Senior Living Platform

Solutions for Senior Living Facilities

Whether you are looking to automate one or one hundred facilities, VisualTouch understands that each senior living facility has unique needs. Our solution encompasses a wide range of features that allow you to offer residents flexibility and control of their lifestyle options. VisualTouch offers a state-of-the-art retail and hospitality solution that enables you to expand and modernize your services to gain a competitive edge.
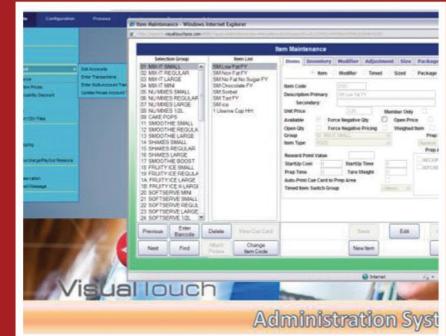
▶ **Flexible meal plans and payment options with fully integrated billing system**—gain a competitive advantage by offering choices: meal plans, points, incline/decline accounts, credit cards, loyalty programs, gift cards and department charges

▶ **One-card access system**—provide community-wide convenience for access and purchases, using your existing cards if desired

▶ **Specialized on-site services**—offer concierge, housekeeping, beauty & barber, and other services

▶ **Varied dining venues**—include choices like cafés and bistros, as well as fine dining experiences

▶ **Convenient retail outlets**—provide gift shops, convenience stores, boutiques, and more

▶ **Real-time online reports and management**—offer transparency to residents and their families

▶ **Fully integrated billing system** help you capture all charges, improve revenue, reduce theft, and more

▶ **Visual VDS System** (Kitchen Display System) helps you increase efficiency in your kitchen

Casual Dining

Casual dining venues, such as cafe's, bistros and coffee shops are usually favorites with most residents. With VisualTouch, you will eliminate long lines and keep your residents happy using our intuitive POS screen design and lightning-fast transaction processing.

▶ **Intuitive POS screen design** gives you a more efficient sales process

▶ **Flexible payment options**—including meal plans, incline/decline accounts, credit/debit cards, and gift cards—provide convenience

▶ **VisualTouch™ POS** is always ready when you are! System redundancy capability ensures that if your network goes down, your POS keeps going as a standalone and posts transactions to the server as soon as it becomes available again.

▶ **Scale items with auto tare** at each price level, further enhancing customer throughput.

▶ **Multi-Company, location and terminal management** from the comfort of your office chair.

▶ **Track client files** in house for Meal Plans, Charge/Debit special orders, departmental charges and more.

▶ **Gift Card, Credit Note and Gift Certificate issuance** and redemption tracking, with bar coded receipts.

▶ **Integrated credit and debit authorization** through financial institutions and processors across North America.

▶ **Automatically recognizes item combos** when entered as separate items and adjusts prices to reflect combo price.

▶ **Order parking** and quick recall feature allows the line to keep moving and increases throughput.

▶ **Optional on-screen photo ID** for cashier visual verification at point of sale.

Table Service Point of Sale

VisualTouch provides the tools your senior living community needs to handle resident reservations, seating, ordering and delivery with ease. You will be able to impress your residents with a fine dining experience that includes personalized service.

- ▶ Restaurant-style seating system makes a difference: reserve tables, identify open tables and occupied tables at a glance
- ▶ Process orders by course to pace meal preparation with delivery to the table
- ▶ Merge tables and checks with ease
- ▶ Personalized service features, such as birthday alerts and allergy warnings will improve resident satisfaction
- ▶ Accept a variety of payment types including meal plans, incline/decline accounts, credit/debit cards, and gift cards
- ▶ Tableside ordering with wireless handheld tablets allows for personalized streamlined service for residents
- ▶ Resident order history is just a click away with VisualTouch's intuitive user interface allowing personalized service

The Visual Cloud enterprise solution allows key decision makers the ability to consolidate performance data across multiple sites and compare with similar units within the same metropolitan area, region or country in real time. It enables assisted and senior living community providers to track, analyze, and manage their operations beyond the capability of a standard POS system and current ALF business practices. Please call or email us for more information or an in-depth demonstration.

Resident Dining Management and Menu Planning

Providing high quality service to your residents every day is your top priority. Long-Term Care solutions from VisualTouch POS Solutions give you the tools to easily manage your resident dining and kitchen operations. VEGAS is the only solution you need to improve resident satisfaction while complying with regulatory requirements. VEGAS Resident Meal Planning Module provides management tools designed to help you run your nutrition and food preparation departments more efficiently than ever before. Production support capabilities connect your menus along with resident preferences to kitchen operations, decreasing costly food waste as well as product shortages.

Benefits

- ▶ Increase resident satisfaction
- ▶ Save time and control food costs
- ▶ Eliminate costly and dangerous mistakes
- ▶ Meet survey requirements with ease
- ▶ Gain new tools for HIPAA and HACCP conformance

Resident Management

Improving resident management goes hand in hand with increasing resident satisfaction. VEGAS provides resident-specific tray tickets, giving your trayline staff a clearly printed, one-time-use ticket that shows only those items that the resident should have on their tray. In conjunction with our Visual Order Display System (or KDS), the tray tickets are printed as needed eliminating the need to pre-print hundreds of tickets and sort them in advance. This takes the guesswork out of what will be served to each resident, ensuring resident safety. Resident preferences, dislikes, and allergies are collected and used by the system, making certain that the residents will have diet-compliant foods they enjoy.

Mobile-Friendly Features

VEGAS tablet-based technology gives you the freedom to record changes in resident preferences, dislikes, allergies, and diet order changes all while on the floor. When you need resident information for care planning meetings, you can quickly print the resident profile report and have all the information you need. Spend less time on paperwork and more time with your residents!

Robust Mobile POS
Solutions for Restaurants

Important Features

- ▶ Electronic cardfile
- ▶ Multiple feeding locations per resident
- ▶ Automatic texture modifications and substitutions
- ▶ Optional resident photos on tray tickets, menus, and nourishment

- ▶ Support for select, pre-select, partial-select, non-select, and table-side decision making
- ▶ Regular menu service and boxed lunches
- ▶ Combined production tally and tally by service area

Nutritional Management

VEGAS provides disposable resident and meal-specific tray cards which give your trayline staff a clearly printed listing of resident likes, dislikes, allergies, and beverage preferences. You can expect an increase in trayline speed and a decrease in the number of complaints you receive from residents and their families. Use the electronic card file to record resident information once and to generate the reports you need more efficiently. Stop spending hours documenting information in multiple locations, sorting tray cards, and gathering data for care planning meetings. Simply print what you need when you need it. Think of the time you can redirect to direct resident care!

