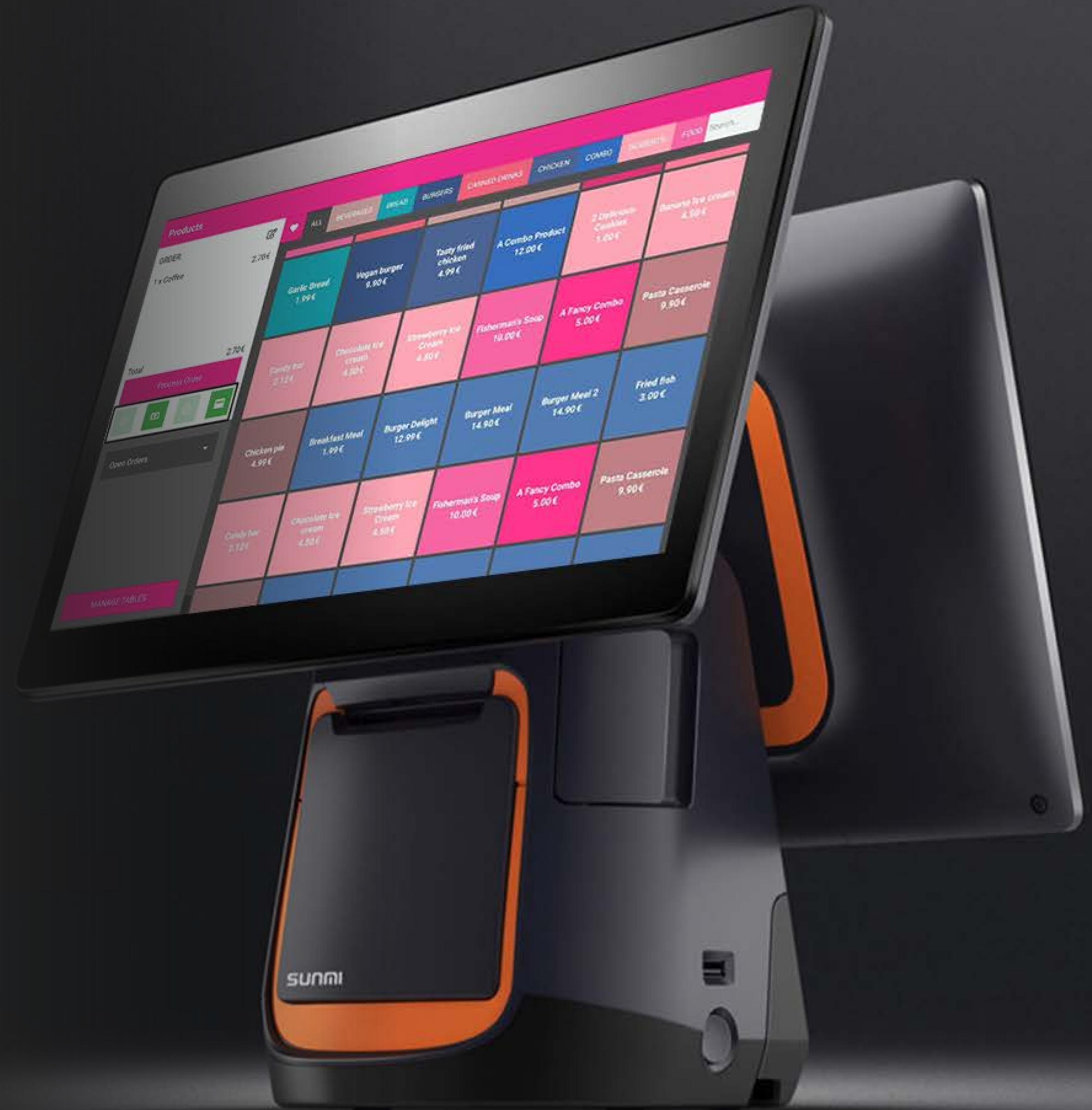# Yonoton PoS Service Description

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 international restaurant chains and theme parks.

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 the 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.

1. Getting started

Login

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.
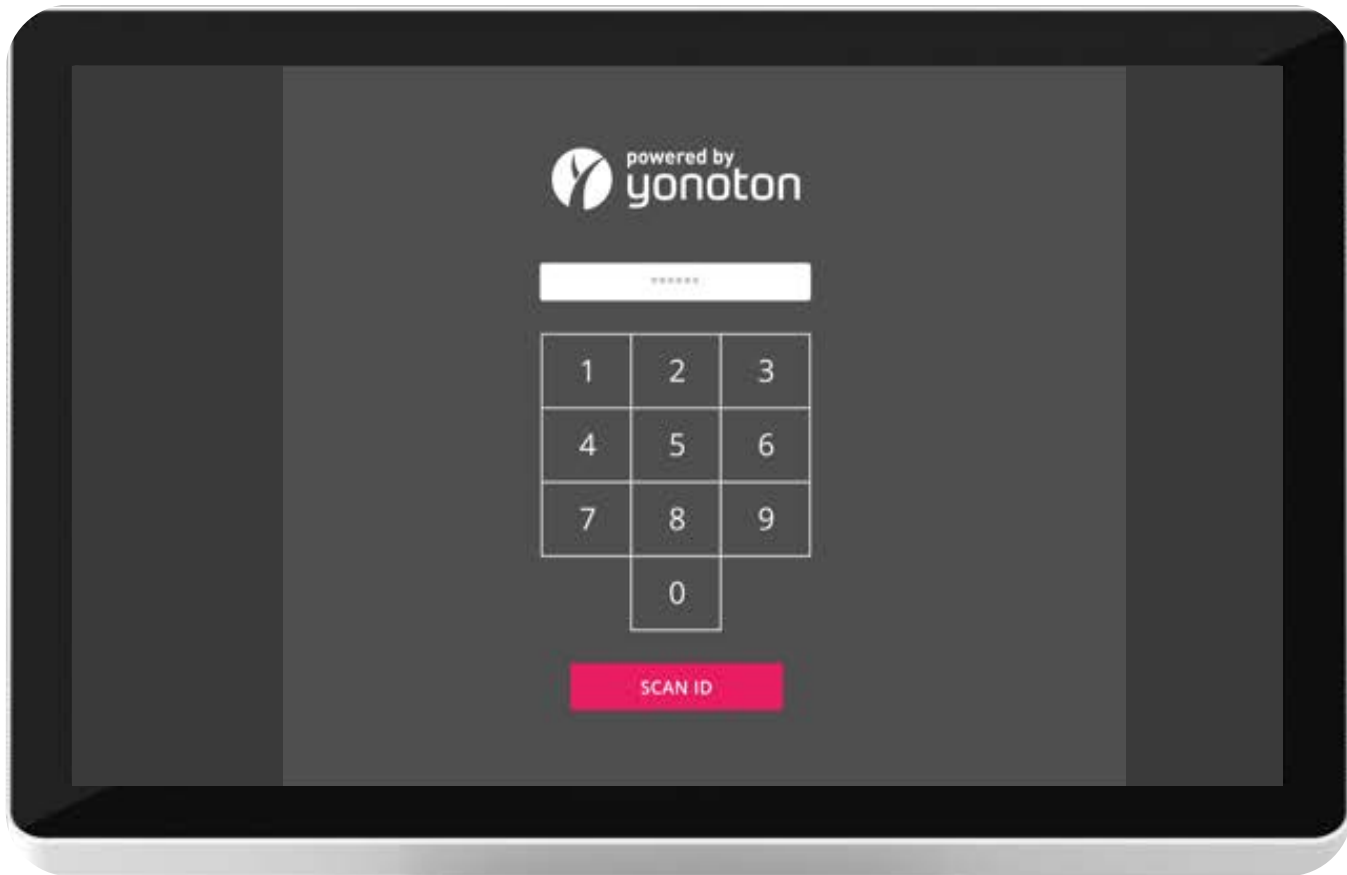
| Login

Setting up a balance

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.
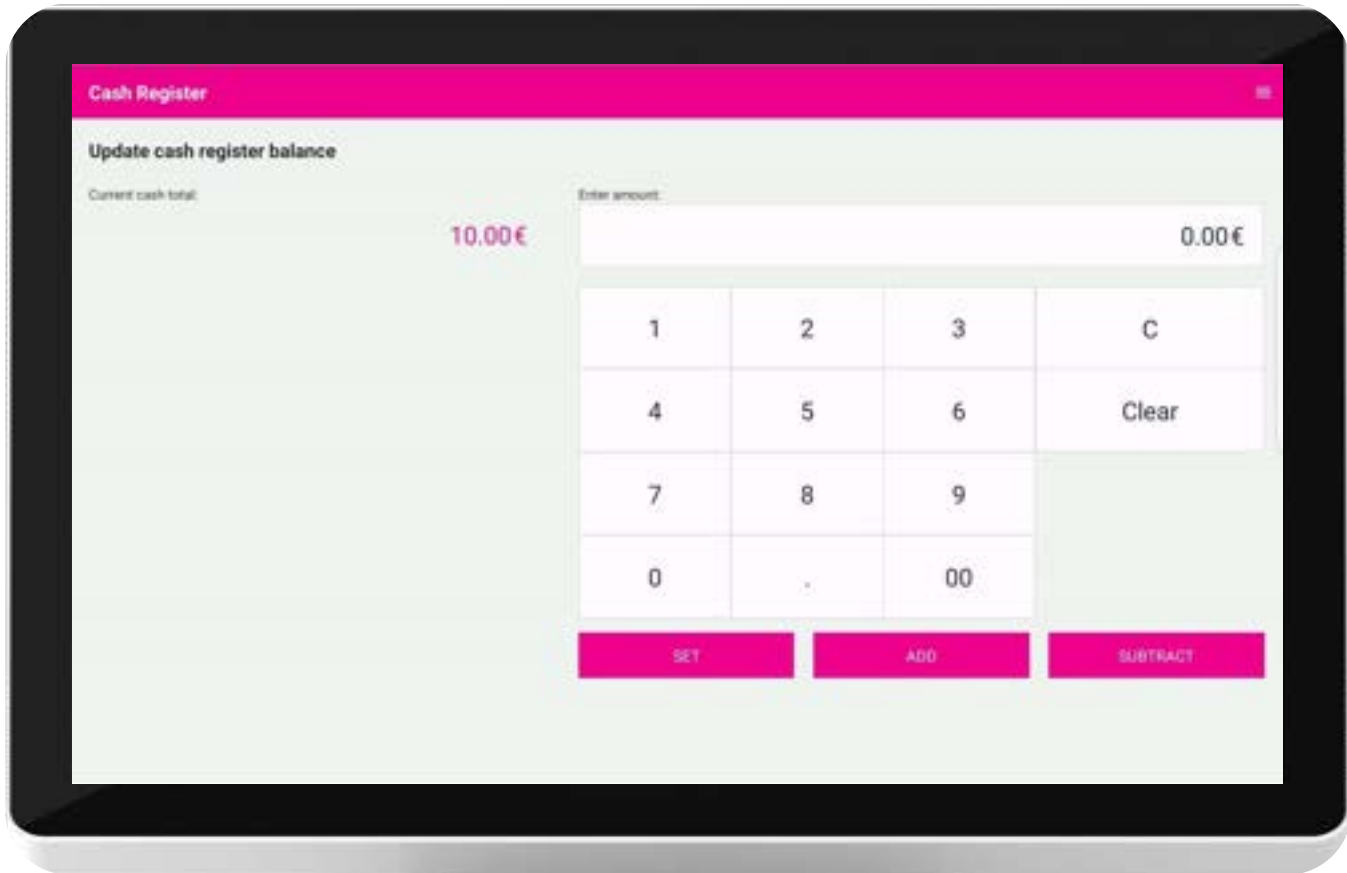
| Setting up a balance

Automatic logout

Automatic logout period (e.g. 30sec.) can be set from the backend system. Once logged out of the system, no transaction can be performed and a personal pin code is required to access the system.

