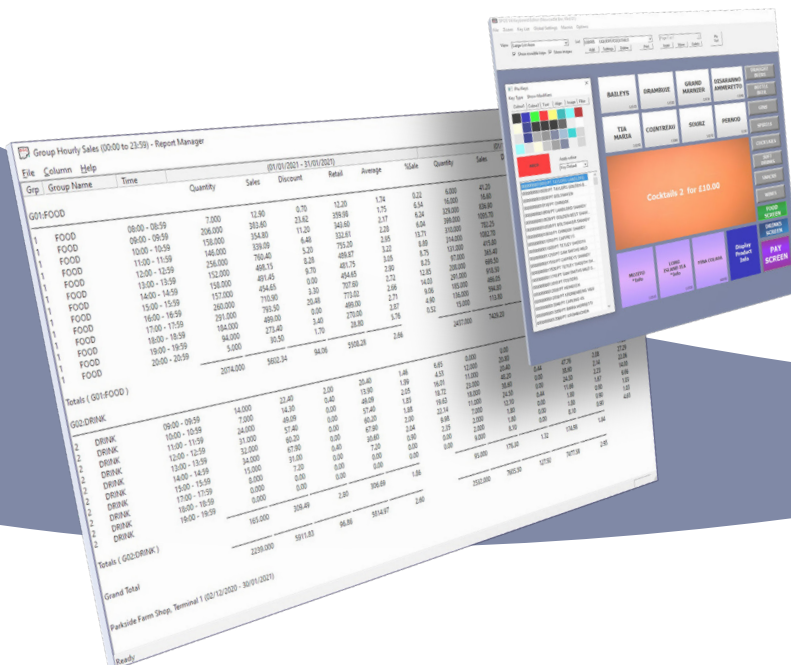# SPOS Back Office Solution

ECR Manager, Stock Manager & Loyalty Manager

Working with leading developer Microtrend, Sharp Resellers are proud to provide performance enhancing software solutions to help you maximise the full potential from your Electronic Point of Sale (EPOS), to help you effectively maintain your stock, and drive customer loyalty.

POWERED BY MICROTREND

SHARP
Be Original.

Introducing your ECR Manager

Used across more than 5,000 UK sites, the ECR Manager provides everything you need to use your Sharp EPOS effectively. It has a fully flexible system set-up, including multiple locations, and multiple terminals per location, with combined or independent databases to suit your specific requirements. It enables you to create and manage PLUs, Barcodes, Departments, and unique Keyboard layouts, and is fully compatible with the Stock Manager software too.
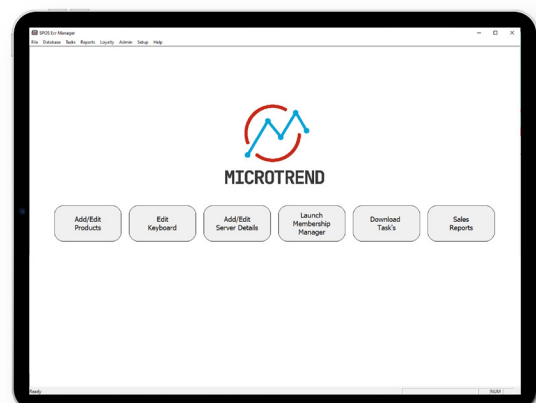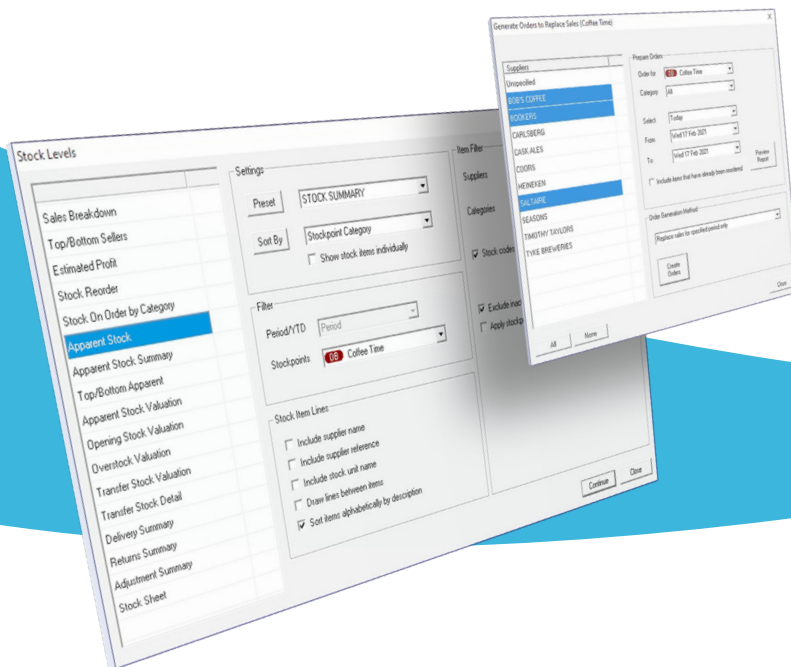
The core features are:

