

## FAQ's

Below is a selection of answers for our most commonly asked questions

### 1. Does the system support multiple selling prices?

The HISinteractive application will support an unlimited number of Selling Prices per Product per Selling Area or Department. These prices can be triggered by Date, Day of Week and Time of Day.

### 2. Does the system support multiple cost prices?

There is a choice of Costs that can be used in the application. They are – Average Cost (this is a weighted average cost); Last Invoice Cost; Average Landed Cost (includes freight, administration charges, finance fees, etc.) and Last Landed Cost (includes freight, administration charges, finance fees, etc.). All Costs are held including and excluding GST.

### 3. Does the system integrate to MYOB?

Most definitely. MYOB is currently the most popular accounting package used in Australia and HISinteractive integrates to all the current versions of MYOB.

### 4. Does the system integrate to liquor wholesalers?

Electronic interfaces currently exist to the following Liquor Wholesalers – Australian Liquor Marketers, Hotel Liquor Wholesalers, Independent Liquor Group, Southern Independent Liquor. These interfaces cover both Ordering and Invoicing and in the case of ALM Price Book.

### 5. Does the system support multiple profit centres?

In the Hospitality Industry the terms – Profit Centre, Cost Centre, Selling Department all have the same meaning. The application will support many thousand separate such separations within the one business and report on the profitability of each separately or on a combination.

### 6. Is the system a true Head Office system?

The Masterpiece Collection is a true Head Office Enterprise application with the ability to track every transaction by Company and Department ID.

### **7. Does the system track Wholesalers Deals?**

Deals can be entered into the Merchandising module against a Wholesaler's name with as many positive and negative Elements as required and automatically generate an Expected Invoice Cost which is then compared with the Actual Invoice Cost when the goods are received.

### **8. Does the system track Rebates payable by either wholesalers or producers?**

Rebates can be setup in the Merchandising module against a Supplier or Producer of products and tracked through the Invoices and reported upon. This is a very sophisticated part of the application and can generate significant revenues to the business.

### **9. How much history does the system hold?**

History can be kept for as long as desired limited by hard disk storage space only. From a practical perspective it is unusual the more than 2 years transactional data is held. The main reason behind this is that customers buying habits change and product offerings are always coming and going making the History information less relevant after 2 years.

### **10. Are the screen configurable?**

With the Masterpiece Collection all Data Entry and List Screens can be configured both in content, colour, font style and size to suite the user.

### **11. Can the screens be coloured differently?**

Masterpiece offers a large selection of Screen Skins that can change the theme of the application to suite the taste of the user. Some really Skins are available including Valentine (pink with hearts) and Christmas (ice blue with snow flakes).

### **12. Can each User have different permissions?**

There are well over 2000 Permissions that can be set in the Masterpiece Collection giving Management the ability to design limitations for each person using the system. As well as this Menu Items can actually be removed from the application so particular users do not know of their existence.

### **13. Does the application support the use of PDA's for stocktaking & transfers?**

Currently the system integrated with the Motorola Model 3090 PDA. Tasks that can be performed on the PDA include – Stocktaking, Ordering, Deliveries, Barcoding, Retail Price Checking, Product Transfers.

**14. Is the HISinteractive Enterprise Solution a TRUE multi-company application?**

Yes, HISinteractive applications support over 65,000 Companies or separate Businesses in the one Microsoft SQL Server Database. This makes the application a true Multi-Company product.

**15. Can the POS screens be configured by the customer?**

HISinteractive has gone to great lengths to offer the customer the ability to create an infinite number of POS screen designs. Each Panel can be sized separately and each Button can have a colour or Picture. The overall effect is stunning and makes it very easy for the staff using the POS application.

**16. How many POS functions does the POS support?**

The POS application supports over 100 Separate Functions. These include – Table Tracking, Duplicate Receipt Printing, Bistro Service, Room Charging, Tender Values, EFTPOS Integration, etc.

**17. Does the POS support Kitchen Printing to multiple printers?**

An unlimited number of Kitchen Printers can be attached to the POS Network and specific products assigned to specific printers if desired.

**18. Is there a Membership system available?**

HISinteractive incorporates its own membership module which among other things generates Annual Membership Subscription Notices and enables Special Pricing to be attached to Members. It also tracks activity in the form of Transactions against each Member and contains all the information necessary for an RSL Club.

**19. Is there a Loyalty System available?**

The Masterpiece Collection contains a Loyalty System and facilitates Loyalty Members accumulating and Redeeming Points relating to Good and Services provided by the establishment. Points can be calculated in a number of different ways ensuring that the overall Margin of the business is not compromised.

