Yonoton PoS Service Description

For managing digital ordering & purchases

powered by
yonoton

Yonoton PoS

Yonoton PoS is a software-based Point of sale system running on Android platform. It can be installed on Android devices that support Android 8.1 or newer.

Yonoton PoS was created for the need of versatile PoS system whereas the market leading systems are very hardware dependent. Its design is based on customer needs in Restaurants, theme parks and hotels.

In restaurant set-up the Yonoton PoS supports both eat-in and eat-out models accompanied with Yonoton's infrastructure meaning that other Yonoton services are managed in the same manner with PoS. The consumer could for example order the lunch from the application created by Yonoton and the order could be further managed in the PoS at the counter.

The Point-of-sale system is part of a bigger ecosystem, whereas the point-of-sale system serves the customers willing to do transactions in person. The same application can also be used as order management system. Please refer to Yorma (Yonoton Order Management) system which can be activated to use for managing application, web, kiosk and other orders that are user created.

Following pages outline the Yonoton PoS features.

Employee login with user levels

The employees of the merchant are able to log-in to the Point-of-sale system with their personal pin code according to the rules set by the merchant's admin user. Different user rights can be given to the users: e.g., manual discounting or cash drawer filling/emptying could only be possible for shift manager roles.
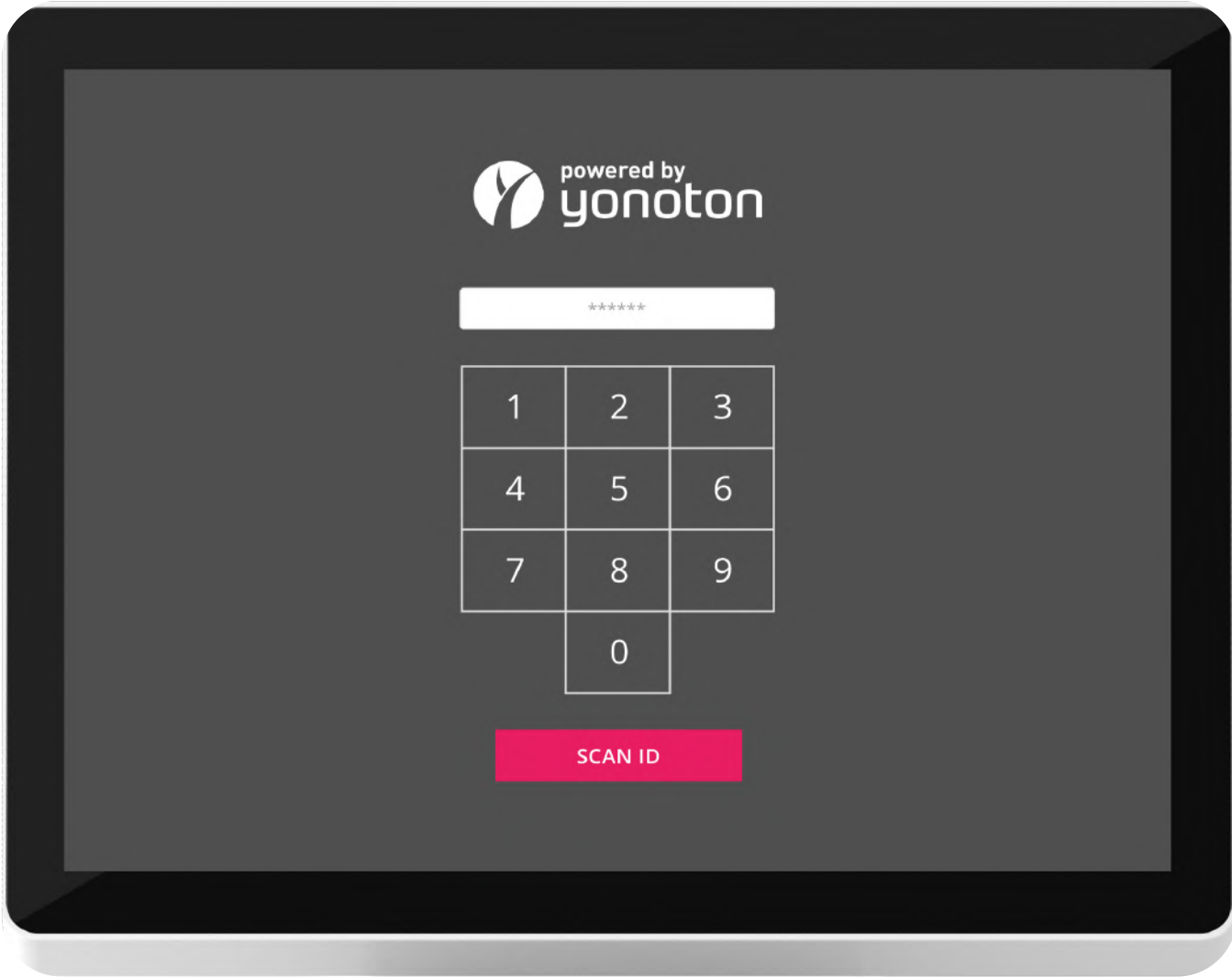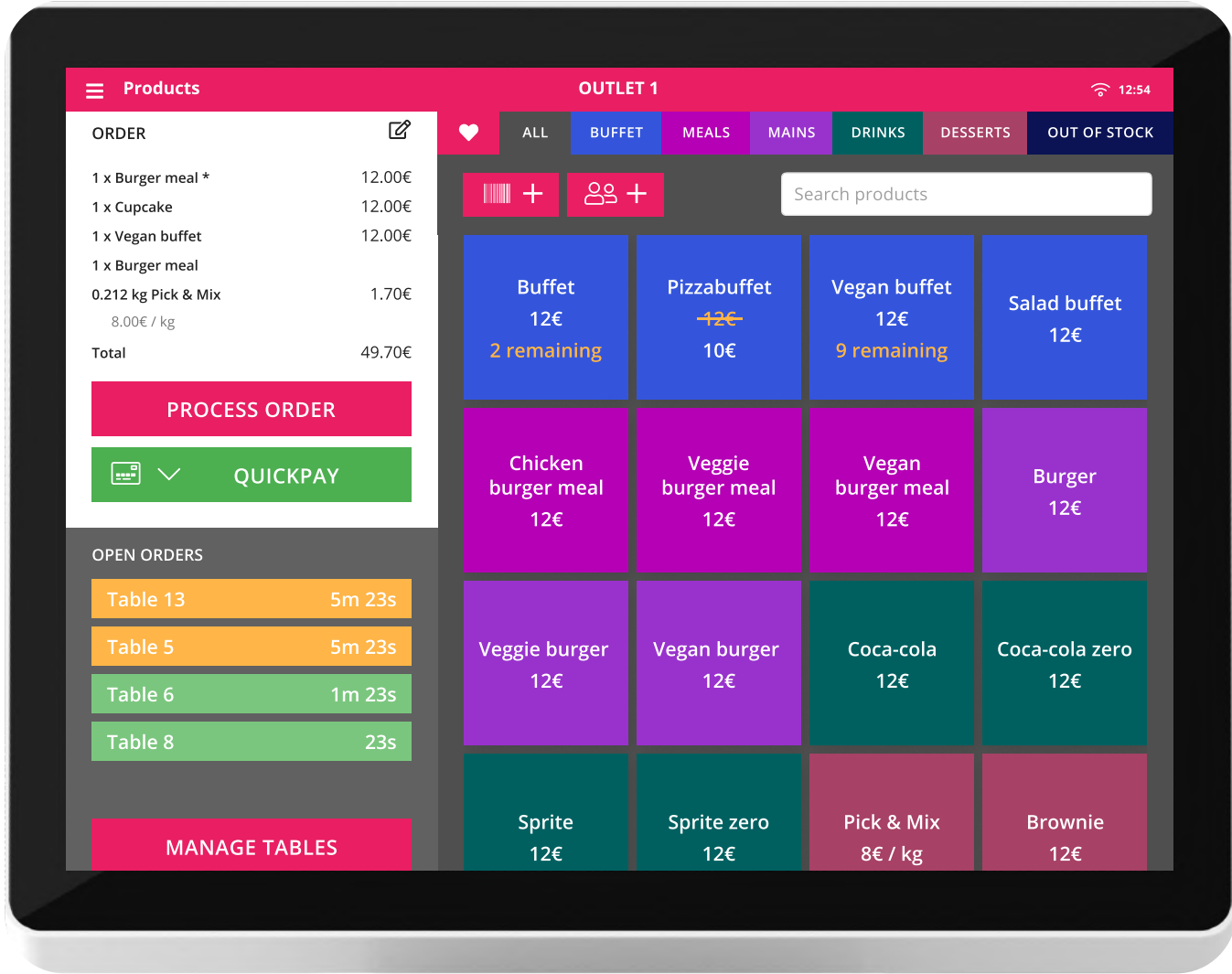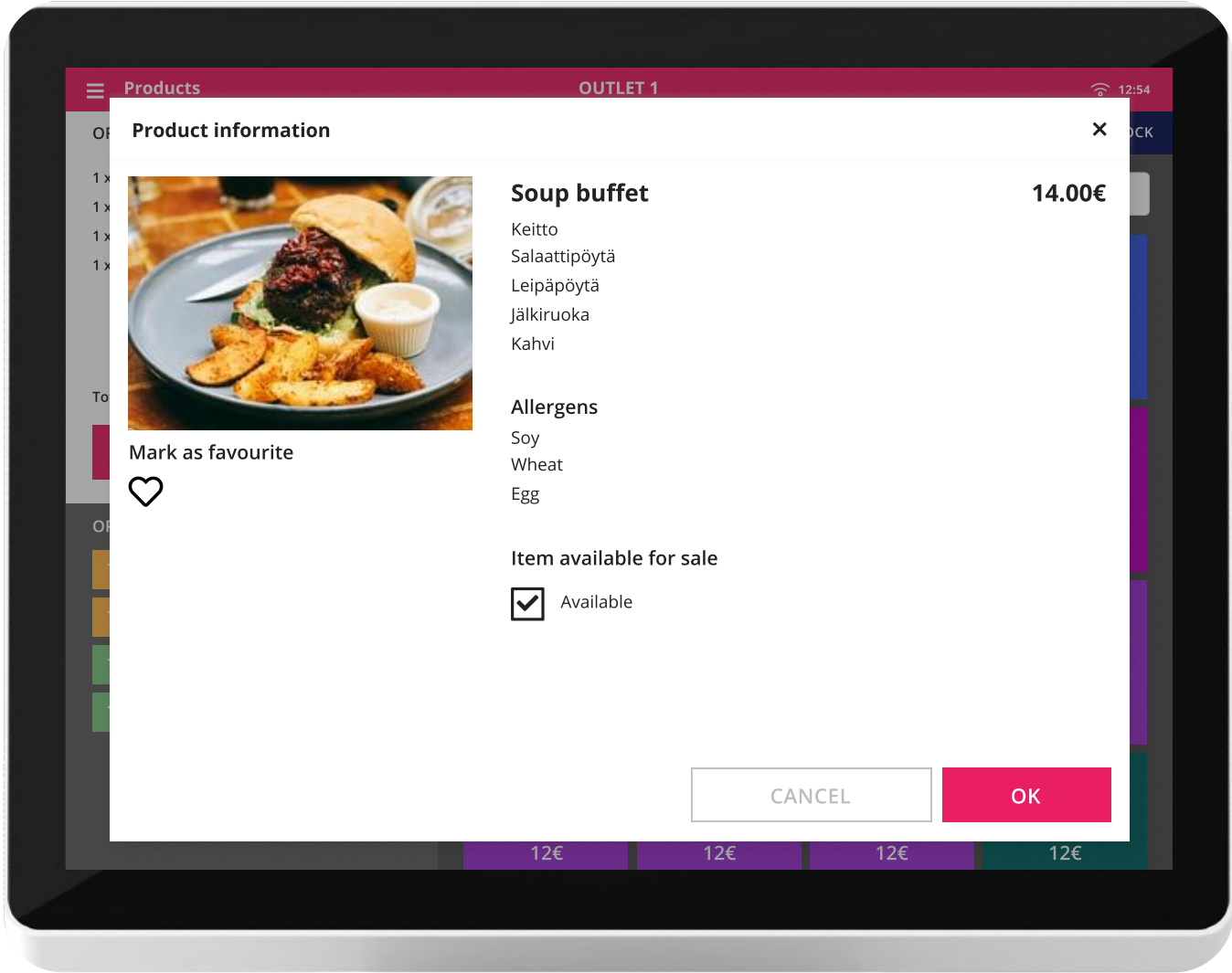
Shopping basket