- **PLU creation & management**, including outlet specific pricing, localised tax rates, time bound offers and promotions, and modifier pricing e.g. Pint and Half Pint
- **Promotions & offers**, including mix & match promotions, timebound offers, and regular promotional events e.g. Happy Hour
- **Reporting**, including pre-set or bespoke reports such as sales by PLU, server activity reports, customer activity reports, payment reconciling and attendance reports, all managed at a global system level, an outlet specific level, or via a specific terminal. The system also supports historical reporting on a flexible combination of dates, locations and product details
- **Flexible screen layouts**, to suit the specific needs of the outlet or station within the business, supporting maximum productivity with common task or product shortcuts
- **Stock level indications**, including apparent stock levels, valuation, re-ordering prompts and delivery audits, by PLU or range. The system can also be extended to include full stock management using the Stock Manager Software (see next page)
- **Scheduling features**, including pre-set system tasks such as end of day reporting and sales reporting

Optional additional features include:

- **PMS management** to assign sales to rooms with up to 60 rooms and 6 accounts per room. Sales and payment tracking support real-time balance requests
- **Multi-computer use** to enable multiple users to access the same system at the same time for reporting purposes

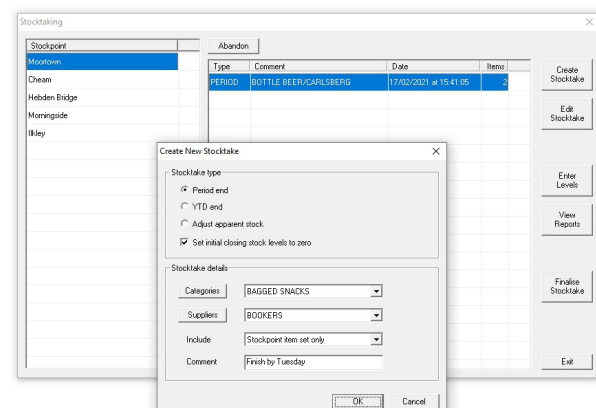**For a demonstration of ECR Manager, please speak to your selected Sharp dealer...**
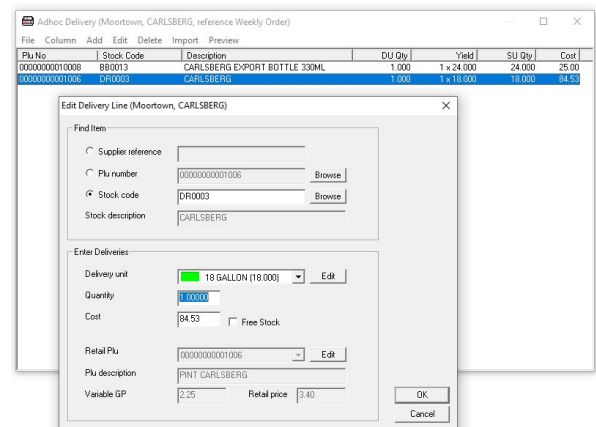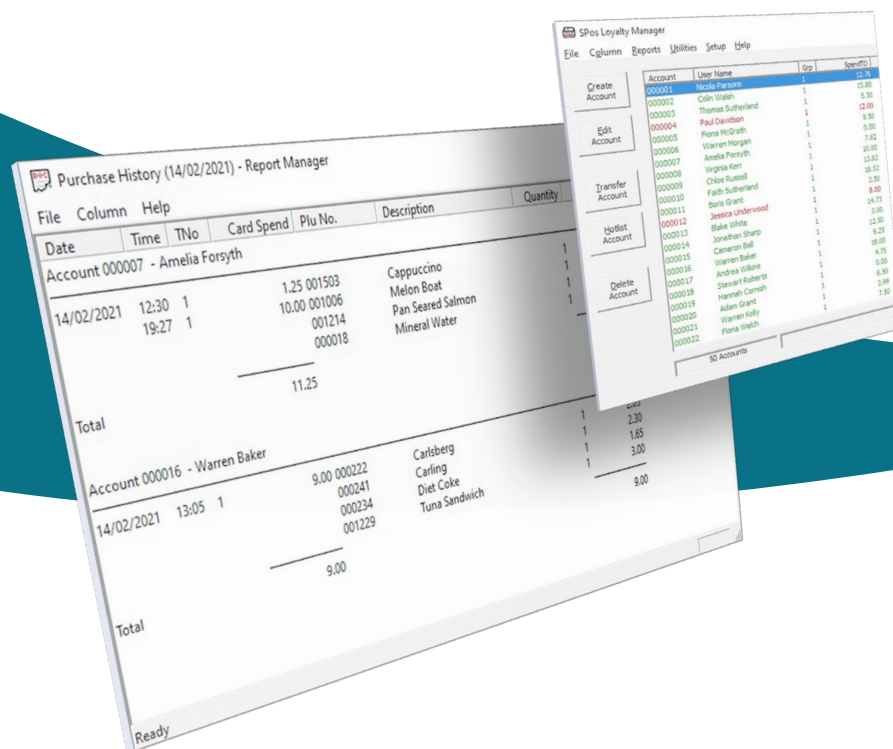
Optimising stock with Stock Manager

