



# Unleashing the Power of TallOrder POS:

## Features Overview



## TallOrder Overview

Welcome to the world of TallOrder POS, where innovation meets functionality. Below is a comprehensive overview of the remarkable features that set TallOrder POS apart. Whether you're a seasoned user or exploring our system for the first time, discover how TallOrder POS can transform your business operations, streamline processes, and elevate your overall efficiency. If you have any specific inquiries or need more detailed information, feel free to reach out—empowering your business is our priority. Explore the possibilities with TallOrder POS!

## Key Features



### Easy to Use

TallOrder™ has been designed from the ground up to maximise Speed and Accuracy presenting a modern user experience that is Easy to learn and use.



### Affordable

Monthly fees levied based on number of POS devices used. No long term contracts.



### Truly Cloud-based

We take care of keeping the software up to date, security, data analytics, daily backups that are kept for 2 weeks, providing access from any desktop, tablet or smartphone. We look after complexity so that you can look after your business.



### Full offline operation

POS keeps working even if the internet connection fails. Full local operations including shared printing and invoice/tab sharing.



### Front & back office

The POS feature set is optimised for the operational side with some capacity to administer items and staff. The BackOffice portal is optimised for ongoing management of the system.



### Cross Platform

TallOrder is available for Microsoft Windows™, Apple Mac™, Linux as well as iOS™ and Android™ based mobile devices. Works with any receipt or slip printers.

# Key Features



## Tablets and Smart Phones

TallOrder is now available for independent deployment on iOS™ and Android™ based mobile devices. Full functionality including offline and shared network use.

Note: TallOrder is Currently upgrading our Android release and therefore Android is not available at present.



## Integrated payments

Securely accept credit and debit cards from leading payment integrated to TallOrder for a faster, smarter checkout experience.



## Demo mode

Easily train new users on the POS system without posting the transactions.



## Migration Assistant

Easy to move across to TallOrder from an accounting system or other POS system.



## Multi-channel

Sell instore using fixed or mobile POS, fully integrated mobile commerce / Order Ahead solution (ToGo) and soon on-premise self service.



## Detailed Accounting Integration

Line level or summary level integration to Sage Accounting™ and Xero™.



## Low Touch to help during Covid--19 Pandemic

Active menu displays via ToGo web app via QRCode scans. Table side operation with QRCode payment support and emailed invoices to avoid handling slips.



## Event Licenses

TallOrder now supports 24, 48 and 72 hour events where the client only pays for the duration of the event. Testing may be done before hand and reporting after scheduled events.

# Sales



## Registers & users

Easily switch between outlets, registers and users for sales sessions for selected Sales Locations.



## Products

Scan products by barcode, select using quick keys, or type into the search bar.



## Discounts

Apply discounts by line item or to the invoice.



## Weight or Price based barcode support

Support for scanning items that use barcode labels where either the item PLU and weight or price info is encoded on the barcode label.



## Easy Screen Customisation

POS Display may be customised as required on the POS device itself.



## Order / Picking / Production Slips

Picking or Kitchen slips may be printed at a number of stations as required per item.



## Notes

Add notes to a line item or to the entire sale.



## Receipts

Print or email customer receipts.



## Returns

Accept returns and provide refunds.



### Secure Orders

TallOrder manages the payment process in a way where no card information is every handled directly nor stored in our system, providing peace of mind and PCI compliance.



### Order, Prepay and Collect

Let your customers buy online and pick up in-store at their own convenience.



### Loyalty Integration

Display Loyalty Credit Available and Allow credit to be applied to Orders.



### Deliveries

Support for Deliveries - Free Deliveries with Min Value Hurdle and Max Distance.

## Payment Types



### Payment types

Customizable payment types including cash, credit, debit, check and more.



### Integrated payments

Securely accept credit and debit cards with leading payment providers that sync with TallOrder for a faster, smarter checkout experience.



### Mobile payments

Grow your business by accepting secure credit and debit card payments with SnapScan, Zapper, MasterPass, MTN MobileMoney, NetCash, 2D/Glovent, MIPS, Yoco, POS buddy integration.



### Advanced Card Machine payments

Integration to the 3 leading IP protocol based EMV payment devices : African Resonance, Transaction Junction and Innervation.



### Cash Machine Integration

Support for CashKeeper CK950 based devices. Control cashup balances, cash payments, cash received and change given.