The basis of the PoS system is to set products to a shopping basket from the main view. The products on the main view can be grouped to product categories and the user can also create his/her own favorites group from the list.

User can request more info regarding the product by pressing the product button for 2 seconds. The product info page will appear where the user can also mark the product as favorite.
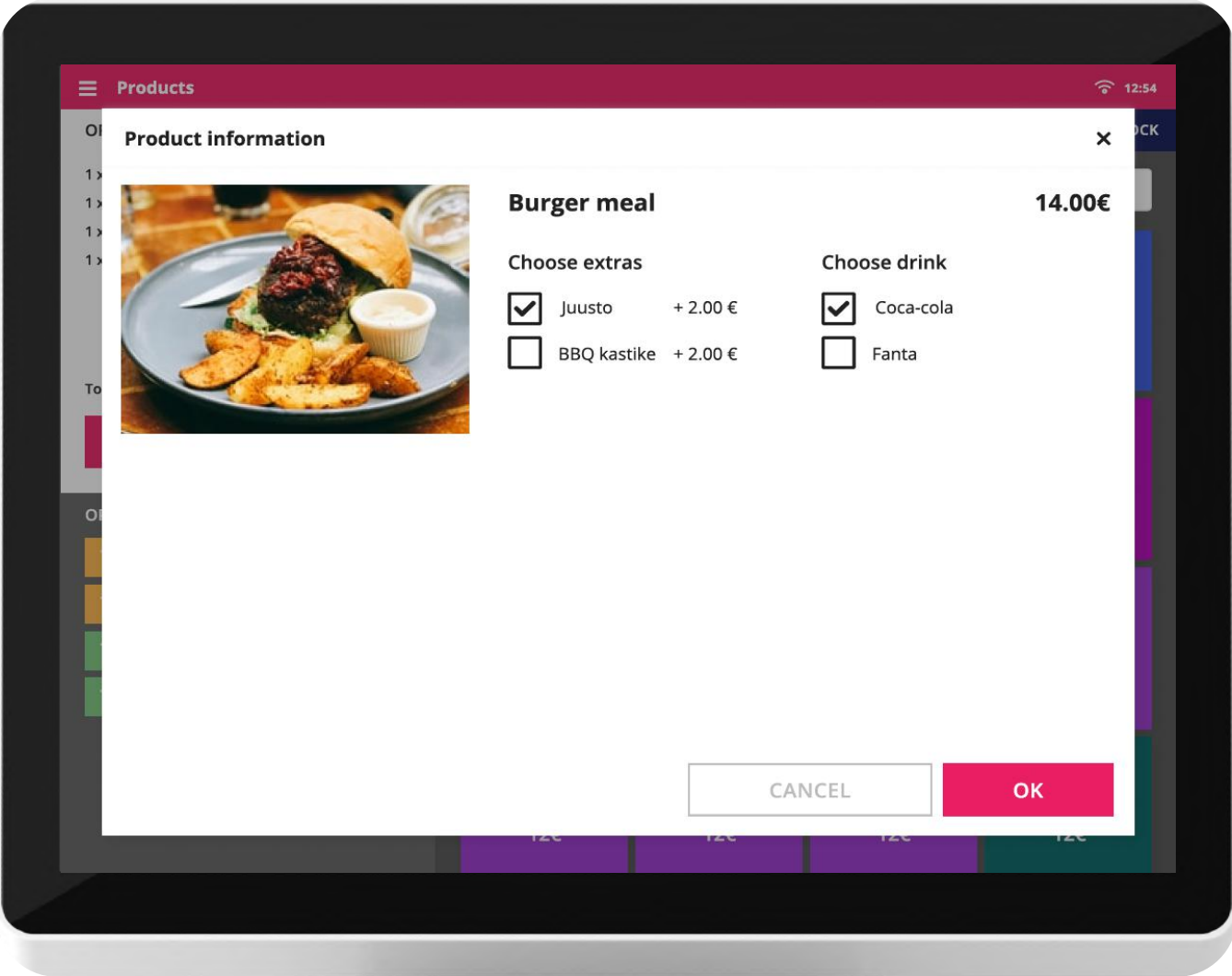
Product option handling

