Point of Sale we have cost effective entry-level POS terminals through to screen based POS terminals and the latest touch screen technology.

A range of Windows based back office software from sales analysis and stock control right up to a fully featured food and beverage management system is available. Our range of Uniwell back office software can be linked to any of Uniwell's POS terminals and also facilitates the mixing of models to provide a cost effective solution.





**DX915**

“providing an extremely reliable solution capable of withstanding the challenging conditions found in hospitality and catering environments.”

# Touch Screen POS

Uniwell now offer the benefits of touch screen technology to an even wider range of customers with a choice of three touch screen models. All terminals provide outstanding colour definition, wide viewing angles and ultra high brightness for ease of use.

## Choice of Touch Screens

- **DX915** Our flagship model has a large 15 inch screen for maximum clarity, speed and ease of use. Coupled with advanced software functionality the DX915 is hard to beat.
- **DX895** A compact cabinet design with industry renowned software features. A winner with both independent businesses and multiples operators.
- **TX875** Feature rich, affordable and a slim design for tight spaces.

## Reliable Hardware

Designed specifically for Point of Sale, Uniwell terminals combine solid state memory, passively cooled electronics and embedded software. With no moving parts they deliver time and time again, providing an extremely reliable solution capable of withstanding the challenging conditions found in hospitality and catering environments.

## Return on Investment

The touch screen user interface is very intuitive, reducing staff training time and increasing productivity. Operators are led through transactions, prompting them to select options such as cooking instructions or side orders. Screens can be configured to encourage staff to up-sell and promote sales of high margin products.

The system promotes good customer service and it also significantly reduces transaction times. Multiple operators can concurrently use the system. Simply touch the screen to select any course and you will instantly be presented with a new “keyboard” containing only these items. The system is ideal for extensive or complicated menus that have a variety of choices and options.



# Complete Management Control

Designed specifically for the hospitality industry, Uniwell's range of POS terminals can be configured to meet the operational requirements of pub, restaurant, café bar, nightclub, hotel, quick service, leisure and catering operators.

## Key Software Features

- Auto price & menu change by day & time
- Split bill by quantity or item
- Multi-buy / meal deals
- Bills, tables, customer accounts and rooms
- Multiple bills per table, seat numbers, pouch system
- Remote electronic journal monitoring
- Clerk interrupt, floating clerks & bills/tables
- Set menu feature for table d'hôte
- Table plan with table status (DX915, DX895 & TX875 only)
- Time & attendance / labour costing
- Ticketing system

## Screen Based POS

The **SX8000** series incorporates a multi line LCD operator screen, combined with a large product keyboard and provides an intuitive user friendly interface allowing full transaction details to be viewed on screen. The scroll and select display function allows for simple correction of any operator errors and the ability to review previous transactions.

For operations with large menus, individual menu buttons can be set-up to display a list of items for selection. Buttons could be setup for starters, mains and desserts for example.

MODEL	PRINTER	KEYBOARD
<b>SX8005</b>	Thermal printer, 2x44mm receipt and journal	165 buttons
<b>SX8505</b>	Thermal printer, 80mm wide receipt	165 buttons
<b>SX705</b>	No internal printer	156 buttons

The **SX8000** series is an ideal alternative to a touch screen where budgetary constraints exist. With a virtually identical feature set to the **DX895** and **TX875**, the **SX8000** series can deliver the same level of benefits at a lower price.

The flexibility of the software enables the system to be configured to suit different market sectors and styles of operation. Operators will appreciate the simplicity and speed of operation, helping them to provide an efficient service with more people spending and less people waiting.



DX895



Hand Held



SX8505



## System Features & Benefits

### Accurate Customer Billing

At any time during a transaction, the items can be stored to a bill (tab) number, table number and/or customer name. It is possible to run multiple bills on the same table number, allowing different groups of customers to be accommodated. A group of customers can also have their bill split by a specific number of people or even by individual items; this is ideal for business customers who each want their own receipt for expenses.

### Reliable Order Printing

Multiple order printers or kitchen displays can be configured to allow automatic transmission of food and drink orders, together with prep instructions, to kitchen and dispense areas with automatic backup and redirect facility.