**20. Does the system print labels?**

Of course. A flexible Label Printing application is very important to every Hospitality business. Masterpiece offers ultimate flexibility in the form of Size, Font Style, Size, Colour and Field Selection of which there are over 100 to choose from. All label designs can be saved and a selection of products printed based upon a wide ranging criteria.

**21. Can the reports be configured to suite the user?**

Masterpiece offers an extremely flexible Reporting module offering the user the ability to select from a large variety of relevant columns which can be placed in an order to suite. Report Heading can be added and the Specifically designed Reports named saved for future use.

Reports can also be exported in a wide range of formats and emailed from the application. The result is that there are literally 1000's of reports that can be produced from the system; something to suite everyone.

**22. Can the reports be emailed from inside the application?**

Yes all Reports can be emailed from within the application. The system also provides for automatic emails to be generated to specific email addresses. This is very helpful for an Operations Manager to receive a report on yesterday's sales from each property first thing each morning as an email.

**32. Does the system have automatic backups?**

HISinteractive have placed great importance on both Backup and Redundancy in the design of the Masterpiece Collection. Backups can be scheduled as frequently as desired and can be held Locally or Remotely using a VPN. Email notification that a Backup has been completed can be generated automatically.

**33. Does the application support remote backing up of data?**

Yes, Remote Data Backups are supported by the Masterpiece Application.

**34. Can backed up data be restored easily?**

HISinteractive has placed just as much importance on Retores as it has on Backups because if it not easy to Restore Data the business is compromised.

**35. Does the POS system support table tracking?**

A POS application that does not support Table Tracking and Memory Billing and Bistro Service should not be offered in a Hospitality environment. The POS application can support an unlimited number of tables accounts and recall them, add to them, split them, part of fully pay them from anywhere in the establishment.

**36. Can you design a functional table layout within the application?**

Graphical Table layouts are supported to enable the customer to faithfully represent the design of their Dining or Bistro or Lounge area.

**37. Does the POS integrate with EFTPOS?**

Masterpiece Collection uses PCEFTPOS to handle all EFTPOS transactions. In turn PCEFTPOS integrates with the banking system.

**38. Is there a Customer Invoicing module incorporated?**

Masterpiece Collection has a Customer Invoicing Module which supports specific pricing for particular customers. Invoices can be designed by the user within the system incorporating their Logo.

**39. Can different customers be charged different pricing structures?**

Absolutely. Each Customer or Group of Customers can have differing Pricing Structures that will be charged automatically when purchasing products and services through either the POS or Invoicing applications.

**40. Can Members be charged different prices?**

Club Members and Loyalty Members can be charged specific Prices for goods and services that differ from Retail Prices.

**41. Does the POS support Promotional activity?**

Masterpiece Collection has spent a great deal of time ensuring that their Promotional Pricing module can cater for almost anything the customer can conceive. Promotional Pricing can relate to Customers, Members, Products, Product Groups, Product Categories, Quantities, Mixed Products, Dates, Times and Days.

**42. Does the POS print Vouchers?**

It certainly does and this is a very important feature to support Promotional Activity within the Hotel or Club.

**43. Is the Membership application linked to an automated Sign In module?**

HISinteractive has recently completed a "State-of-the-Art" Sign In Application that automatically links to the Membership module.

**44. Do you have a stand alone automatic Sign In application?**

The HISinteractive Sign In Application will run stand alone as well as linking to Clubs Online. It uses the latest OCR device from the USA and is both fast and accurate offering a perfect historical record of persons visiting your establishment as well as having the ability to BAN troublemakers and undesirable patrons.

**45. Can the POS handle 2 for 1 Deals etc.?**

HISinteractive POS has no problem handling any Promotional activity of this nature.

**46. What Programming Language are the applications written in?**

The Masterpiece Collection has been developed on a Microsoft platform using Visual Studio, C#, with Components provided by Developer Express.

**47. What Database does the software use?**

Microsoft SQL Server 2008 provides a robust, flexible and extremely reliable repository for system data.

**48. Can you provide reference sites?**

We have a large number of reference sites that we are happy to provide upon request.

**49. How do you support the applications?**

The applications require very little support due to the robust nature of the testing that takes place during the development and enhancement cycles. The main area for support revolves around reminding users of procedures or the best way of achieving a desired outcome or simply where to find a particular piece of information.

**50. Is the software suitable for industries other than Hospitality and Liquor Retailing?**

The Masterpiece Collection can be easily adapted into most Retail environments but especially strong where there are Multiple Profit Centres and Multiple Pricing Models required.