Resident Management Features Include:

▶ **Electronic card file**
▶ **Resident-specific tray notes and messages**
▶ **Dining room resident allergy report**
▶ **Census reporting**

Recipe and Order Guide

Stop scaling recipes manually and let VEGAS do the work for you! The VEGAS recipe component includes "Food for Fifty" coded with HACCP-compliant instructions. You can use the recipes as they are, or customize them to meet your facility's needs even add your own into the database. These easy-to-follow recipes are calculated to the production quantities you need within seconds, saving you valuable time while reducing food waste. Expect to reduce food cost up to five percent. The recipe component includes an order guide that can be printed on demand, giving you an overview of what you need to purchase in order to support production.

Recipe and Order Guide Features Include:

▶ **Easy-to-follow recipes from a customizable database**
▶ **Automatically scaled recipes**
▶ **On-demand printed order guide**
▶ **Tools for HACCP compliance**

Nutritional Analysis

VEGAS nutritional analysis component includes a nutritional database containing over 8,500 common foods and ingredients. Each food and ingredient can be analyzed for up to 81 nutrients. You can customize this database by adding items to support convenience foods, as needed. VEGAS allows you to analyze and summarize nutritional values for an individual resident's intake, your overall menus, or a single food item. An expandable set of RDA/RDI goals is also included. Best of all, this nutritional analysis information is at your fingertips in the form of easy-to-use comparison reports.
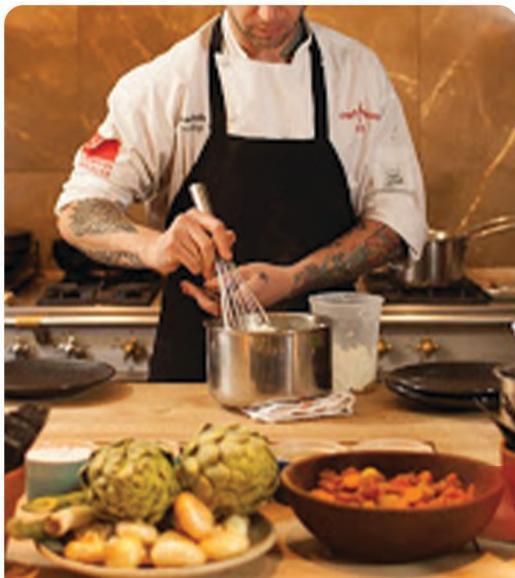
Inventory and Purchasing

VEGAS inventory and purchasing component tells you not only what you have, but also what you will need in the future. Having the right items in stock at the correct time requires accurate inventory management. VEGAS allows your facility to track and maintain complete control of your entire inventory. Support for a handheld device for taking inventory tallies is included! Items to be counted are listed in stockroom location order, or you can use a barcode reader to automatically find the item in the stock list.

Ordering is simplified when you have the tools your facility needs to control orders, as well as receiving and vendor information. VEGAS allows you to set up ordering rules. You can even assign main and alternate vendors for ingredients. The system generates usage histories and weekly cost reports, allowing you to better track your food costs.

Inventory and Purchasing Features Include:

▶ **Accurate planning information**
▶ **Handheld inventory with barcode scanning**
▶ **Vendor order sheets and receiving documents**
▶ **Weekly physical inventory counts**

Visual VDS

EFFICIENCY · TIMING · TEAMWORK · RESULTS

Kitchen Display System

TOSHIBA
Leading Innovation >>>

Visual VDS does for kitchens what POS does for front-of-house

Visual VDS is an ordering and information system for increasing kitchen efficiency, productivity and food quality. VDS screens replace some or all of the printers in the kitchen and bring some "smarts" to the kitchen ordering process, managing the order from start to finish with timers, highlights and other tools to maximize kitchen efficiency. A kitchen would typically have one or more expeditor screens (sometimes a second one is used for take-out orders) and multiple prep stations. Orders are timed so that items with different prep times can be synchronized to be completed by the stations at the same time, increasing product quality and decreasing ticket times. A survey of food quality at a major chain that installed our VDS system found that kitchen related complaints fell by 70% after the system was installed.

With Visual's innovative VDS graphical user interface, restaurant operators can customize the routing and display attributes of every item and every order on each kitchen display screen, highlighting item and order details with user-defined colors, fonts and formatting. All in-store team members have access to real-time speed of service information for monitoring the status of the kitchen, and integrated alerts ensure proactive responses to key events. Additionally, restaurant and corporate management can meaningfully capture and compare critical production and speed data to further improve operations and guest service.

Common Road Blocks in a Busy Kitchen

- ▶ **Long and Complicated Orders**
- ▶ **Heavy Volume & Rush Hours**
- ▶ **Disorganized Prep Stations**
- ▶ **Frequent Staff Turnover**
- ▶ **Kitchen Waste**

How VDS Dodges the Road Blocks

- ▶ VDS displays only the orders that are currently due at the correct prep station reducing clutter and confusion
- ▶ Records all details of every order and delegates to designated prep stations for assembly
- ▶ Handles heavy volume with ease and accuracy
- ▶ Organizes food stations and increases flow in the kitchen
- ▶ Creates a user-friendly environment for any employee
- ▶ Increases order accuracy to eliminate waste in the kitchen

Table service restaurants rely on Visual VDS to improve ticket times, table turns, volumes, and food quality while eliminating costly printers or the need to manually time and call out orders from a central kitchen location. The VDS also enhances guest satisfaction because hot food goes out hot and cold food goes out cold – and it goes out quickly. Powerful delay routing ensures individual items are displayed at specific prep stations in the kitchen, based on the cook times for all items on that order for each course. Changes made to the status of each item at each prep station – such as fired, cooking, prepared – are simultaneously indicated at the expeditor station at the order level, ensuring servers and managers know with a glance the status of their items and orders.

Once orders are completed in the kitchen, they can be re-consolidated and printed at the expeditor screen for immediate delivery to the guests.

Advanced capabilities and key benefits

▶ Call attention to item and order details and status with colors, fonts and font formatting
▶ Route at the item and order level while displaying average cook times at prep stations and average order times at pack stations
▶ Sophisticated touch functionality and bump-bar options at any kitchen display station screen
▶ Powerful, efficient and redundant with extensive point-of-sale interaction when combined with Toshiba Flight table-side ordering
▶ Improve ticket times, table turns, volumes, food quality and guest satisfaction while eliminating costly printers or the need to manually time and call out orders
▶ Dynamically display menu cards within the VDS to enhance accuracy, efficiency and training while cutting down on clutter and print costs
▶ Fully integrated so operators can capture and use production data within the kitchen while also making the critical data available to the entire restaurant
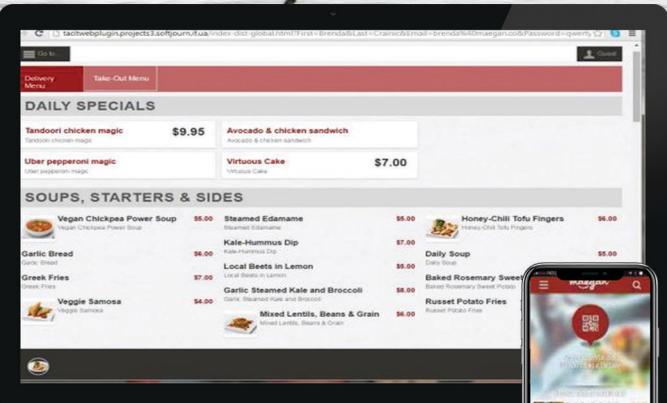
VisualTouch enables customers to order online directly from the restaurant's website. The restaurant can promote their offering through beautiful pictures and detailed menu information, including nutritional and allergy facts and provide recommendations for drinks, sides and desserts.

