

THE UK'S MOST INNOVATIVE EPOS

Trusted by over 30,000 businesses



YANKEE CANDLE



THE CROWN ESTATE

easyGroup



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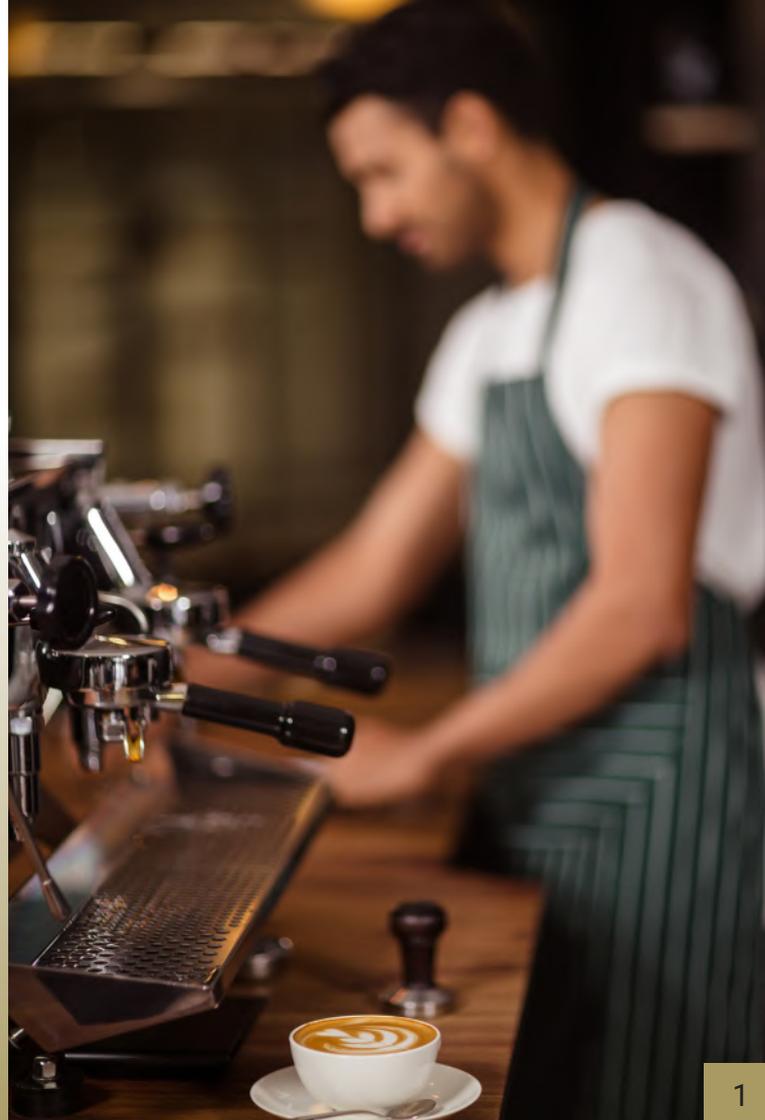
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Businesses in your sector

Working in Partnership with Epos Now we believe all businesses, regardless of their size, can leverage the power of cloud technology to streamline their business operations.

This award winning systems has been affording retail businesses increasing profitability, reducing costs and peace of mind since start up in 2011.

Customers range from independent shops and boutiques to multi-site chains, to franchises with 100+ systems. Our comprehensive software is engineered to meet the demand of the service industry, improving service speeds, standards and the customer experience.



Simple to use

You need to control your business without compromising the quality or speed of service. Our system delivers fast close tender keys, rapid reordering functions and quick tab-to-table order transfers for hotels and restaurants. Our system will ensure every item is sold for the correct price. Your staff will stop charging the wrong price (and/or stop guessing), and you can change those prices easily. Staff members can quickly switch between orders and can even be prompted to upsell and cross sell with the inclusion of pop-up notes. Our system is so intuitive that a staff member can be fully trained in 15 minutes.