Products in sale can be equipped from the Yonoton Management Console with product options. Product can for example have options that may increase the price. Product option might also include the price verification by weight. In the case where the price is determined by the weight the weight can be added to the order by typing it in, or by using an integrated digital scale. Please refer the picture below:
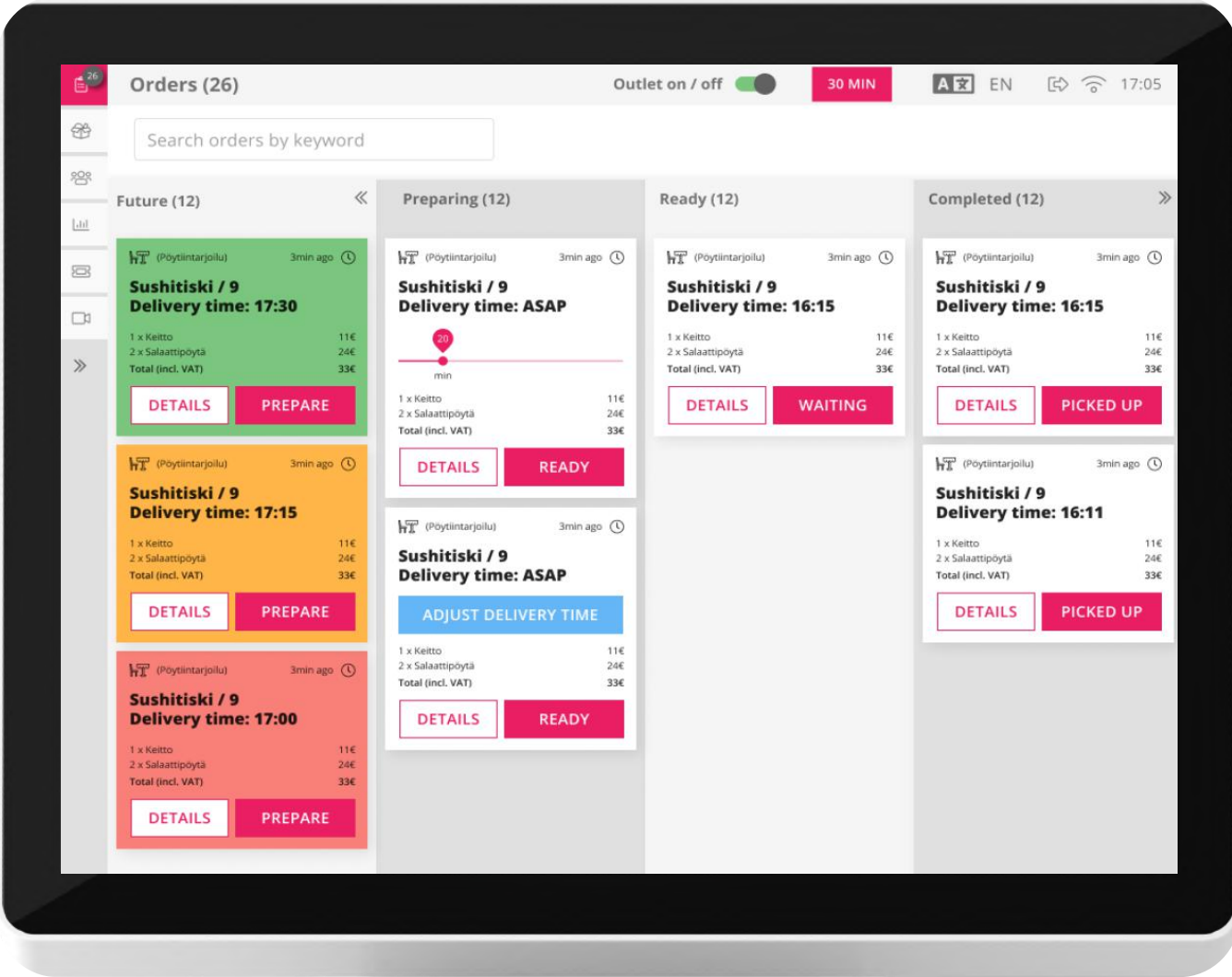
Eat-in ordering

Eat-in can mean two separate use cases:

1. Sit down restaurant ordering, where the bill is settled at the end of the dinner (please refer to Table management)
2. Fast casual case, where the food is paid instantly

Eat-out ordering

Eat-out ordering can be purchased from the PoS or the order can be made by the user and the order management can be handled by Yorma (Please refer to Yonoton Order Management)
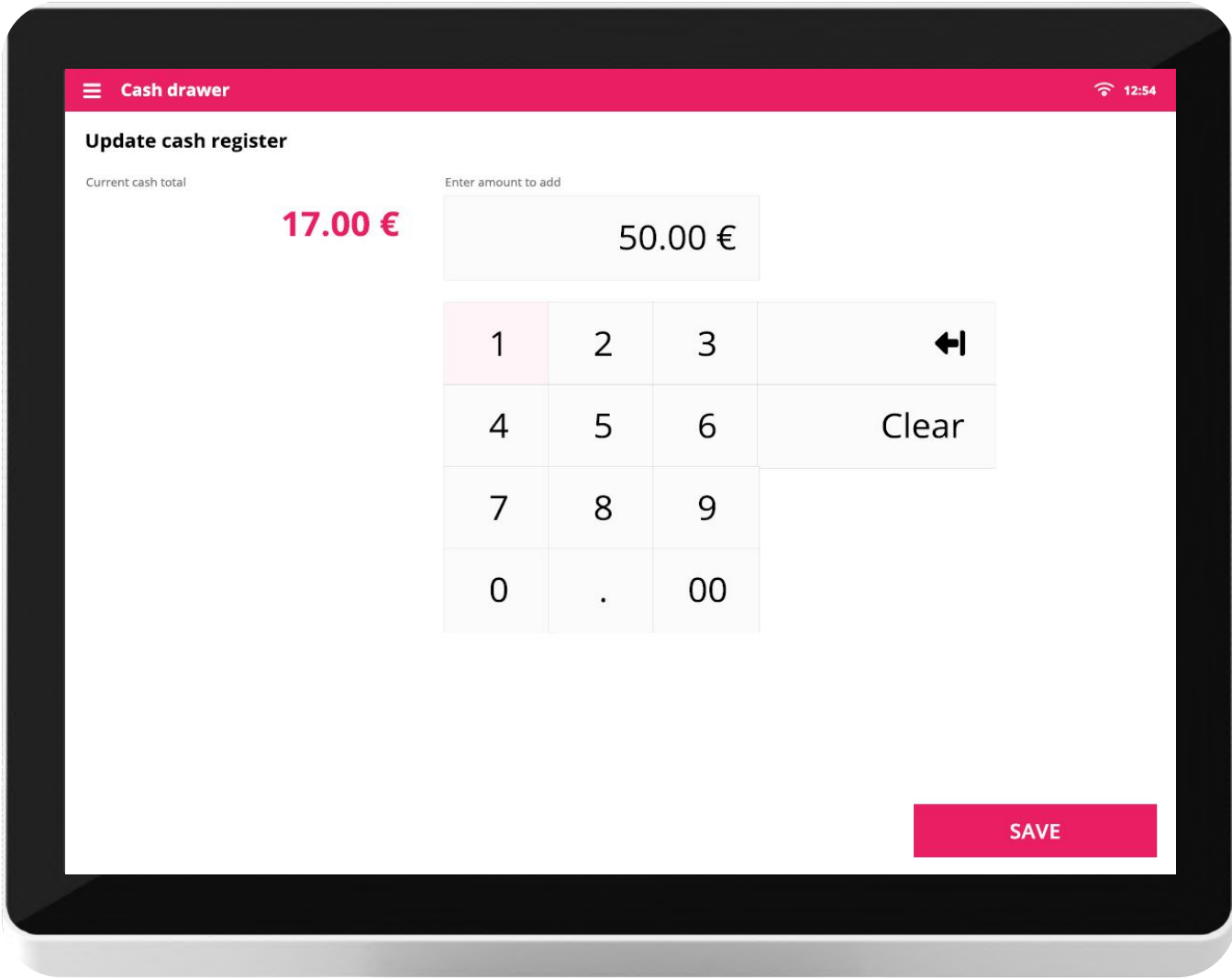
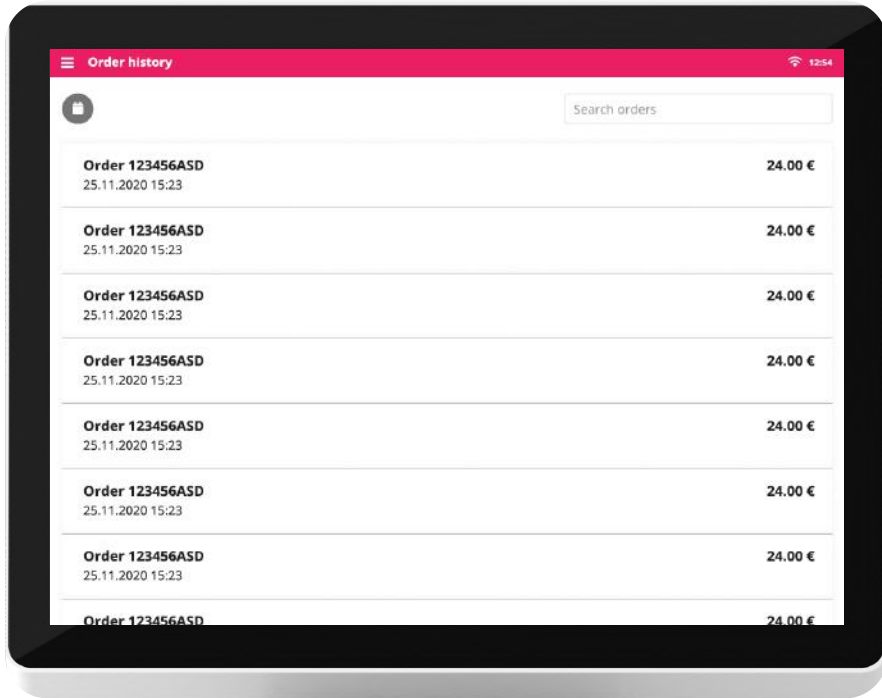# Order management view for app orders (Please refer to Yorma)

