

If you would like more information on this product or a demonstration please contact Steve Conroy on **0115 986 8786**



Touchscreen

Card Swipe



Medoc

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# Introduction

**TSM/CLUBMASTER** is the ideal hospitality solution where both cash and in-house cards are used. It is ideal for use in Sports/Social clubs and Hospital, Factory and Office canteens. Optional links are available for Kitchen, Membership Accounting and Door Access systems.

**TSM/CLUBMASTER** offers:

- Acceptance of Cash and Credit/Debit Loyalty Cards
- Easy Card Replacement and Blacklist Facility
- Enhancement of Cash Flow and Increased Revenue
- Easy Verification of Customer Balances
- Customer Spending Trends Analysis
- A Range of Detailed Analysis Reports
- Optional Membership Accounting
- Full Table Tracking and Billing
- Remote Kitchen Printing
- Minimal Cash Handling
- Full Real Time Stock Control
- In-built Loyalty Scheme

## Overview

**TSM/CLUBMASTER** is an advanced, easy to use hospitality system, which has been specifically developed for use in a closed system environment, such as hotels, canteens, sports and social clubs, or any environment that has a employees or members. The operation is the same as a normal point of sale unit, but payment can be made by Clubmaster Card, Cash or Cheque.

Clubmaster cards are issued to members and members put money on the card in advance. When members purchase goods and services (using their Clubmaster card) they receive a discounted rate. All items or services can be set as discountable or not, at the users' discretion.

In the case of Sports and Social Clubs, **TSM/CLUBMASTER** can be installed to encourage all members to contribute towards the running costs by an injection of their own funds, in exchange for a discount. The Clubmaster card becomes the club's own currency and pass card for controlling door access.

**TSM/CLUBMASTER** provides excellent management information with detailed reports on sales, stock, staff and customers accounts, etc to enable management to highlight any weakness, and assist in decision making by supplying valuable information, which in turn will improve efficiency and most importantly profitability.

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## The Clubmaster Card



The Clubmaster card is a magnetic swipe card. Money is held on a database rather than the card itself. Therefore if the card is lost, the money is not. Money can be added to the card by cash and cheque at the point of sale (or back office) and through value-loading kiosks.

## Point Of Sale

The Point of Sale sign-on screen is split into two sections, the upper displays the machine name, transaction number (automatically generated), staff member name, date, time, PLU, description, quantity, price and total. The lower is for the entry of the PLU, quantity, total quantity, total, discount, balance and tender. Once the transaction has been confirmed a receipt is printed.

- The "Item Correct" key can be used to remove wrongly selected items.
- Various tender methods can be used. More than one tender method can be used for any one transaction.
- Returns can be handled at the point of sale, using a pre-set key.
- A transaction can be suspended, using a pre-set key. When resumption is requested a list of all transactions suspended is displayed.
- The cashier can check the balance of a Clubmaster card, the card is swiped and the amount spent displayed on the screen.

Sales can be tracked for individual tables, by typing in the table number and number of people present. Further sales can also be recorded, and transfers to other tables can also be entered. When items are stored against a table a pro-forma receipt can be printed.

## Tec Touchscreen Till



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## Stock Control

**TSM/CLUBMASTER** separates stock in terms of Departments and Sub-departments where a Department may be a type of goods e.g. Beers or Spirits, and a Sub-department will be more specific, e.g. types of beer (draught, bottled, lager, bitter, etc). These can be created specifically, and it is simple to add and amend entries as required.

VAT Rates are assigned to the stock to be sold into the system. A VAT reference number is automatically generated by the system. These rates can be amended if required.

Individual stock items can be entered, these are assigned with a unique reference number, department/sub-department, cost price, normal selling price, second selling price and VAT. Also recorded against this record is the quantity in stock, minimum stock quantity, discount rates applicable, whether discountable or not, an optional flag to send details to a kitchen printer, and 'modifiers' providing food preparation details.

A Pop up Menu screen is available from the Stock Control menu. This allows the user to pre-set keys on the keyboard which displays a further menu containing a list of various stock items. This helps to eliminate the need to input PLU numbers at the point of sale terminal for items which do not have their own specific pre-set key and still maintains full stock control for that item.

