

TECHNOLOGY

PILOT ISSUE

TECHNOLOGY
BUILDING BLOCKS

**Touchscreens
Extend Their
Reach Across
Restaurant
Operations**

OPERATIONS
MANAGEMENT

**Will Efficient
Food Response
Decide The
Battle Of The
Stomach?**

INSIDE

**The News You
Need, The
Products You
Want**

Emerging Technologies To Make YOU More Profitable

PREMIERING JANUARY 1997

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endure periods of relative inactivity punctuated thrice daily by frenetic selling as customers swarm in for breakfast, lunch and dinner.

Some quick-service chains are testing customer touchscreen self-order entry. In the main, service time is 16 percent faster, and orders 7 percent larger, according to a survey conducted for Tradeware Technologies, Golden, CO. Further, self-order entry boosts store revenue by 32 percent. "Customers actually prefer this system," explains Tradeware CEO and President Paul Siegert. "They know they will get the order faster, with fewer mistakes." With Tradeware's quick-service kiosks, customers enter their own orders at touchscreens mounted in the front counter. Because one cashier can handle the purchases and deliveries generated by up to four self-order screens, restaurateurs implementing the system further benefit from reduced labor costs.

At Westin Hotels and Resorts, wait staff take beverage orders from patrons at pool-side and other remote locations using hand-held RF touchscreen terminals operating

interfaces to the property management system for verification of guest status and immediate guest folio posting.

Squirrel's new version 3.2 software offers two-way communication between the PC station and the front desk, so hotel personnel can post messages for guests through the POS system.

Despite its popularity, however, touchscreen technology is not suited for all food service applications. Or for all budgets, either, since the cost of touch systems typically runs as much as one-third higher than keyboard systems.

"In a really fast bar, keyboard is still quicker," says Joe Finizio, product manager at Micros Systems, Beltsville, MD. Finizio

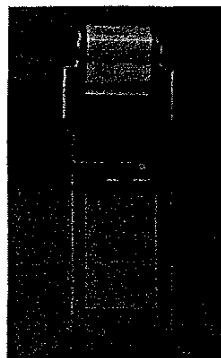
notes that companies tend to capture more information with a touchscreen, so per-transaction time is increased. Finizio continues: "It isn't that touch is faster or slower, it is the implication that a keyboard is faster [that is the problem]. That perception will go away with software advances and as people become more comfortable using touch. For people who are very comfortable with the key-

Newer touchscreen systems handle noncash transactions and two-way data communications.



Taking it to the streets for drive-through service. (Photo courtesy of Olivetti North America)

computer, which the company says is ideally suited for applications that utilize large data bases, including remote restaurant ordering. The basic EHT-40 configuration features 386SX 25-MHz processing, 4 MB



Epson's EHT-40 handheld computer

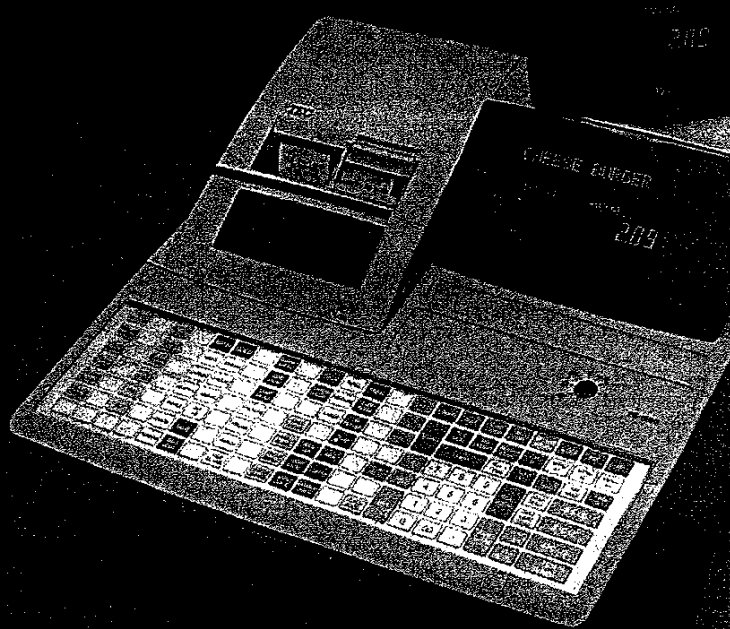
RAM, DOS or Windows-based operating systems, transreflective backlit touchscreen and PCMCIA Type-III slot. Signature-capture capability and a lightweight lithium-ion battery are included.