Cash handling

From the Menu of PoS the cash balance of the PoS can be set. The balance will automatically update when the cash is consumed or taken in. The cash balance float is built in accordance with tax authority regulations.
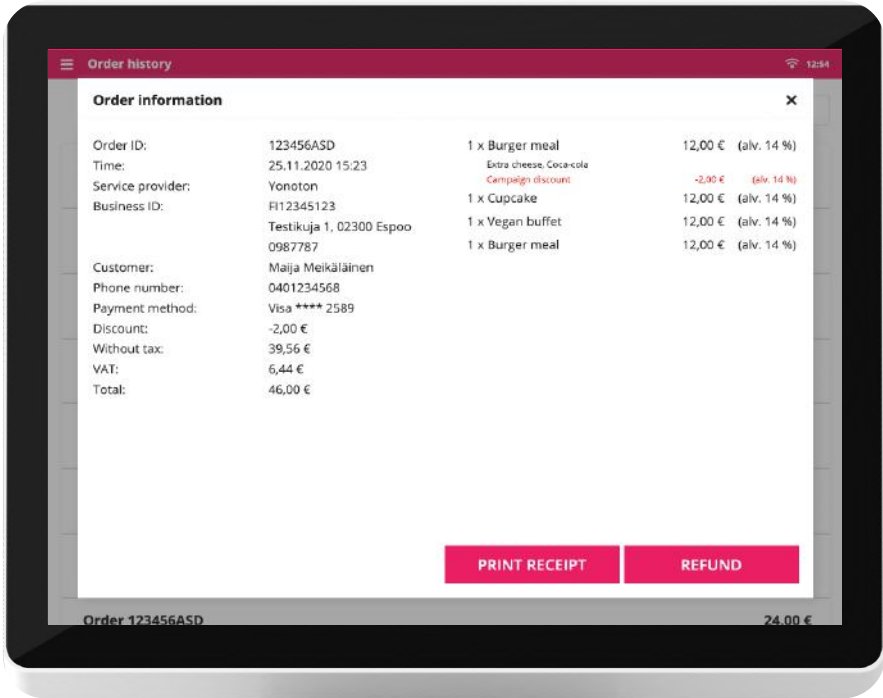
Order history

From the Menu of PoS the order display can be viewed as a list

Once the order is opened, the refund functions and receipt reprint become available

Once giving the refund the customer's name and phone number is collected and stored digitally to system's e-journal. The refund is made with the same payment method as the original payment.

