

# Why XERA mPOS?

## Advanced Printer Routing

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### **The Scenario**

Having a printer in the kitchen to print the customer's order is now a given for every restaurant. Restaurant owners have long ago recognized the increase in speed of service and accuracy of orders that is gained through having a printer in the kitchen. What may not be so apparent is the amount of theft that is stopped by having printers in the kitchen.

Yes, having printers at each major prep station will speed of service from the kitchen. An additional benefit not often immediately recognized by the restaurant owner is the theft that is stopped by requiring a printed ticket for every food item that leaves the kitchen. Having multiple printers in the kitchen just adds security to the restaurant operation.

The same applies to bar operations as well. Requiring a printed ticket for every drink item prepared and served means that the item was properly rung up at the terminal. If there are multiple bars in operation then proper order flow can be managed by having multiple printers.

When there are multiple printers in the operation then the POS system must handle the complex routing of items within the kitchen and bar operations. Each item must be routed to the correct printer and the entire order printed on an Expeditor printer for the combining of items from the multiple prep areas into a tray of food for the table.

There are times when the restaurant does not fully staff each prep area or bar in the operation. This is done to properly manage labor and match labor costs to the sales needs of the operation. In some cases restaurant operators will require that orders be re-routed based upon whether a prep station is staffed or a bar is open. Unfortunately, a lot of POS applications cannot handle this complex routing or re-routing by day of the week or time of the day.

### **The Solution**

XERA mPOS has no limits on the number of remote printers that can be in the system and no limits to the number of custom re-routes of items and printers. This gives restaurant owners unlimited options with regard to how items are sent to printers or destinations in their operation.

**Prep Type Based Routing** – This allows for a logical tier separation between items and modifiers so that items can be sent to one set of printers and modifiers to their own set of printers. Items can follow the main item or have its own unique destination. For instance a steak could be sent to the grill printer with the side items on the same ticket. Or if one of the side items is a fried item such as onion rings or French fries these items could break away and have their own ticket printed at the fry station.

**Routing by Time of Day** - In some operations during lunch they may not staff every prep station but these same stations are fully staffed for the evening rush. XERA POS can route orders by time of day, meaning that during lunch items will not print at the unstaffed prep stations but will print in the evening when the operation is fully staffed.

**Routing by Day of the Week** - Also, some operations have service bars that are only open on weekends or busy nights. XERA mPOS has the ability to route orders based upon day of the week. When areas of the operation are not open XERA will not allow orders to be sent.

**Follow Me Printing** - XERA mPOS can even route items and orders based upon the server who entered the order. If you have a server assigned to work a specific area of the operation XERA mPOS can route their orders to the proper prep area. An example might be a server assigned to work the patio or upstairs bar. They prefer to get their drinks from the bar where their boyfriend is the bartender. XERA mPOS will route their drink orders to the bar where they are supposed to work, not where they want to work.

**Kitchen Display System and Printers Used Simultaneously** - This allows some items like drinks to just go to the bar, but other items such as food to go to the KDS. If desired the end result could be that the bar gets printed orders, the Kitchen gets the speed, and options of a full KDS.

**Advanced Hold Options** - Server do not always think when putting something on hold that some items are going to take longer than others to cook. They look at when they would like to have something delivered to the patron. It would not be uncommon to have a server put something on hold for 20 minutes knowing that the phoned in order will not be picked up until 20 minutes later. The problem with a hold of 20 minutes the kitchen will just be starting the order when the customer has arrived to pick it up. With Advanced Hold Features such as Lead Minutes, you can have the system automatically print to the kitchen at an earlier time than what the hold release time is so that the food is hot and ready when a customer arrives to pick it up.

**Load Balancing** - In high volume operations it is beneficial to spread the work load between prep stations. XERA mPOS has the ability to balance the load between prep areas to help provide better speed of service. A good example of this is at a bar with multiple bartenders. Many larger bars will have well stations at opposite ends of the bar to better serve the patrons sitting at the bar. XERA mPOS allows remote printers to be placed near each well station and then have the orders be diverted to alternating printers to help even the load. Both bartenders are then better utilized and one not constantly overloaded.

## **The Conclusion**

Restaurant operations should never be limited by their POS system, quite the opposite. A POS system should not only allow for growth it should promote growth through cost savings and revenue generation.

Having additional remote printers will create security in the operation that will prevent theft and speed of customer service. Remote printers are one of the least expensive theft deterrent devices that a restaurant owner can invest in. But it takes more than simply installing additional printers. The restaurant operation will also need a POS system that can re-route printers based upon the item entered, the day of the week, time of the day and even down to who entered the item.

Without total and complete control of the routing simply having additional printers is only part of the solution.

XERA mPOS is the complete solution with no limits on the number of printers and no limits on the number of routings in the restaurant operation.