Through seamless integration with the VisualTouch Point of Sale system, orders can be paid online Via Credit Card, Gift Card or House Account. You can even use the loyalty program to drive business.

Restaurants see an
11% increase
in orders per month when they enable online and mobile ordering*

VisualTouch™

Creating Empowered Restaurant Experiences

VT enables restaurants to reach their customers where they are: online or on their mobile.

Online Ordering with VisualTouch™

With the VT platform, restaurants offer online ordering directly within their website, seamlessly integrated with current operations and in-restaurant technologies

VisualTouch™
TOSHIBA
Leading Innovation ⟩⟩⟩

Take-out

Delivery

Catering
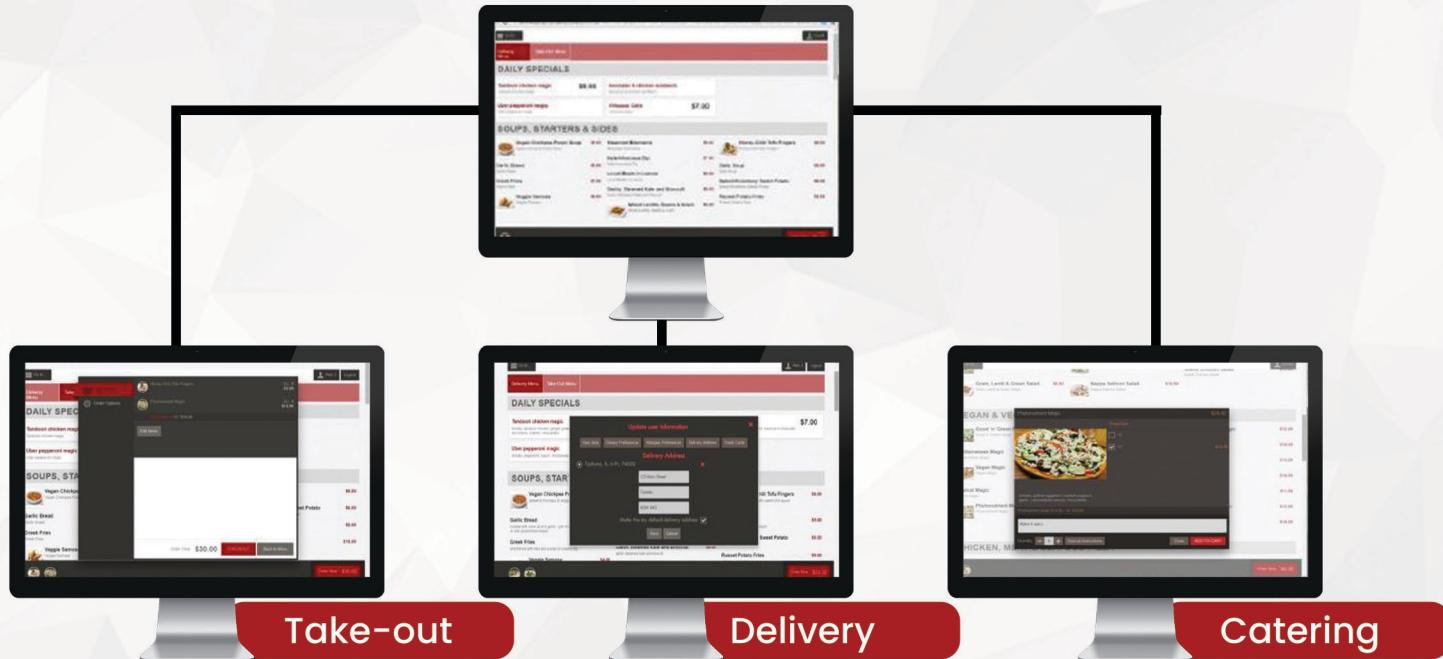
Seamless Operations:
VT Online accommodates the restaurant's operational flows.
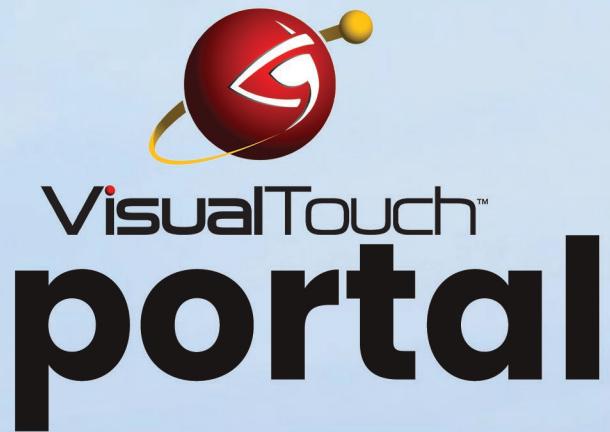
No Payouts:
Payments are captured directly from the customer into the restaurant's merchant.

Increase Profits
VT Online increases the average check size by 20% through suggestive selling, capturing impulse buying and order frequency.