| Cash balance handling
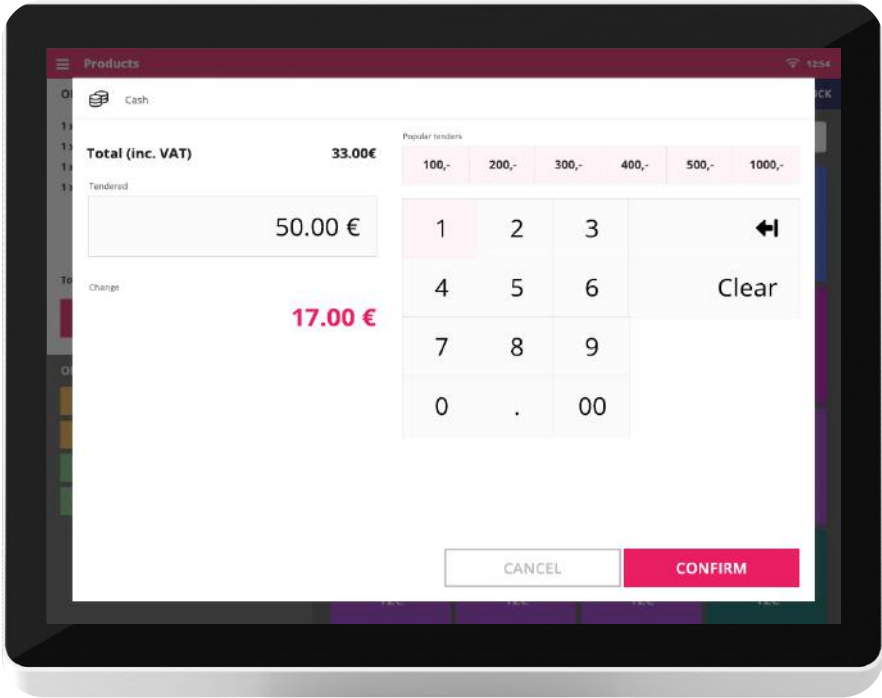

| Order history and refunds
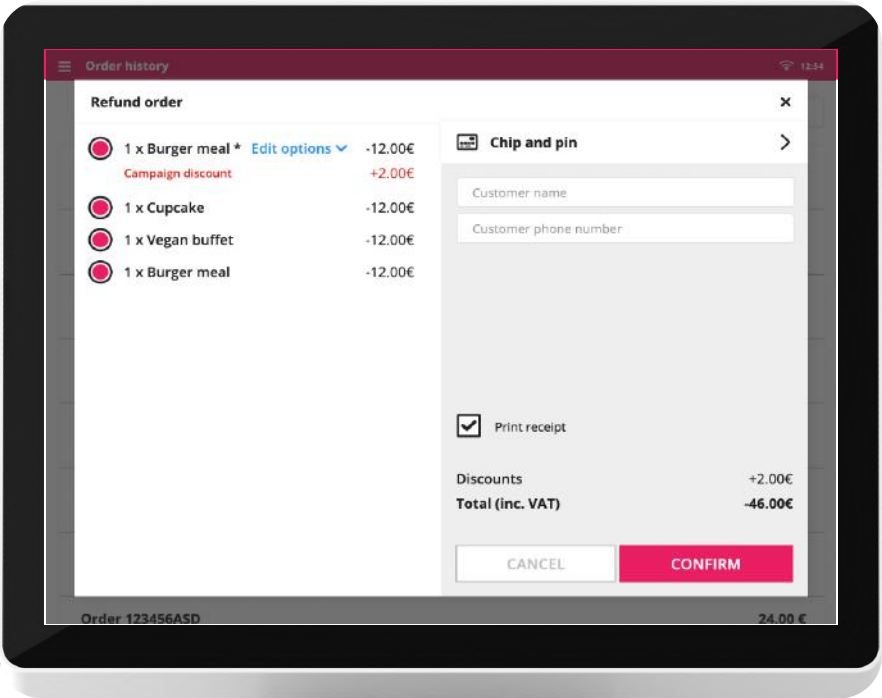
Payment methods

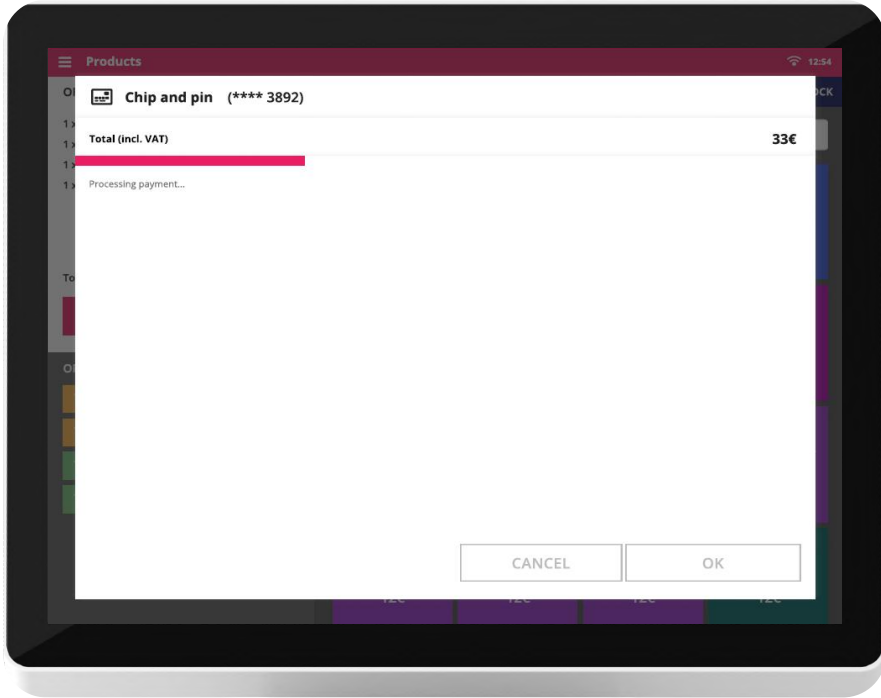There are several payment methods available in the Yonoton Point of sale system. Also, more payment methods are constantly added to the system. It's also possible to use two or more payment methods for the same order. The following payment methods are currently available:

The payment method is selected from the corresponding list of payment methods. The list can be altered based on the merchant

| Quickpay

In a case where the process order phase is not needed the cashier can also utilize the quickpay function, where the payment method is selected from the drop down list and the further process order is skipped
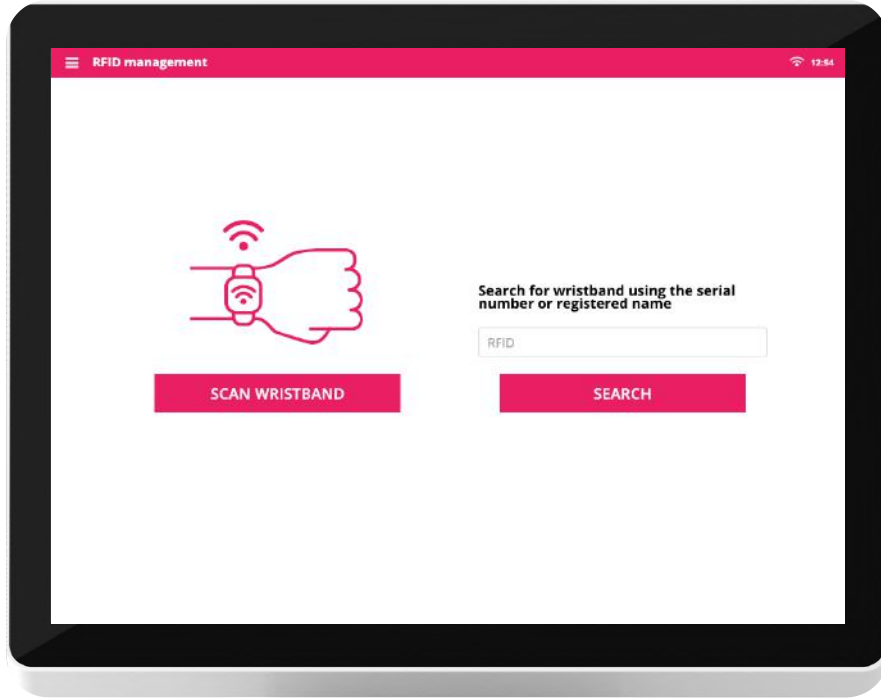
| Cash payment