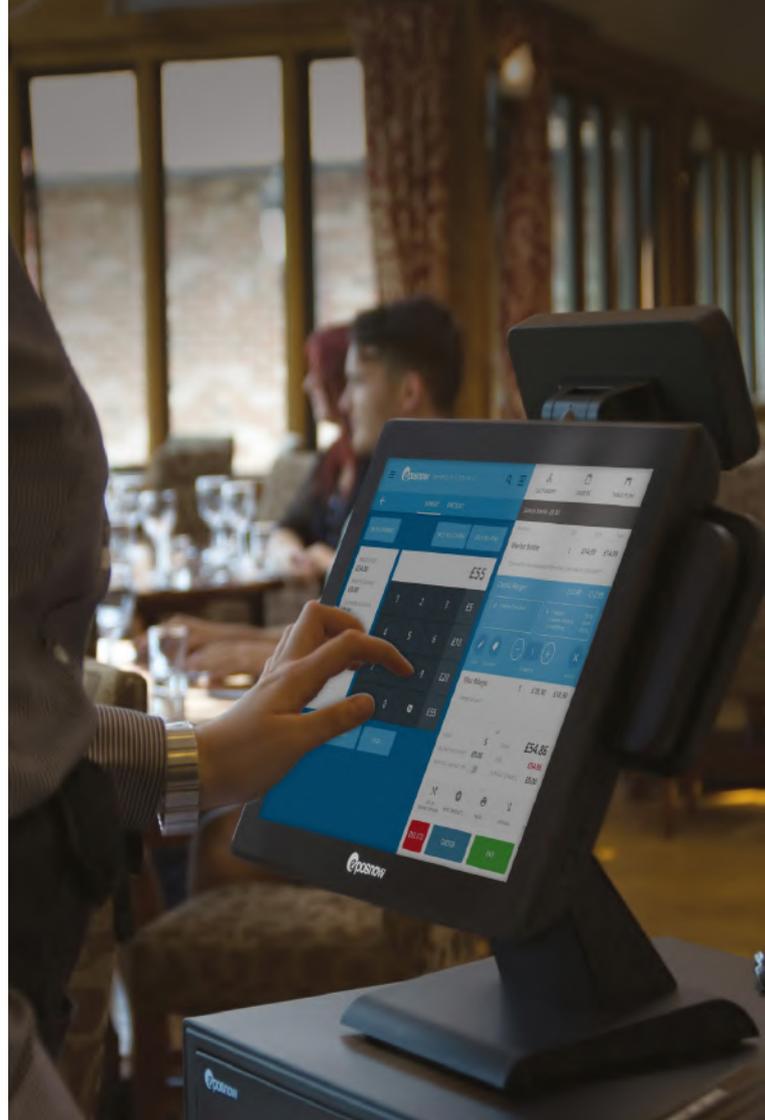
Users report a 30% speed increase



10% saving for reduction in human error



Staff are trained in 15 minutes



Cloud Technology

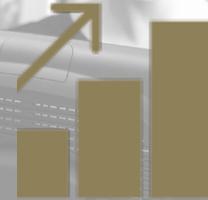
Cloud technology is providing retail business owners with more flexibility in how they run their businesses. The rise of mobile working means you can access your data, anytime, anywhere or any device, allowing you to run your business from your back pocket!

Cloud technology is the perfect partner to a growing business affording you unlimited scalability and protection for your data. The cloud also eliminates costly software upgrades and means your system will automatically be updated with every release. You'll always have the most up to date software, without the additional price tag.



Security

Even if your hardware is corrupted or stolen, your data is safe in the cloud.



Scalability

Whether you have 1 or 100 systems, control all business data from your back office interface.



Flexibility

You're no longer chained to the system. Work between premises, from home or holiday!

Remote management

You can access your entire system securely on any device from anywhere in the world! This allows you to monitor security, access accounting information, change pricing or run any kind of report. Just type in your username and password into the online portal on your phone, tablet, PC or Mac and you can check how your business is performing, whether you're on holiday or out of the office.



