

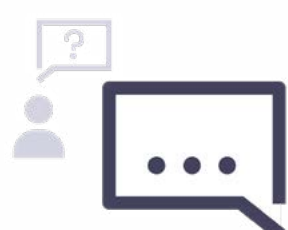
# Retail

# EPOS

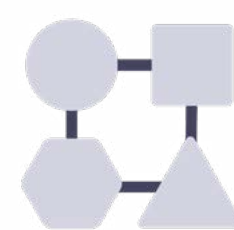


01001001  
01000011  
01010010  
0100,000+

Over 100,000  
Installs



Partner  
Support



Complete EPOS  
Suite

20+

20+ Years of  
Innovation



# Designed for your retail business

Whether you are running a Grocery, clothing, convenience, home, department or industrial trade stores. With e-commerce and more, ICRTouch EPOS software is designed for your business and is suitable for the small independents to large multi-site chains.

ICRTouch is an industry leading EPOS developer, our innovative software solutions have been continually improved for over 2 decades. Our family of solutions work together helping businesses like yours reach its full potential in all areas, from business operations to customer service.

ICRTouch is global, we have a trusted Partner Network of highly-trained engineers that will guide you in choosing the right system for your business and provide ongoing support.

ICRTouch EPOS software is helping retail businesses succeed all over the world, and yours could be next...



Authorised Partner

## Benefits of Authorised Partners

Hands-on service, no slow customer call centres.

One place to discuss your hardware, software and any other service needs.

Most problems can be resolved swiftly over the phone or remotely, site visits and replacements can normally be arranged at short notice.



FS 713899

100,000+  
Installs worldwide

# Front Of House EPOS Till System



The right front of house EPOS terminal works with you to maximise your profits, manage your staff efficiently and provide an impressive, quick and convenient customer service.

Today's TouchPoint has more features and flexibility than ever, giving you a till system that allows you the freedom to operate in your own way.



## Designed for speed

- Quick service.
- Intuitive layouts.
- Barcode scanner and scale support.
- Integrated card payments.
- Product & price updates at the till.
- Automatic timed events.
- Weigh Scale Link



## Versatile for any Business.

- Product promos.
- Personalised customer display with adverts. customer prompting.
- Loyalty schemes, gift cards & vouchers.
- Easy integration with our complimentary products to give you the flexibility a growing business needs.
- Additional features can be created to your bespoke requirements.



## Security

- All clerk activity is stored on the till so you can investigate mishaps.
- TouchPoint integrates with your CCTV displaying transaction information.
- Secure sign-on: fingerprint, ibutton, magnetic or proximity card.



## Reliable

- No internet, no problem. Full features to keep on trading.
- Last transaction stored safely in case of power loss.
- Auto syncs with cloud, low bandwidth connection.



# Business Management & Intelligence

TouchOffice Web can be easily accessed from any laptop, tablet or mobile to make an instant programming change or run a quick, detailed report to give you instant information.

 TouchOffice Web



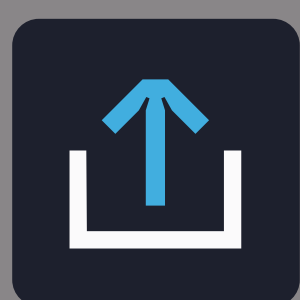
## Real-Time Dashboard

- React to situations as they happen.
- Add a promotion if sales are slow.
- Monitor staff activity.
- Detect, monitor and counter fraud.



## Run Reports

- Most profitable products & best sellers.
- Analyse sales trends to help you make your next stock list.
- Manage payroll with staff time & attendance.
- Find out when your quiet periods are, and the most profitable times of day.



## Accounts integration

- Sage, Xero and Quickbooks.
- Save admin time and ensure accuracy.
- Direct link for financial information straight into your accounts packages.



## Stock Control

- Perform stock takes with a handheld TouchStock.
- Order stock from suppliers.
- Book in deliveries on arrival.
- Process wastages using TouchStock.