## Stock Reports

Various reports, either for all departments or an individual department, are available from the system:

- **Listings** prints lists of all departments, sub-departments, VAT rates, stock items, stock packs, modifier groups, all stock items linked to each modifier group.
- **Stock Evaluation** analysis of the value of stock holdings based on individual departments.
- **Best Sellers** sales data for all stock items, establishing best and worst selling items.
- **Reorder** lists current stock levels for all stock items which have a shortfall between their minimum stock level and their current stock level. The report calculates the cost of replenishing the stock items to their minimum levels based on the shortfall and the cost price for each stock item.
- **Deliveries** contains records of all deliveries received within a given date range details dates, times, prices, quantities and PLU numbers of all the goods delivered.
- **Stock Check** generates a listing of all stock items carried and their theoretical levels.
- **Shrinkage** this is used in conjunction with the Stock Check and lists all stock where the stock levels have been changed from the current levels. The report identifies the level before resetting as the theoretical level and the level after the change as the actual level. The report calculates the difference and identifies the costs associated with the change in stock levels.
- **Profit** provides the user with the amounts and percentages of profits for specific stock items, single departments and all departments.
- **Stock Adjustments** allows the user to adjust stock holding.

# Screens

**TSM Clubmaster - POS Screen**

|               |           |           |  |
|---------------|-----------|-----------|--|
| Exit POS      | Draught   | Extras    | <div style="border: 1px solid gray; width: 100%; height: 100%;"></div> |
| Item Correct  | Bott. Bee | Wine Glas |  |
| Return        | Low Alc.  | Splash    |  |
| Proforma Bill | Vermouth  |           |  |
| Suspend       | Spirits   |           |  |
| Table Open    | Liqueurs  |           |  |
| Table Store   | Whisky    |           |  |
| Table Report  | Malts     |           |  |
| Half Pint     | Minerals  |           |  |
| Exit Menu     | Red Wine  |           |  |

Tot. QTY: 0.0    Sub-Total: 0.00

Quantity: 1    **PAY**

BACKSPACE    X    ENQUIRY

7 8 9    ENTER

4 5 6

1 2 3

0 00    NO SALE

TABLE 1

JANE    MASTER    Auto Close

194    15/09/2000    09:25:42

**TSM ClubMaster - Manager Menu**

## Manager Menu

Return to Main Menu

Till Readings    Transaction Print    Standard Setup    Advanced Setup    Reindex    POS Machines

X Read     Z Read  
 Daily Read     Date Range

Card Credits  
 Hourly Analysis  
 Open Departments  
 Price Overrides  
 Returns / Corrections  
 Staff Sales Analysis  
 Sub-Department Analysis  
 Vat Analysis  
 Voided Transaction Report

Choose a Till:  ALL

- 1 MASTER
- 2 WILMA'S PC
- 3 FREDS MAC
- 4 RESTAURAN
- 5 SEC/MANAG

Date Range: From 18/08/2000 To 18/09/2000

Print    Preview

Medoc Computers Ltd  
Meadow Lane  
Nottingham - 0115 986 8786

**TSM ClubMaster - Version 1.59.14**

## Client Control

Exit Client control

Client Details    Subscriptions    Group Details    Reports

Number Of Clients: 2478    ALL GROUPS

Address: MEDOC COMPUTERS  
MEADOW LANE  
NOTTINGHAM

Postcode: NG2 3HS  
E-mail: sales@medoc.co.uk  
Telephone: 0115 986 8786

Reference: 2597  
Surname: SMITH  
Title: MR  
Forename: JOHN  
Joined: 17/06/2003    Date Of Birth:     
Modified: 13/05/2004    01/01/1971  
Group: SOCIAL MEMBERS

Next    Prior    Browse    Modify    New    Delete

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# Reports

PrintPreview

Report Print Preview

Group: MEMBER

Client: ABLE, D.G., MR

1344 03/10/2003 Statement From 03/01/2002 To 03/10/2003

Card Number: 830 Status: Blacklisted

Limit: 0.00 Current Balance: 0.26

Opening Balance: 0.00

| Date       | Time  | Type        | POS Ref       | Amount | Open Balance |
|------------|-------|-------------|---------------|--------|--------------|
| 31.03/2002 | 09:36 | BROUGHT     | 01-0000208484 | 40.26  | 0.00         |
| 01.04/2002 | 10:09 | LEVY DEBIT  | 02-0000001946 | -20.00 | 20.26        |
| 04.04/2002 | 11:55 | LEVY CREDIT | 02-0000002060 | 20.00  | 0.26         |
| 10.04/2002 | 15:25 | DEBIT       | 02-0000001903 | -20.00 | 20.26        |

Card Totals: Transaction Total: 20.26

PrintPreview

Report Print Preview

Single Item Spend Report for : 2 HENNESSEY

For The Period 03/09/2002 to 03/10/2003

REPORT COMPILED USING ARCHIVED DATA.

