

Questionnaire for Handheld POS & POS providers


The purpose of this document is to allow you (the potential purchaser of a handheld POS solution) to question system providers allowing for comparison of systems at a later date.

This comparison is important to know when:

- Technologies differ from system to system,
- Demonstrations are not performed on an like for like basis
- System negatives/positives,


If a demonstration and quotation has already been performed of another product, it is recommended to contact the provider to perhaps enable comparison notes (below to be questioned).

After all you will need to convince yourself that the investment you make with a system is guaranteed that it will continue to operate for many years to come.

Question		Other handheld POS Provider
Do the handhelds use RF Technology or regular WIFI-Wireless LAN (2.4 Ghz)?	RF	
Do any other devices using this frequency have the potential to be hacked, violated or interfered by other devices using the same frequency or sabotage of the system etc?	No	
Does the system require continued virus related software updates to protect handhelds and POS server from virus etc?	No	
Can the device work/send/penetrate without fail in areas of where the building has a lot of plate glass or obstacles, steel structures or in kitchen environments?	Yes	
Do the handhelds require re-sending of an order if the network connection fails?	Yes	

If the Main Server POS touch screen or back office server shuts down does the handheld continue to function?	Yes	
If the Main Server POS or back office server is shut down can you continue to use the Handheld for order taking?	Yes	
If the Main Server POS or back office server is shut down, will orders continue to be sent to the printers and a backup bill be produced?	Yes	
What is the maximum number of handhelds the system can operate with simultaneously?	99	
What is the coverage area	up to 50 Meters	
Can Belt-attached printers be used with the system?	Yes	
Will the system slow down when many handhelds are being used?	No	
When the WIFI/RF system is not working properly, is there any emergency/backup method to send orders?	Yes	
If the handheld goes out of range or in an area where it experiences a black spot does it continue to operate?	Yes	
In the above case, what will the handheld do?	It will take the orders normally and transmits them when the connection is possible.	
What is the battery life of the handheld during operation?	up to 20 hours	

Is there a requirement to add a battery pack to prolong the power of the handheld?	No	
Can the handheld be used all day without the need to swap/recharge through the day?	Yes	
Is there any multiple-charger to charge several handhelds simultaneously with one adaptor?	Yes	
Can you demonstrate the accidental dropping of a handheld? Test it!	Yes	
Is there any purpose-made leather case provided with the handhelds to be attached to the belt?	Yes	
What accessories are provided to the Handheld to prevent accidental dropping?	Leather case, safety strap, stylus lanyard	
How heavy is the handheld?	approx. 300 Gram	
Can the size of the buttons or Font size (size of the button text) be made larger?	Yes	
Does the system require a back office POS server?	No	
If the POS server shuts down or loses network connection can the other POS touch screens operate?	Yes	
Is there any local authorized company to provide Support/Maintenance service (or the products are being sold through resellers)?	Yes	
Does it support different printer maps (to switch to other printers for different dining areas)?	Yes	
Is the company so confident about the products to offer extended warranty (payable, after the first year)?	Yes	

Question		Other POS Provider
Is the POS fully customisable and flexible? All the buttons, screens and...?	Yes	
How many price levels can POS have for each item?	9	
Can it have different discount levels for different purposes at the same time (both as a percentage or a fixed amount)?	Yes	
Can the system apply multiple surcharges (such as service charge, municipality fee and ...) simultaneously (fixed per person or as a percentage)?	Yes	
Does the program support automatic discounts (such as happy hours) on a specific time?	Yes	
How many security levels are available inside the POS application?	0-99	
Can it be integrated with RFID wrist-bands (cashiers will use a watch-like band for using the system)?	Yes	
Is that possible to design the map and table layout of dining area as it is?	Yes	
Does the POS application support multiple layouts for different dining areas?	Yes	
Can backoffice applications be integrated into the system to work seamlessly?	Yes	

Can the system be integrated into ERP or other third party systems?	Yes	
Can we integrate the system into Fidelio hotel management system?	Yes	
What backoffice applications are being provided by the same company?	Sales analyst, Stock manager, Market manager, Smart time, Reservation manager	
Is it possible to automatically export sales information to XML in real time?	Yes	
Is it possible to have exported XML information in real time in head office?	Yes	
If a printer is turned off or is inoperable, does the orders divert to another printer?	Yes	
Can the system provide fully customizable reports in head office? Can it provide sales information in head office?	Yes	
If more than one terminal is being used, can other terminals continue to work when one terminal stops working?	Yes	

This questionnaire is for your own reference and Superb Technologies is not responsible for any information that is received from other parties in terms of completing this form.