# Mobile stock management

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## Deliveries

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When your order arrives TouchStock gives you the power to accurately, quickly and reliably check deliveries. Your TouchOffice Web+ updates with the current stock level.



## Quicker Stock Takes

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Stock takes are quick, easy and accurate with TouchStock. Save time and free up staff.



## Price Check

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TouchStock will check that the price on the shelf is also the price you're charging at the till. 'Price Check' mode IS perfect for a customer price checker.



## Wastage

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Quickly scan an item and enter the quantity for wastage to update your stock levels.



## Generate Labels

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Sync with TouchOffice Web+ to easily generate a new shelfedge label. No writing required and everything's back on track.

## BOOKER LINK

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Integrate your back office system with the Booker App and import your information. It updates stock deliveries, promotions, product descriptions and more.



TouchStock's cut down on the time spent counting stock allowing me to concentrate on selling stock. It's simple to use and reliable.

**Sam**  
Sorted Surf Shop

# Build a loyal customer base

TouchLoyalty has really allowed me to build up business and it's very user-friendly too.

Mr Baldwin

Baldwin's Department Store

## TouchLoyalty

Reward customers for returning again and again, increasing your profit margins. Engaging with your customers and building relationships also encourages them to speak highly of you to their friends and family, spreading a positive image of your business.

TouchLoyalty gives regular customers, members, VIPs or even staff an instant discount on their purchases. Elaborate points schemes can also be created that incentivise customers to make repeat purchases for a deferred discount or other rewards.



### Customer Analytics

TouchLoyalty software is the clever way to monitor your customers and their spending habits allowing you to plan and roll out promotions, targeting specific stock, days or people.



### Manage Unused Stock

Encourage the purchase of unused stock with a points system for deferred discounts on selected lines.



