



Uniware Systems

Brochure 2018



uniware

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Uniware Systems is a leading provide of EPoS, payments, loyalty and reward solutions with an established reputation for the provision of high quality systems and support services.

Providing
solutions since
1993

Our vision is to satisfy and excel above our client's objectives, helping all industries achieve common goals: improve customer service, create efficient processes and use technology to decrease costs and drive repeat business.

With over 25 years' experience in providing EPoS & Payments to multiple markets and businesses, we have shaped our solutions to meet the latest requirements and planned the next innovations in-line with new technologies. Uniware provide a full retail solution, with integrations to any e-commerce solution, Uniware stock control and e-procurement.

Now with the addition of Reward and Loyalty modules to our core EPoS and Payment provisions, Uniware are advanced in our solutions competing directly with the major players in our markets. Our tailored and naturally bespoke solutions are a fresh alternative to competitor systems and the level of flexibility we bring to our clients is welcome among all business types and sizes.

We maintain great relationships with our clients and are always ready to take our prospective clients on visits to existing sites relative to their industry and requirements.

Measurable
ROI



1. Increase profit
2. Save time
3. Work smarter
4. Cut out mistakes

@uniwaresystems

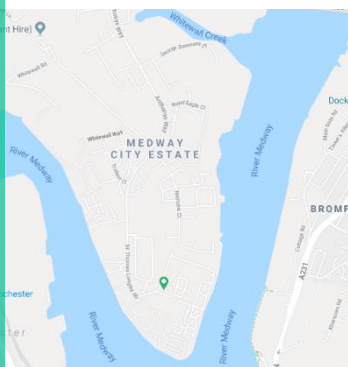


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Uniware Systems has extensive experience in providing successful solutions in a wide market arena. Solutions are multi-currency, multi-language and accessible by multiple stakeholders.

Our clients are the key to our success and we regularly communicate with them to improve our systems daily. We have an excellent client retention record and we like to work as closely as possible with our new connections.

We acknowledge that some of the brains behind our business comes from our clients, their feedback and our relationship. Here are some of the industry leaders who we provide our services to who in turn, power our development and innovation.



Uniware develops all PoS software in-house and with 25 years in the EPoS industry and help from our long-standing clients, we have continually improved our software & systems to provide a broad and in-depth solution with features to suit all industries.

With extensive functionality, the PoS can work with you to provide a speedy and reliable service to maximise revenue across the estate and incentivise your customers to keep returning to your store.



- > Runs on any touch screen hardware
- > PoS Ready 7 or Windows 10
- > Full range of peripherals seamlessly integrated

Our systems have the ability to work offline, meaning you can continue to serve customers whilst your internet connection is down.

The PoS will then push all of the data to the database when it returns back online, ensuring that your data is up to date for reporting and other purposes.

Utilise promotions and loyalty to entice your customers and broadcast any exciting offers and accumulations through marketing screens.

Customisable till maps created in the back office are published to your PoS terminals to give a personalised, user-friendly experience.

Payment Types Accepted

- > Cash
- > Upay
- > EFT & Contactless
- > Vouchers
- > Loyalty Redemption
- > Free Spend Allowances
- > Budget Accounts
- > mPayments



Restaurant Mode

Uniware offer a fully functioning Restaurant System with a range of capabilities. Working well with the handheld PoS terminals, this allows clients to smoothly operate a busy restaurant.



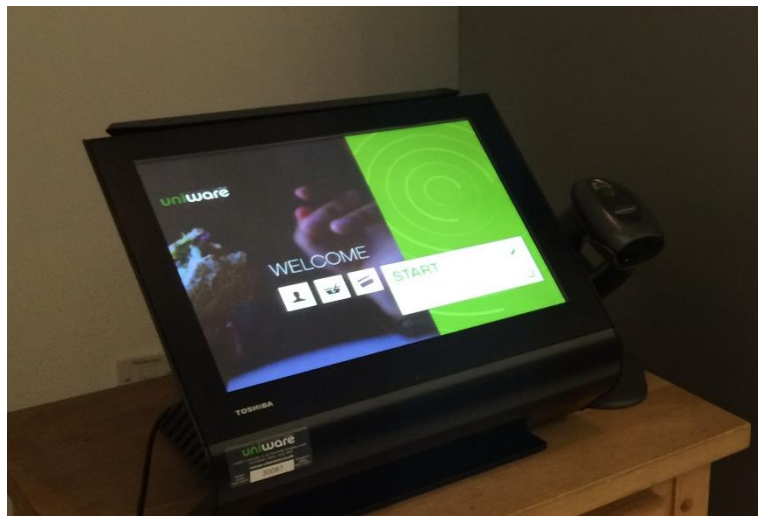
- > Set up numerous restaurant “areas” with tables to ease the process during service hours.
- > Create Tabs, charge to these tabs and pay them off when the customer leaves.
- > Communicate orders and amendments to the kitchen.
- > Ability to view and split the bill equally by sale type, percentage split, amount split or seat position.
- > For tables that wish to split the bill between them, assign orders to seat positions and pay them off separately.