Know your customers:
VT Online captures information about your customers, their preferences and dietary profiles and allows restaurants to tailor their offerings to increase customer retention.
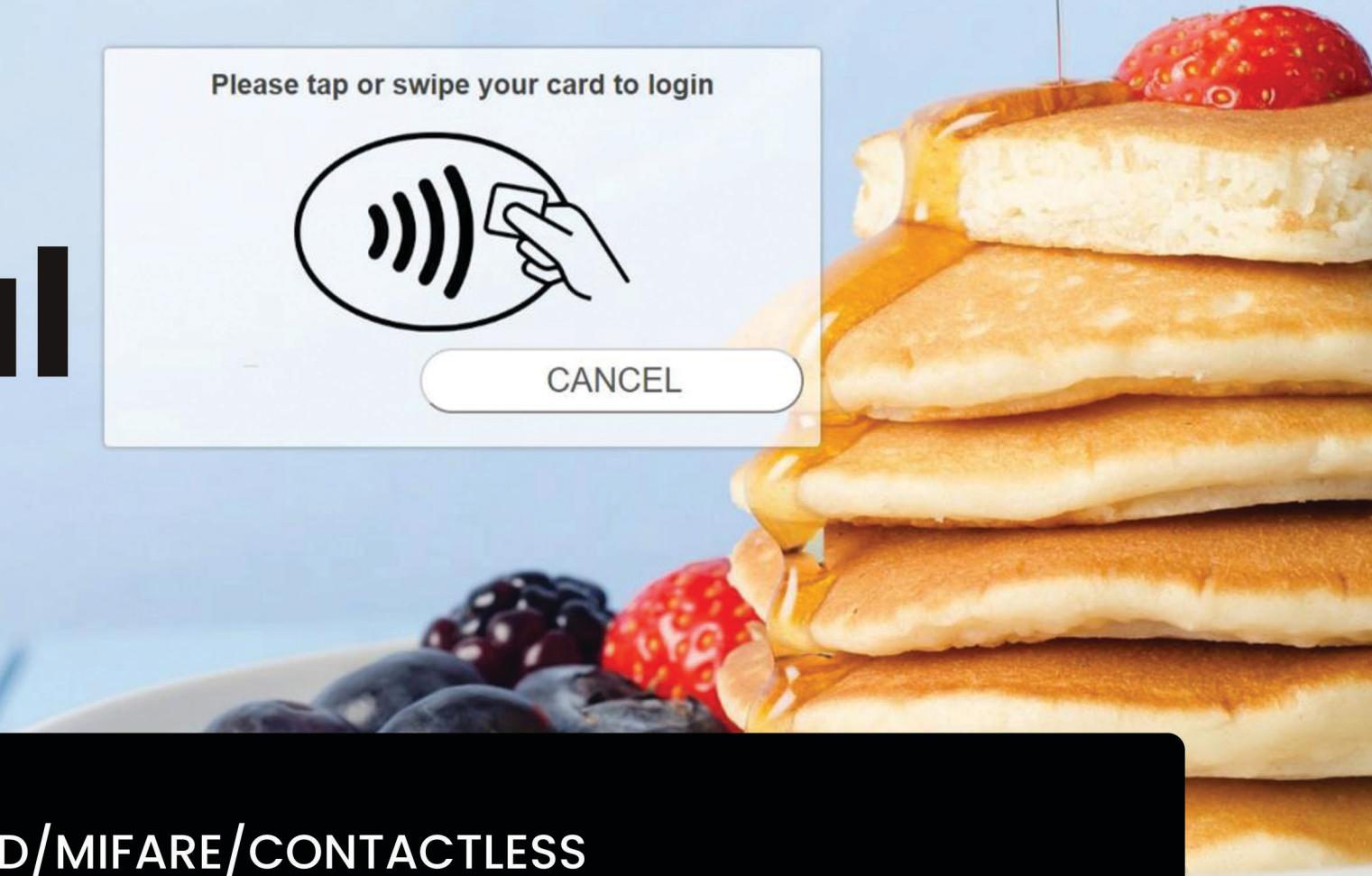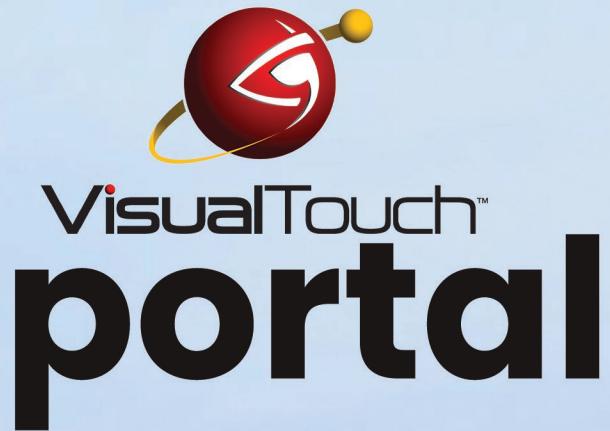
VisualTouch™ portal

Please Select Your Login Option

- Login as a guest
- Login with your account
- Login with your card
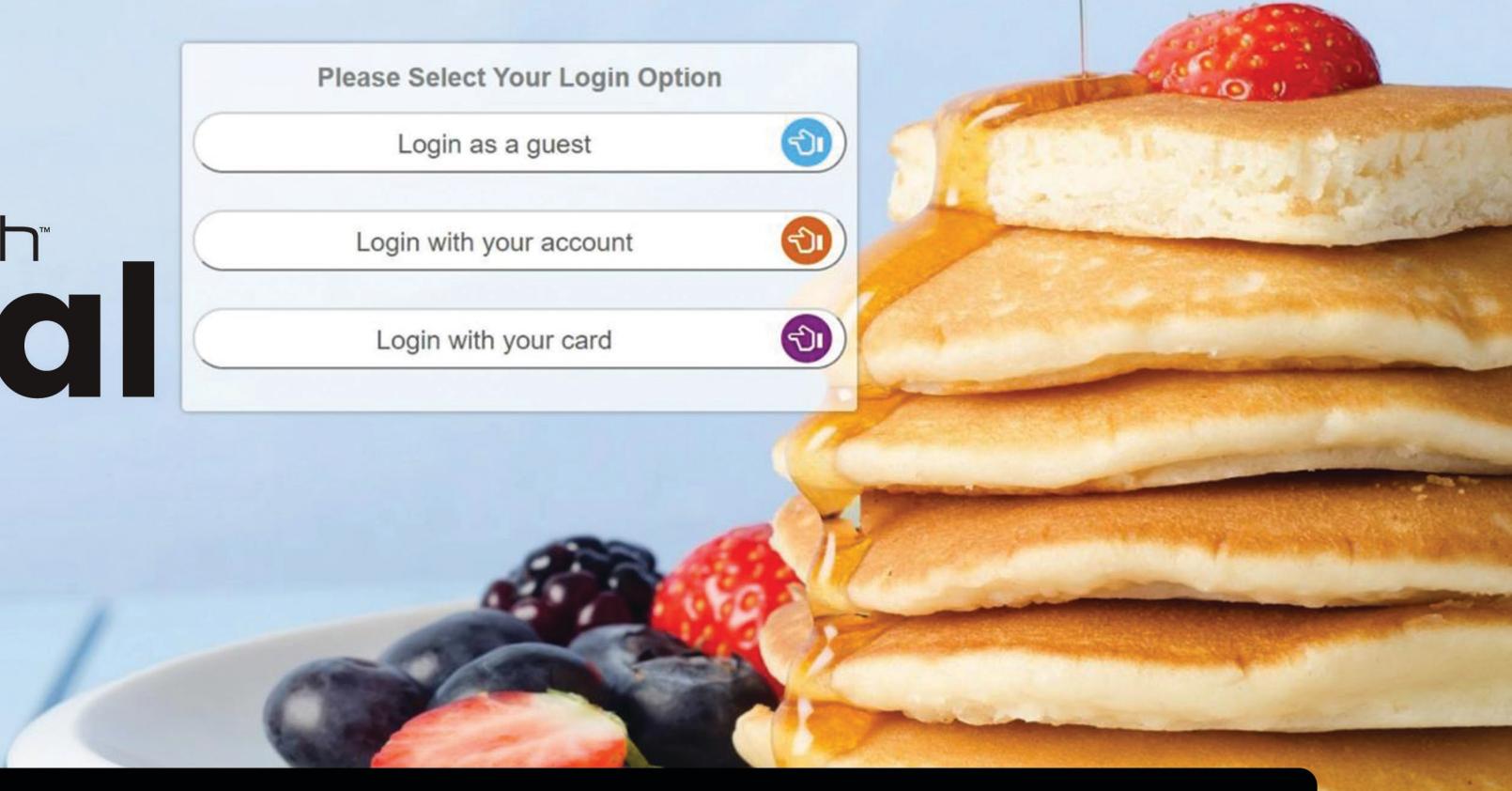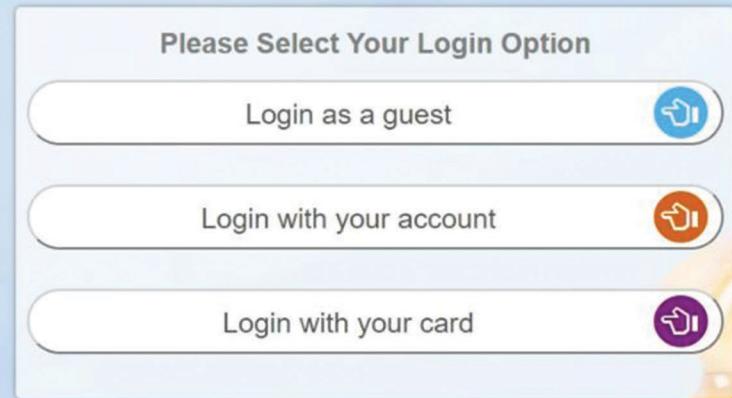
✔ Multiple Credentialing Capabilities
✔ Guest/Vendor Access
✔ Easy To Understand User Interface