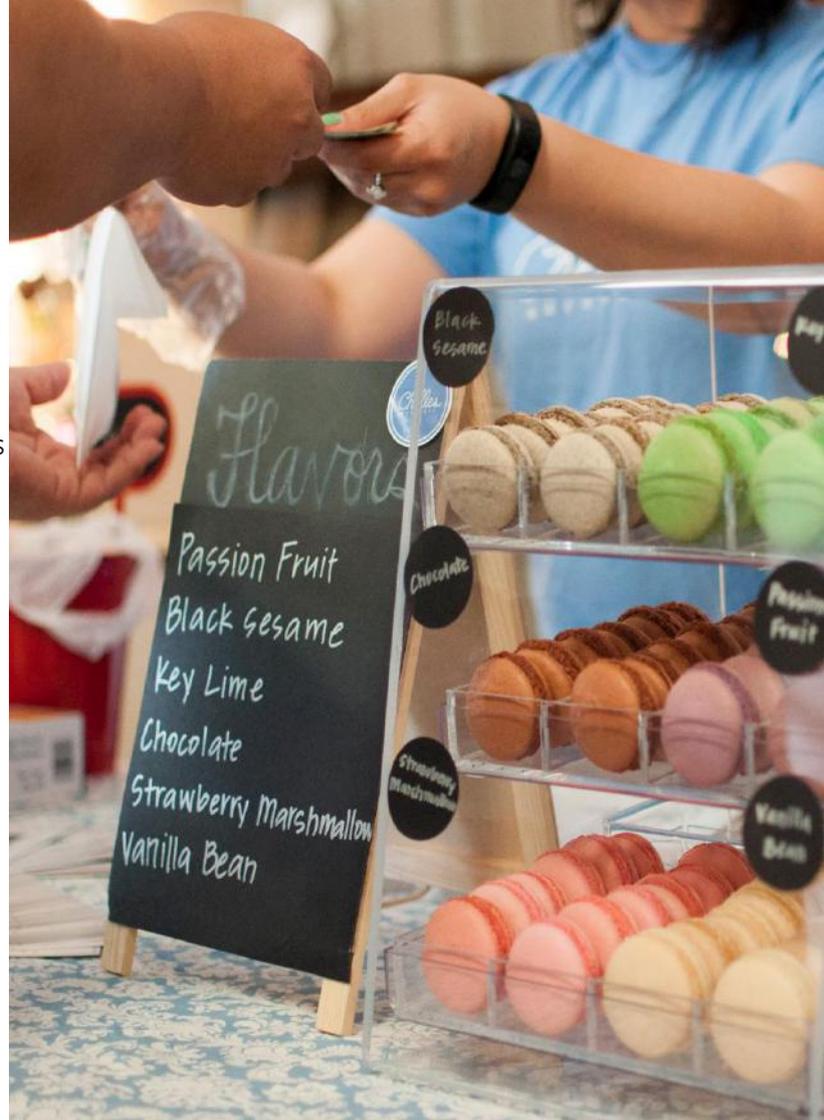
Barcoding and Shelf-Edge Labels

Our system gives any retailer the ability to print high quality barcodes, store promotions and shelf-edge labels easily. This ability to generate your own barcodes for your stock not only speeds up service time drastically, since staff spend less time searching for product details, but also ensures that your products are marked up in a professional manner with the price and SKU (Stock Taking Unit) details clearly displayed for the customer.



