

RM Handheld



www.rmpos.com

Revolutionary Yet Intuitive

The RM Handheld is a complete POS solution that runs on a variety of wireless handheld devices, including Apple's iPod touch. The RM Handheld app works seamlessly with the Restaurant Manager POS System so servers can take orders and process payments* right at tableside, using intuitive abbreviations and other common text messaging techniques. When servers are not comfortable with text messaging, they simply pick up a stylus and use the RM Handheld the same way they use a pencil and pad, thanks to the Write-On's variable modes of data entry.

Measurable Bottomline Impact

Installed as an order taking tool in hundreds of restaurants nationwide, the RM Handheld app is already proven to enhance customer service, boost check averages and speed table turns. Most restaurants see increased revenues of 4% to 11% within weeks of installing a RM Handheld system.

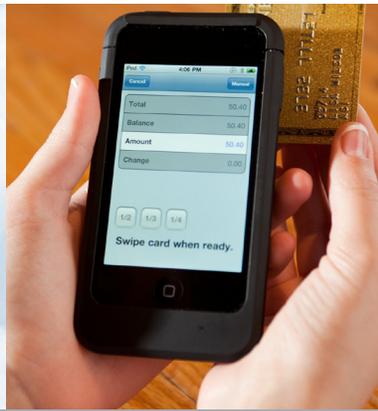
Goal	How the RM Handheld Helps
Faster Service	Servers can send drinks and appetizers to prep printers before they even finish taking an order. Getting these items to the table quickly means the customer is more likely to order a second round of drinks or find time for dessert, resulting in a higher average spend. When servers have real-time access to 86-ed items and other messages from the kitchen, less time is lost correcting orders after the fact.
Fewer Missed Sales	Servers spend more time on the floor, less time lining up at a POS Station to enter an order. When servers are close by customers are more likely to add to their original order.
More Up-Selling Opportunities	Prompts and forced modifiers help servers suggest menu items that result in a higher average spend.
Increased Table Turns	When food and drinks are served more quickly, the customer spends less time at the table. When payments are processed right at tableside, customers need not wait for their credit card to be returned. Space once taken up by fixed POS stations can be used to add more tables to the floor.

Cost saving features in the RM Handheld app can also have a huge bottomline impact. Many restaurants using the RM Handheld report significant cost reductions.

Goal	How the RM Handheld Helps
Less Fraud & Waste	Managers can get an alerts and give permissions on the RM Handheld anytime they are needed to authorize a password protected operation. They also receive automatic "Fraud Alerts" when pre-defined conditions are met, such as excessive voids, item deletions, check re-prints, etc6
Fewer Errors & Comps	Prompts and forced modifiers ensure that servers always ask about cooking instructions and side dishes. Items are never left off the check and servers are prevented from ordering items that have been 86-ed.
Reduced Labor Costs	More tables can be assigned to each server without compromising service because the RM Handheld shaves from 2 to 10 minutes off the time it takes to input an order in the POS system.
Less Training Time	With easy access to the entire menu, including daily specials, servers need not memorize the menu to be effective. With an intuitive user interface that emulates the UI of Apple devices like the iPhone and the iPod touch, most servers can operate the RM Handheld with very little training.
Improved Server Retention	With fewer servers working not only do labor costs go down but tip earnings go up, making for a more satisfied workforce.
Greener Business Practices	Typically a system of five fixed POS Stations can be replaced by two fixed stations and eight to 10 handhelds, resulting in 10Kw hours of energy savings per day. Consumption of pencils and pads is greatly reduced.

Pay-at-the-table

Tableside payment processing speeds table turns and shows you care about data security.



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Use an iPod touch

The RM Handheld can run on a low-cost, easy to use iPod touch.

A Key Tool for Owners & Managers

Managers and owners use the RM Handheld to authorize password protected operations such as voids or comps, receive automated alerts (such as when staff near overtime or labor cost exceeds 40% of sales) and to review real-time reports. The RM Handheld is just one of the mobility solutions for managers and owners that can be fully integrated with the Restaurant Manager POS System.

(*NOTE: Some restaurants choose to use the RM Handheld exclusively for payment processing without deploying it for taking orders at tableside. Any approved handheld device configured with an MSR can be loaded with the RM Handheld app and used as a cost-effective Pay-at-the-Table device.)