### Global Online Payments Method

Support for online only type of payment methods with no POS code updates required.



### Loyalty redemption

Loyalty is earned and redeemed in currency or point values.



### Split tender

Multiple payments and payment types can be accepted in one sale.



### Split Invoice

Split an invoice by selected items off into a new invoice.



### On-account

Let customers take their purchase home and pay the bill later. Email or print on-account receipts.



### Account Payments

Accept debtor account payments and allocate against specific invoices if required for both integrated accounting and stand alone debtors.



### Partial payments

Take deposits and partial payments on layby's or on-account sales.



### External Lookup and Billing

Lookup Customers in external systems and post the invoices for payment to the external system. Mews, Res Request, RoomRacoon and more to follow.



### Hospitality Property Management Systems

Integration to a number of the most popular cloud based PMS side such as Mews, RoomRacoon, ResRequest, Nightsbridge and Guesty and Benson. Integration fees may apply.



### **Parked orders**

Park or save current orders. Easily retrieve and complete later.



### **Voids**

Voids allowed via Manager PIN control.



### **Audit Trail**

Records all discounts, voids, items removed from order prior to order confirmation, cash-ups.



### **Complex Items**

Items may be configured via the use of multiple modifiers such as Options, Portions, Free AddOns and Recommended AddOns.



### **Customers**

Capture customer details and add them to a sale. If integrated to cloud accounting the current balance and available credit will be displayed.



### **Promotions**

Advanced automatic discounts by quantity, customer type, value of sale, time of day, day of week.



### **Vertical Pole Displays**

Display 2 x20 characters on the industry standard VPD LED customer facing displays.



### **myTab Front Facing app**

myTab Customer Facing App for Displaying Items list on Invoice and also QR-Codes for payments.



### **Quotes**

Print or email customer quotes with specified expiry date. Automatically produce an invoice against a quote that have been accepted.



### **Layby's**

Save sales against a customer's account in TallOrder. Reserve their items until they've paid off their purchase.



### **SlipApp**

Touch Screen based Kitchen Display System supports, Accepting, Completing, Collections and Ready to Collect Customer displays along with better processing statistics.

## **Mobile Commerce: ToGo**



### **Fully Integrated with POS**

A TallOrder station is assigned as ToGo station and user is notified of incoming mobile commerce orders which may be automatically or manually approved based on item settings.



### **Order Ahead**

Orders may be specified for collection at a future date time or time-slot. Integration with Google Maps allow anticipated arrival times for clients driving or walking for collection.



### **Custom URL**

Use an existing domain name or get a custom subdomain for free.



### **Landing Page with featured products**

Create a custom landing page and add featured items to the landing page. Created and very easily updated via the Admin Portal.



### **Responsive and mobile friendly designs**

ToGo is designed to work as web-app or may be deployed as apps for iOS and Android. It works on desktops, tablets and smart phones.



### **Payment Support**

ToGo supports fully integrated payments via SnapScan, Zapper and PeachPayments and non-integrated payments types such as cash on collection / delivery.

# Receipts



## Print & email

Print and email sales receipts.



## Receipt information

Choose whether discounts, promotional details and/or notes appear on receipts.



## Customisable styles

Customize multiple receipt templates with store details and business logos.



## Historical receipts

Print and email receipts from historical sales.



## Digital receipts

Issue QR codes for SnapScan, Zapper and MasterPass and others. Can print multiple QR-Codes on the same receipt.

# Items



## Product details

Detailed product information allows for photo's, short and full names, descriptions, item types, Departments, Tags, Costs, Prices, Special offers and time of day, day of week availability.



## Customer facing information

All product information is managed centrally per item, both for staff and customer facing applications such as ToGo and SelfService.



## Manage Item Information on POS

New items may be added and Item information may be updated directly via POS, without going into the BackOffice Admin module.



## Bulk import & export

Import and export product data into spreadsheets or CSVs.



## Published Catalogues

Items may be structured into catalogues or menus whereby there is an active catalogue being used whilst the item pricing is getting update for the next catalogue.



## Recipes / Bill of Materials

Allows for recipes or BoM for item that are produced, taking waste into account.



## Modifiers

Items may be modified but Options (no inventory impact - eg Plain or Toasted), Portions with associated pricing (Eg Extra Large) and by a range of free or recommended AddOns.