Self-Service

Our self-service solution is a rapid provision allowing your customers to scan, pay & go with self-operated EPoS hardware.

Available in standard and wider screen sizes, a sleek and seamless look delivers an enjoyable experience. With intuitive software designed to make self-service transactions effortless, Uniware looks to increase our clients revenue and drive return custom.

- > Boost sales by providing more areas for your customers to make fast and easy purchases.
- > With the ability to integrate with fridges, provide the self-service solution on every floor of the building for convenience.
- > Reduce costs as no need for operating staff.
- > Create a sleek and secure solution for your customers.



Retail-Ready Self-Service Solutions

Uniware's self-service solution covers both 'order ahead' self-service and 'traditional retail' self-service experiences, and is operational across hospitality and retail outlets.

Focused on providing an exceptional customer experience, the intuitive graphical interface prompts where necessary and ensures a frictionless checkout at the beginning or the end of the purchasing journey.

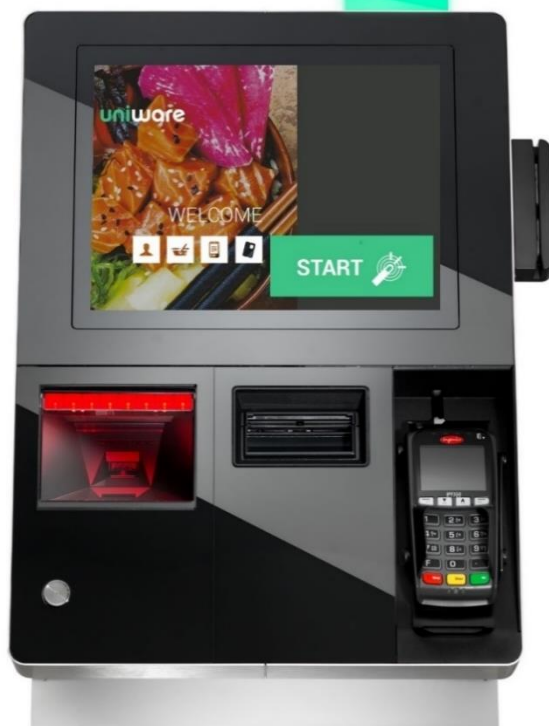
Retail, cafés, food deli's and convenience services are all environments where customer expectation is growing exponentially. Customers expect their purchasing transactions to be fast and to be simple.

Our kiosk based solution is simple to use, with the UX made from Uniware experience and industry intelligence. The concept of the solution is not new to customers but for those that may have never used a self-service terminal before, the workflow is simple, communicative and intuitive.

Uniware self-service terminals support a number of peripherals and a variety of sectors. With a tailored hardware and software approach, you can target your customer base and provide optimal service without the need for an operator.

Self-service is more than a mechanism to take payment without an operator. It is your brand communication tool, your upselling platform and your biggest opportunity to engage your customers.

With this in mind, Uniware have developed a self-service solution that not only ticks all the boxes of speed, simplicity and security but exceeds basic expectations and drives repeat custom.



The Uniware Experience

Our customers experience smarter EPoS, faster payments, intuitive loyalty, analytical & KPI services backed by our own 24/7 customer success team.

Uniware is passionate about providing EPoS & Payment solutions that enable clients to maximise revenue, improve customer loyalty and increase footfall within their hospitality & retail businesses.

Our success relies on being focused on how our customers view their experience whilst using our solutions. We work diligently through a process of continual review to ensure we satisfy requirements and maintain our place as market leaders in our specialist services.

Uniware has no borders and works with clients across Europe and the Far East.

Highlights

- > Available as an order ahead terminal or at the end of the purchasing journey.
- > Increased sales reported of around 24%
- > Fast & simple navigation.
- > Reduced operator overheads.
- > No queues at the point of sale.
- > Available in Uniware brand or can be white labelled.
- > Smart, initiative software.
- > Easy to use for the customer.
- > Fully cashless solution with Upay, Apple Pay, Google Pay, Chip & Pin and Contactless acceptance.
- > Sleek design.
- > Reliable hardware supported by Uniware.
- > Compact design for a smaller self service footprint.