Promotions

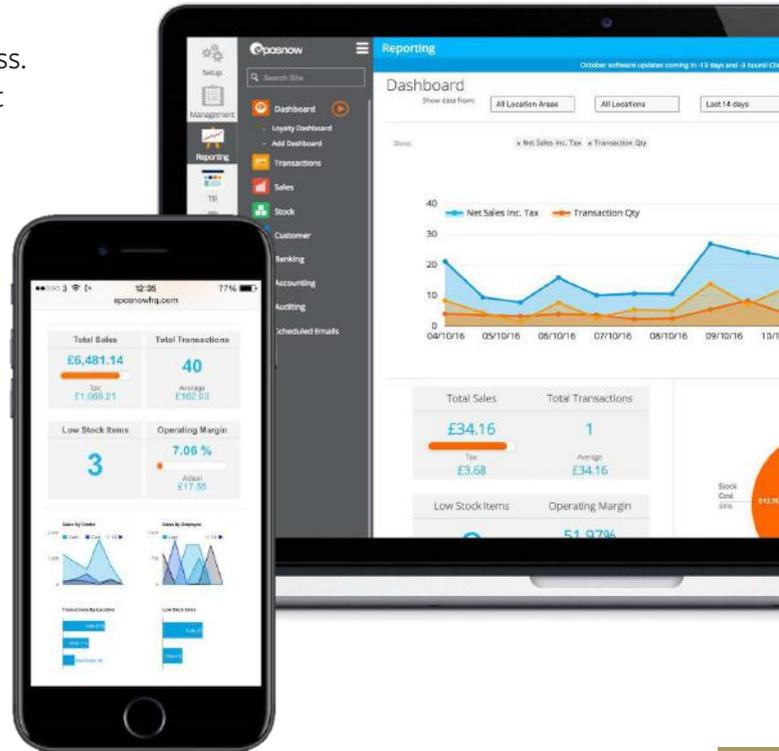
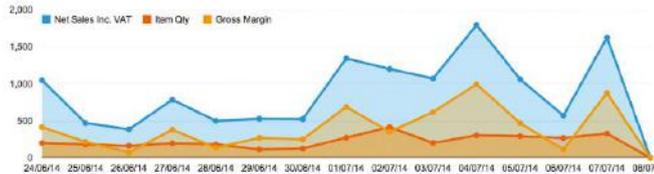
The competition to win customer loyalty is fierce. To fight this battle successfully, retailers must give customers a reason to choose them over their competitors. Promotions can be used as a great tool to increase turnover, boost margins, and reduce non-selling stock without a corresponding increase in marketing or advertising expenditure. Promotions keep your customers coming back again and again, boosting their loyalty and satisfaction with your brand. They are also great for attracting increased foot-traffic since passers-by will be more encouraged to pop in if they see an attractive offer on display. With our system, different promotions can be run at different locations at different times



Customisable Dashboard

Access and create customisable dashboards to get an instant overview of your entire business and receive real time product, sales and employee information on any device. Dashboard options include profitability, revenue, staff or product analysis by individual location, staff or the whole business. Create custom dashboards to show the most important KPIs for your business.

Instant access to sales data & best selling products





Stock control

Stocktakes can be performed in minutes rather than hours thanks to the inbuilt stock control module and any stock variances can be instantly highlighted with intelligent reporting. This will free up your time to focus on other important activities. Automatic minimum and maximum stock alerts can be set up on products to ensure that not only fast selling items never run out of stock, but that any cashflow tied up within stock is kept to an absolute minimum.

The system will warn you when stock has fallen below the minimum level to reduce supplier lead time and awkward “out-of-stock” conversations. Furthermore, the system will automatically compile purchase orders for your suppliers with all required stock on to save hours of paperwork and stock reconciliation. Without having to go into the back office or stock room, staff can get an instant visibility of stock at any location (even on back order) to help customers quickly get the product they want if it’s out of stock in one of the locations. This will prevent customers from going to the store down the road or buying online instead. If your business has multiple locations the system can give you an insight into stock levels per location and drastically reduce the hassle of moving stock between locations.

Employee management and security

Our systems drastically cut down on shrinkage (the inventory that disappears due to theft), waste and misuse by employees.

A detailed record of all transactions on the system is logged. Not only can staff be given the option to sign in with pin codes or swipe cards, but they can also be allocated permissions and access rights to limit certain actions such as refunds, no-sales, voids and discounts.





