XERA POS

DELIVERY FEATURE – BENEFIT SUMMARY

DELIVERY MANAGEMENT SYSTEM

Feature	Benefit to the Restaurant Owner
Optional Caller ID Interface	By using the optional Whooz Calling caller ID system XERA mPOS will look up the customers profile and display information about the caller before the call is answered. This gives the operator important information about the caller including the prior orders. It only takes 1 touch to duplicate a prior order. New customers are also noted for the operator and a single touch allows entry of a new customer profile before beginning the delivery order.
Can be used for Take Out or Delivery Operations Without Caller ID	XERA mPOS has a lookup function for customer profiles that does not need caller ID hardware. This makes it perfect for Take Out orders or delivery operations who do not want or need a caller ID function.
Partial Entry for Lookup	Simply enter the last 4 of the phone number, first 3 characters of the first or last name, or only part of the company name or Email and XERA mPOS will look up matching profiles. Select the correct profile from the list displayed.
Detailed Customer Profile	XERA mPOS utilizes a CRM that has far more information available to the operator than other delivery systems. With the XERA mPOS CRM you can: • Look up and display every order ever entered for a customer. Including delivery, take out and dine in orders. • Sort order history to make looking up orders easier.
Unlimited number of customer profiles.	The number of customer profiles has NO LIMITS. This allows the largest of delivery restaurants to use the XERA mPOS Delivery Management System with no worries of outgrowing the XERA mPOS Cloud.
Unlimited number of sub-accounts	Each customer profile can have an unlimited number of sub-accounts. This allows multiple authorized personnel to place orders, each with a different phone number.
Duplicate Any Previous Order	Since the XERA POS Delivery Management System tracks every order ever entered into the POS system it is possible to find and duplicate any previous order. Once recalled and duplicated the order can then be modified, changed or added to if necessary.
Complex Orders are Easy	XERA POS already has an extremely easy to learn and operate order entry system. The "Clickable Ticket Window" in XERA helps make item modification easy by allowing the operator to select an item for modification, sharing, placing on hold, repeating or several other functions. Mistakes are easily corrected prior to sending the order to the kitchen without having to delete the item and start over.
Driver Self-dispatch	The restaurant owner may opt for the drivers to dispatch orders themselves. In this case the driver would claim the orders that they are going to delivery and then select either to "Assign" the orders or touch the "Departure" button to let the system know that they have left the restaurant.
Dedicated Dispatcher	XERA POS also allows the restaurant to select to have a dedicated employee who manages the orders and drivers. This employee would have complete control over the orders ready for delivery and then "Assign" those orders to a specific driver. Once the driver has left the building they would then touch the "Departure" button to signal that the driver has left for the delivery run.

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Activation of Remote Mapping Software	By utilizing the Email sending capability of XERA POS the restaurant can opt to have an Email sent to a driver. The driver then touches the address of the delivery that then activates the mapping software of the Smartphone or tablet. Routing from one delivery to the next is simple as once a delivery is made the driver touches the address of the next delivery to map from their current location.
Email Delivery Notice to the Customer	At the same time XERA mPOS is sending an Email to the driver the system can also send an Email to the customer letting them know that their order has left the restaurant. This notice keeps the customer informed of their order and helps improve customer perception of the delivery process.
Pay-at-the-Door	This is a very unique feature of the XERA mPOS Delivery Management System. The restaurant may opt to provide delivery drivers with a cell enabled iPad or to recall the order at the customer's doorstep and swipe the credit card with the card present. If the card is swiped instead of given over the phone and processed without the card present the credit card fees are drastically reduced.

Swiping with the card not present is seen as a potential fraud situation by the credit card processors. Therefore, there is a higher credit card fee for this type of transaction. Swiping at the doorstep with the card present will save a restaurant a substantial portion of their monthly fees.

The same iPad used for Pay-at-the-Door can be used by the drivers for the remote mapping software. Simply create an Email address such as driver_1@restaurantdomain.com. |
| **Driver Money Drop** | Upon return to the store either the driver or the dispatcher will touch "Arrival" to declare to the system that they are back from their delivery run and ready for their next. The system at this point will prompt the driver to do a money drop for all orders collected on their run. This allows each driver to secure all of their collections before leaving for another delivery run. |
| **Driver Balancing Made Easy** | The Delivery Management System utilizes the XERA POS cashiering and server banking system. This system has 3 levels of controls that can be selected by the restaurant owner.
1. Fast in and/or Fast Out – This assumes that the driver has their own bank to make change from and that they restaurant will be paid what is shown as owed by the system. What is left is the driver's tips.
2. Onscreen Declaration and Balancing – This requires the driver to count the till, bank or bag that the restaurant provides by denomination. Upon closing for their shift the driver must then count their till, bank or bag to balance. They are then prompted to remove cash from to make ready for the next shift.
3. Blind Balancing – This system provides for balancing by the manager of the till, bank or bag with or without the driver present. Counting is on screen exactly as in the Onscreen Declaration and Balancing except that it is done by the manager and not the driver. In both cases reasons must be provided to account for over/shorts amounts. |

DELIVERY FEATURE – BENEFIT SUMMARY

SUMMARY OF DELIVERY MANAGEMENT SYSTEM BENEFITS

The XERA mPOS Delivery Management System is a complete delivery module that will satisfy even the most demanding delivery restaurant.

Using industry standard options like caller ID and order history lookup XERA mPOS takes these features well beyond the norm by giving the operator key information about the caller prior to answering the phone and allowing every order ever entered to be searched, recalled and duplicated.

With industry leading features such as remote mapping software and Pay-at-the-Door XERA mPOS gives delivery restaurants the modern technology needed to have an advantage over other outdated delivery modules.

Finally, using the cashier and server banking controls already in XERA mPOS, restaurant owners are now given complete control over the drivers with close monitoring of their cash drops, deliveries and over/short calculations.

XERA mPOS is truly *POS Without Limits* and lets the restaurant owner take the complex and make it easy.