Options include a thermal printer, magnetic-card reader, communications cradle, bar code readers (laser and wand), battery chargers, power adapters, protective cases, spread-spectrum and fax/cellular modem communications. Circle No. 173 on Product Info Card

TEC America, Atlanta, introduces its TEC FS-1650 hospitality system, with a range of application features to meet the point-of-sale (POS) needs of quick-service and small full-service restau-



MICROS 3700 POS system



TEC America's FS-1650 hospitality system

rants. The TEC FS-1650 can be used in a fully independent stand-alone application or as an integral part of a sophisticated system. System-level features include remote kitchen printers, hard check printers, drive-through features, inter-register communications, high-order PC communications and comprehensive report compilation. The TEC FS-1650 can be used to create a Master/Satellite system of up to six terminals without requiring an in-store controller. It is equipped with TEC's 24-column receipt and journal printer.

Circle No. 174 on Product Info Card

Micros Systems, Chicago, announces its MICROS 3700 POS system, which brings together point-of-sale (POS) capabilities and restaurant management

tools. POS features include one-touch menu-item moves and touch-enabled manager's procedures and reporting. With Microsoft's BackOffice server software's relational data-base management system, Microsoft SQL Server, restaurateurs get immediate access to information from a variety of software applications. The MICROS 3700 operates on off-the-shelf desktop PCs or on the MICROS PC workstation.

Circle No. 176 on Product Info Card

ReMACS, Pleasanton, CA, unveils ReMACs for Windows, its new back office software application that combines inventory control, food cost analysis, time and attendance, labor scheduling, business forecasting and financial management into one cohesive enterprise-wide system. The system operates in a Windows 32-bit platform (NT and 96) and is fully customizable to the customer's criteria.

Circle No. 175 on Product Info Card

SpaceSaver resistive touch monitor, which incorporates a 10.4-inch diagonal, flat-panel display with backlight, video drive electronics, touch controller and power supply in a sleek black housing with universal plugs for the video, power and serial cables. SpaceSaver's dark, textured housing keeps fingerprints and dirt from showing on the bezel, making it ideal for point-of-sale (POS) and food environments. In addition, critical controls for the display are hidden behind a plate in the rear of the unit.

Circle No. 182 on Product Info Card



Lathem Time Corp., Atlanta,

announces its 5000E multipurpose electronic time recorder, which performs three different functions: time recording, time stamping and numbering to aid businesses with accurate information and record keeping. Time recording helps

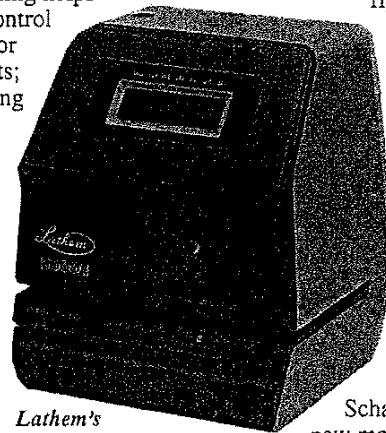
track and control payroll, labor and job costs; time stamping imprints documents with the time and date for time-sensitive identification or can print "Paid" or "Sent" on documents; numbering

assists when it is necessary to track sequential documents, printing up to a six-digit number that advances based on settings. The 5000E offers a perpetual calendar, automatic daylight savings and leap-year adjustments, and an optional battery for operation during power failure.

Circle No. 185 on Product Info Card

Action Systems, Inc.,

Lanham, MD, has enhanced its Restaurant Manager point-of-sale



Lathem's 5000E time clock

(POS) system to efficiently process and manage the sale of pizzas, with Version 7.1. Applying touchscreen technology and ASI's Pizza Order Entry, users can fully define and edit one or more pizzas. Toggle (on/off) keys facilitate quick on-the-fly corrections, an essential requirement in the fast-paced home delivery and quick-service environment. On the management side, a flexible Pizza Definition set-up program allows easy programming of pizza combinations and prices.