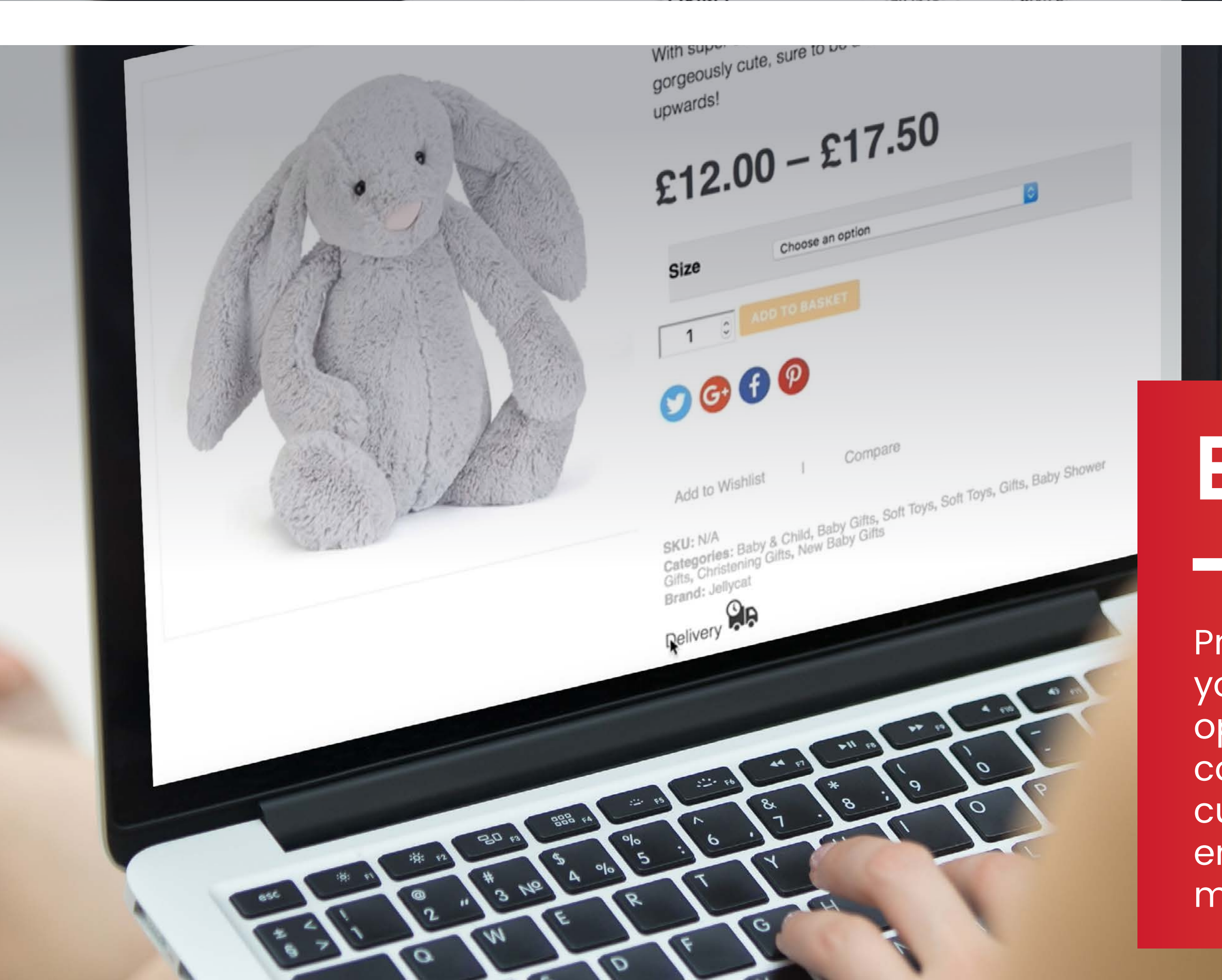
### Reward Customers

Reward regular customers or use the loyalty system to encourage customers to return if they haven't been in for a while.



### Customer Interaction

Create targeted customer interactions such as mailshots and SMS messages.

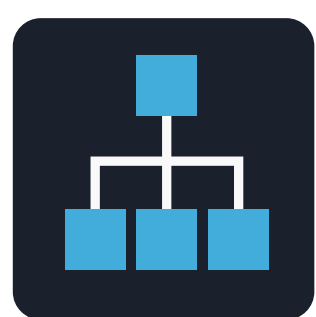


# E-Commerce

Providing an online webshop for your customers gives them the opportunity to purchase at their convenience. It also gives your customers the time to browse your entire product range and purchase more items.

ICRTouch integrates with several webshop solutions to allow your online sales to be processed through your TouchPoint EPOS system and TouchOffice Web back office software.

Online sales will print in your warehouse or show on your order display so that staff know what orders to prepare. Stock quantities are made available so that you can handle out of stock items appropriately. Reports from the EPOS system include both online and instore sales.



## Integrated Solutions

TouchPoint integrates with popular webshop platforms such as WooCommerce, Shopify, PrestaShop, Opencart and Magento.



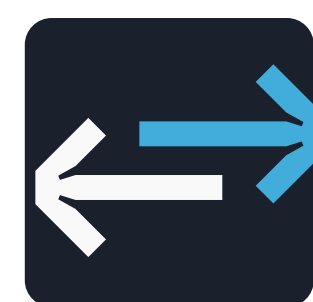
## Clear Reports

Reports from the TouchPoint EPOS system and TouchOffice Web include both online and instore sales. All your reports are in one unified system and presented in a clear format.



## No Sales Are Missed

When a sale is made online, your TouchPoint till will print out a receipt as if the sale had been processed by a clerk. Web sales are also recorded digitally on the till so you never miss a sale.



## Sync Stock

When you are out of stock instore, your webshop will prohibit further orders of that product and display as 'out of stock'.