VT VEGAS

VisualTouch™

KIOSK

VisualTouch™ portal

Please tap or swipe your card to login

CANCEL

✔ RFID/MIFARE/CONTACTLESS
✔ Reduce Billing Errors
✔ Use Existing Employee or Customer Badges
For Ease OF Use

VT VEGAS

VisualTouch™

KiOSK

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FH

Dashboard
Profile
Change Password
View Statements
Order History
Reservation
Log Out

Hi, Ilan Kritzer
You are using account: Ilan Kritzer -- 1012   Phone:

⏻ Log Out
All Accounts
Ilan Kritzer 1012 ▼

Meal Credit Balance
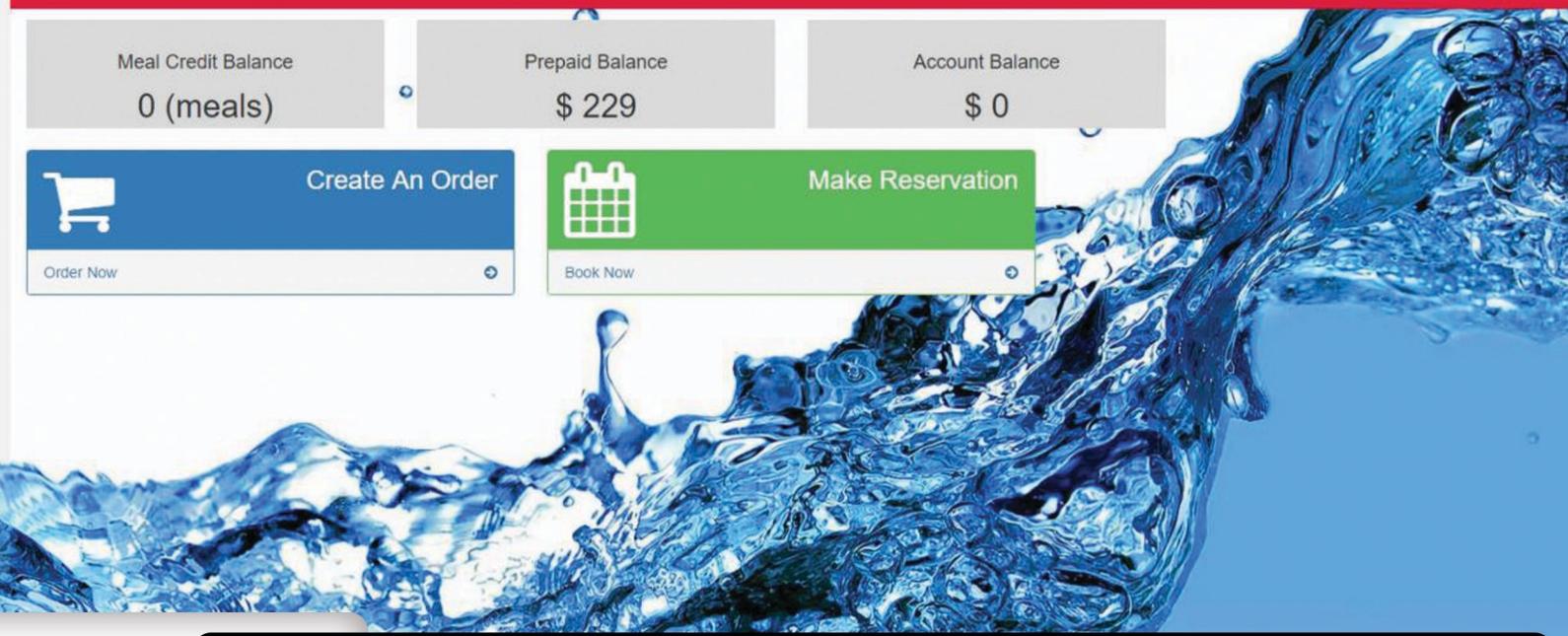0 (meals)

Prepaid Balance
$ 229

Account Balance
$ 0

🛒 Create An Order
Order Now ›

📅 Make Reservation
Book Now ›

VisualTouch™
portal

✔ Dashboards For Quick Views Of Essentials
✔ Manage Your Account With Ease
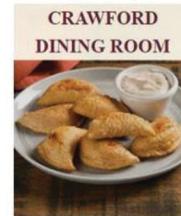✔ Employee Pay Check Deduction
✔ Prepaid Accounts/Meal Credits

VT VEGAS

VisualTouch™

ORDER ONLINE KIOSK

VisualTouch™ portal

Reservation Page

Please select a location

CRAWFORD DINING ROOM

HEFNER DINING ROOM

PARKVIEW

BEUTY AND BARBER

WELLNESS

Next

✔ **Full Reservations System**
✔ **Can Be Done Thru Kiosk or Online**
✔ **Access any Revenue Center Anytime**
✔ **Easily See Upcoming Reservations**

VEGAS

VisualTouch™

ORDER ONLINE KIOSK

VisualTouch portal

Location: Crawford Dining Room

Quick Search

Cancel

Please select a date for your reservation

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					Fri 14-Jun-2019	Sat 15-Jun-2019
Sun 16-Jun-2019	Mon 17-Jun-2019	Tue 18-Jun-2019	Wed 19-Jun-2019	Thu 20-Jun-2019	Fri 21-Jun-2019	Sat 22-Jun-2019
Sun 23-Jun-2019	Mon 24-Jun-2019	Tue 25-Jun-2019	Wed 26-Jun-2019	Thu 27-Jun-2019		