Sales reporting

Run powerful sales reports from anywhere, on any device to help you cut operational costs and highlight areas to increase profit margins and grow the business. Detailed sales reports make it much easier for you to keep the right stock on hand and by using historical data, you can better forecast your future needs. Detailed sales data by item allows you to quickly validate actual stock against expected inventory levels, enabling you to pinpoint potential areas of waste and/or theft. Also, clear inventory information helps make purchasing requirements more accurate – not based on past experience or estimates. By reviewing detailed sales reports you can focus on selling higher margin items and boost sales of those items by promoting them in addition to any under performing products. One example is to use the various employee reports to identify your top selling staff, in order to pick up their best selling practices then roll out these out to the rest of the team.

Accurate end of day

Your system can tell you how many of a particular product you have sold that hour, day, week or month, and exactly how much money you have in your cash drawer. A simple report can be run from any till point, home or head office and will summarize takings by both individual till point, till group or location. The end of day will effortlessly differentiate between tender types to aid reporting and accounting. The system even offers a 'Blind End of Day' function to further reduce chances of fraud and shrinkage.

Accounting and Payroll

The inbuilt accounting module will not only automatically run your quarterly and end of year tax and VAT returns but also calculate your profit, loss and operating margin in real time, daily, weekly, monthly, yearly or over a custom time frame.

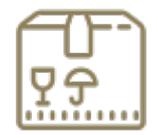
Another great feature is the clocking in/out function that not only logs the exact hours each member of staff works, but also calculates their gross pay. Epos Now is also fully integrated with the leading accounting packages, including Sage and Xero. All sales, stock and product data automatically synchronises, saving you time and improving accuracy.





Effortless product management

Easily add, edit and manage all your product information from any location and device. Enter essential information such as product code, cost price, supplier details, brand and RRP. The system also gives you the ability to bundle your products in various ways to form new products, like gift baskets, hampers or bulk packs. If your products have colour and size variants, the system can handle this too and managing them couldn't be easier. The inbuilt product matrix allows you to add any product and instantly replicate the product details across a specific size and colour range. The size ranges can be customized for men's, women's, and children's clothes, while the colour range can include any colour that you like. For each size and colour of a particular product you can enter in your stock level, as well as minimum and maximum order level. This ensures that you are ordering the correct number of each item – which is especially useful if you sell more of a particular size or colour.



Build Customer Loyalty

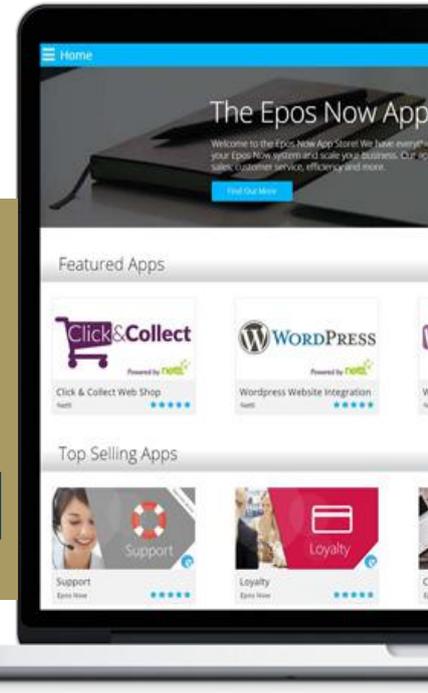
The built-in Customer Relationship Management (CRM) system will automatically record all of your customer data to use for marketing (where applicable) and loyalty purposes (existing customer information can even be imported into the system). Using predefined and customised reports, you can analyse customer behaviour to help increase repeat business and customer satisfaction. Loyalty cards can be issued for customers to earn points, redeem special offers or membership discounts, and customers can even be allocated tabs or credit to encourage repeat business. You will also have the ability to schedule promotions according to day of the week and hour of the day to attract more customers, increase sales with repeated visits, build customer loyalty and improve customer satisfaction. We can also connect to your existing third party loyalty systems to give you the ability to create marketing lists to mail shot your customer base special offers.