1. Cash payments

| Card payment

## 2. Integrated card terminal payments

| NFC payment

3. NFC payments

Yonoton PoS supports NFC payments. The user can onboard the chip for payments through the application, or do it at point of sale. The consumer can set the payment method in the application and the unused balance will be returned to the corresponding payment method and no advance money uploading is needed. When onboarding is done at point of sale, the amount is loaded to the chip either from card or cash. Point of sale also supports discontinuing the chip, adding a new chip and refunding the amount to the chip.
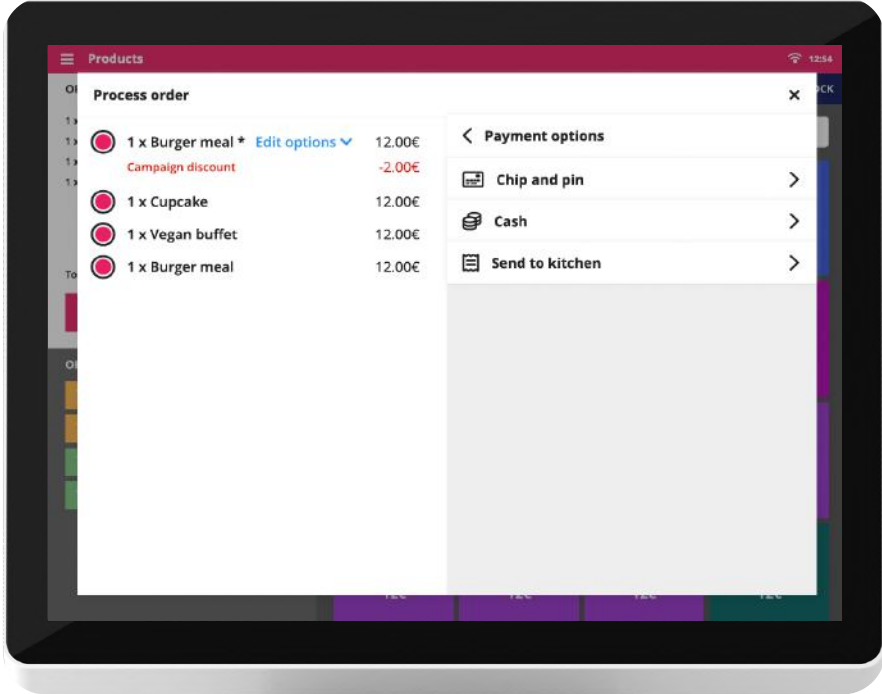
| Mobile payment (Vipps)
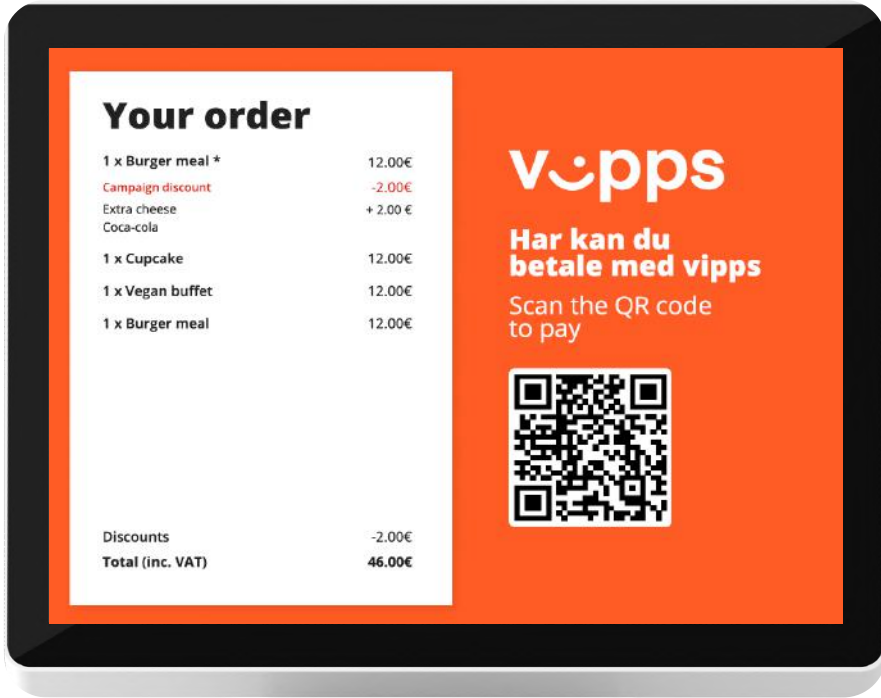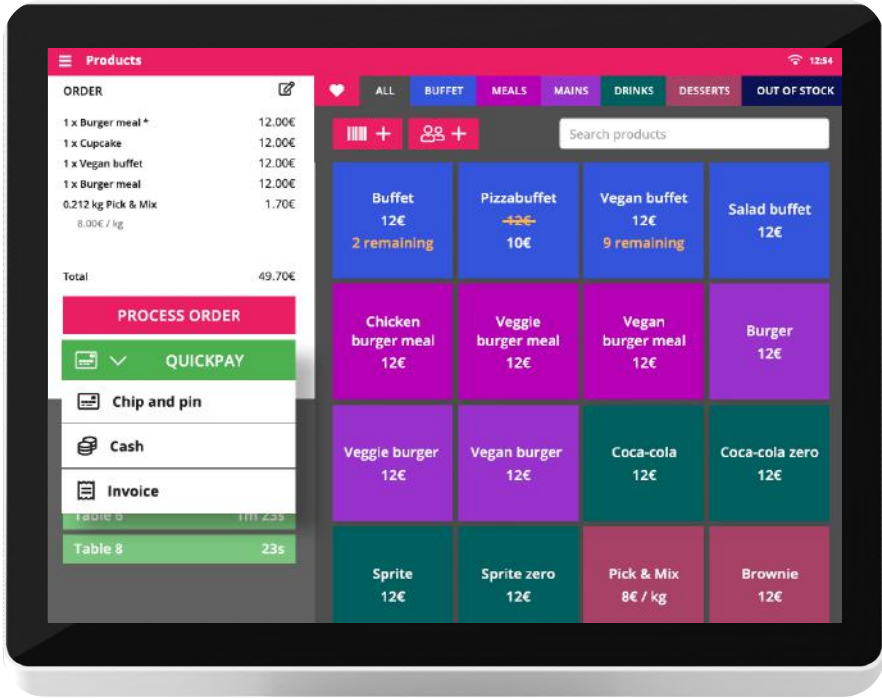

4. Mobile payments (Vipps)

Vipps or other mobile payment methods can be added to the PoS by using QR payment method. The Pos system's customer facing screen is used to display the corresponding QR to the consumer and the consumer can thereafter complete the payment process from his/her phone.

Discounting

At the process order phase several discounts can be applied. The following discounts are supported:

List price discounts

A Discounted price is given at the management console for the given product. The discount can be time based or it can be set as "for further notice"

Manual discounts

Manual discounts can be given from the process order page. The discount is set as an amount.

Loyalty discounts

Different loyalty-based discount can be given to the consumer by scanning the corresponding loyalty card. Yonoton system supports consumer management (CRM) where cons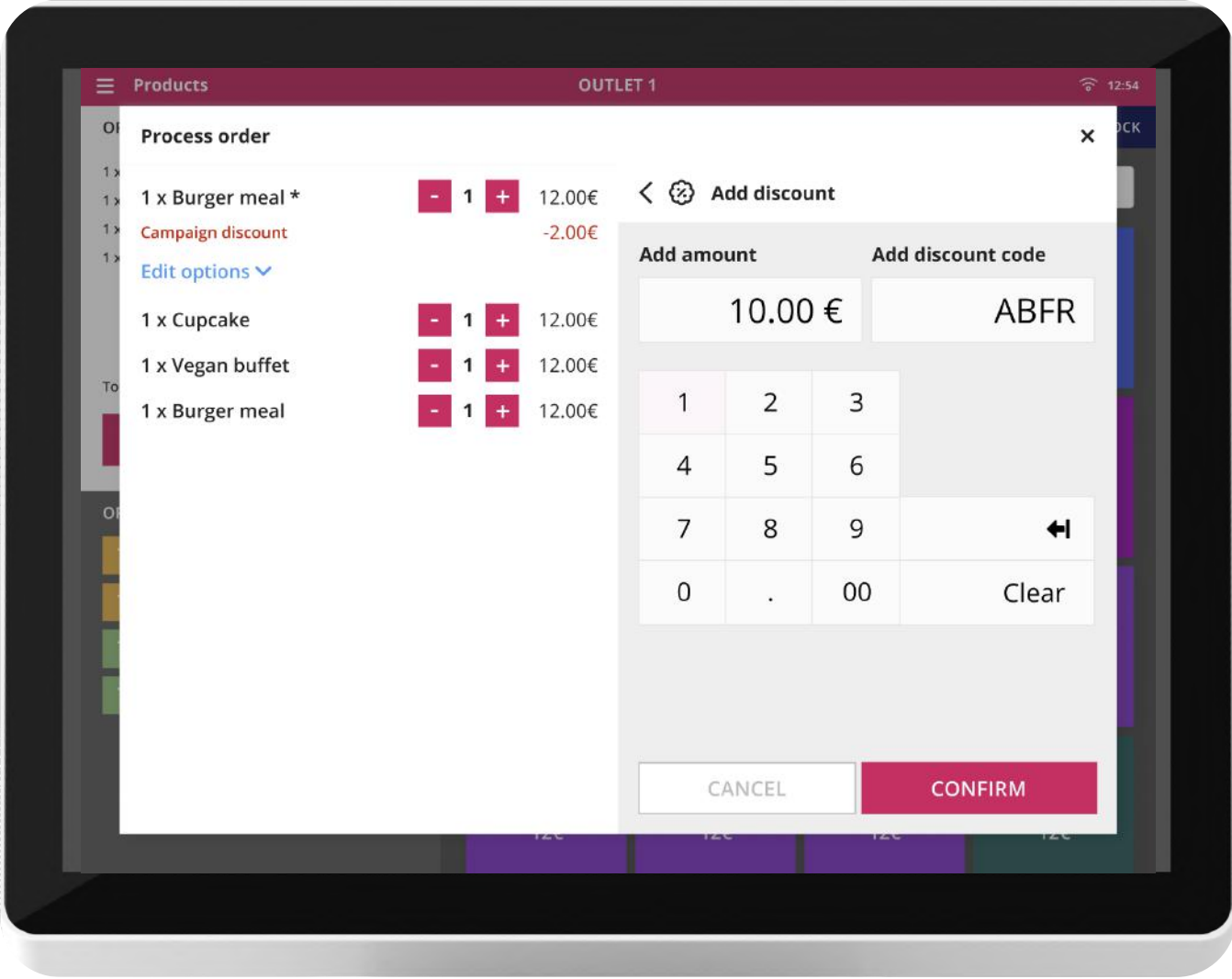umers can be given various loyalty schemes. The scheme can be for example displayed from the application made by Yonoton. Once the code is scanned from the consumer's app, the corresponding discount can be applied to the order.