2. Main features

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.

Combo products

A combo product can also be added to a customer's basket. An outlet can have combo products available for sale to customers. A combo product includes two or more products that are usually sold together for a discounted price. For example, a burger meal combo product called Burger Delight can have one Vegan burger, medium fries and 0.33l of Pepsi max drink sold as a single product.
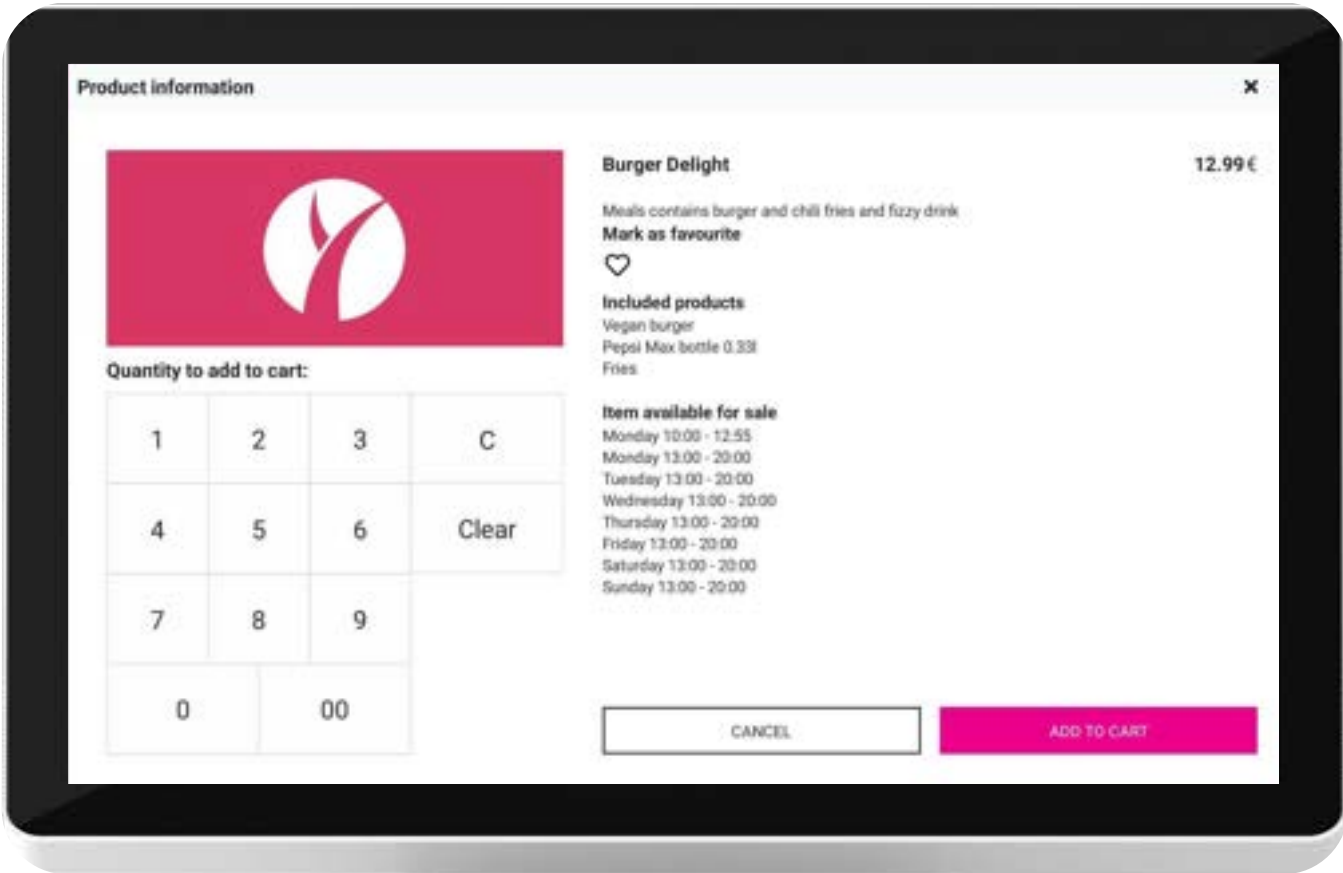
| Combo products

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.
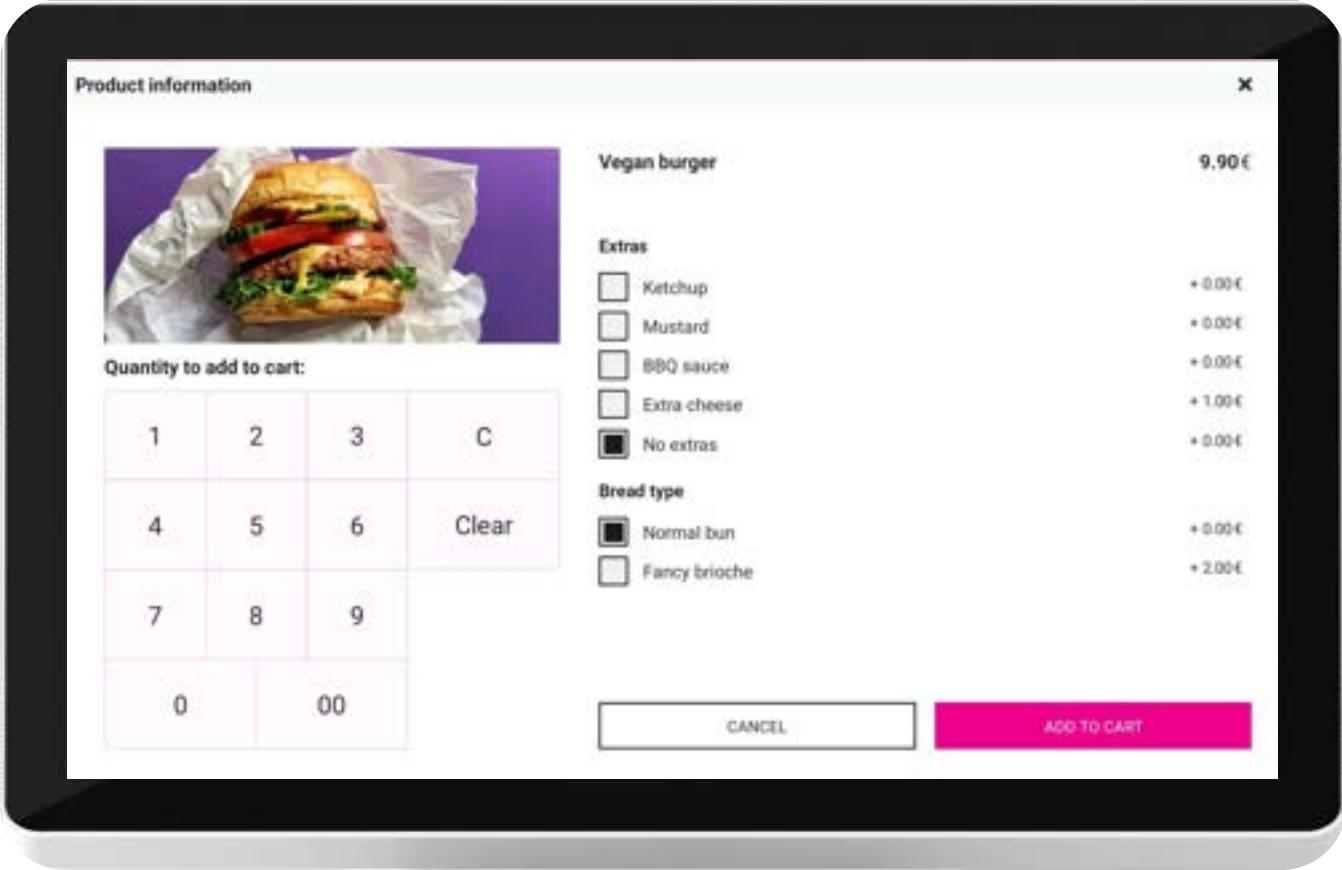
| Product option handling

Eat-in ordering

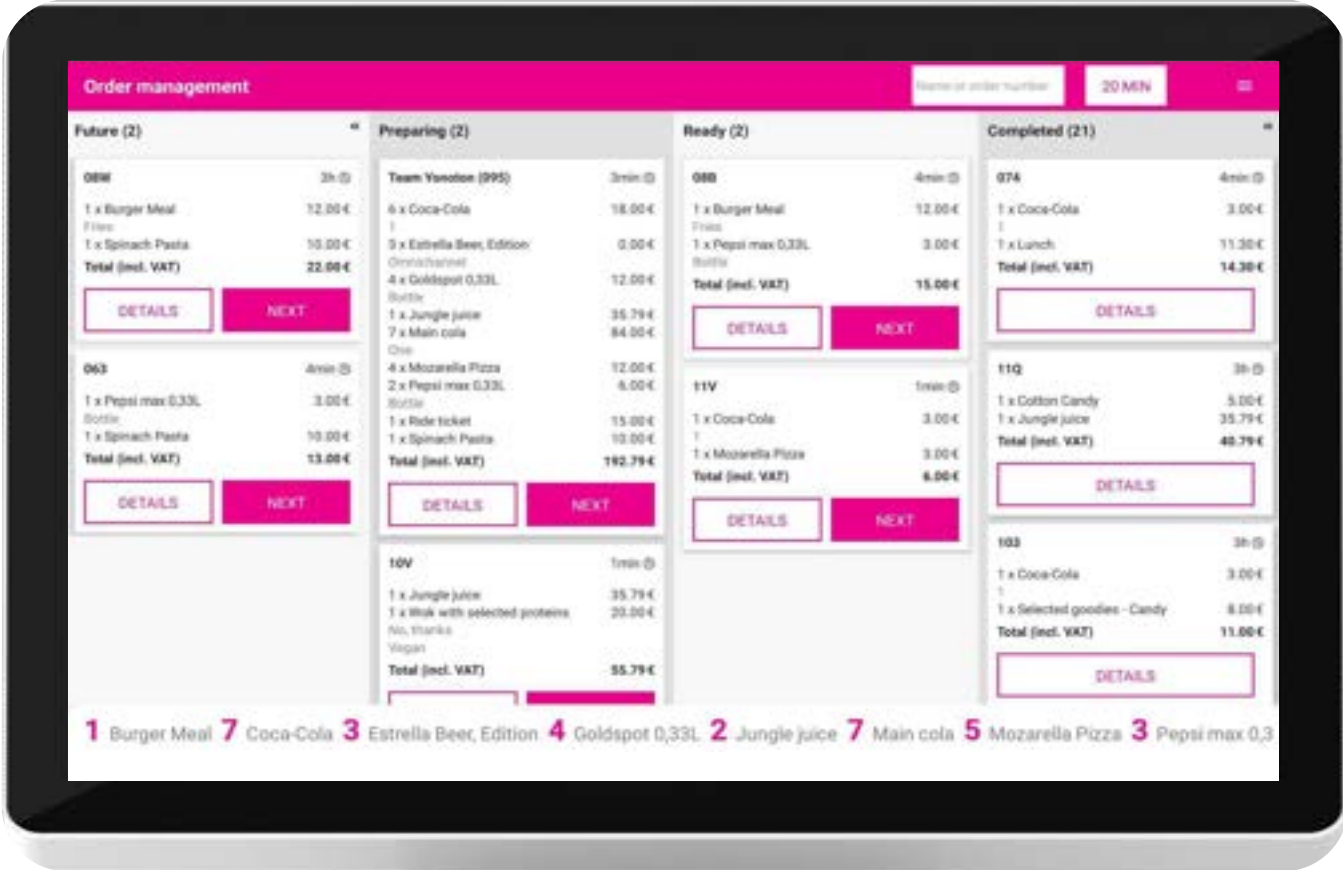### Eat-in can mean two separate use cases:

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)
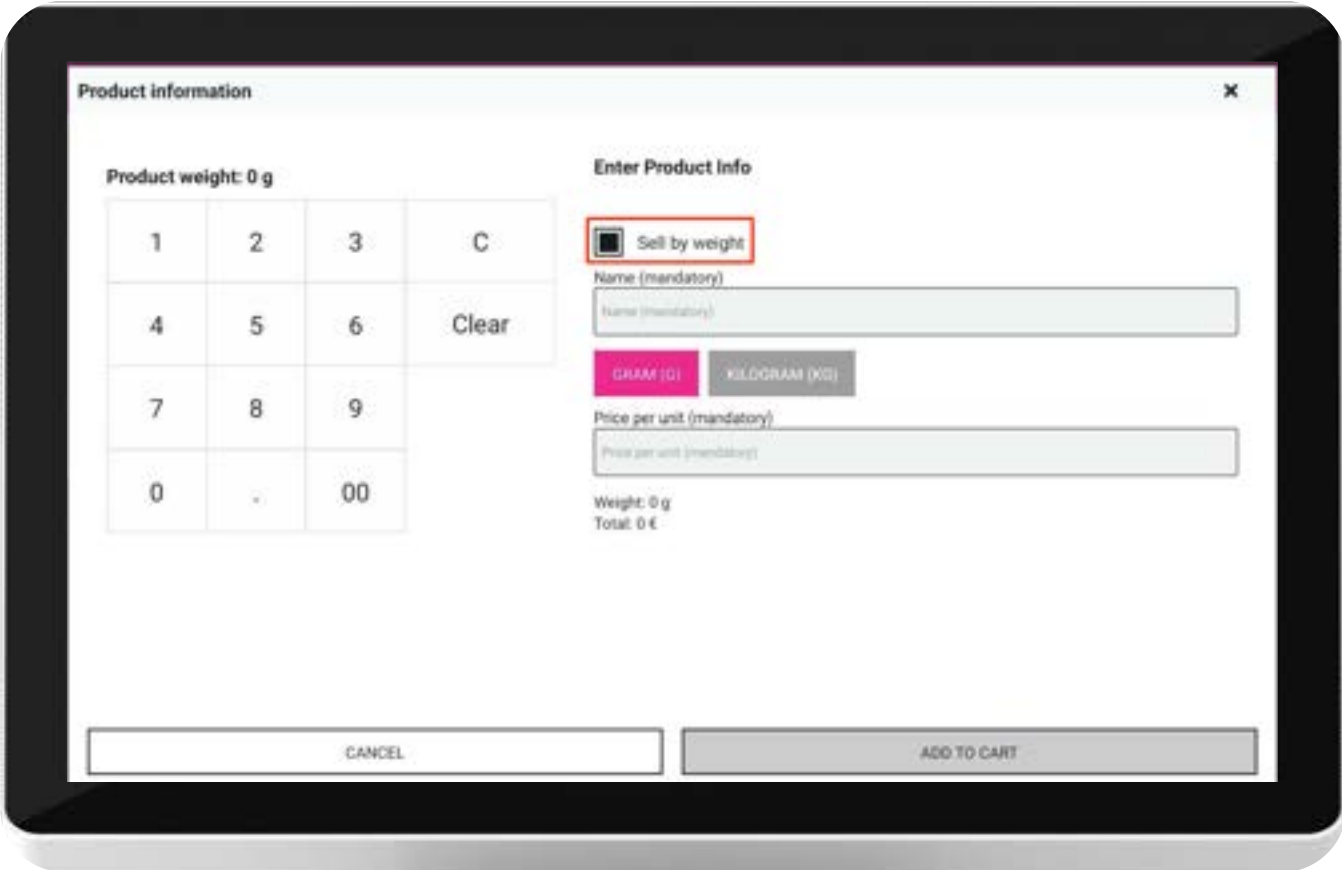
2. Main features

Order management : view for app orders (Please refer to Yorma)

Selling by weight

Cashiers can sell by weight just the same way an open product is sold. An open product is used in selling products by weight.


| Selling by weight

Happy hour products

Product's availability, quantity and price can be set time based. This enables selling various happy hour products that update to the POS automatically.

Deposits

Yonoton POS enables setting deposit value to the product. This is commonly used i.e. on NFC chip wristbands that the merchant wants to be returned.

Time slots

Cashiers can select a time slot when processing a customer's order. All available timeslots will be displayed and the cashier can only select one slot for each order.
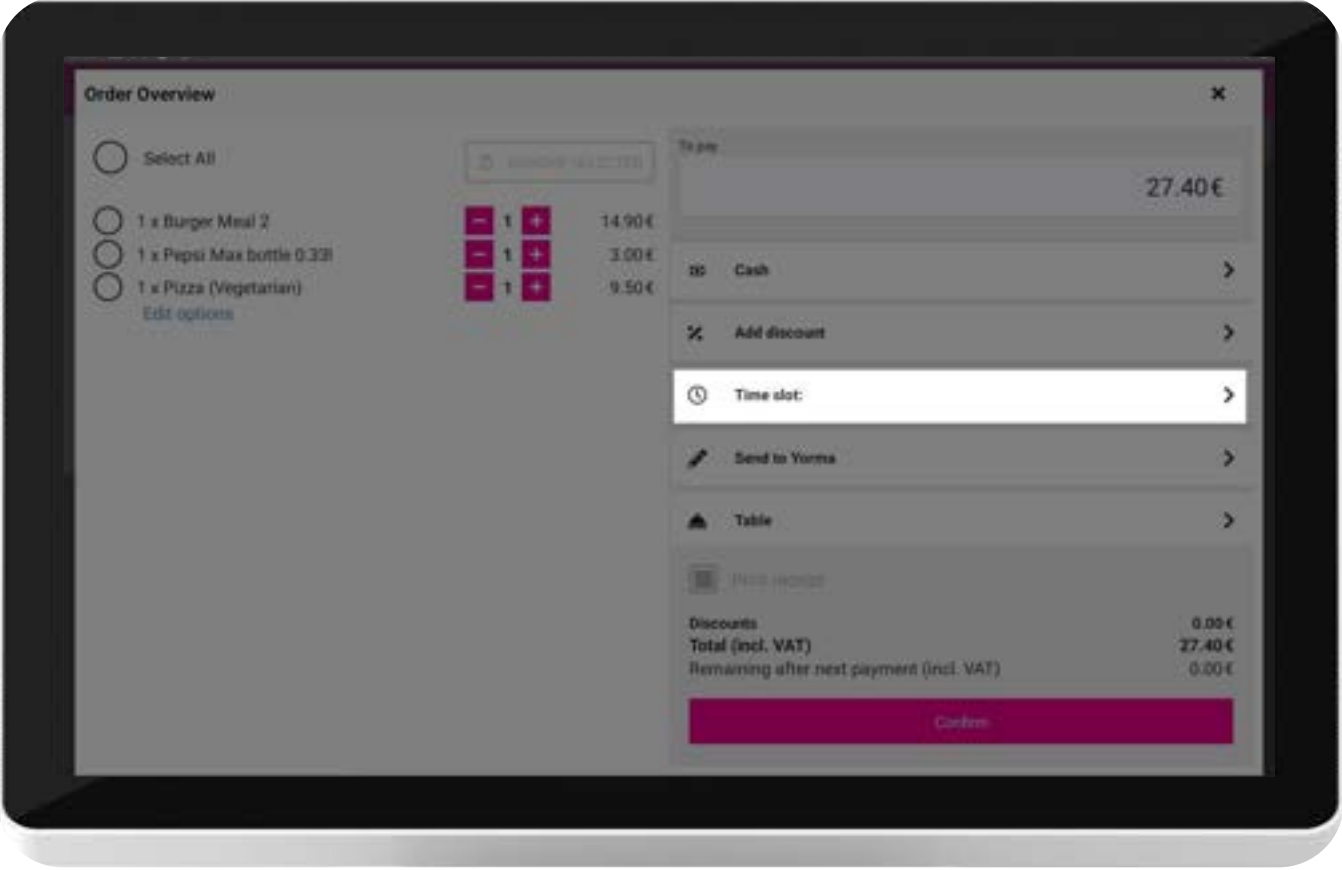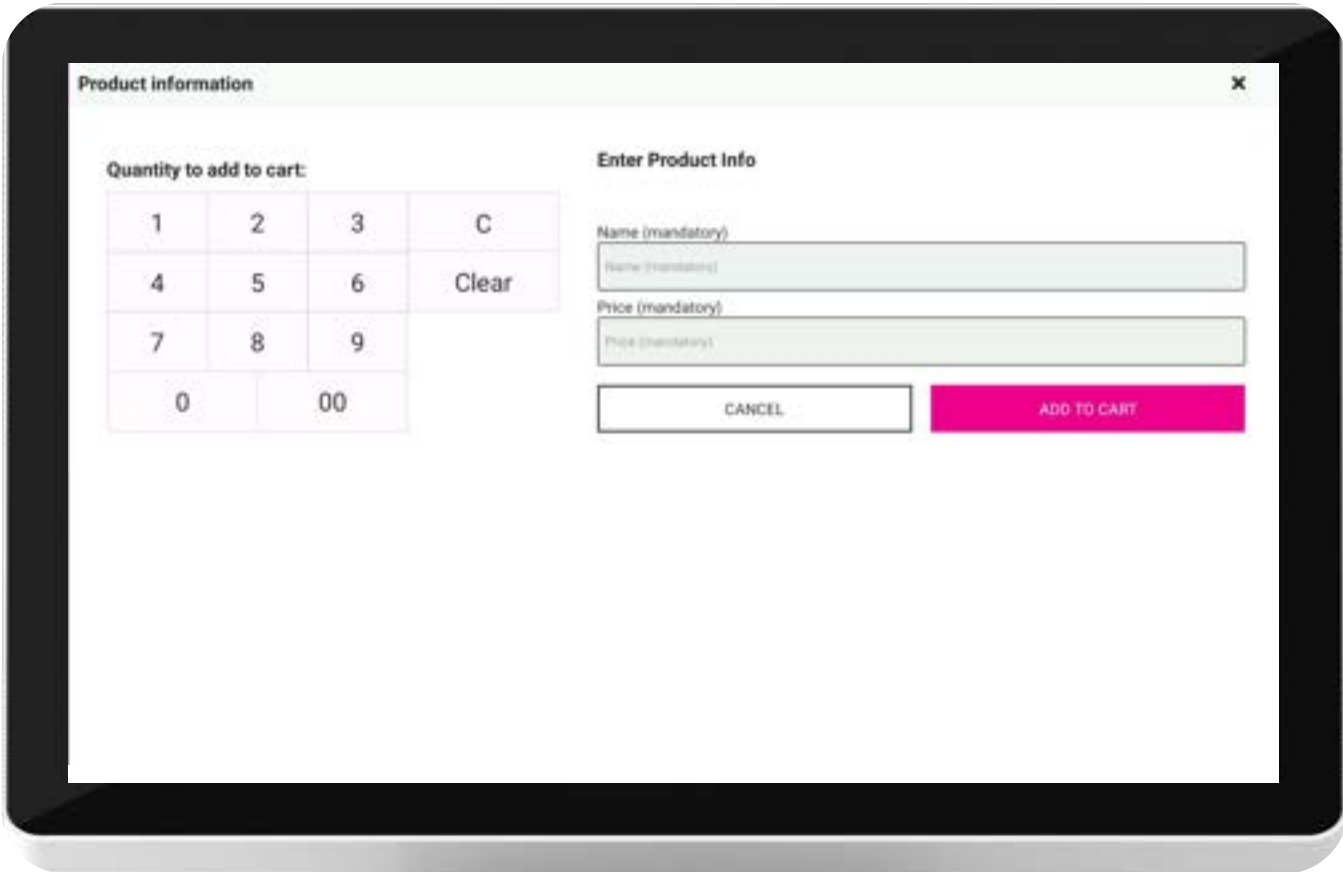

| Time slots

2. Main features

Open products

Cashiers can modify certain products. Modifiable products are created for scenarios when the size and price of a product are not static. For example, products that need to be weighed on a scale.