What's more, our system has a revolutionary feature which emails customers their receipt and then asks them to rate your level of service after a sale. This gives you an indication of where your strengths and weaknesses are in relation to customer service and lets you know your current customer satisfaction rating.



AppStore

The Epos Now AppStore is the first of its kind. You will find a vast collection of apps to extend the functionality of your EPOS system to streamline processes and scale your business, most are offered entirely free of charge. You will find apps created by our inhouse software developers as well as third-party certified developers. Some apps are standalone and extend the functionality of the system for all aspects of your business, such as customer loyalty, accounting, payroll, stock control and reporting. Additionally, the AppStore includes many integrations with web services you already use, including Zaper mobile payments, Caterbook hotel PMS, Appointed online booking, Wordpress, Zapier and Mailchimp. We are adding new apps every month; this coupled with our constant platform updates means you always stay one step ahead of the competition.



Weighing Scale Integration

Our unique weighing scale integration makes selling products by weight simple. Increase revenue and reduce waste, without having to learn complicated new systems.



Quicker transactions

Speed up transactions, whilst providing improved customer service, and reducing pressure on staff.

- Automated process
- Calculate the weight & cost instantly
- Easy to train staff
- Create promotions to drive loyalty and repeat business



Eliminate waste

Improve your margin by identifying and removing wastage.

- Remove manual processes
- Receive every penny of the full price by not rounding up
- Reconcile stock with your sales



Old meets new

Avery Berkel provides 280 years of weighing scale experience with our cutting-edge cloud technology.

- Integration works with a range of Avery Berkel scales
- Peace of mind of accurate measurement.

The FX120 Avery Berkel Scales are a free-standing or flush mounted weight only scale at just 87mm high to enable easy counter integration. These Avery Berkel Scales are an industry standard and are capable of supporting products of up to 15kg. This scale will integrate perfectly with any EPoS system.





Advanced table plan

Our advanced table management system is completely customisable to your floor plan to ensure better customer service and staff productivity. Even if tables or chairs need to be moved around from night to night, changes can be made to the floor plan instantaneously using the drag and drop functionality, easing the job for hosts, servers, and managers and allowing them to focus on what matters most - the customers.

You can even split and transfer the bill between tables. Reservations can quickly be allocated to ensure no double bookings and the number of covers and bill amount per table can be easily recorded for reporting purposes. Our system can even integrate with your website's booking system, and mobile booking apps.



Remote Table Service

Using a combination of kitchen/bar printers and handheld ordering tablets speeds up service and rapidly increases staff productivity. Save your staff from having to waste time going back and forth to a fixed terminal, improve your operation by order taking at tableside and more accurately recording orders and seat numbers, and manage functions such as stock takes on the go.

Staff can also explain and sell menu items and promotions, and with access to specials and ingredients, can provide instant answers to customer enquiries. This will instantly boost customer satisfaction and enable staff to upsell and cross-sell in the moment rather than wasting that time running back and forth to the kitchen or bar.



E-commerce website integration

Our web integration helps you grow your business while keeping your back-office management simple. Integrating with your Epos system gives you a single view of all of your sales, reports, inventory and customers, be they in-store or online. The benefits of integrating your Epos Now back office with your website:

Integrated sales



Have a single view of all your transactions, product sales and margin levels from both online and instore sales.

Customer loyalty



Record and analyse your customers' buying habits, online and offline, allowing you to spot trends, boost customer service and run targeted loyalty campaigns.

Inventory management



Real time synchronized stock levels ensure you always know exactly how much stock you have when you're selling both online and instore and will avoid any double-selling and stockouts

Save time and Improve Processes



Whether it's from adding information, completing a transaction, or making a component during the sales process, our web integrations save time in all aspects of the business.

Chip & Pin Integration

Payment is made easier than ever before by connecting your card machine directly to your Epos system.

Cash up in minutes

There is no need to check figures against end of day reports as reconciliation is fully automated.



Access to transaction reports

Access transaction information online and have a detailed overview of your sales.