Choose a date
6/14/2019

Back   Next

✔ **Reserve Months In Advance**
✔ **From The Creators of Open Table**
✔ **Block Out Specific Days**

VEGAS   VisualTouch   ORDER ONLINE KIOSK

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VisualTouch™ portal

Location: Crawford Dining Room
Date Selected: 14-Jun-2019
Number of people: 4

Please select time for your reservation

Lunch	Dinner

04:00 PM	04:15 PM	04:30 PM	04:45 PM	05:00 PM
05:15 PM	05:30 PM	05:45 PM	06:00 PM	06:15 PM
06:30 PM	06:45 PM	07:00 PM	07:15 PM	07:30 PM
07:45 PM	08:00 PM	08:15 PM	08:30 PM	08:45 PM
09:00 PM	09:15 PM	09:30 PM	09:45 PM	10:00 PM

✓ Choose The Right Intervals For Spacing
✓ Ability To Use Multiple Day Parts
✓ Space Reservations As You See Fit

VT VEGAS

VisualTouch™

ORDER ONLINE KIOSK

VisualTouch™ portal

Your Statements

Date Range: 06/01/2019 ⇌ 06/14/2019

Get Statement »

HOUSE ACCOUNT STATEMENT

Saturday, June 1, 2019 ~ Friday, June 14, 2019

COMPANY		AMOUNT OUTSTANDING	0.00
NAME	Kritzer, Ilan		
ADDRESS	Apt 208		
ACCOUNT NO.	1012	AMOUNT ENCLOSED	$
TEL: HOME			
OFFICE	416-880-8652		

DATE	CHECK/REF#	DESCRIPTION	EMPLOYEE	VENUE	AMOUNT	TYPE	BALANCE
		OPENING BALANCE					0.00

PERIOD SUMMARY

CHARGES	0.00	CREDIT LIMIT	10000.00
CREDITS	0.00	USED THIS PERIOD	0.00
PERIOD BALANCE	0.00	AVAILABLE CREDIT	10000.00

PREPAID ACCOUNT STATEMENT

DATE	CHECK NO	DESCRIPTION	EMPLOYEE	PROFIT CENTRE	CHARGES	BALANCE
06/01/19 04:00		OPENING BALANCE				106.61
06/01/19 05:00		Transferred to Billing	Visual	NO PROFIT CENTRE	106.61	0.00
06/01/19 05:00		Plan Reset	Visual	NO PROFIT CENTRE	-230.00	230.00
06/12/19 13:40	10284	House Purchase	Visual	NO PROFIT CENTRE	1.00	229.00
		CLOSING BALANCE				229.00

✔ Complete Control for Everyone
✔ Run Statements For Any Date Range
✔ See Both Declining And Inclining Charges

VT VEGAS

VisualTouch™

ORDER ONLINE KIOSK

VisualTouch portal
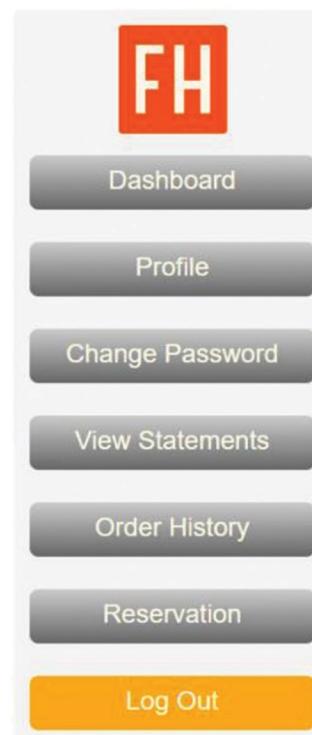
Order History

See order(s) placed in [the past 30 days ▾]

Display
[10 ▾]
records

Search: [_____]

Date	Time	Order Number	Amount	Type	View Details
06/12/2019	13:40:05	10284	1	0	🔍
06/03/2019	16:33:29	10281	3.37	0	🔍

Showing 1 to 2 of 2 entries

[Previous] [1] [Next]

Sidebar
- Dashboard
- Profile
- Change Password
- View Statements
- Order History
- Reservation
- Log Out

✔ From The Creators Of UBER EATS
✔ See Previous Transactions
✔ View & Print Actual Receipts

VT VEGAS   **VisualTouch**   **ORDER ONLINE KIOSK**

VisualTouch™
portal

HOME

① PLACE AN ORDER FOR

PICKUP   DINE IN

② ORDER SCHEDULE

TODAY ASAP   SCHEDULE DATE/TIME

SAVE ORDER SETUP

✔ Pickup/To Go/ Delivery/ Dine In/ Self Serve
For Right Now Or Schedule Weeks In Advance.
✔ Fully Customizable
✔ Remembers Your Preferences

VT VEGAS

VisualTouch™

ORDER ONLINE KIOSK

VisualTouch portal

MAIN FOOD PAGE

Dashboard · Log Out · Order Preview · COLD DRINKS · HOT DRINKS · MAIN'S · DESSERT · BREAKFAST · SCAN ITEMS · Check out · Cancel
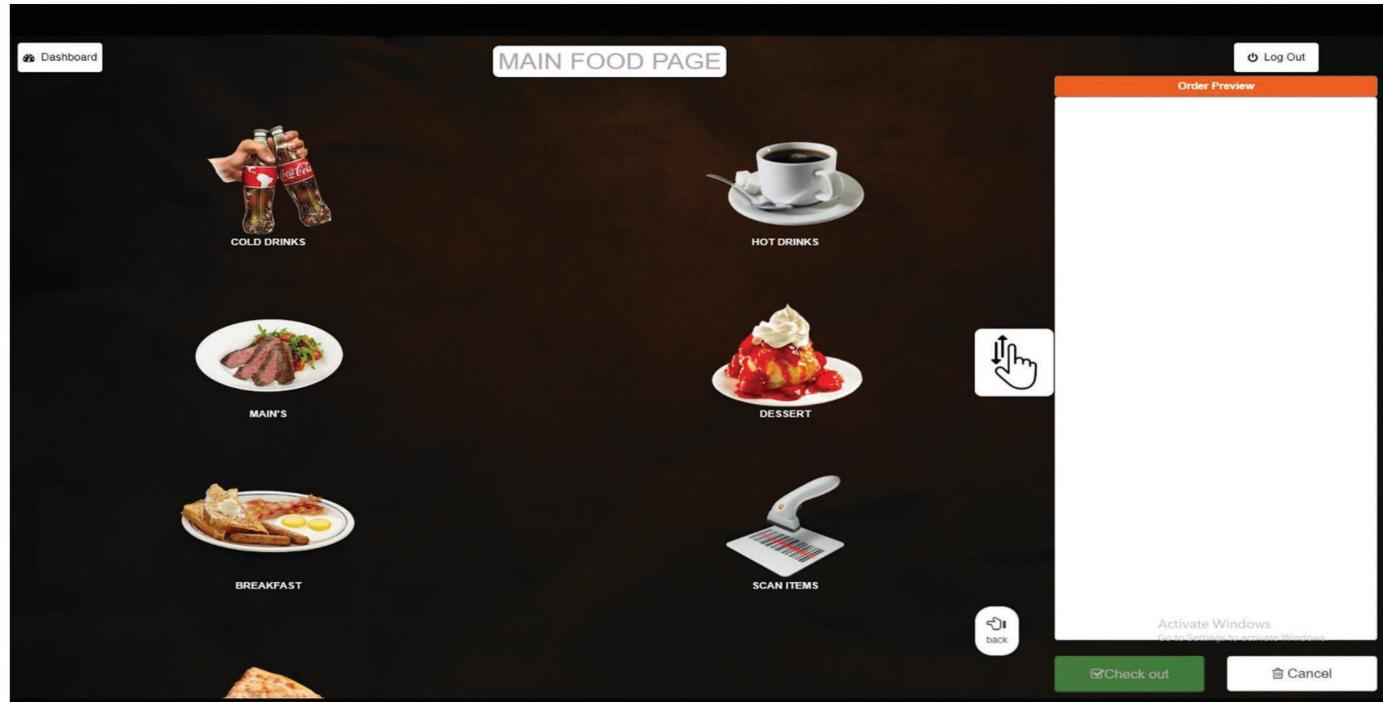
- ✔ All Kiosk/Online Items Come From VT
- ✔ Pricing Changings?Additions Change in 7 Seconds Both Online and @ All Kiosks.
- ✔ Barcode Scanning Plus All Payment Types Including Credits cards/ House Accounts