| Open products

Product information

Placing a finger on a product for about 2 seconds shows more information about the product such as allergens and diets.
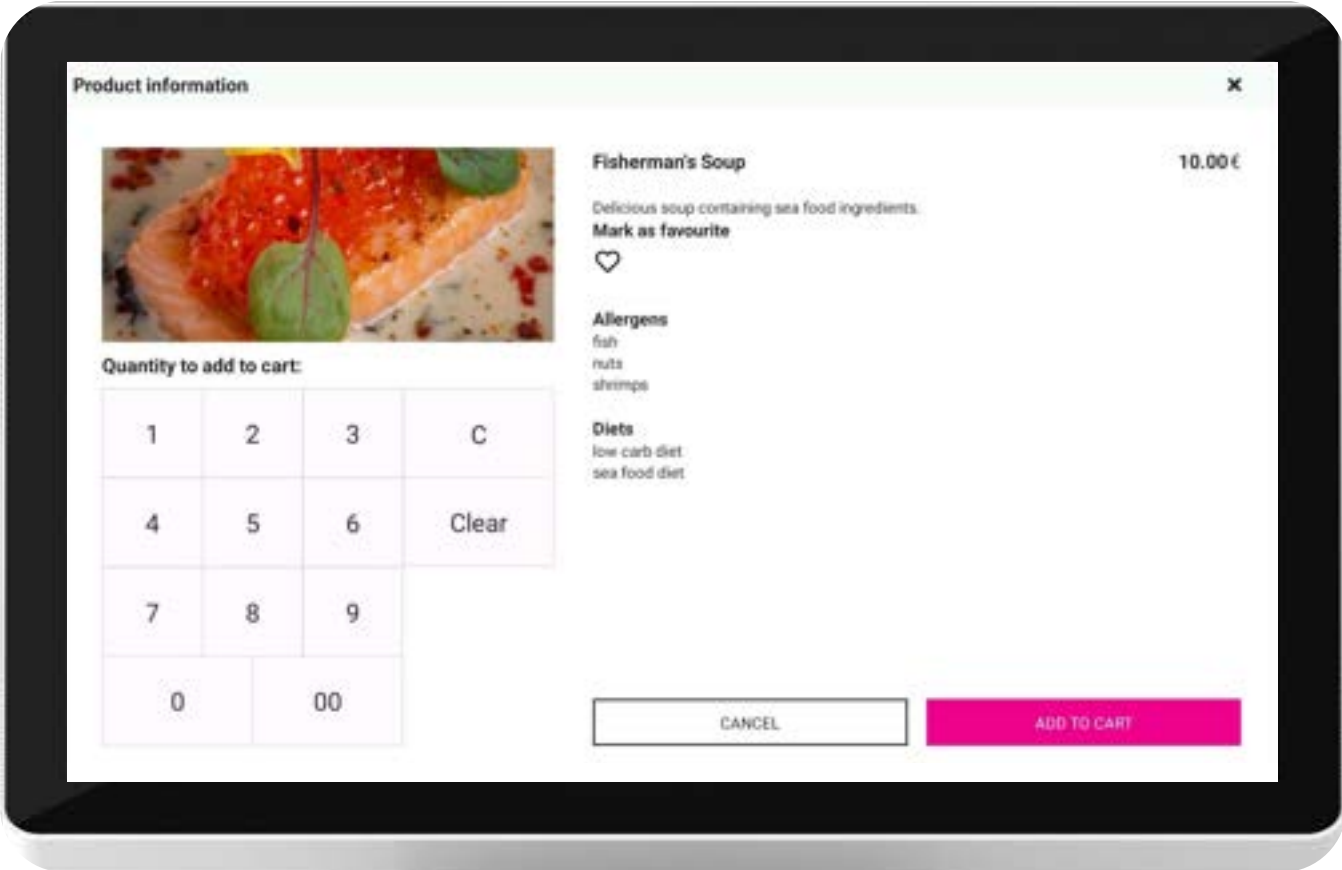
| Product information

Refund support

Refunds can be given to customers and a refund receipt can be made available to the customer as proof that a refund has been received. 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.
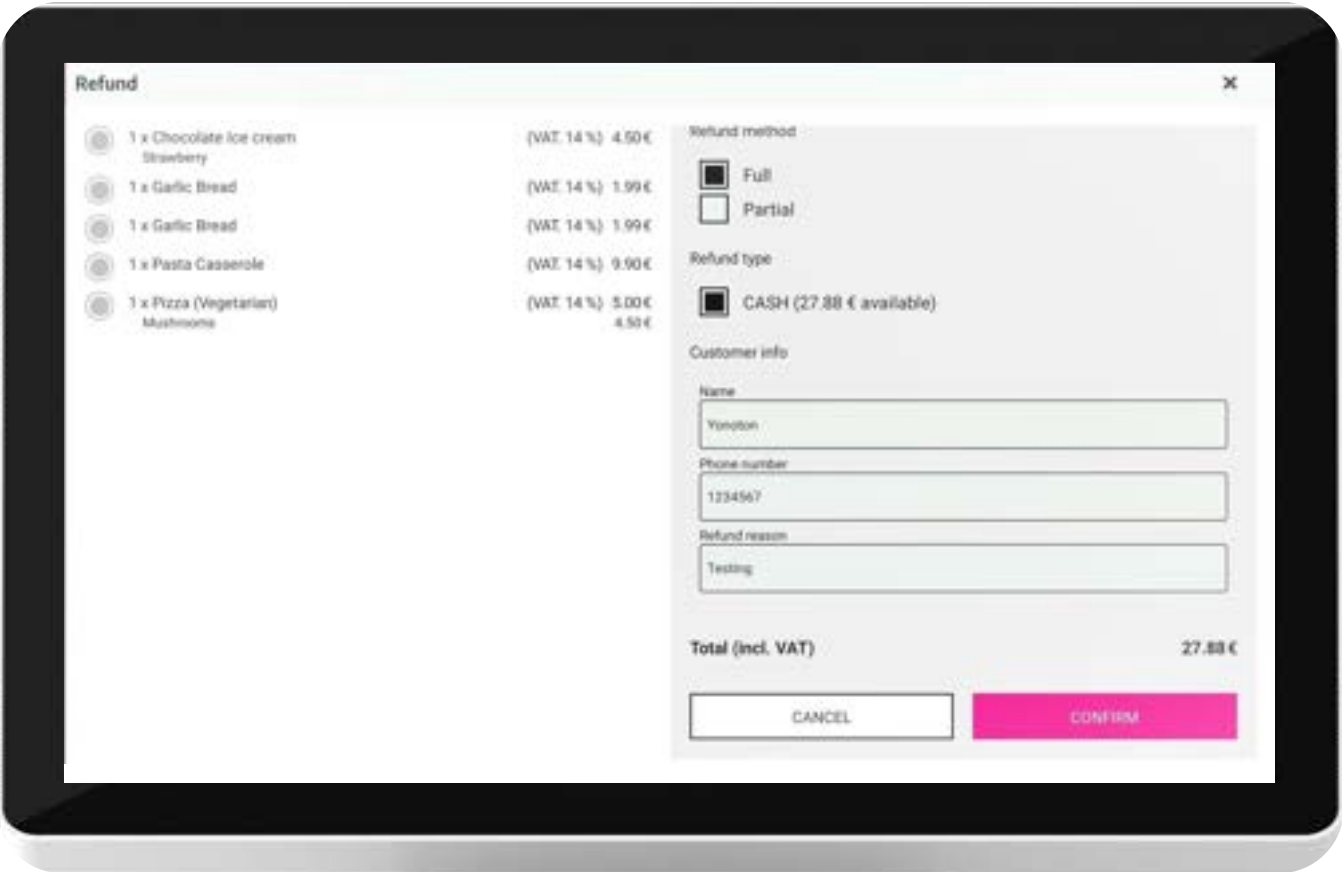
| Refund support

2. Main features

Purchase history

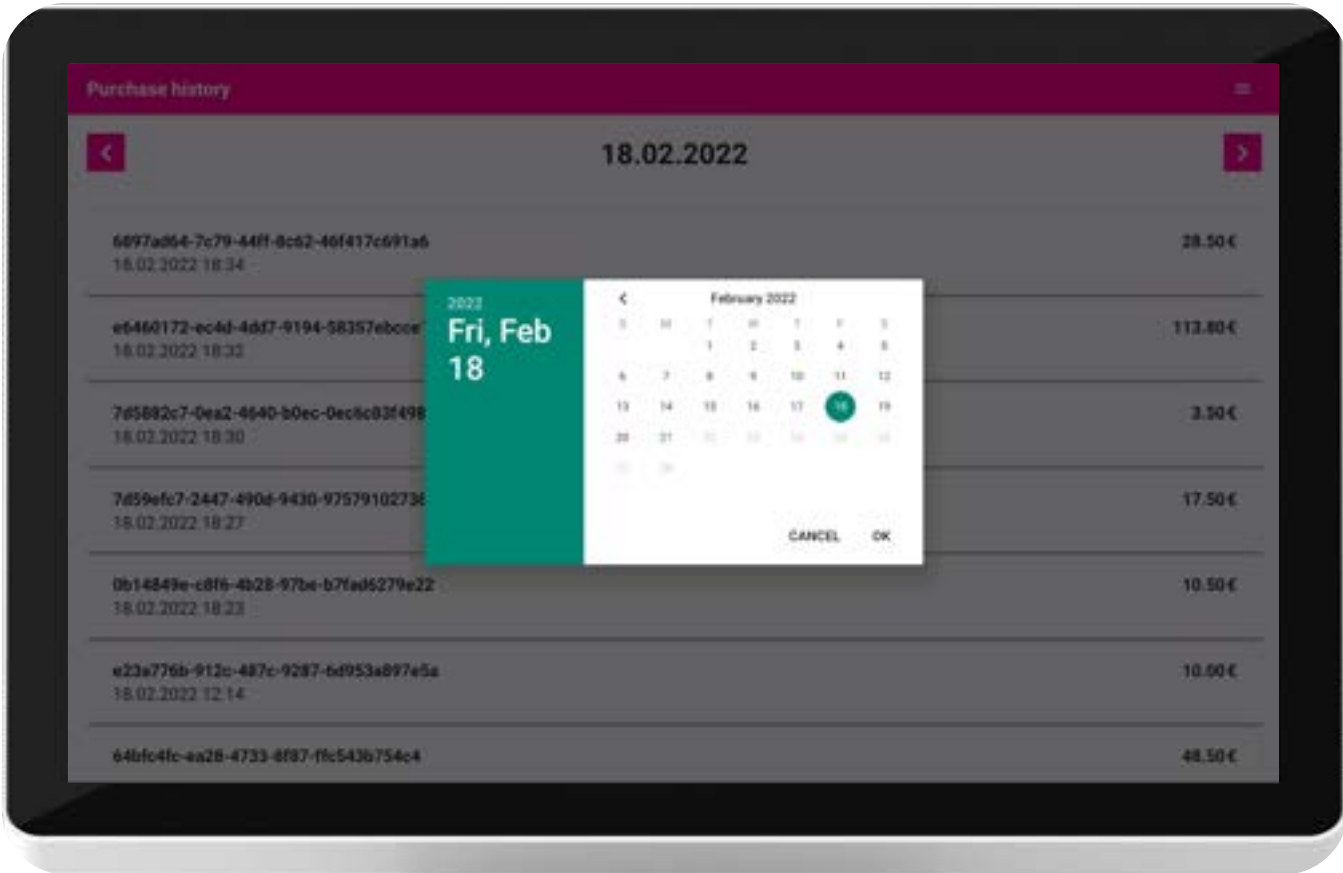Yonoton PoS system stores all purchase history under the purchase history tab. A list of all purchases will be displayed according to the dates the transactions were made. Also, the date can be selected to view a calendar for easy date selection.