Circle No. 183 on Product Info Card

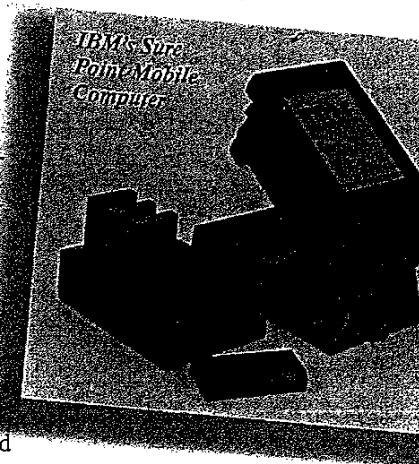
Omron Systems,

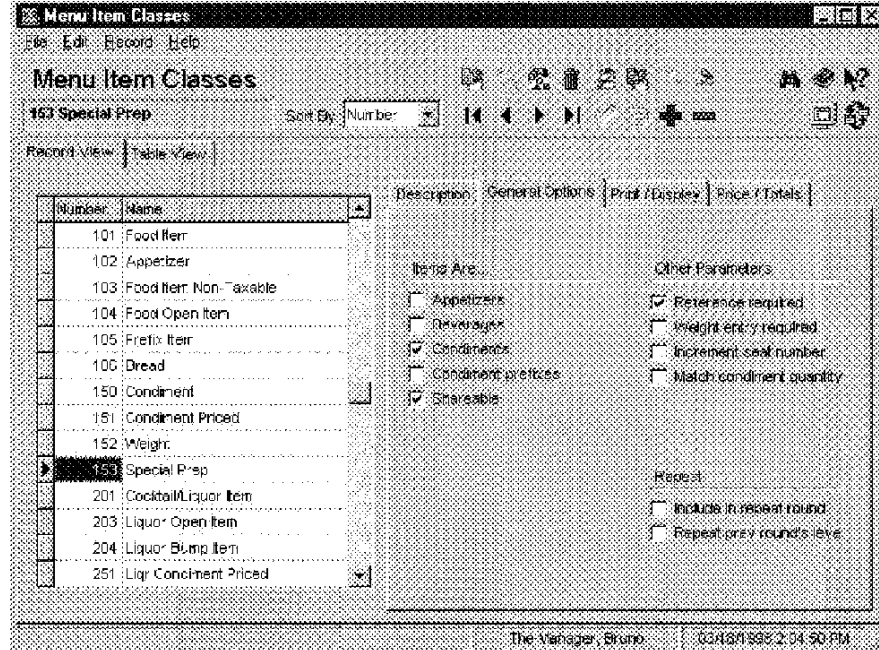
Schaumburg, IL, adds two new models to its Series 4000 point-of-sale (POS) terminals designed to meet the diverse needs of quick service, cafeteria, fine dining and family restaurants. The RS4341 and RS4841 hospitality terminals operate as stand-alone units or as part of customized networks. They include application-adaptable software with a menu of programmable options and features. Optional peripheral devices include a CRT and three different guest check printers.

Circle No. 184 on Product Info Card

IBM, White Plains, NY, releases its IBM 4612 Sure Point Mobile Computer, a lightweight, hand-held wireless PC designed as a multiuse, all-in-one device for progressive quick-service food and distribution/warehouse environments. The unit measures 8.8" x 5.1" x 3.8" and weighs less than 3 lbs. It features a 486DX2/66-MHz processor and a 32-bit ISA bus architecture that accommodates OS/2 and Windows 95. PCMCIA slots provide network connectivity, wireless communications and mass storage. Envisioned applications include portable or docked point-of-sale (POS), manager's workstation and inventory management.

Circle No. 186 on Product Info Card





Example

You can define certain Menu Item Classes as Beverages when you are using the Beverage Control feature of the 3700 system. See the 3700 Feature Reference Manual for information about this feature.

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