Please note items appear for each client paying all or part of the transaction.  
For card transaction total's please view the client's statement.

| Client Name             | Card Number | Date       | Time  | POS Ref       | Quantity | Value |
|-------------------------|-------------|------------|-------|---------------|----------|-------|
| AYERS, ANDREW JAMES, MR | 1205        | 29.06/2003 | 14:57 | 01-0000283432 | 4.00     | 5.28  |
| BEARD, R.F, MR          | 302         | 09.06/2003 | 11:54 | 01-0000279144 | 1.00     | 1.32  |
| BEARD, R.F, MR          | 302         | 11.06/2003 | 12:15 | 01-0000279627 | 1.00     | 1.32  |
| BEARD, R.F, MR          | 302         | 19.05/2003 | 12:21 | 01-0000275241 | 1.00     | 1.32  |
| BIDDLE, D.J., MR        | 1150        | 18.04/2003 | 12:23 | 01-0000269653 | 1.00     | 1.28  |
| CHARLICK, A.J, MR       | 1           | 27.12/2002 | 11:01 | 01-0000254149 | 2.00     | 2.56  |
| COX, D., MR             | 177         | 23.10/2002 | 11:08 | 01-0000245349 | 4.00     | 5.12  |
| COX, D., MR             | 177         | 25.06/2003 | 10:40 | 01-0000282538 | 4.00     | 5.28  |
| COX, D., MR             | 177         | 24.03/2003 | 10:56 | 01-0000265555 | 1.00     | 1.28  |
| COX, D., MR             | 177         | 21.03/2003 | 10:54 | 01-0000264982 | 3.00     | 3.84  |
| COX, D., MR             | 177         | 14.08/2003 | 10:59 | 01-0000291819 | 3.00     | 3.96  |
| COX, D.M, MR            | 964         | 04.10/2002 | 19:42 | 01-0000242555 | 1.00     | 1.28  |
| DAVEY, P.S, MR          | 1291        | 27.12/2002 | 10:53 | 01-0000254145 | 1.00     | 1.28  |
| DAVEY, P.S, MR          | 1291        | 06.10/2002 | 11:33 | 01-0000242980 | 2.00     | 2.56  |
| DUDLEY, T, MR           | 407         | 05.06/2003 | 20:23 | 01-0000278381 | 1.00     | 1.32  |
| DUDLEY, T, MR           | 407         | 05.06/2003 | 21:52 | 01-0000278400 | 1.00     | 1.32  |
| FARBROTHER, RICKY, MR   | 50          | 26.11/2002 | 19:01 | 01-0000250060 | 3.00     | 3.84  |
| FARBROTHER, RICKY, MR   | 50          | 19.10/2002 | 21:12 | 01-0000245081 | 2.00     | 2.56  |
| GLEESON, T M, MR        | 284         | 05.06/2003 | 21:06 | 01-0000278391 | 1.00     | 1.32  |
| GLEESON, T M, MR        | 284         | 05.06/2003 | 19:39 | 01-0000278368 | 1.00     | 1.32  |
| GRAY, W., MR            | 1340        | 13.12/2002 | 11:45 | 01-0000252597 | 1.00     | 1.28  |

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## Client Control

The identification of staff is extremely important for the PoS unit, in that without either staff names or codes activities are not permitted.

The Client Control menu is used to enter staff and customer details, separated using a grouping function. The group details include a reference used to classify the group, the name, discount used to identify the levels available to a particular group classification where all customers within the group will receive identical discount rates.

Additionally there is a loyalty field which can be switched on or off enabling the user to apply the loyalty points scheme to a particular group and a notes field for providing further information about the group.

Customer details include reference, title, first name, surname, street, town, country, postcode, notes and group. After entry of these details the Club Debit/Credit Card will be assigned to the customer, the number discount, credit limit, balance and a valid/blacklist flag used for credit control can be entered.

Once entered the swipe card assigned to the predefined customer needs to be swiped through the slot on the till keyboard in order to activate it.

## Client Reports

The following reports are available from the Client Menu:

- **Client Summary** provides details of all customer names within a specific group and displays the rate of discount, the limit on their account and their current balance. The report displays the current day information.
- **Total Spend** provides the user with the total amount of withdrawals spent by using the card, the total amount of deposits credited to the card, the difference between the two, with the given date range and the present card balance.
- **Purchase History** this is the same structure as Total Spend and is used to provide hard copy evidence of purchasing transaction details.
- **Statements** similar to Purchase History and is used to provide a hard copy evidence of all transaction details.
- **Card Transactions** provides a hard copy evidence of the time, amount and customer name of every transaction over a specific terminal.
- **Card Credit Listing** provides a list of all credits deposited onto cards and details the method of payment.
- **Single Item Spend** provides the transaction history of individual stock items purchased using a Clubmaster card.
- **Interest Added** provides details of all credit interest payments applied to all accounts at a specific date.
- **PLU Range Spend** provides details of which customers have purchased specific stock items using the Clubmaster card within a given date range.
- **Aged Card Balances** this provides the user with the amount of money held on all Clubmaster cards on specific dates.