Tag favorites

In order to mark a product as favourite, this implies that the product will be displayed under the favourite tab.
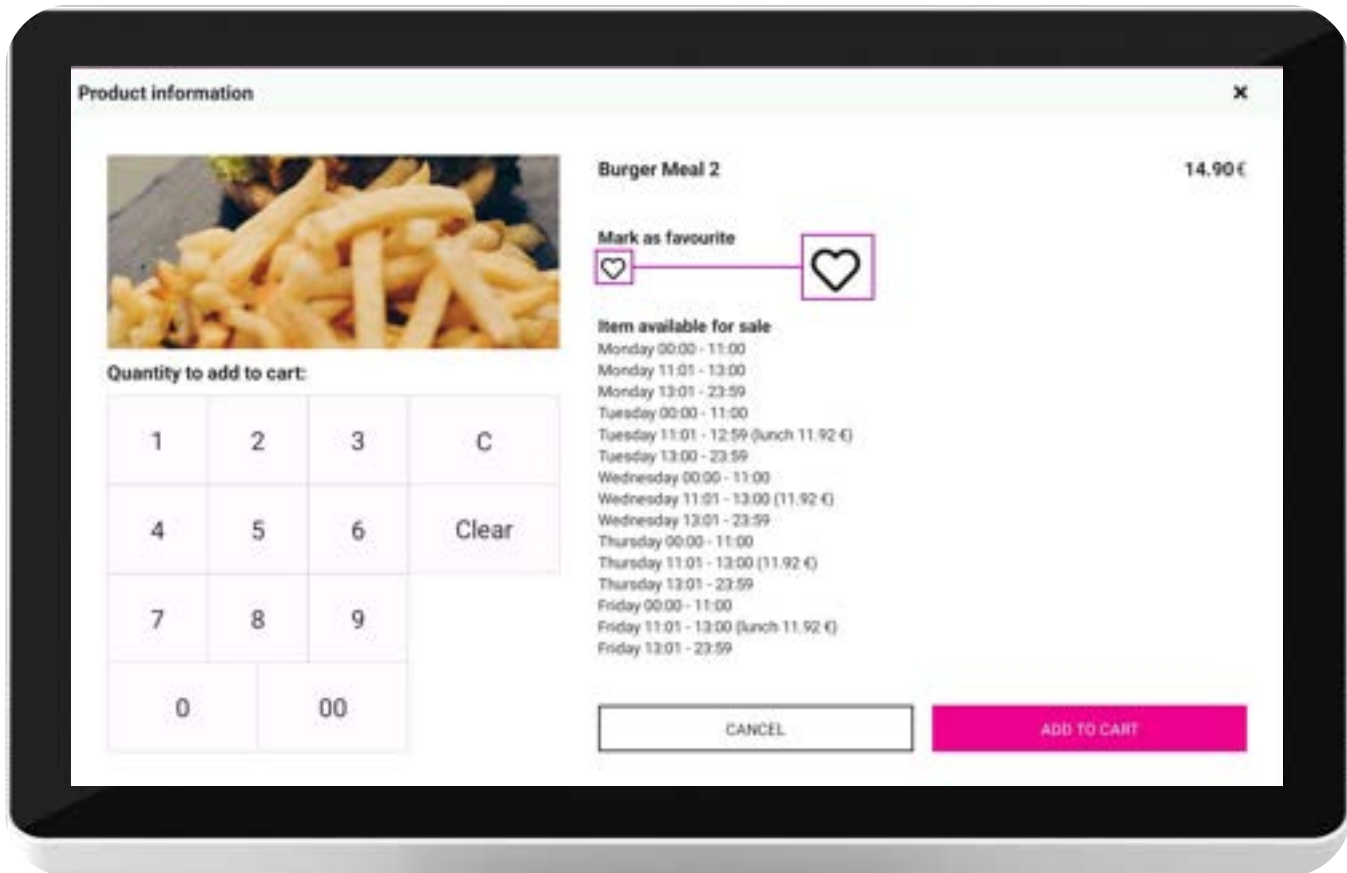
EAN / QR scanning

The POS 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 a product's EAN code.

Search field

Cashiers can search for products on the POS by using the Search field. Same applies also when POS is used on Kiosk mode.
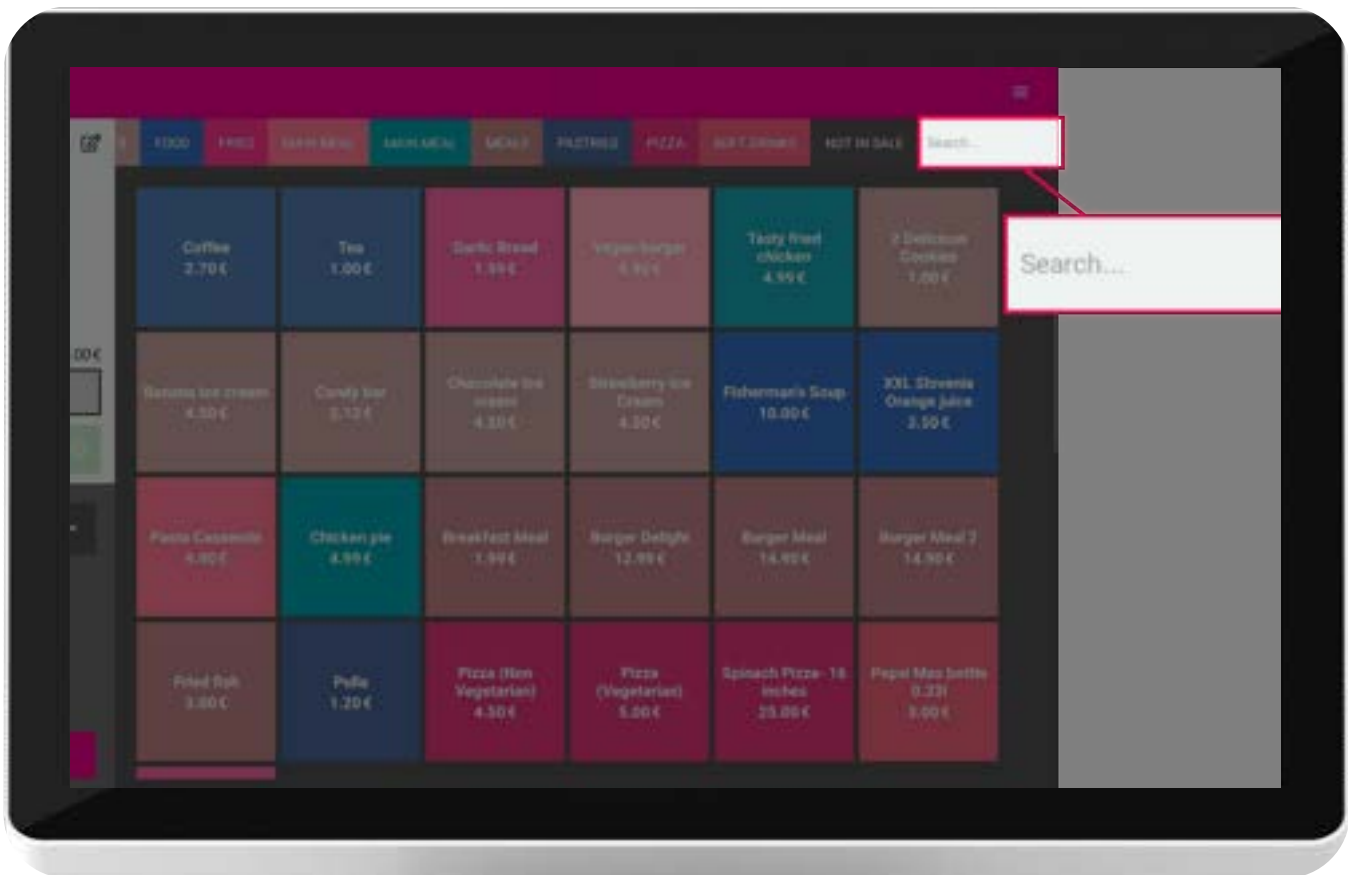
2. Main features

POS 2nd screen

For marketing purposes. The image on the customer facing screen of the POS can be changed.

| POS 2nd screen

Tickets

POS supports selling tickets and printing multiple QR-codes identifying individual tickets from one purchase.

3. Offline Capabilities

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 the offline stage. Once the network connection is restored, the offline transactions are sent to the server and the functions will work normally.

4. Receipt printing

Yonoton PoS can work with integrated receipt printers. The print outs include: Sales receipt, Refund receipt and Table receipt. The receipt's QR code can also be used to find the corresponding purchase from the order history later on. Yonoton POS also supports test printing.

5. Work orders for kitchen

Yonoton PoS is also able to send paper work orders to kitchen from its Yorma (Yonoton order management view). On top of paper prints, all work orders are sent to Yonoton's digital screens in the kitchen.

6. Payment methods

There are several payment methods available in the Yonoton POS. 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.

Cash payments

The cash register will open automatically for the cashier to deposit cash and take out change due to the customer.

Integrated card terminal payments

NFC chips

The customer can onboard the chip for payments at the POS. When onboarding is done atPOS, the amount is loaded to the chip either from card or cash. POS also supports discontinuing the chip, naming the chip, adding a new chip and refunding the amount to the chip.

| NFC

6. Payment methods

Mobile payments

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 the customer's phone.

External payments

Yonoton POS obviously supports also generic external payments.