Coupon discounts

As on the loyalty discounts, coupon discounts work in a same way of scanning the coupon to the system using the QR/barcode scanners. The corresponding discount is then added to the order.

Discounts from a drop-down menu

Some discounts might be preset from the admin panel and they can be added to the order by selecting it from a drop down menu at the process order stage.

| List price discounts

| Manual discounts

Barcode scanning

The system is able to support scanning of EAN and QR codes. The scanning function might launch a different function based on the code i.e., it might be used for coupon scanning or it could be used to scan an EAN code.

Offline transactions

Yonoton PoS is built to support offline transactions. It is a cloud-based system, so not all the functionalities will work offline. Cash and credit card (depending on card and terminal used) payments are possible to conduct during offline stage. Once the network connection is restored, the offline transactions are sent to the server and the functions will work normally.
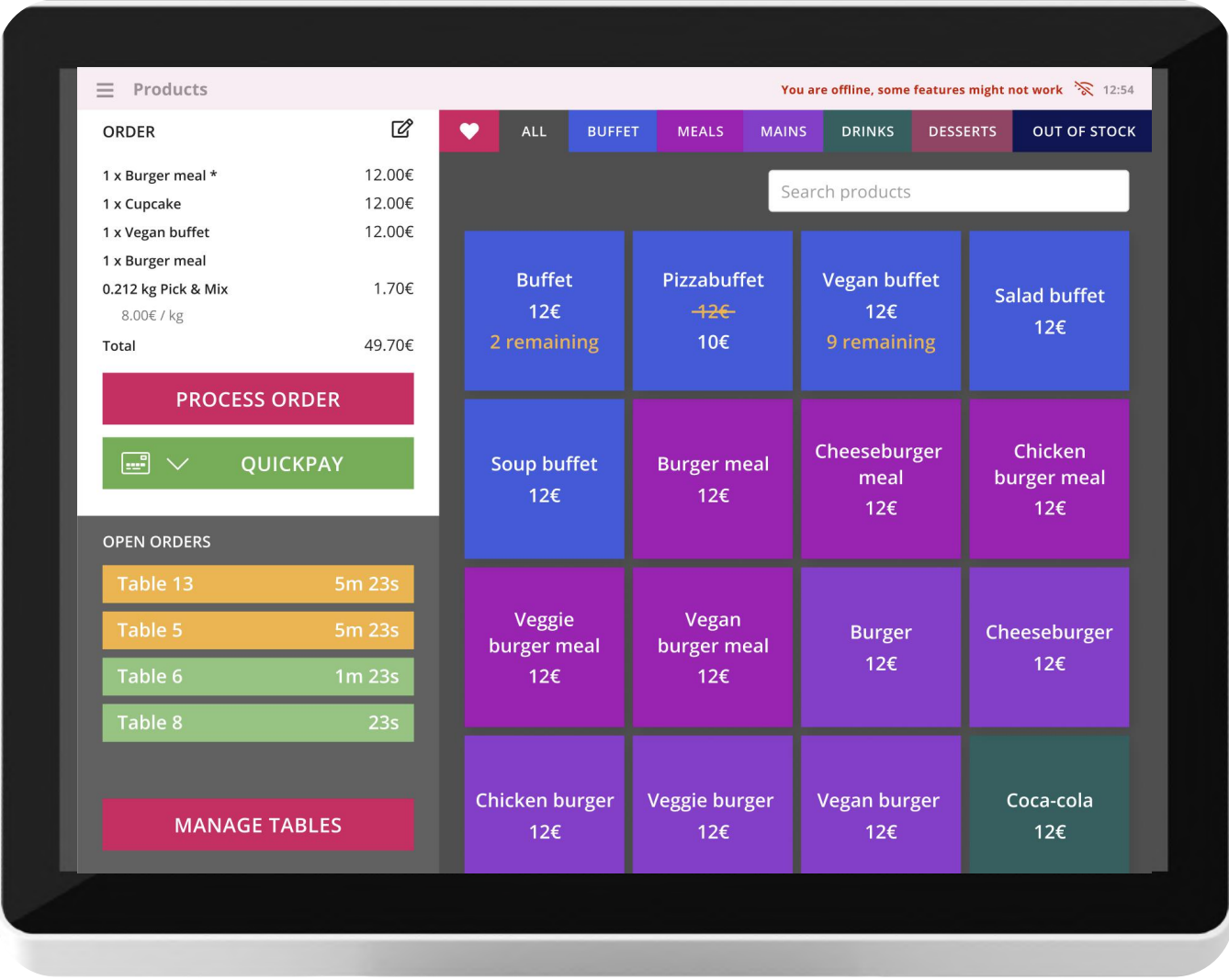
| PoS offline

Receipt printing

Yonoton PoS can work with integrated receipt printers. The print outs include:

Sales receipt

Refund receipt

Table receipt

The receipt's QR code can also be used to find the corresponding purchase from the order history later on.

Work orders for kitchen

Yonoton PoS is able to send paper work orders to kitchen from its Yorma (Yonoton order management view)

Other Loyalty management possibilities

Stamp cards

It's possible to collect digital stamps by using the application made by Yonoton. The application's stamp card scheme's QR code can be scanned with the PoS's scanner, which will add a stamp to the scheme, if the other requirements are met set in the admin panel. Once the stamp card scheme is completed, a coupon is granted to the user, which can be further scanned to the PoS for discounts.

Gift cards

Gift cards can be scanned to the Point-of-sale system and they act as value for the order subtracting the amount from the end amount.

Tipping

It's possible to add tips to the order, which is then further reported as a tip in the reporting.

Table management

Table booking

It's possible to manage time slots and tables in the PoS system. The system can be used for allocating pre-booked tables to actual seating.

Bill splitting

The order can be set as open in the order management system so that the consumer(s) can settle the bill at the end of the dinner. Often the possibility to split the bill between various consumers is then needed.