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# Manager Functions

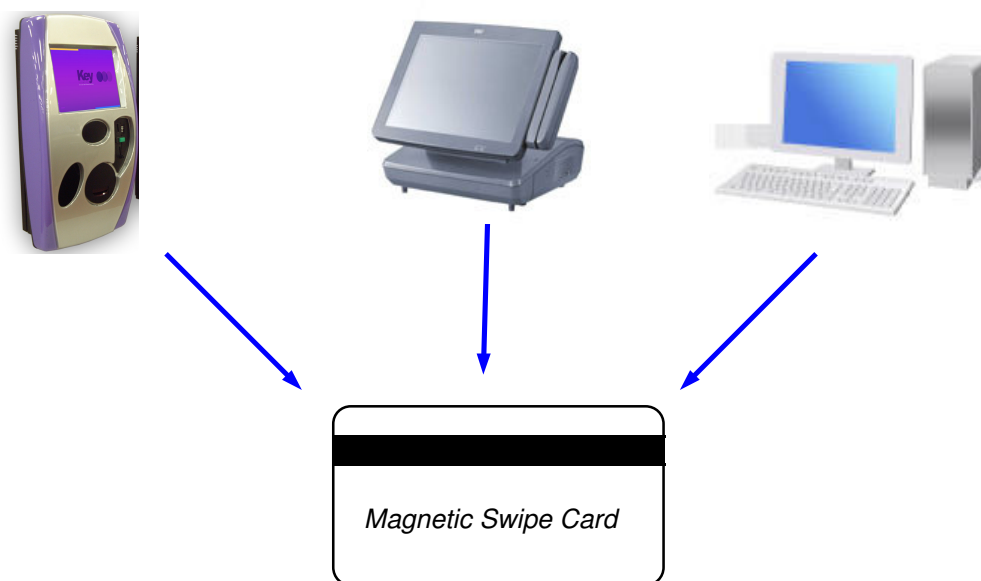
The Manager Functions are used to perform a variety of tasks and are divided into two types – system set-up configuration and sales performance monitoring and control.

A loyalty points scheme can be set-up and used as an alternative to or in addition to offering discounts to customers when using their Clubmaster card. The user predetermines how much each customer will need to spend before receiving a loyalty point and similarly how many points have to be awarded before a voucher is issued and how long the voucher remains valid for.

- **X Reading** provides the means of printing reports associated with the selling activities at each PoS, as are detailed below.
- **Department Analysis** printout identifies the department name, the sub-department name, the gross sales for each sub-department, total given in discount per sub-department, total VAT paid per sub-department and Net Sales.
- **Open Department** report identifies sales for each open department, the VAT paid and the net value of stock sold per open department.
- **VAT Analysis** report identifies the amount of VAT paid against each system VAT rate for the total goods sold within the defined period. The report gives figures for Gross Sales, Discount given, VAT paid and Net Sales for each VAT rate.
- **Staff Analysis** report identifies the Gross Value of sales generated by each PoS staff member for the defined report period. This is achieved by identifying the number of transactions and their total sales value against each staff member.
- **Void Report** identifies all void transactions made over the defined report period.
- **Hourly Sales** analysis report identifies how the sales were spread over the defined report period. The report is segregated into 24 one-hour blocks and calculates the percentage contribution of each hourly block sales towards the total gross sales figure for the report period.
- **Media Report** identifies how the revenue gained from sales was sourced and how much of the gross sales figure was attributable to each tender method. The cash figure also includes card credits along with sales.
- **Card Credit Report** identifies the total of credit payments made to Clubmaster cards and identifies the method of Tender (Cash, Cheque or Credit Card) and the amount paid.
- **Items Return** report identifies any sales that contain an "item correct" or a "return". It provides the till reference, receipt number of the transaction and the value of the return or item correct.
- **Table Sales** report provides information for each table which has been tracked. It identifies the table number, number of covers and total gross value of sales for each table.
- **Open Table** report identifies any tables which have not been completed at the time of the reading.

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- **Client Category** report lists each group along with the total value spent within each group.
  - **Detailed Card Credit** listing identifies each individual payment credited to a Clubmaster card, providing the customers name, amount credited and method of payment.
  - **Z Reading** provides a report of the selling activities at each PoS terminal. Once the report time period has been selected a printout is automatically generated. If any transactions remain outstanding when the Z reading is taken, these transactions will be cleared and the figures will not be included in the reading. A report of outstanding transactions can be found on the Z reading.
  - **Print Receipt** facility is provided to enable the user to reprint any receipts produced during a defined selling period, these are Day, Week and Period.

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Money can be loaded onto Clubmaster cards through value-loading kiosks, at the till point (Pos) and using the back office system