## 86Countdown

86 Countdown may be set for items that are produced and where the quantity is pre-set - eg there is enough steak for 20 RibEyes even though it will be produced on demand from a recipe.



## Bundles

Bundle multiple products into one composite product while inventory levels adjust accordingly using recipes or bill of materials.



## Produce Item Labels

Select Label format and product item labels which may include barcodes on demand or when new stock is received (Bixolon Label printers).



## Catalogues per Channel and Locations

Catalogues may be managed for different channels and different Locations. Eg the ToGo catalogue (menu) may be different from the internal POS menu and a simpler menu may be deployed for the OrderBot.

# POS Inventory



## Alternate Units

Items have been assigned different unit types. Eg Each, Case of 6 or Case of 12. Each unit has its own barcode and unique economic re-order level per supplier.



## Smart Purchases

TallOrder shows stock levels on the POS screen and alerts the user to levels that have reached re-order or critical stock levels. Generating a Purchase Order has never been easier.



## Purchase Orders

Purchase orders are created against a selected supplier and it's easy to list all items that should be ordered based on current stock levels. Purchase orders may be printed or emailed to the supplier.



## Receive Stock

Stock is easily received against Purchase order and stock levels updated and transaction details posted to the relevant accounts. Labels may be printed as required.



## Produce Stock

Items that are produced may be produced automatically on demand or in bulk upfront.



## Stock Takes

Keep track of stock on hand with full, random or specific inventory counts. Use a barcode scanner or the TallOrder mobile stock take app.



## Multi Location Support

Support for multiple stock and sales locations. Selling from specific locations, menus and pricing per location, stock transfers between locations.



## Stock returns

Return faulty or consignment stock back to suppliers.



## Hold

Put stock on hold.



## Import and Export data

The TallOrder smart importer supports multiple different import formats along with custom imports. Export inventory data to a spreadsheet.

# Multiple Locations



## Sales Locations

Set up and sell from multiple locations with integration to hosted accounting locations. Sell from a specific stock location with ability to view stock at other locations.



## Stock Locations

Set up multiple stock locations. Order from a specific location, receive stock into a location, count and transfer stock from specific locations.



## Stock Transfers

Create stock transfer requests between locations and receive stock transfers.

# Reporting



## Responsive Dashboard

Check key business information and analytics from anywhere, anytime.



## Payments

Report on revenue received by each payment type.



## Customer reports

Track customer spending and liabilities like Loyalty and Store Credit.



## Sales

View current and historical sales information for items, users, devices and customers.



## Taxes

View a breakdown of tax collected from sales, sales revenue Taxes attributed to different tax codes, and any sales revenue that's tax exempt.



## TallOrder Now

Mobile reporting for owners on the go.



## Products

Report by product type, date, tag, brand, supplier and outlets.



## Employee performance

Set daily, weekly and monthly sales targets for each staff member, and see how they are performing against those objectives.

# Customer Management



## Customer details

Record and update customer contact details, assign sales and track purchase history.



## Customer Lookup

Lookup customer via email, phone number, name or NFC tag.



## Customer Types

Organise customers into groups such as staff, VIPs etc.



## Integrated to Cloud Accounts

Manage customer accounts receivable. Fully integrated to cloud accounting with available credit and balance details available on POS.



## Standalone Debtors

Full standalone debtors module for those who do not use Cloud Accounting. Set Credit Limits, Manage terms, extend credit, produce reports and statements.



## Store credit

View customer store credit balances and redemption history.



## Loyalty options

Allow customer to accrue points or funds to use for payment.

# Digital Signage



## Cloud based digital signage

Support for Android based external or built in media players. Smart downloads ensure media is only downloaded once per location and shared amongst players on a site. Full offline function.



## Cloud Based Content Management

Setup and management schedules, playlist and their associated media from anywhere using the PageMan portal.



## Integration between POS and Digital Signage

Instantly activate specific playlist based on Item Digital Signage tags when Items are added to an order.



## Multi-Zone support

PageMan Professional Edition supports the use of multiple screen zones and even supports live media such as TV feeds within such a screen zone.



## Active content support

Support for WWW based Web Widgets for news, weather or other live data feeds.