Combining app and manual purchases for the table

In some cases, consumers might have done purchases using their applications or self-service kiosks. It's possible to add items to the orders made by the users from the PoS and the end bill can then be settled in the PoS
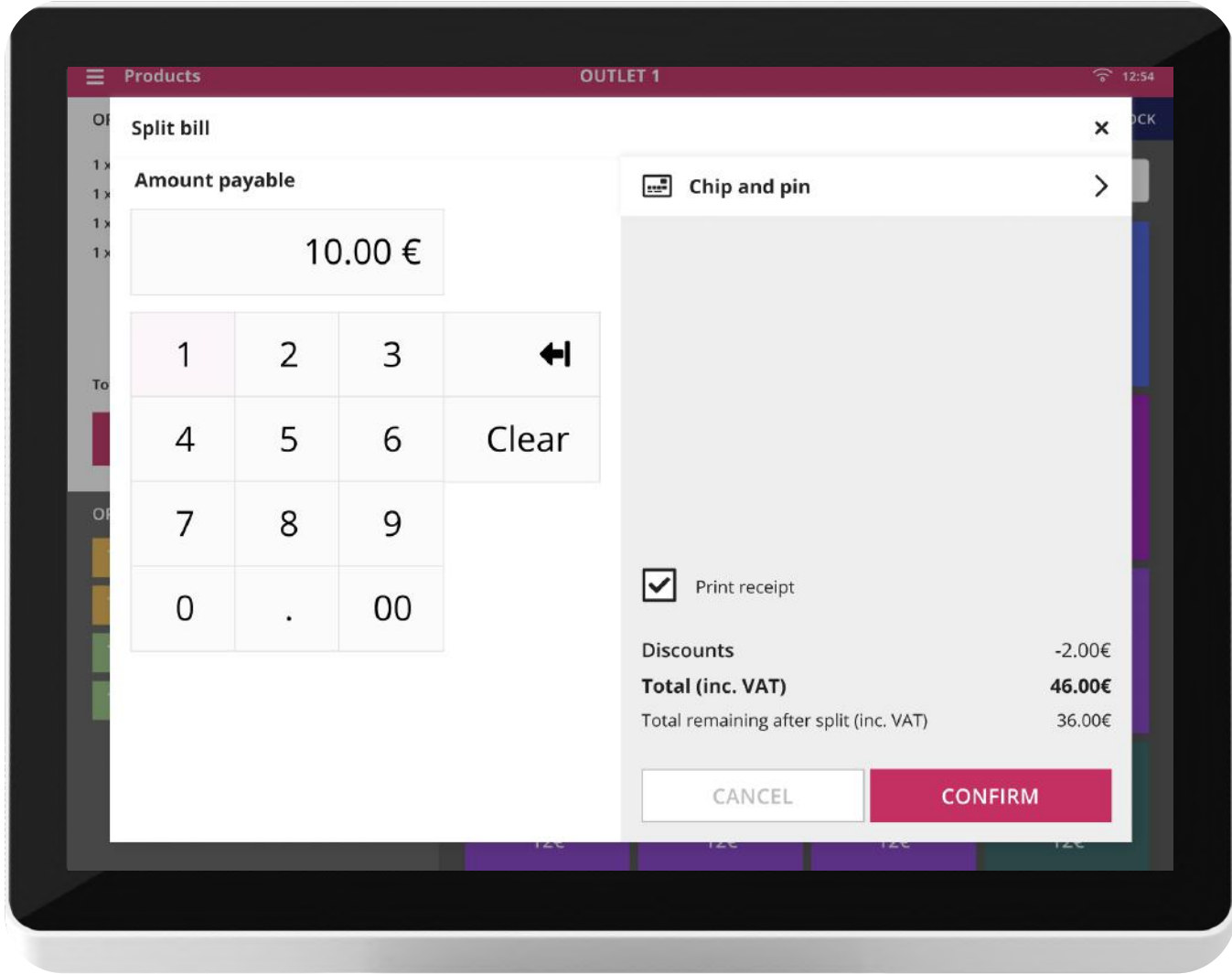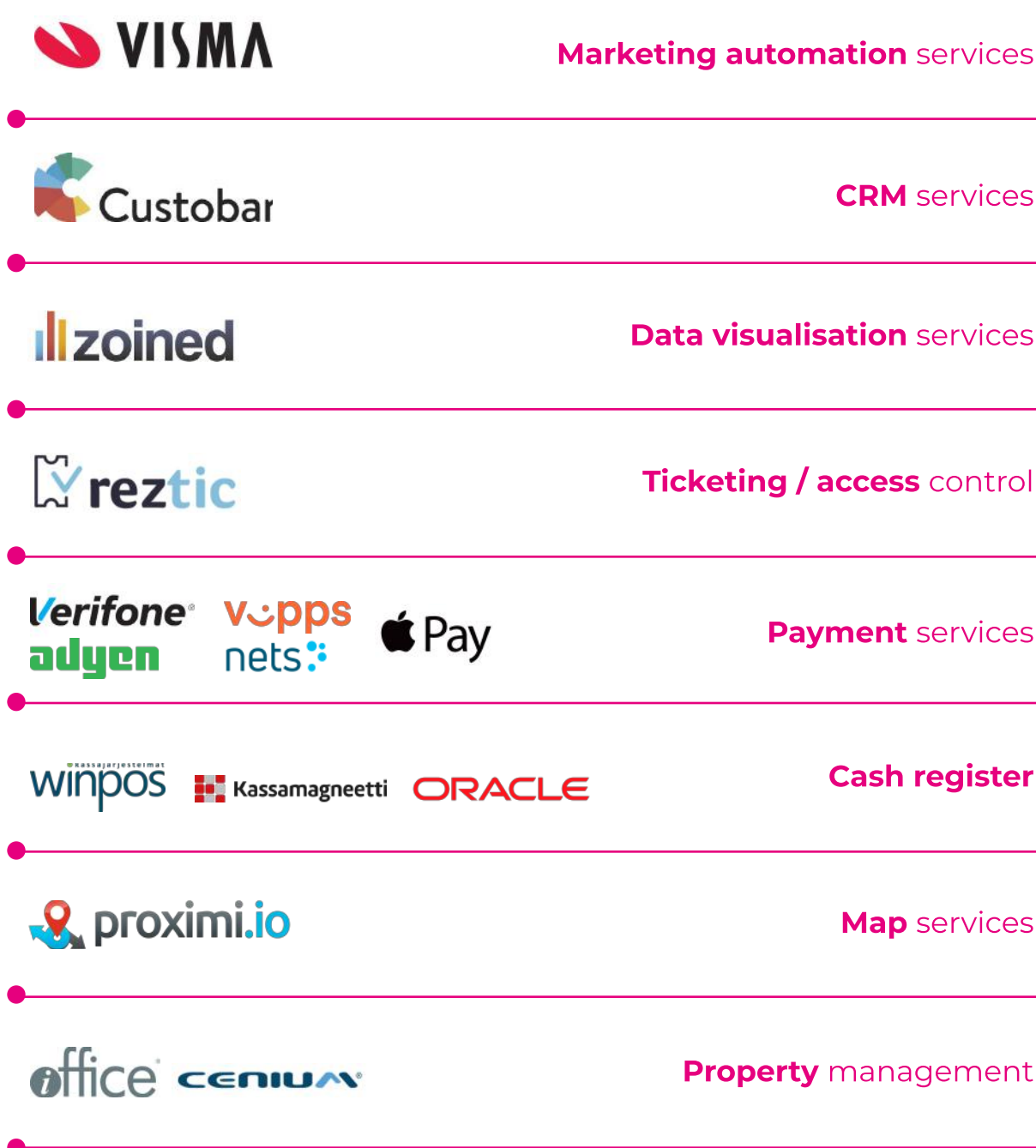

| Split bill

The Ecosystem

The Yonoton platform is an ecosystem for hospitality where the intelligence lives in the back end in cloud. The cloud platform is the hub for managing the whole ecosystem as described in the picture below:

The back end is the hub for:

- Product management
- Sales locations management
- Event management
- Customer management (CRM)
- Loyalty management
- Messaging
- Reporting
- Publishing management (news, programmes)

VISMA — Marketing automation services

Custobar — CRM services

zoined — Data visualisation services

reztic — Ticketing / access control

Verifone, adyen, vipps, nets, Pay — Payment services

winpos, Kassamagneetti, ORACLE — Cash register

proximi.io — Map services

iffice, CENIUM — Property management

App

An app that's fully branded to your organisation. Digital ordering, payments, engagement, marketing, and loyalty programs
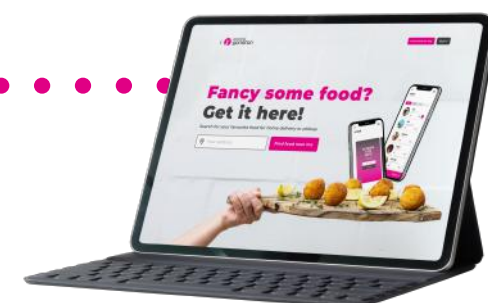
PoS

An optimised point of sale experience for your staff and customers

Kiosks

Save time and serve your customers faster than ever by deploying our self service kiosks

Webshop

Allow your customers to purchase through an online system to maximise your revenue potential

NFC-payments

Take advantage of new technologies by taking payments and identifying through NFC chips (wristbands, key chains, key cards, etc)

Management console

One interface for management of various touchpoints

See how our Yonoton PoS works in real life

watch video →

The Digital Platform

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