Quick pay

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 the customer's phone.
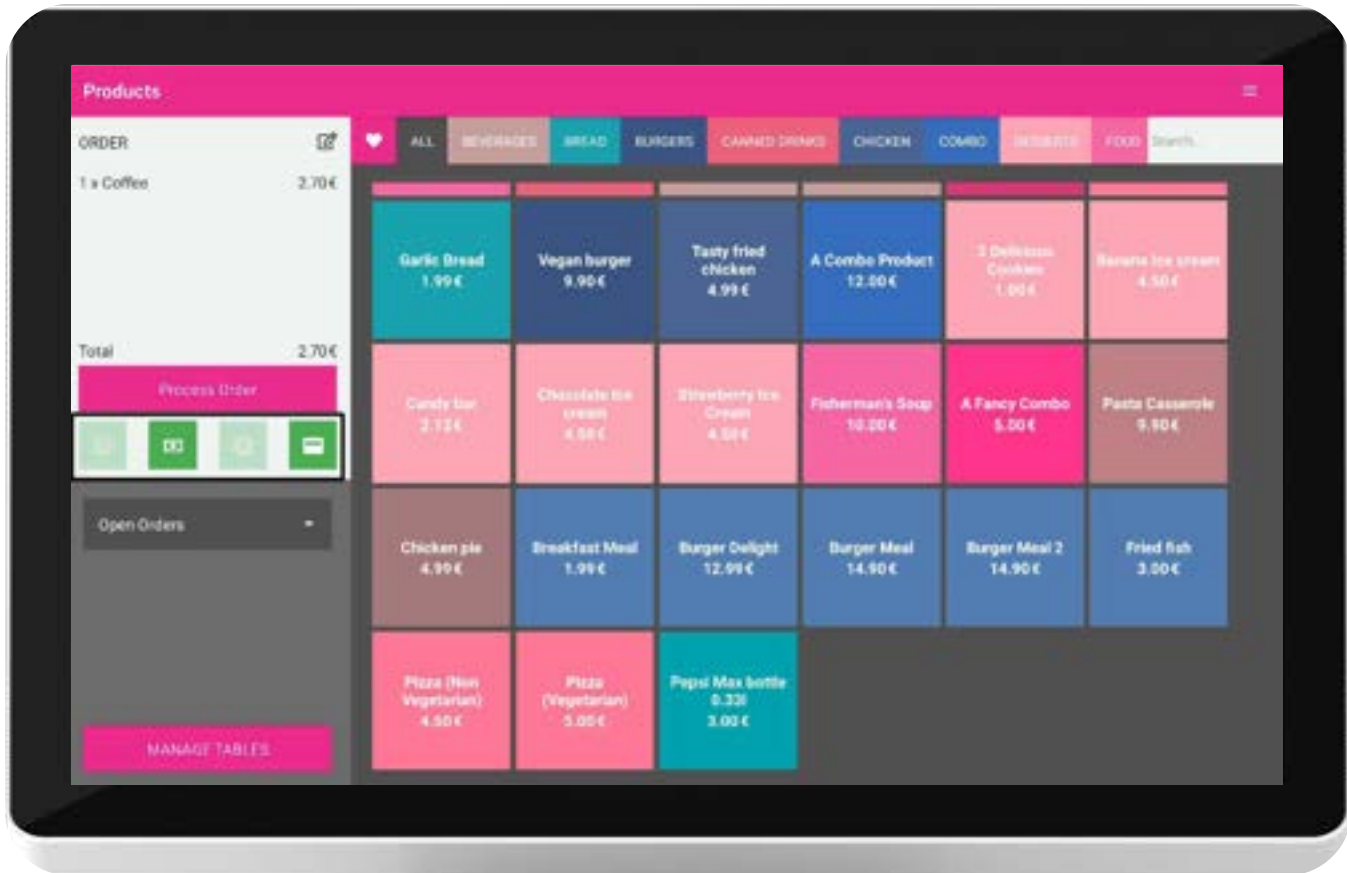
Multi-payments

POS supports multiple payment methods per single order (e.g. lunch benefit card + credit card).

7. Discounting

At the process order phase several discounts can be applied. Such as cash discount or Percentage Discount - for both; per item or per order.

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.
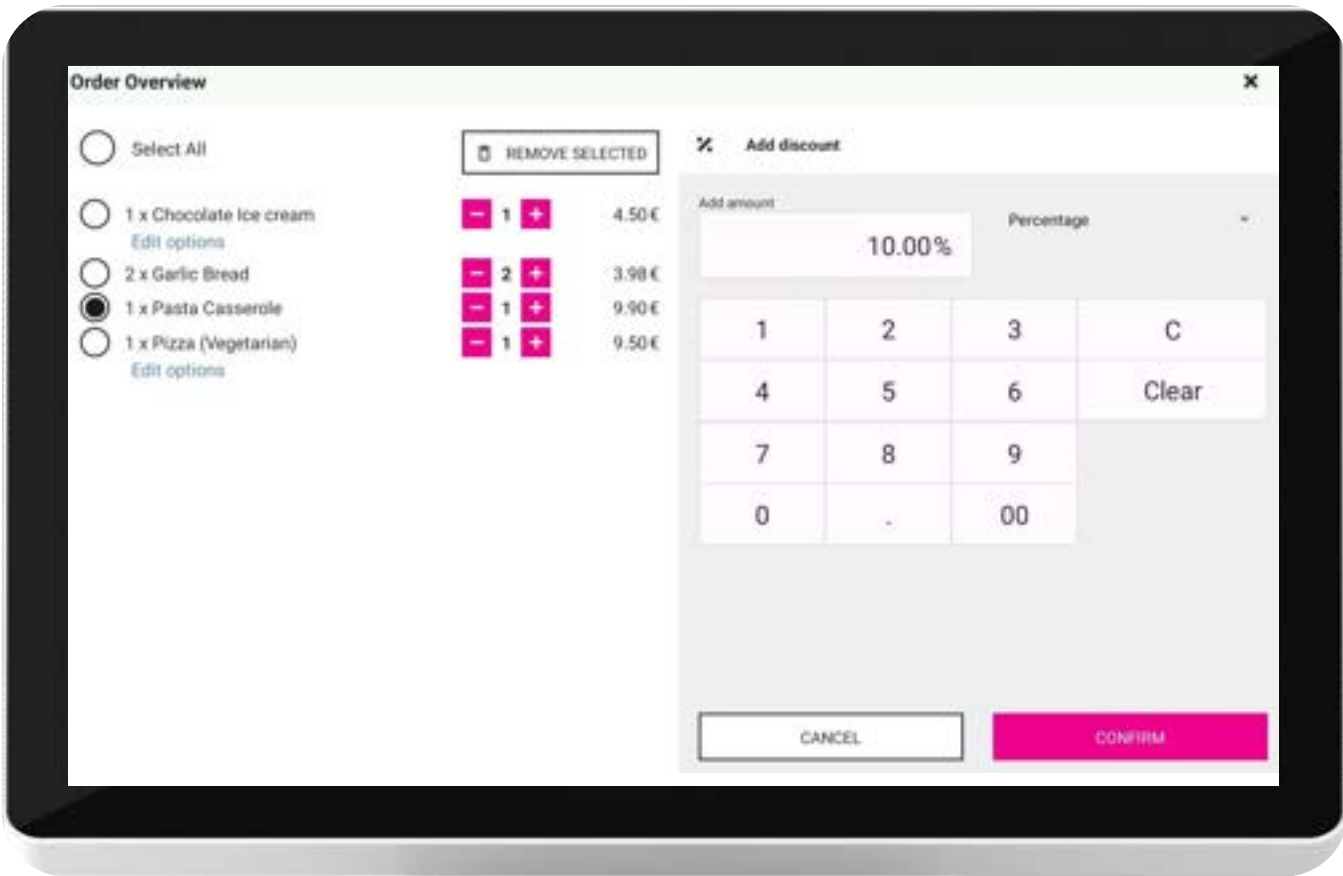
| Manual discounts

Loyalty

Different loyalty-based discount can be given to the consumer by scanning the corresponding digital loyalty card from the Powered by Yonoton supported application. Once the QR-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 the same way of scanning the coupon to the system using the QR/barcode scanners. The corresponding discount is then added to the order.

Other discounts

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. Such discounts can be e.g. student or employee discounts.

8. Mini-POS

Cashiers are capable of accepting tap-in-payments on specific devices that are Softpay compatible. One of such devices is the handheld POS device supplied by Yonoton.

POS tablet

Staff can benefit using the PoS software on various sized screens to send orders directly to kitchen (refer ti Yorma. Staff can manage table orders easily using the Table Management function.

| POS tablet

POS + Mini-POS (terminal)

On Yonoton's point of sale application, Softpay transactions can be paid remotely by using one Desktop POS and one handheld POS at a time.


| POS + Mini-POS (terminal)

9. POS = KIOSK

Cashiers can single-handedly switch Yonoton's POS into a kiosk -mode. And the same again from the kiosk mode to POS mode. This feature on the Yonoton software makes devices more versatile as ever and also saves hardware costs. I.e. a restaurant cashier can switch POS to kiosk depending on the time and rush hour of the day.