**51. Is there a Menu Costing module for food and drinks?**

A simple to use and very powerful Menu Costing module exists for users to create costing models for both Meals and Drinks. Decrementation of items making up the Meals and Drinks are simple to maintain and give effective Inventory Control.

**52. Can the food and beverage stock be categorised?**

Masterpiece Collection has a very flexible way in Categorising Food and Beverage stock commencing with Groups and moving on to Categories and Sub-Categories as well as User Defined Categories, Margin Categories and PMS (property management system) Categories.

**53. Does the application support the concept of Dataviews?**

The definition of a Dataview is the collection of a variety of Beverage and/or Food items for Sale that are unrelated. The result is that you can Report on this Dataview to see the sales relationship between the products being offered. As an example you may choose to List a number of Fosters and Lion Nathan Beers into the one Dataview and observe the Quantity and Margin comparisons.

**54. Can prices be changed using the concept of Families?**

Families and Beverage products that share the same Cost Prices and package Quantities. Masterpiece facilitates the changing of Prices by making a simple change to each single Selling Price against each Pack Size that the system then extrapolates to all product related to the Family.

**55. Can Selling Prices be changed in Bulk?**

Any POS/Inventory application should have the facility to easily and seamlessly update Selling Prices and that is exactly what HISinteractive provide in their Masterpiece Collection. A variety of options are available to “fine tune” Prices based upon several criteria.

**56. Is it easy to add and edit products?**

Products can be added and changed in the Inventory module very easily provided that the user possesses the appropriate Permissions.

**57. Do you have to use a mouse or does the system support keyboard controls?**

You do not need to use a Mouse throughout the Masterpiece Collection as provision has been made to use “Control Function Keys” to move the cursor around. For instance CTRL L – loads a record into the Main Screen; CTRL S – saves the current changes made; etc.

**58. Is an Audit Trail kept of all changes?**

Every Addition, Deletion and Change is recorded by an Audit Trail that includes Who made the entry and When it was made. This Audit Trail can be set for as many or few records as desired.

**59. Can information once entered be deleted or changed?**

Data entered into the Masterpiece applications cannot be deleted once entered and Posted. To effectively change an incorrect entry a reversal has to be entered so that a full audit trail of the transaction is shown.

**60. Can Ullages be tracked easily?**

Masterpiece Inventory has a specific Transaction Type call "Ullages" for the sole purpose of accurately tracking wastage.

**61. Is it easy to compare Potential Sales with Banking?**

The Inventory application facilitates the comparison of Potential Sales (sales read back from POS devices) with Actual Banking figures. Any variance in this area can be investigated immediately. It is advised that the Sales Banking Report is run on a Daily basis to keep control of any variances.

**62. How many transaction types can the system support and track?**

The Masterpiece Inventory application tracks 14 different Movement Types – they are – Supplier Invoices, Supplier Credit Notes, Supplier Returns, Customer Invoices, Customer Credit Notes, Customer Returns, Internal Stock Transfers, External Stock Transfers, Ullages, Stocktakes, Sales Adjustments, Stock Adjustments, Product Transfers, and Food Creation. In this way it is an easy process to discover problems and errors.

**63. How many Barcodes can be attached to a single product?**

The application will support an unlimited number of barcodes per product.

**64. Does the system support pack sizes?**

Pack Sizes are a very important part of any Liquor based application as products is delivered and sold in a large variety of Pack Sizes. Masterpiece Inventory enables the user to setup as many Pack Sizes as they desire and link them together.

**65. Does the system support Price per Serve?**

Price per Serve or Nips are supported by the Inventory application and assist to understand the Yield that is achievable on Liquor Products.

**66. Does the system support Purchase Orders?**

There is a dedicated Purchase Ordering module in the application where Purchase Orders can be raised based upon a number of criteria including but not limited to – Par Stock Levels, Minimum Maximum Stock Levels, Minimum Order Quantities, Past Sales.

**67. Can Purchase Orders be transmitted electronically to suppliers?**

Purchase Orders can certainly be emailed from the application and a number of Liquor Wholesale Suppliers support the receipt of Electronic Orders.

**68. Can I configure what my customer invoice will look like?**

HISinteractive customers can configure their Customer Invoice to have whatever Headings and Logo's they desire along with a large choice of columns which they can provide their own Headings for. This personalises the Customer Invoice to the business.

**For answers to any further questions, or to enquire about purchase of our systems & software, please contact Hospitality Information Systems on (03) 8517 5555 or visit our website at [www.his.com.au](http://www.his.com.au)**