# Loyalty



## Currency or Points

Reward loyal customers and incentivise return business! Set up for either Points or Currency type of rewards. Standard Loyalty rates eg 5 points per R100 or 2.5% of Net Sales value. Individual items may have higher or lower loyalty rates where required.



## ToGo Integration

Customers will see loyalty rewards available when using ToGo for order ahead or mobile commerce use.



## Redeem against purchases

Customers may redeem rewards against purchases at Checkout time or directly using ToGo.



## Loyalty Tiers

Set loyalty tiers based on spend for past 12 months. Tiers may be linked to increased rewards (e.g. Silver clients get 25% more rewards) or may determine customer type settings and discounts linked to customer types (e.g. Gold Clients get 10% discount on all Food items).



# Retail Administration



## Dashboard

Customizable dashboard homepage for a quick overview of store performance and important information.



## POS administration

Maintain outlet and register details.



## Taxes

Configure taxes by outlet.



## Payment types

Maintain multiple payment types.



## Register closures

Use register open and close processes.



## Manager Cashups

Manager Cashups.



## Cash Float management

Track cash movements including cash out and petty cash.



## One till cash up

Multiple user access with one till cash up at the end of the day. First user logging in will start the float.

# Staff Management



## Users

Manage users, user profiles, targets and roles.



## Permissions

Define what employees can see and actions they can perform.



## Sales

Track sales by cashier and date.



## Training

Enable training mode to train staff without affecting sales data.



## Authentication

Users Authentication via PIN, FingerPrint Readers and NFC tags.



## Targets

Define and manage sales targets, via excel or csv exports.



## Time and Attendance Tracking

Allow staff to check in and check out very easily via POS and export to PayRoll or Time and Attendance solutions. Supports non-POS users too, eg kitchen or stores staff members.

# Integrations and Add-ons



## Xero

Select line level or summary level integration. All aspects of sales, receipts, petty cash, stock movements and inventory are posted to Xero in real time when online.



## Sage Accounting

Select line level or summary level integration. All aspects of sales, receipts, petty cash, stock movements and inventory are posted to Sage Accounting in real time when online.



## Microsoft Navision

Select line level or summary level integration. All aspects of sales, receipts, petty cash, stock movements and inventory are posted to Navision in real time when online.



## ToGo

ToGo is a webapp that may be white-labeled for larger groups that allows for fully integrated order ahead, order approval, payments and processing. Extend your business to the power of mobile commerce.



## Mews

MEWS is a leading Cloud based, All-in-one hotel software made for small to medium sized hotels. Lookup guests, post invoices to their room accounts.



## RoomRaccoon

RoomRaccoon is a leading Cloud based, All-in-one hotel software made for independent guesthouses, B&Bs and lodges. Lookup guests, post invoices to their room accounts.



## Nightsbridge

Nightsbridge is the leading Cloud based, PMS made for independent guesthouses, B&Bs and lodges. Lookup guests, post invoices to their room accounts.



## ResRequest

ResRequest is a leading Cloud based, All-in-one hotel software made for the game lodge market. Lookup guests, post invoices to their room accounts.



## Benson

Benson is a leading Cloud based, All-in-one hotel software made for independent guesthouses, B&Bs and lodges. Lookup guests, post invoices to their room accounts.



## Workshop-17

Workshop 17 is South Africa's leading Co-Working space provider. The integration to Workshop 17's systems allows for use of tenant credits.



## 3rd Party System Lookup and Post

Our system is designed to add cloud based integrations. Integration requests are reviewed if required by a customer.



## Retail2Engage / Bonsella

TallOrder is closely integrated to the 2Engage/Bonsella consumer brand reward solution system, including new member addition and transactional feeds.



## ThumbTribe

TallOrder is closely integrated to the ThumbTribe consumer brand reward solution system via cellphone capture and instant rewards.



## ElectronicLine

TallOrder is closely integrated to the ElectronicLine consumer reward & loyalty solution system via cellphone and vouchers.



## SWARM

TallOrder is closely integrated to the Swarm consumer reward & loyalty solution system via cellphone and vouchers.



## SnapScan, Zapper, MasterPass

Accept Debit and Credit cards surely using the most popular QR-Code based payment methods.



## Peach Payments, Sticitt, D2/Glovent, NetCash, MIPS, MyClubAccount and MTN MobileMoney

Accept Debit and Credit cards surely using these popular QR-Code based payment methods.