10. Table management

Cashiers can manage table orders easily using the Table Management function. Customer bills can be split amongst a group of customers who sit at the same table. It has been made easy to add to orders or assign tables.
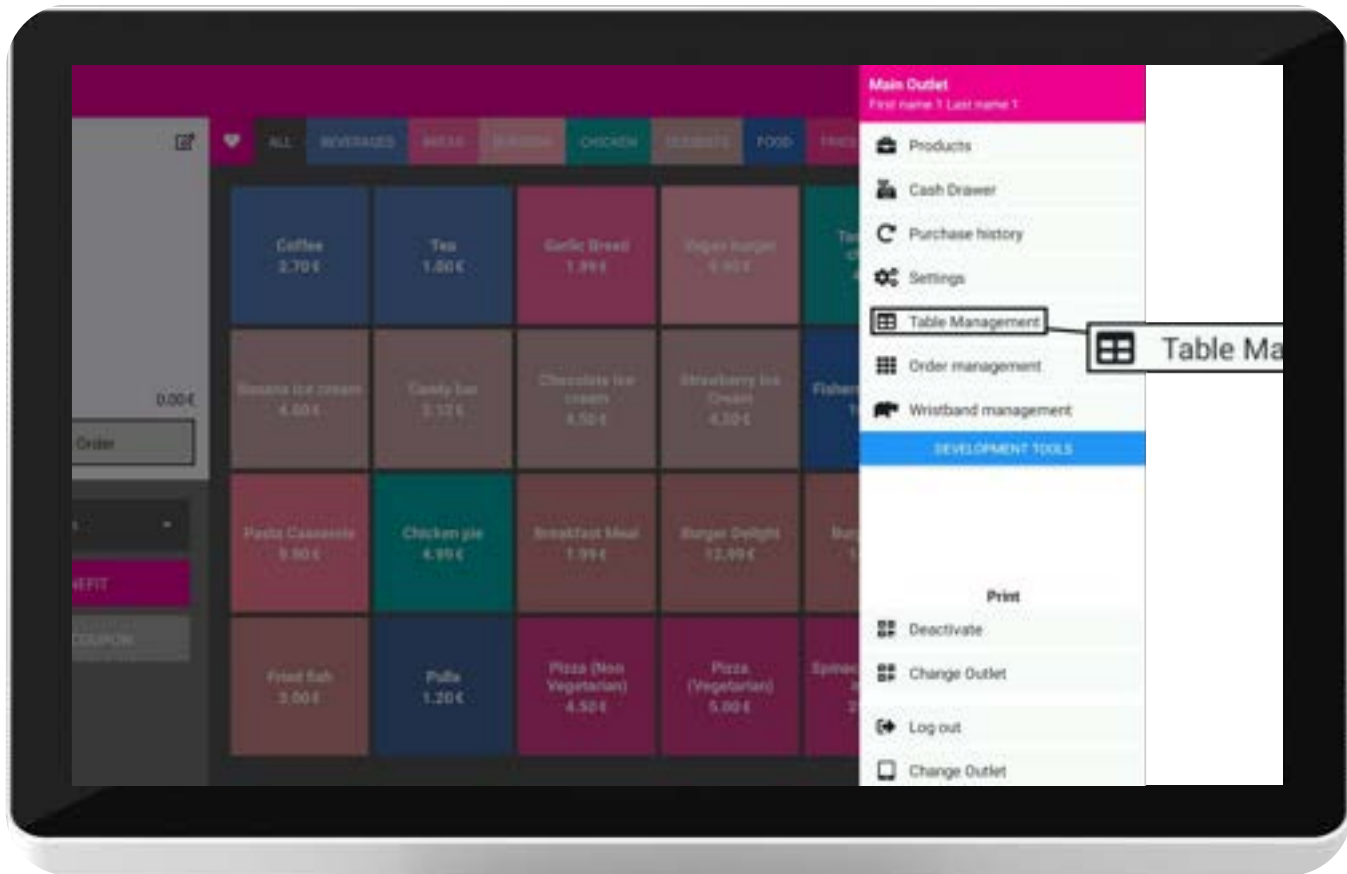
| Table management
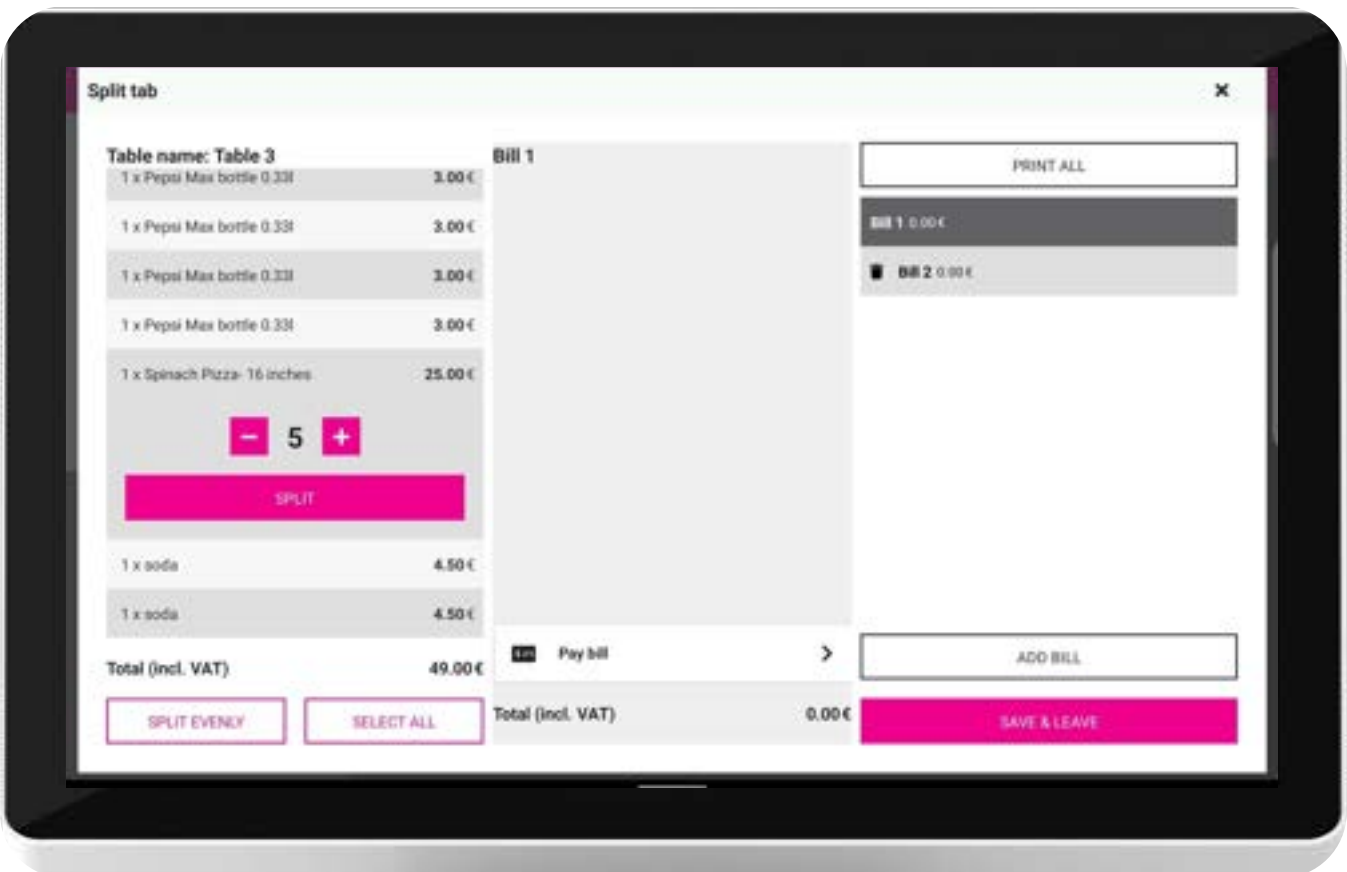
Bill splitting evenly

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.
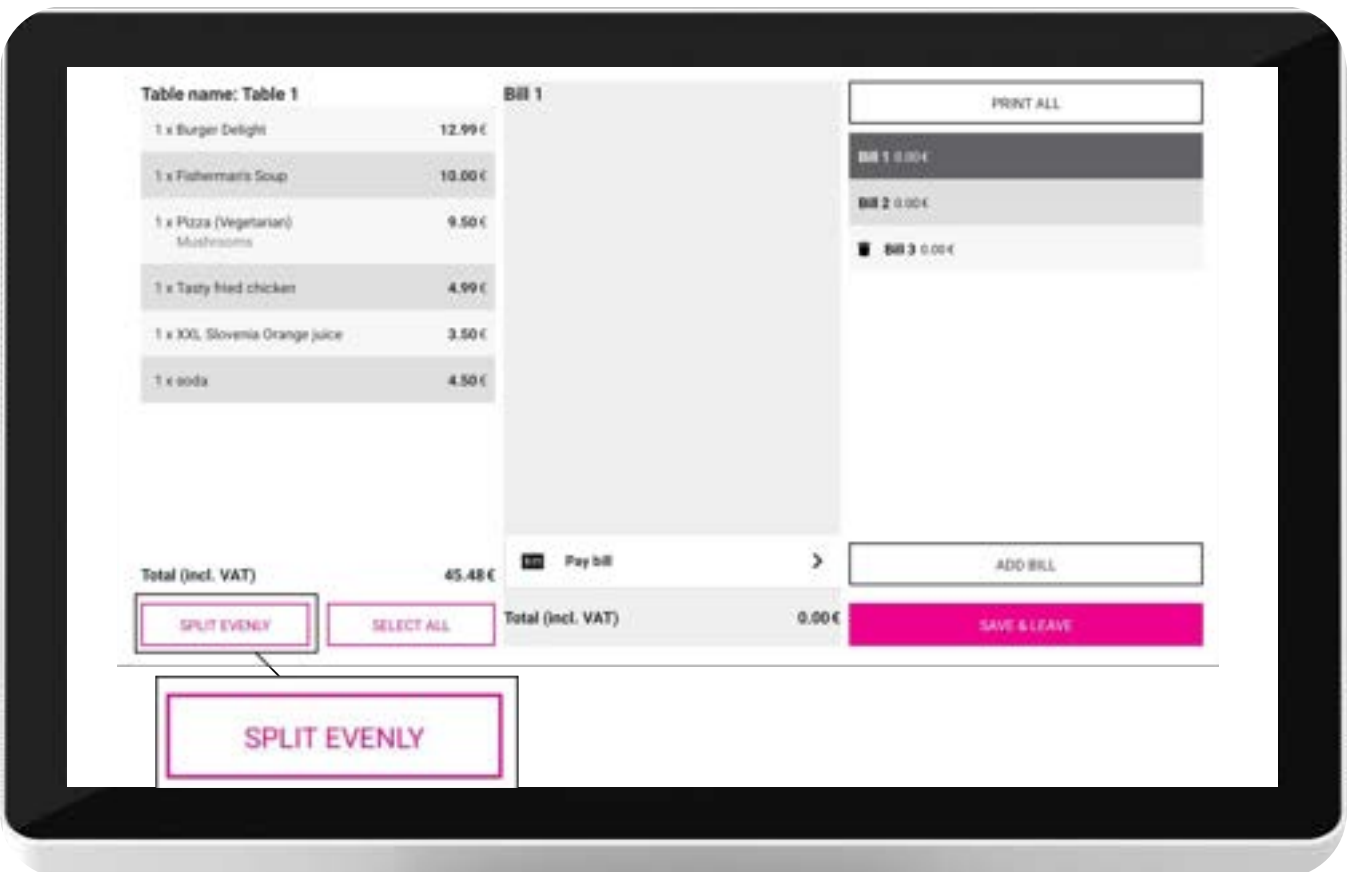
| Bill splitting evenly

Bill splitting by product

The bill for a product can be split amongst the customers on a table. For example, the product Spinach Pizza - 16 inches can be split evenly amongst 5 customers on the same table.

| Bill splitting by product

Combining app and manual purchases for the table

In some cases, consumers might have done purchases using their Yonoton 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.

11. Order status screen

Status of orders can be easily monitored from the order status screens. All orders regardless of the Yonoton sales channels (app, webshop, self-service-kiosk, Point-of-sale) appear on the status screens.

| Order status screen

12. Advanced Warehousing

The Yonoton Warehouse Management System optimizes warehouse operations and minimizes handling costs by cutting off manual processes. Users are guided through daily warehouse tasks associated with inbound and outbound logistics and storage, with data recorded in real-time using a mobile device.
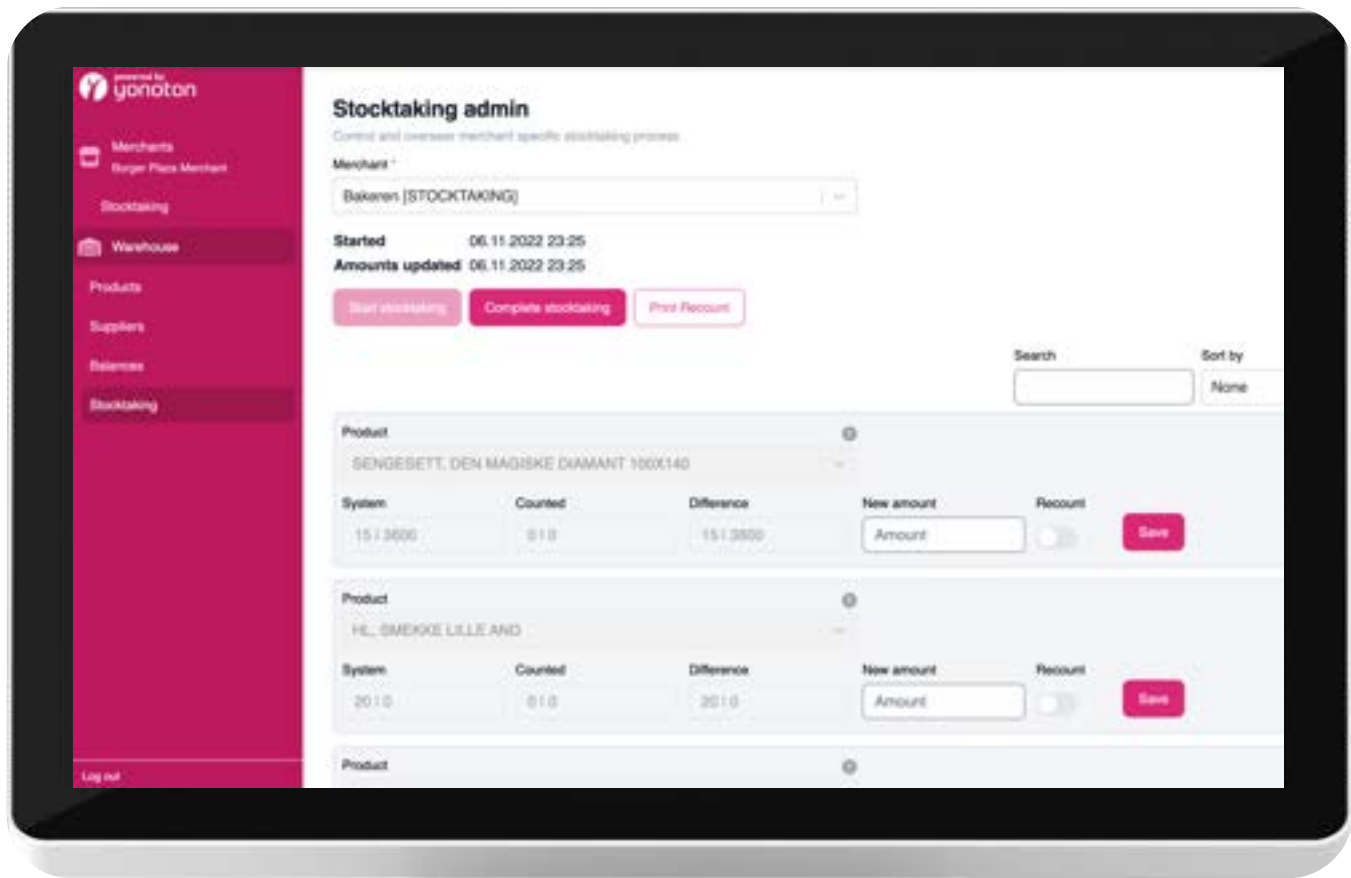
| Advanced Warehousing