Enhancing the functionality of ECR Manager, this software provides a comprehensive stock control system, enabling quick analysis of stock levels, linked to point of sale information. This allows quick analysis of apparent stock, based on point of sales information against the stock ledger. Simple food recipes and mixers can be included in the system to aid accurate postmix and ingredient control too.

The core Stock Manager software also features:

- **Sales management** to automatically adjust stock levels against sales and presales
- **Stock level management** including stock codes and categories, automatic wastage levels, minimum stock quantities, and connection to specific suppliers and prices. This is also linked to the **stock ordering** facility to automatically or manually reorder stock based on minimum stock quantities for example
- **Stocktakes** which can be carried out while the system is still in use, and **stock adjustment facilities** such as returns and stock transfers
- **PLU linking** enabling PLUs to be connected to several stock items or vice versa, so that stock can be monitored for product groups and bundles, or recipes for example
- **Supplier management** detailing supplier details for specific products
- **Deliveries management** including the import of orders
- **Comprehensive reporting** including stock levels, sales and estimated profit, stock valuation, stocktake and supplier-based reports. Custom reporting is also available for any combination of stock, supplier category and date range.

For a demonstration of Stock Manager, please speak to your selected Sharp dealer...
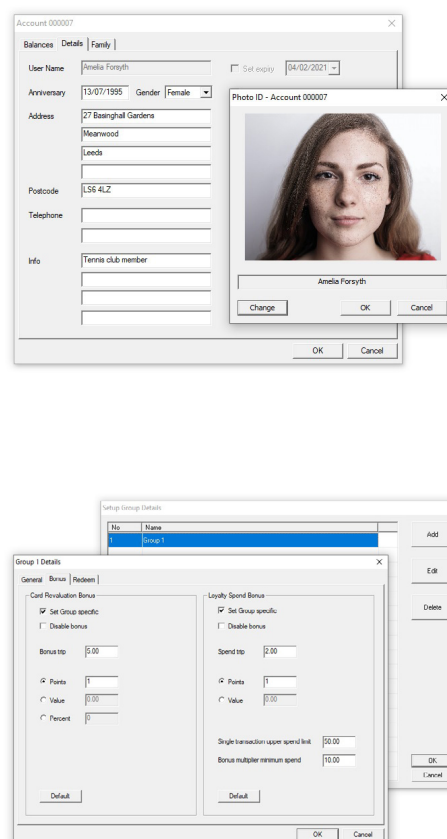
Driving repeat business with Loyalty Manager

Maximising the revenue from your existing customer base, Loyalty Manager helps you to recognise and reward your customers. It is also compatible with membership and loyalty cards too, such as discount cards, prepayment cards, customer IDs, door access cards and many more.

Helping you to retain your customers with:

- Database management including customer details, photo IDs (optional) and bespoke data fields, all searchable, and all transferable between customers
- EPOS compatibility including purchasing with points and reminding servers of important dates e.g. birthdays
- Magnetic swipe compatible, giving your customers loyalty cards that are easy to use
- Real-time balance management: adding and subtracting points for customers and providing a real-time point balance
- Reporting & Marketing Support including birthday or anniversary date exports, card usage, points expenditure, and purchase history for example
- Loyalty bonus system including points multipliers for example to incentivise use of the card at specific times or places
- Card hotlisting for lost or stolen cards, allowing balance transfer to a new card, and preventing an old card from being used.

For a demonstration of Loyalty Manager, please speak to your selected Sharp dealer...