### Tighter Cash Control

A full audit trail is provided showing cash in drawer against recorded sales for each POS terminal, highlighting any variance. Used in conjunction with cashier sales, media total and an hourly sales breakdown, this allows tighter cash control. Even tighter cash control can be achieved by adding a second cash drawer so that operators are responsible for his or her own takings.

### Customer Accounts

Any transaction can be finalised to a customer's account. The sophisticated account billing system can be used for monthly (or any other period) account billing or configured as a simple room billing system for the smaller hotel. The customer account report shows either individual sales or the total sales value by date.

### Detailed Management Information

*Standard reports available include:*

- Sales** Sales items, groups, major groups, hourly analysis by group, last time sold, table, payment analysis
- Security** Electronic journal, corrections auditors report, live till to till monitoring
- Operator** Sales performance, commission, mis-operations, server, time & attendance

### Improved Promotion Control

Pricing promotions and happy hours can be pre-programmed for a specific day and time. A report showing sales by individual price level is available. A range of multi-buy promotions and meal deals can also be configured.

### Table Reservations

The table plan on the POS terminals can be synchronised with a PC based table reservation system, incorporating a graphical table plan. The reservations system has been designed to run on either a PC based touch screen terminal or a standard desktop PC with mouse and keyboard.

### Back Office Software

A range of back office software packages are available from Uniwell and a number of 3rd party vendors. Software solutions are available for a single one-off site, right the way up to the large multi site operator who requires centralised management control for hundreds of sites.

POS data can be either polled by a back office PC or the POS terminals can push data to a back office PC or web server using FTP. The ability to push data is ideal for multi site operators who do not want a PC on each site.

### Real Time Alerts

Live transaction data can be monitored by Uniwell's Unibos Alert software. User defined events are analysed in real time providing critical business-impacting information alerts on exceptions and requests by staff at the POS. The information alerts can be automatically sent to a manager's mobile phone via SMS or to a wireless pager.



TX875



TP932/922



TX705



# System Integration

## Hand Held Ordering

Wireless hand held ordering terminals can be interfaced with the POS terminals, allowing orders to be transmitted directly from the service area to the order printers and straight onto the customer's bill. Hand held ordering will help eliminate billing errors, save on labour costs, improve customer service and ultimately increase bottom line profits.

## Chip & PIN

A number of pre-approved Chip & Pin solutions can be linked to the Uniwell POS terminals. The solutions include fixed Chip & Pin terminals and mobile terminals that are ideal for table service.

## Hotel PMS Interface

A standard interface to a hotel PMS (Property Management System) enables a guest to post items directly to their room account from the bar or restaurant. The cashier simply enters the room number, or swipes their room card, the guest name is then displayed allowing the cashier to confirm the posting. A receipt with signature line can be automatically printed. Posting a transaction to the PMS is done real-time and happens instantly.

## Cashless Payment

The POS terminals can be linked to a smart card terminal designed for cashless payment environments in catering and schools. A typical cash sale takes from 20-30 seconds compared to a card transaction of 6-8 seconds. A cashless system will substantially increase throughput and reduce queuing.

## Customer Loyalty Integration (CRM)

An on-line link to loyalty / CRM software is available as standard, allowing customers to accumulate and redeem points at the POS. For multi-site operators the POS system can be interfaced to a web based loyalty solution allowing customers to use the same card across the estate. A receipt is printed showing the transaction details, card number and points.

## CCTV

Live transaction data can be streamed from each POS terminal to a CCTV system. The CCTV system superimposes a live copy of the POS transaction onto a TV picture of the operator using the POS terminal and records the events.

## Beer Flow Monitoring

The actual sales of beer, according to the beer flow monitoring system, can be compared to the POS sales data, highlighting any variances.



# Peripherals

## Remote Printers

A range of industry standard RS232 and Ethernet printers can be connected to the POS system as receipt printers or order printers. In addition, Uniwell has a range of Ethernet and RS485 network printers that can be configured for either receipt or order printing.

## KDS – Kitchen Display System

Many quick service operators prefer the flexibility of a kitchen display to a traditional order printer. The displays can be configured to show multiple order boxes for different product lines. Timers can also be set to alert staff if preparation times are slipping and on-screen reports provide managers with vital information.