Features

- **Supports desktop and mobile usage**

- **Supplier management**

- **Warehouse product management**
  - generic product information
  - categories
  - costs
  - suppliers

- **Inventory transactions**
  - Sales
  - Spoilage
  - Internal use
  - Transfer
  - In transit & received

- **Internal ordering process**

- **Stocktaking**
  - restricted operations while stocktaking in progress
  - registering counts
  - recount requests
  - printouts and reports for accurate completing of stocktaking

12. Yorma

POS order sent to Yorma (The Yonoton Order Management) is displayed on the kitchen display screens. Each customer's order has a number assigned to it. Every order in Yorma includes the details of the order and the notes indicated in the order. A customer's order in Yorma goes through three states: Preparing, Future and Ready.

| The Yonoton Order Management 2
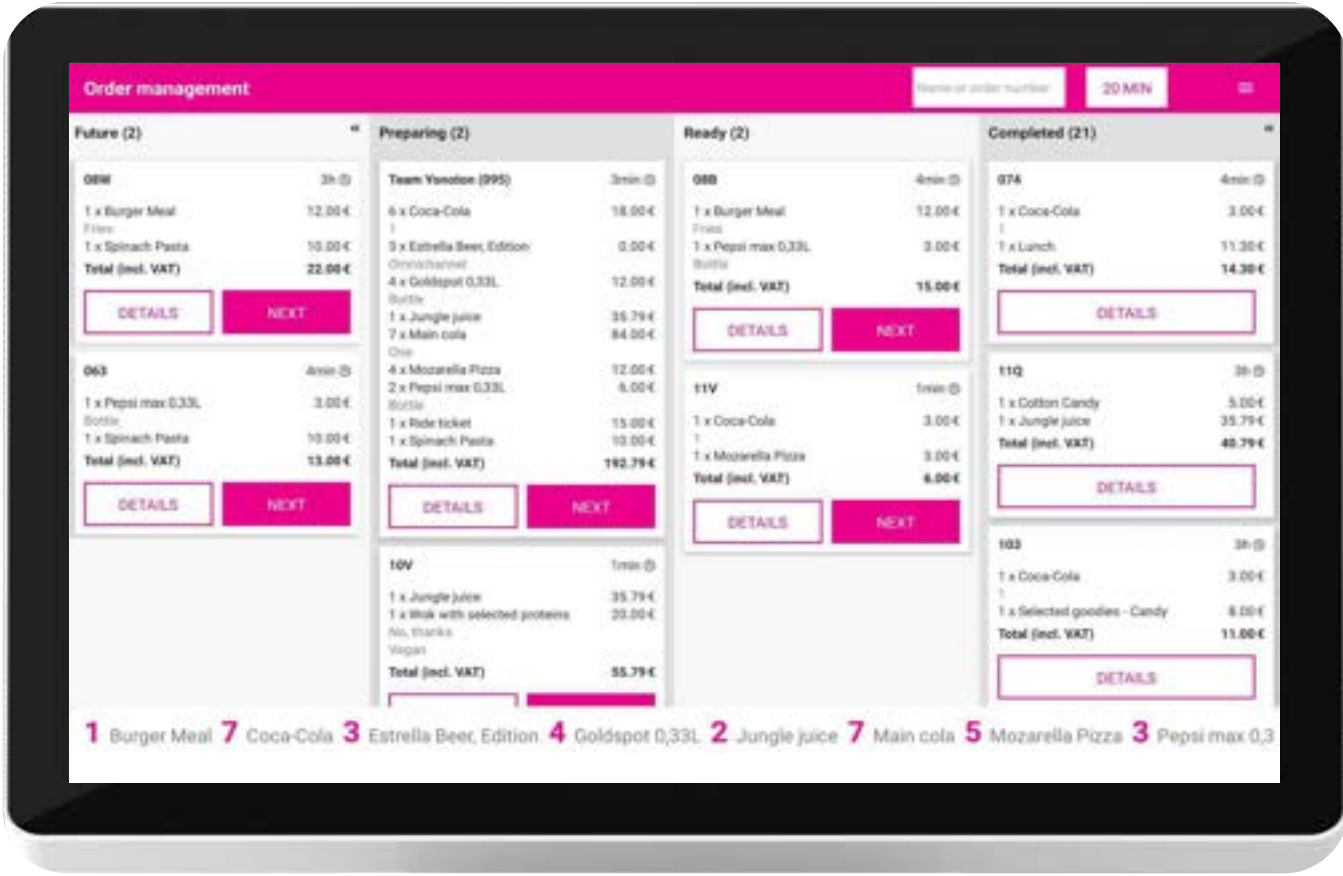
| The Yonoton Order Management 1

Printing

Automated printing occurs when orders from the POS are sent to Yorma. However, Yorma can also be used as a standalone - without POS device attached. Orders are therefore sent to the kitchen printer by e.g. waitress taking orders at the table on Yorma tablet.

| Yorma tablet

All orders in one place

Yorma connects orders from the POS, kiosk, mobile app, webshop, as well as external sales interfaces into the same operations pipeline. This allows staff to focus on creating the best hospitality experience as operations just work.
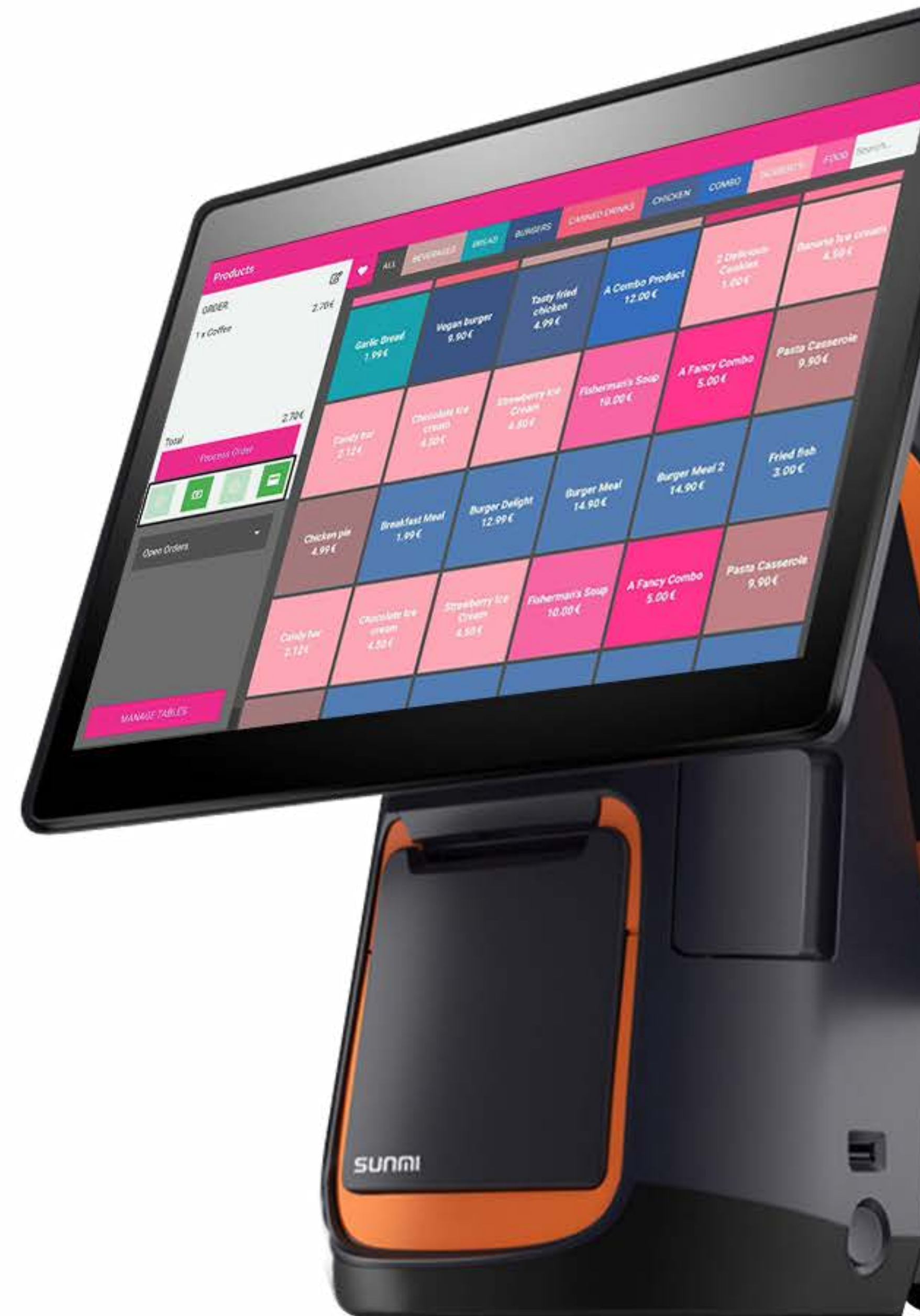
Yorma bottom bar

The bottom bar of the Yorma display shows the kitchen the total quantity of products that has to be prepared.

see Yorma service description →

See how our Yonoton PoS works in real life

watch video →

POS manuals
for cashiers
and admin

for cashiers →

for admins →

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
· Customer management
· Loyalty management
· Messaging
· Reporting
· Publishing management
  (news, programmes)

Management Console
One interface for management of various sales channels

Order Management (Yorma)
Connects all orders from different sales channels into the same operations sales pipeline in the kitchen

App
Your company branded App. Digital ordering, payments, engagement and marketing

POS
An optimised point of sale experience that staff loves to use

Self Service Kiosk
Save time and serve your customers faster than ever by deploying self service kiosks

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

The Digital Platform

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