Protect your profits

Automatic settlement allows you to monitor every transaction.



Improve customer experience

Ensure payments are processed quickly to improve customer experience and to make sure you don't keep customers waiting.



Remove human error

There's no chance of mistakes as the terminal communicates with your Epos system and knows the exact amount every time.



Close table from card machine

This revolutionary service allows you to print, split or close a bill directly from the card machine. Epos communicates directly with the card machine, preventing staff running back and forth from table to till. Full till receipts print directly from the card machine.



The Complete Solution

We provide everything you need to trade with no hidden costs. Perfect for shops, boutiques, chains and franchises

What you get:

- 2017 dual core touch screen terminal
- Software pre-installed
- 80mm receipt printer
- High quality all metal cash drawer
- 12 month warranty
- Configuration & Installation

from
£100+ VAT
per month*



* based on 48 months contract to include 24/7 365 support and license.

Full Tablet Solution

With the number of startups and small merchants growing globally, this kit delivers everything needed to start trading, all in one box.

The bundle simplifies the setup process by providing the essential hardware:

- Windows 10-based Tablet
- Software pre-installed
- Enterprise Dock
- Inergrated Card Machine

With core essentials coming in one box, flexibility is provided through allowing businesses to expand out to further peripherals as required, such as; cash drawers, barcode scanners and printers.

from
£49+ VAT
per month*



*+ additional software costs (see overleaf)
and is based on 36 months contract



Software, Support & Training

Basic **£25**
per device
plus **£10** per location

Monday - Friday 9am-6pm
& Saturday 10am-4pm
Telephone and remote
access support

Upgraded warranty to next day
replacement.

Unlimited training for staff members

Unlimited cloud storage

Free software updates

Covers the cost of the £175 annual
license renewal fee.

Premium **£35**
per device
plus **£20** per location

24/7 Telephone and remote
access support

Upgraded warranty to next day
replacement.

Unlimited training for staff members

Unlimited cloud storage

Free software updates

Covers the cost of the £175 annual
license renewal fee.



Onsite engineers
based across the
UK



Next day
hardware
replacement
service



Unlimited 1-1
training and
coaching



12 month warranty
on all hardware



Online backup and
financial grade
encryption



Dedicated account
management

Coming Soon

POS 2in1

The hand-held business solution.

Retail Software installed

5.5" touch-screen Capacitive Touch Screen, multi touch

NFC Contactless

EMV Payments

High Speed thermal printing paper width 58mm

4G Communication

Built in scanner

Wi-Fi and Bluetooth

Car power adapter



Additional Hardware



**Pro USB Thermal
Receipt Printer**

The Epos USB receipt printer accepts any standard 80mm till roll, and will deliver high resolution receipts quickly. Using the latest thermal technology it does not require replacement ribbons or ink, and is built to cope with busy retail and hospitality environments.

£129.00 Ex VAT



**Pro Ethernet 80mm
Thermal Order Printer**

The Pro Order Printer minimises human error by allowing you to print orders from your EPOS system directly to your bar and kitchen.

£249.00 Ex VAT



**Bixolon DX220
Barcode Printer**

Save yourself time and money by using this thermal printer that prints using heat and requires no ink. Customise and print high quality barcodes and labels directly from Epos software.

£249.00 Ex VAT



**Pro Customer
Display Pole**

The Pro Customer Display Pole is perfect for noisy environments (like bars and nightclubs) where customers can't easily hear staff.

£89.99 Ex VAT



**8-inch Customer
Video Display**

Boost your business with the 8-inch Customer video Display. Drive product sales by clearly displaying offers and promotions at the till point or publicise your brand by featuring your company logo, images or videos.

£299.00 Ex VAT

Additional Hardware



Pro Cash Drawer

The Pro Cash Drawer is engineered entirely out of metal to ensure your cash is kept secure at all times and can easily be connected to any standard POS printer.