# Payments. As easy as EFT.

Cards are now more popular than cash. For the complete EPOS package, an integrated card payment solution is a must-have addition. We partner with payment providers across the globe to make paying at the TouchPoint till simple.

- Secure card payments.
- Mobile payments.
- Contactless payments.
- Pay at table.



Fast chip & pin transactions are expected by today's customers. Contactless and mobile payment methods help you deal with customer transactions quickly, reducing queuing time.

## 🕒 CollectionPoint

CollectionPoint displays 'open' orders on a screen or monitor as soon as orders are placed. Staff can alert customers that their order is ready for collection.



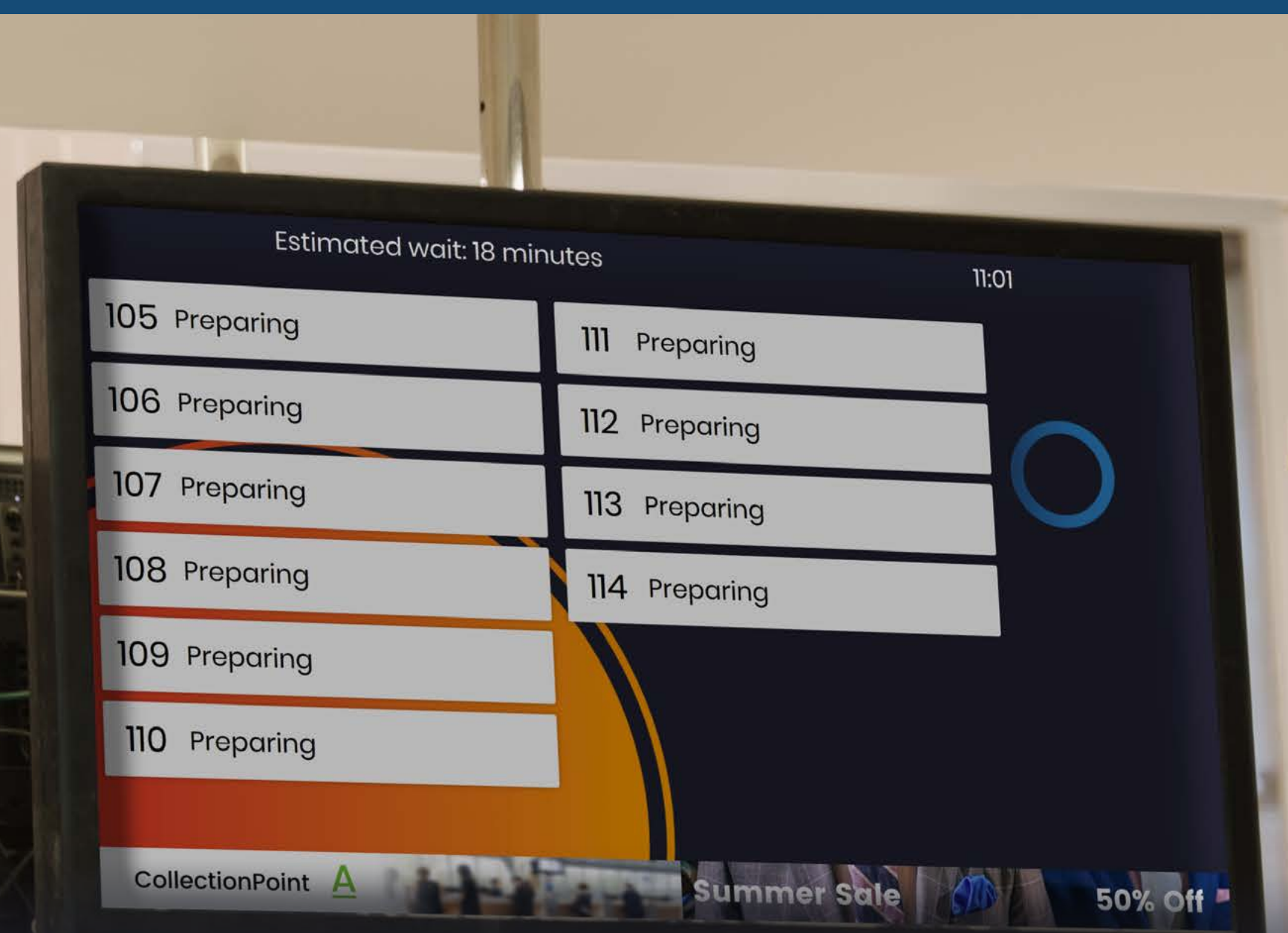
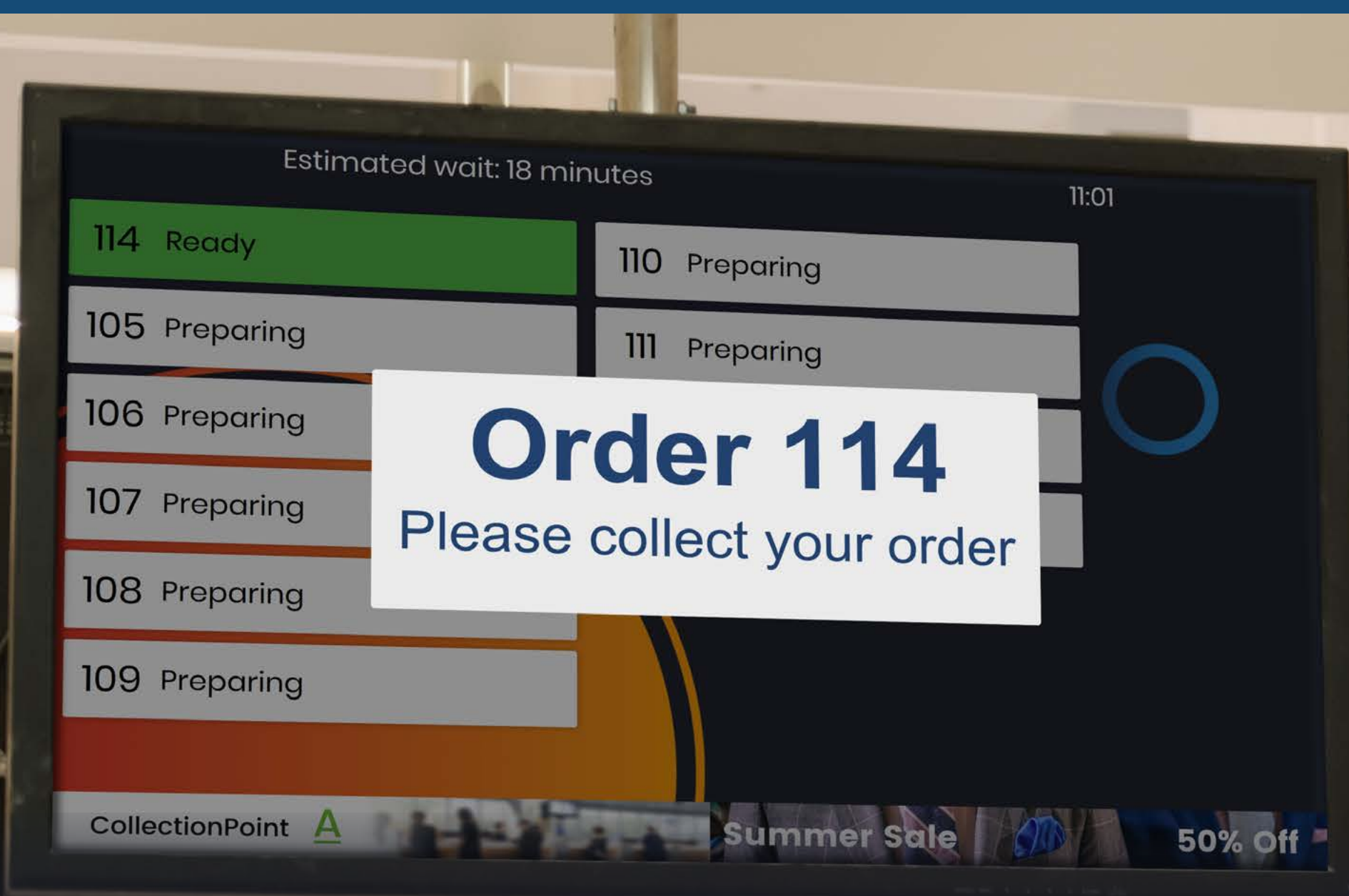
### Ideal In Warehouse Stores