VT VEGAS · **VisualTouch** · **ORDER ONLINE KIOSK**

Visual KIOSK

VisualTouch™

SELF ORDER SOLUTIONS

Self-Ordering and Self Check-Out have become one of the most important innovations in Quick Service Restaurants, Grocery and General Retail. Empowered through technology, customers have gravitated to various methods of self-service through easy-to-use touch screen solutions with customized software. VisualTouch has been a leader in point of sale software for the past 30 years and we are now proud to introduce our Visual KIOSK software and hardware solutions for self-ordering in hospitality and retail.

- Enhanced Customer Experience
- Easy-to-Use and Set-Up Menus
- Various Platforms, Floor to Wall
- Intuitive Interface, Bold Graphics

- Easy Upsell, Boost Order Size
- Integrated to POS, Dual Mode
- Full House Accounts Integration
- Quick Customization

- Easy Order Recall and Balance Statement
- Quick Nutritional Information
- Alleviate Labor Shortages
- Handle Peak Times Better

- Provide Promotional Opportunities
- Sell Screen Times to Suppliers
- Provide Community Messaging
- Various Forms of Integrated Payment

Hardware

SIZE	DESCRIPTION	
18.5"	Wall Mount Touch Screen	
22"	Wall Mount Touch Screen	
42"	Free Standing Horizontal Floor Model	
50"	Free Standing Horizontal Floor Model	
55"	Free Standing Vertical Floor Model	

Software

SIZE	DESCRIPTION	COST
VTKIOSK	VisualTouch KIOSK Software License	
KIOSKPR	Custom Menu Design & Programming	

50" Vertical Touch

WallMount

CustomModels

50" Horizontal Touch

Visual Digital Menu Board & Marketing Displays

Take complete control of your interior signage and promotional customer offerings with a digital menu board from VisualTouch. One of the latest tools to emerge in the quick-service market is the digital menu board. A fully integrated feature of the VisualTouch point-of-sale (POS) systems, this dynamic technology displays menus while simultaneously drawing customers' attention to other information, like current store promotions. While the quick-service market becomes increasingly aware of the benefits of digital versus traditional menu boards, restaurant owners seek a solid solution that will improve operations and boost customer experience.

No more back and forth with designers or waiting for new signage to be shipped when a Digital Menu & Marketing Display places control at your fingertips. A traditional restaurant menu display board and applied graphics are created by design companies and manufacturers, and then shipped to locations requiring a high degree of coordination between vendors and store owners. The VISUAL Digital Menu & Marketing Display solves those coordination challenges by putting the control directly into your hands.

All of the Digital Menu & Marketing Display changes are automatic and done via your VISUAL back office requiring no intervention from front of house store employees and no waiting for shipments, allowing for fully updateable content and an increased ability to display relevant, dynamic information. Want to drop an item from your menu for the season? Need to display a limited time only special? Interested in promoting high margin items? No problem! Our Digital Menu & Marketing Display gives you flexibility and control!

The VISUAL Digital Menu & Marketing Display is created as a custom-designed webpage that dynamically updates its content based on preconfigured settings, such as displaying at certain time periods. This page will appear on the selected LCD or Plasma display. Multiple displays with unique content can be configured. The Digital Menu & Marketing Display webpage content is created using a combination of HTML pages and menu item prices & description within the VisualTouch POS system.

Integration Advantages of VISUAL Digital Menu & Marketing Display

Menu and price changes are made concurrent with POS changes and seamlessly updated in real-time which increases the level of accuracy between the price displayed on the menu and price charged to the customer, thus improving customer satisfaction.

▶ Allows employees to focus on customer service rather than manual menu board changes
▶ Visual Enterprise Module allows Corporate to manage the content for each store
▶ Attention grabbing graphics promoting revenue generating up-selling product interest
▶ Pleasing esthetic look complimentary to your existing décor

Powerful Marketing

▶ Attention-grabbing graphics to promote specials and up-selling which can increase revenue
▶ Custom graphics provides branding opportunities and a specialized feel for the display
▶ Drive additional traffic, create more product interest, and help build customer loyalty

Web-enabled Design

▶ Created as a custom-designed web page that dynamically updates its content based on preconfigured settings
▶ Incorporates the use of a web browser, ASP application, and web service to deliver customized content to the menu board display
▶ Supplies the basic content with purchase options for specialized content

Well-designed loyalty programs provide many benefits that contribute to a sustainable revenue stream: acquisition of new customers, the long term value of the customer on average increase of 12%; reduction in the natural churn rate of customers by as much as 28%; and creation of cross-sell and up-sell of higher margin items.

We offer multi-dimensional loyalty program options supported by our technology platform. With our platform, you can create a customer database, identify your loyal customers, measure and understand their behaviors and reward them to return to your store or online location. We provide the technology to build rewards programs and measure their effectiveness to assure the success of your programs.

OneCard Gift Card Solution

Visual's OneCard Gift Card Program allows businesses of all sizes to offer more purchasing options to customers and is a simple and cost-effective way to increase sales. All our cards are custom printed with your design, branding and artwork specific to your business.