£49.00 Ex VAT



Pro USB Barcode Scanner

Speed up transactions and avoid human errors in every retail or hospitality environment. The USB Barcode Scanner is plug and play and allows for quick scanning, even with poor or damaged barcodes.

£49.00 Ex VAT



Pro Wireless Barcode Scanner

Easily scan all standard 1D barcodes. This wireless scanner is perfect for scanning items or products that are out of reach of the main system or that are awkwardly placed.

£179.00 Ex VAT



Socket Mobile 7Ci Barcode Scanner

Speed up transactions, accurately keep track of stock and cut down on human error with the Socket Mobile 7Ci. Easily scan all standard 1D/linear and stacked barcodes with this portable barcode scanner that is small, lightweight, and comfortable to hold.

£177.00 Ex VAT



Avery Berkel Scales FX120

Accurately sell items by weight, whilst speeding up transactions. Increase your revenue and reduce waste by integrating Avery Berkel scales with Epos software.

£489.00 Ex VAT

Additional Accessories



Pro Till Roll

Our premium quality till rolls are designed for thermal receipt printing and are the perfect size for the Epos receipt printers, as well as most standard 80mm receipt printers.

£24.98 Ex VAT



Barcode Labels

Premium quality barcode labels for high resolution printing on all thermal barcode printers. Designed to be the perfect size for the Epos Barcode Printing App.

£24.98 Ex VAT



Staff Swipe Cards

Increase your security and transaction speed by allowing your staff to swipe to access the system, whilst decreasing admin by having your staff swipe to clock in and out of their shifts.

£39.00 Ex VAT



Pro Magnetic Swipe Card Reader

Improve productivity of staff and the security of your business by allowing your staff to use a swipe card to log in. Enable your terminal to read and process staff cards, loyalty cards and gift cards with a single swipe.

£39.00 Ex VAT

About First Payments

First Payment Merchant Services is one of the fastest growing Merchant Service Providers in the UK. We provide chip and pin devices, EPOS solutions and alternative funding methods to thousands of customers.

Our objective is to provide the most stable and innovative payment solution in the SME market whilst also minimising the cost for our customers. On average we save 21% for our merchants and have saved up to 63% on credit card processing.

Tying this altogether is our experienced network of over 80 local business advisors that pride themselves on providing the best customer service experience in the country.



Did you know that First Payment Merchant Services also provides unsecured Government backed business funding?

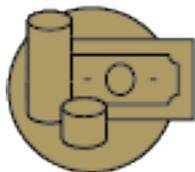
50% of SME's are turned down by their bank for funding, but we're here to help! We've funded many successful businesses as our lending partners say YES to over 8 out of 10 applications. This UK Government-backed scheme is designed to assist small and medium sized businesses, who often have difficulty in accessing finance to take their business to the next level due to complicated paperwork and strict criteria.

We think about business differently. We know that you have exciting plans you could bring to life if only you had the cashflow to support them. First Payment Merchant Services can provide this injection of capital based on your existing credit & debit card sales and you are in control. Simply choose the amount you need - anything from £2,500 to £300,000 and confirm your monthly card turnover.

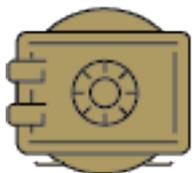
Most importantly, we know businesses have busy and quiet periods so this solution is designed to provide you with the flexibility you need: you repay as a percentage of your FUTURE card sales, so no fixed payments or fixed dates. Simply pay as you earn. There is always a cost to finance; however, our one-off fixed fee has no hidden charges and is agreed up-front. No security and No credit checks are required.

So find out if you can grow your business today please visit www.firstpaymentmerchantservices.co.uk or give one of the friendly team a call on 01276 782222.

FUNDING IN 3 EASY STEPS



Decide an amount,
anywhere from
£2,500 - £300,000
based on your card
takings history



Agree on one upfront
cost. No hidden charges.



Pay back the cash
advance at the pre-agreed
% of your card payments



BACKED BY

HM Government



Call us today on 01276 782205
or visit us at www.firstpayments.co.uk