## Bar Code Scanner

Standard RS232 bar code scanners can be connected to the POS terminals, ideal for mixed environments that combine hospitality and retail operations.

## Clerk iButtons

Operators can be given individual clerk fobs (iButtons) that uniquely identify them when they sign onto the system - the iButtons increase security and speed up operation.

## Cash Drawers

Uniwell provide a choice of cash drawers that includes the standard DW342, the extra large DW354 and the compact DW451. Up to 2 cash drawers can be connected to each POS terminal, ideal for outlets where foreign currencies are accepted.

## Card Reader

A magnetic card reader unit can be connected to the POS terminals. Cards can be used for a variety of purposes, including:

- Individual clerk cards for secure sign on
- Customer discount cards
- Customer account cards
- Room charging cards (in conjunction with a PMS)

# Technical Specifications

Hardware	DX915	DX895	TX875
Screen	15" TFT, Dual backlight XGA (1024 x 768)	10.4" TFT Dual backlight VGA (640 x 480)	10.4" TFT Dual backlight VGA (640 x 480)
Touch	Resistive	Resistive	Resistive
Software	Embedded Uniwell 07 application	Embedded Uniwell 06 application	Embedded Uniwell 06 application
Integral Customer Display	2 line x 16 character	2 line x 16 character	2 line x 16 character + pole mount kit
Networking	1 x Ethernet 1 x RS485	1 x Ethernet 1 x RS485	1 x RS485
Serial Ports	3 x 9 Pin RS232	3 x 9 Pin RS232	3 x 9pin RS232
PS2 port	Yes	No	No
Cash Drawer Ports	2 x RJ11 cash drawer ports	2 x RJ11 cash drawer ports	2 x RJ11 cash drawer ports
Tilt adjustment	25° to 70°	25° to 70°	25° to 70°
Dimensions (H x W x D - mm)	280 to 375 x 365 x 352	207 to 303 x 300 x 352	174 to 327 x 300 x 422
Weight (Kg)	7.6	5.9	6.3
Internal Power supply	Yes	Yes	Yes
Power rating (A)	0.4	0.2	0.2
<b>Options:</b>			
IF-131	2 x RS232 ports	2 x RS232 ports	—
IF-141	—	—	1 x Ethernet, 2 x RS232
MR-041	Additional memory board	Additional memory board	Additional memory board
Card Reader	Yes	Yes	Yes
Clerk iButton	Yes	Yes	Yes

Hardware	SX8505 / 7505	SX8005 / 7005	SX705
Screen	SX8505 – colour ¼ VGA SX7505 – mono ¼ VGA	SX8005 – colour ¼ VGA SX7005 – mono ¼ VGA	Mono ¼ VGA
Keyboard	165 buttons	165 buttons	156 buttons
Internal Printer	80mm wide 1 station thermal printer	2 station thermal printer	No internal printer
Software	Embedded Uniwell 06 application	Embedded Uniwell 06 application	Embedded Uniwell 06 application
Integral Customer Display	2 line x 16 character + pole mount kit	2 line x 16 character + pole mount kit	2 line x 16 character + pole mount kit
Networking	1 x Ethernet 1 x RS485	1 x Ethernet 1 x RS485	1 x Ethernet 1 x RS485
Serial Ports	2 x 9 Pin RS232	2 x 9 Pin RS232	2 x 9 Pin RS232
PS2 port	No	No	No
Cash Drawer Ports	2 x RJ11 cash drawer ports	2 x RJ11 cash drawer ports	2 x RJ11 cash drawer ports
Dimensions (H x W x D - mm)	201 to 260 x 378 x 440	201 to 260 x 378 x 440	235 to 278 x 248 x 440
Weight (Kg)	6.7	6.7	4.6
Internal Power supply	Yes	Yes	Yes
Power rating (A)	0.4	0.4	0.2
<b>Options:</b>			
IF-131	2 x RS232 ports	2 x RS232 ports	2 x RS232 ports
MR-041	Additional memory board	Additional memory board	Additional memory board
Card Reader	Yes	Yes	Yes
Clerk iButton	Yes	Yes	Yes

• Specifications subject to change without notice

• RoHS Compliant