As items are retrieved from the warehouse, customers are called to the collection area at the push of a button.



### Keep Customers Informed

Display order status and waiting time so customers can browse your products while they wait and avoid congestion at the till.





# Portlands 24/7 supermarket

*A wider range of quality merchandise*

Portlands supermarket have 10 branches across London and pride themselves in delivering great customer service. Their stores are open 24/7 giving their customers the flexibility to shop at their convenience.

## 20 TouchPoint Tills

The nature of Portlands operating at all hours meant they required ongoing local support through the night shift.

Mr Naren contacted an ICRTouch Partner who cover London and can also provide local 24/7 technical support across the city.

ICRTouch TouchPoint was installed on twenty tills, each connected to a TouchOffice Web+ account, along with TouchStock.

## Reducing Theft

Long shifts at quiet times of the night allow opportunities for theft and fraud to present themselves more easily.

Fortunately the ICRTouch till system provides tools to deter and monitor misuse of funds and assets across the entire business.

Unique staff sign on numbers ensure the tills can only be operated once a clerk is signed on.

TouchPoint was linked with Portland's CCTV system. This enables Portlands to investigate all staff activity on the till while examining CCTV footage.

## Back Office Management

Mr Naran needed TouchOffice Web, a central online back office system so that he could manage all ten branches and Portland's extensive product range. It is great to check how each store is doing without being onsite, and he can quickly get an overview of his entire business.

It enables Mr Naren to view and monitor reports to identify which products are selling and at what price point. It also brings to light which products aren't selling so well, so that Portlands can plan their reordering of stock accordingly.

Promotions and offers can be set across the the entire Portlands group, updating digital signage throughout the stores, saving admin time and customers are always updated with the latest offers.

## Stock Management

All areas of managing each shop's inventory has been streamlined, saving hours in admin. The handheld stock taking device, TouchStock, lets staff scan and count stock items quickly and accurately. At the end, the tally is automatically sent to TouchOffice Web+. No duplicating, copying or manual entering.

Deliveries have also been made a breeze. If a customer needs help in the middle of a stock take, it is easy to stop and pick up again later, allowing for more time with their customers.

Wastages are scanned each day to update stock levels.

The entire system was installed within two days across all ten stores. Mr Naren was very impressed with Portlands' new EPOS system and found it to be easy to use and operate.



# Portlands



FOOD WINE BAKERY NEWS



The ICRTouch software is easy to use and easy to train staff. Having the new system improved every aspect of our business from serving customers to managerial functions.

Mr Naren, Manager at Portlands



# Meet the ICRTouch Family...



## TouchPoint

Robust, secure and easy-to-use EPOS till



## CollectionPoint

Queue-based, customer order progress notification.



## TouchOffice Web

Powerful, cloud-based, business management and reporting.



## TouchLoyalty

Customer loyalty and reward management.



## PocketTouch

Handheld food and drink ordering at the table.



## TouchReservation

Table reservation booking for the customer.



## TouchKitchen

Paper-free order display and tracking for the kitchen.



## TouchMenu

Virtual, changeable menu display board.



## TouchTakeaway

Online takeaway ordering via a website.



## SelfService

Interactive order point software.



**ICRTOUCH**