## Yoco Mobile Card Payments

Accept Debit and Credit cards surely using the very competitive Yoco card reader.



### ThumbzUp Mobile Card Payments

Accept Debit and Credit cards surely using the ThumzUp POS Buddy.



### Popular IP based EMV Device support

Accept Debit and Credit cards surely using the most popular EMV card devices from the major banks via the likes of African Resonance, Transaction Junction and Innervation.

## Hosting and Security



### Support

Amazon Web Services-managed, physically secure, geographically-distributed data-centers with world-class hosting operations and support.



### Secure

Hosted in a PCI level secure Virtual Private network on AWS. We manage the complexities of security and external access from customers to your system.



### Availability

High scalability, high availability design with better than 99.9% uptime over past 18 months.



### Updates

We manage all updates to the system and time them for when clients are not impacted.



### Offline

In the event of Internet access or system downtime, TallOrder is designed to continue full location operation until the system is back online again.



### Monitoring

24/7 monitoring and alerting. Comprehensive monitoring and alerting of all aspects of our infrastructure and application performance, plus a team of engineers available at all times to handle any issues that may arise.

## Hardware



### Compatible devices

Multi-device and multi-platform. Runs on Windows, iPad, Android, Mac and Linux.

Note: Currently upgrading our Android release and therefore Android is not available to users.



### Compatible hardware

Compatible with selected receipt printers, invoice printers, cash Compatible hardware drawers, barcode label printers, barcode scanners and credit card readers.



### FingerPrint ID Readers

Compatible with ZKTeco Fingerprint readers on Windows platform (Android next).



### Windows Min Spec

Windows 10 64-Bit, Intel Quad Core i3/i5, 4GB RAM, 128GB SSD.



### iOS Min Spec

iOS versions 12+ are supported – but prefer iOS15+ to be run if possible.

# myStock Advanced inventory application



## User-Friendly Design

We prioritise ease of learning and use with myStock's design. The user interface is consistent across various functions to ensure that once you've learned one aspect, you'll know how to handle other inventory tasks with ease..



## Targeted Businesses

myStock is the ideal solution for businesses with multiple sales locations, various stock locations, and those who produce their own products. It's designed to provide tighter control over inventory management and is available 24/7 from anywhere, whether you're using a desktop, tablet, or smartphone.



## Stock Location Types

myStock supports four types of stock locations. Regular stock locations can perform all inventory functions, while Cost Centres handle automatic expense of inventory received. Admin locations facilitate purchase orders and shipments but don't maintain their own stock. Additionally, we provide consignment stock locations to simplify tracking and automate invoicing.



## Security and Control

You have granular control over who accesses various inventory functions, modules, and approvals, right down to the stock location level. Set up rules to determine who can initiate stock requisitions, who can approve them, and how many approvals are required.



## Inventory Management Actions

myStock supports a wide range of inventory management actions, from purchase orders to stock issues, transfers, requisitions and stock returns, making your inventory processes more efficient.



## Stock Takes with iCount™

Our innovative iCount™ feature streamlines stock takes and counting processes, enabling staff to perform counts on tablets or smartphones, reducing processing time and enhancing accuracy.



## Production Management

myStock offers advanced production management, supporting both on-demand and batch production. It simplifies managing recipes and bills of materials, accommodating production at various units of measure.



## Month-End Process

myStock's month-end process is user-friendly and flexible. It supports various stock take options for comprehensive counts and specific item counts, ensuring an efficient month-end experience.



## Advanced Reporting

Our advanced reporting section in myStock provides users with vital insights to make informed decisions regarding their inventory, offering key reports for inventory management.



## Key Features

Stand-Alone, Web-Based, iCount™, Stock Enquiries, Return Stock, Stock Transfers, Stock Issues, Stock Requisitions, Wastage, Purchase & Pending Purchase Orders, Detailed Reports, and Accounting Integration.

# Support



## 24/7 Support hours

24/7 Email, phone and WhatsApp support.



## Ticketing system

Log a ticket on our helpdesk and track progress.



## On site support

On site support can be offered at a fee.



## Remote support

Support and product upgrades can be done remotely with ease.

# Enhancements and improvement



## Innovation

TallOrder keeps up with new technology as well as enhancements in the industry.



## Feature requests

Customers are able to log feature requests to be reviewed and implemented.