Gift cards have now become the preferred retail option for the purchaser and recipient alike. Gift cards have the potential to contribute significant revenues to the bottom line. Our flexible gift card capabilities enable you to create versatile gift card programs on-premise, online or through mobile. Take advantage of the fast growing area of the gifting landscape: e-gift cards and merchandise credit gift card programs that increase the average ticket sale and the frequency of purchases. Benefits of the OneCard Gift Card Program:

▶ **Cards can be processed through your existing VisualTouch POS terminal**
▶ **Customers decide the amount they wish to load or reload on the card**
▶ **Gift card sales can increase a retailer's total revenue picture by more than 20%**
▶ **Customers typically spend more than the initial value of the gift card**
▶ **70% of gift card recipients spend 1.5 to 1.9 times more than the value on the card**
▶ **Merchants who convert from paper certificates to gift cards sell 30-40% more**
▶ **15% of gift cards are never redeemed – found revenues for the retailer**

▶ **A gift card has more perceived value than a store credit receipt**
▶ **Reduce fraud: cards have enhanced security and no value until activated at the time of purchase**
▶ **Gift cards are an extension of your brand and creates a "top of wallet" experience with your valued customers**
▶ **Customers who purchase cards for a friend are recommending your business and introducing a new customer to your store**

Similar to other marketing programs and business engagement strategies, loyalty, rewards and gift card programs must be constantly analyzed to measure the effectiveness, response and relevance with the targeted audiences. An analysis of enrollment growth can give retailers a more complete picture of how customers feel about the programs, whether there are compelling reasons to join or for the retailer to make adjustments to their programs.

Visual's cloud-based, robust platform supports their retail customers in leveraging valuable data and transforming it into segmented and actionable information. Retailers now have more visibility than ever into their loyalty, rewards and gift card programs across the enterprise with our comprehensive real-time online reporting tools.

With seamless access to gift card programs in store and online you can create highly compelling customized programs including:

▶ **Standard Gift Card:** amount programmed and retains value expended but cannot be re-loaded
▶ **Reloadable Gift Card:** programmed and retains value expended but can be re-loaded anytime
▶ **Gift Card with purchase:** pre-loaded value card given upon purchase for next purchase
▶ **Discount Card:** pre-programmed to automatically apply a discount when presented
▶ **Franchise Solutions:** inter-location settlement reports allow gift cards to be used across multiple franchise locations for loads and redemptions in real-time
▶ **Merchandise-Credit Gift Card:** when customers return merchandise, now you can load a gift card with the credit amount to be used later for in-store or online purchases

Visual VDS is like having a second expeditor in your kitchen. It provides highly visible, real-time information to manage and control kitchen efficiency, which drives customer satisfaction. Mounted in your kitchen or food prep area, this seamlessly integrated, intuitive, graphical system displays food orders for preparation and monitors the timing of orders for your "Speed of Service." Visual VDS also provides feedback about the status of each table and captures service times for management reporting.

Often business owners hesitate to implement new technology because they are unsure of how it will work with their current technology infrastructure. This is not an issue with Visual VDS because it was designed to integrate seamlessly with Toshiba VisualTouch POS systems. The System runs on VT Platforms using color touch-screen displays and bump-bar options. Visual VDS sends orders directly from the Point of Sale to the various prep areas. Using this system provides a much more sophisticated and streamlined look and eliminates the possibility of misplaced or unreadable printed tickets while providing a higher level of management control and customer service.

Information at your fingertips to reach a higher level of customer service

Visual VDS allows instant transmission of orders to the kitchen and constant status updates in order to achieve the best utilization of kitchen equipment. Coordinate the actions of hosts, wait staff, kitchen staff, and bussers to give diners the best level of service possible and thus build customer loyalty. All data is captured for real-time reports on kitchen performance and other service parameters, allowing for guest recovery before a table departs. Utilize the multitude of features to maintain a precise report of table and order status to provide superior service to guests.

Critical information on order preparation and speed of service is displayed through an automated clock against each table that issues warnings if time standards are not being met. Intuitive icons allow commands for Rush Orders, VIP, and Void status. Order information, such as "Course", "Item Started", "Item Finished" and "Order Recall", is readily available through display functions.

Detailed reporting and statistical information captures service times for each guest check and table. Average prep times are continuously displayed for different courses at various stations. Real-time reports can be generated on kitchen performance.

Profit From:

- ▶ High powered combination of front-of-house and back-of-house technology
- ▶ Increased productivity and customer service to provide a better guest experience
- ▶ Improved meal quality as customers get the freshest possible meals
- ▶ Advanced efficiency and reduced service delays allows for quicker table turnover at busy times
- ▶ Save money on rising paper cost

Save Time:
With VDS you can customize the way orders are displayed on the monitor inside the kitchen using different colors and fonts. This makes it easy for kitchen staff to quickly identify ingredients necessary to prepare the order. Items will be prepared fast and efficiently, saving on a lot of production time.

Save Environmental Resources:
Instead of printing each order on a ticket, they are displayed in an easy to view grid on a monitor, which operates using less electricity and uses no wasteful paper.

Save Business Supplies:
Because orders must be entered the same way every time at the Point of Sale, wait staff will enter orders with less error. There is also less opportunity for kitchen staff to misinterpret an order tickets and as a result have to prepare a dish twice, saving your business time and product.

:VisualSafe:
VisualTouch™ DVR System

VisualSafe combines the POS Back office Server with a powerful Digital Video Recording System. The seamless integration of the POS data servers into the video surveillance and recording system eliminates the need and added cost of two separate units.

The VT-Pro Back-Office Surveillance Servers high capacity recording capabilities are enhanced with built-in video motion detection, alarm-based recording, and relay outputs to controls. Record and display images from one, four, nine or sixteen camera inputs to a single SVGA or NTSC TV monitor. Digitally record and archive weeks of video information to almost a Terabyte of dedicated hard disk space. View live video while recording and operating pan/tilt/zoom functions on controllable cameras. The VT-Pro also features remote site access and remote web server for offsite viewing and maintenance. Remote site users have search, pan and tilt and relay capabilities.

The Most User Friendly Interface Available in a Digital Video Surveillance System

- 320 x 240, 640 x 480 Recording Resolution
- Remote Viewing Via Browser
- Integrated Webcam OR IIS Server Webcam
- Full Remote Access via Remote Client Software
- Remote playback of recorded Video files
- 1 - 16 Channels Audio Recording
- Smart Search Capabilities
- 2 Way Audio Communication via LAN
- FULL REMOTE ADMINISTRATIVE ACCESS

- PRE & Post video recording on motion
- Email notification upon motion with picture
- Full Screen Display With Text Insertion
- Supports Pan, Tilt & Zoom video surveillance cameras
- Digital Watermark Technology
- Adjustable frame rates for each camera between 1 - 30 FPS
- MPEG OR MJPEG Video Compression with adjustable compression settings
- Schedule advanced monitoring, recording, alarm, and alert method schemes
- Mask out areas of unwanted motion - Eliminate false alarms

The VisualSafe VT-Pro Back-office Surveillance Server's remarkable recording features make it easy to customize a recording schedule. Each camera input can be set to activate when a camera detects motion or a POS transaction has occurred. Each camera input can be programmed to overlay the Visual Touch POS register transaction at the time of transaction.

Digital zoom permits the user to zoom in on a selected area of the image during live viewing and playback. Versatile high-speed search operations include time and date searching, index searching, skip searching, alarm list