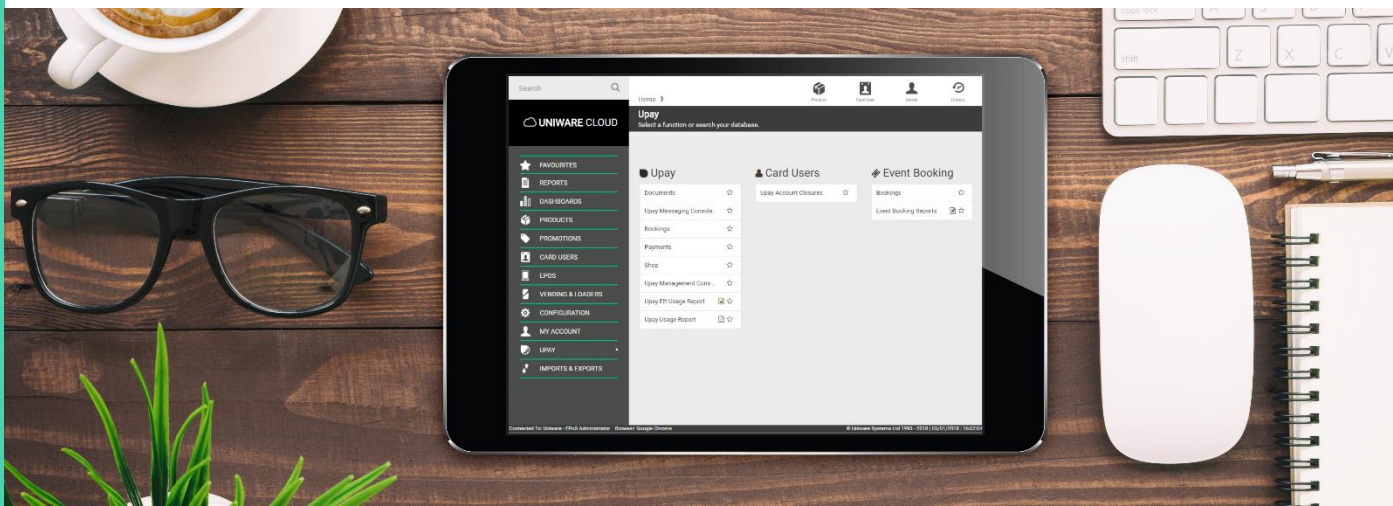


Management for the PoS functionality can be handled in our back office solution, Uniware Cloud.

The Uniware Cloud is a web application which allows you to manage your catering and retail outlets from anywhere over the internet, eliminating the need for costly server hardware or the loading of software onto local PCs. The application is hosted within Uniware's secure data centre which means no risk and no cost of a server onsite.

With extensive capabilities and balanced effortlessly with simplicity, you can oversee and manage your catering and retail outlets from any location at any time with ease. View the manager's dashboard to see an overview of the activity for the week and complete functions such as assigning permissions to other users of the back office.

- > Create and manage stock items – amend descriptions, prices, VAT settings, assign barcodes, apply price lists and much more.
- > Configure and maintain card users – your pre-pay users, whether card or Upay, can all be created, managed and edited in the Cloud.
- > Produce and publish till maps – using the Till Map Designer, create colourful till maps containing product and function buttons and distribute them to your PoS terminals.
- > Set up promotions & loyalty to incentivise your customers – with numerous types of promotions, you can create different types of offers with various discount types such as free items, percentage or amount discount, set prices, meal deals and much more. Customers can also redeem loyalty points when they purchase on site at a rate that you can set and change.
- > Create and assign various purse types to your users – for users that are granted other allowances you can provide this in the form of Free Spend Tokens, Meal Entitlements, Budget Accounts or Bursary Purses. You can set restrictions to these purses such as limiting to certain Trade Areas, to exclude certain product types and for use on specific days and between certain times.
- > Run, schedule and export reports to perceive how well you are excelling in certain areas, what products are selling well and what areas may need improvement.



The Uniware Cloud isn't just limited to managing and amending PoS functionality, it also extends to the management of Upay; our payments, promotions, loyalty and ordering software for your customers to use.

Card Users

Import or set up your users and they can then use their User or Card ID to sign up to Upay. This will then allow them to access their Upay account, giving them the ability to top-up and have access to the available modules on site.

Order

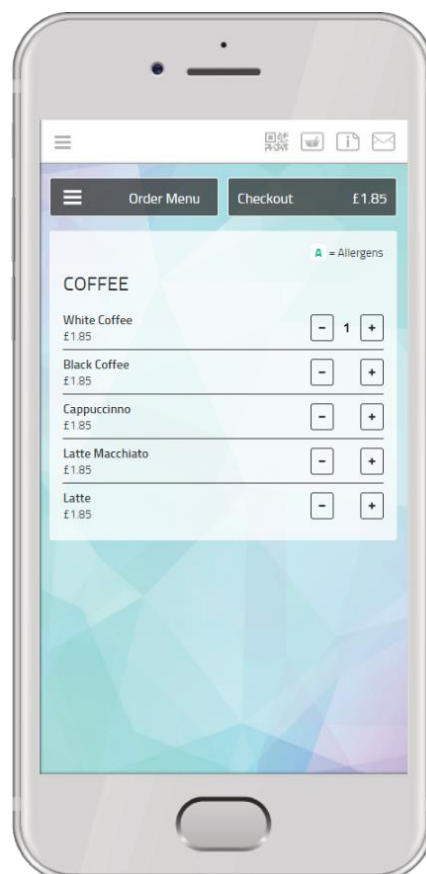
The Online Ordering module is fully customisable to suit your facilities. In the Uniware Cloud you can create Tabs & Groups to categorise your products, improving the ease of ordering and decreasing the time it takes for your customers to order.

Set up trade areas to run as preparation, delivery or collection locations, so when your customers order, they can choose the location that suits them.

If you have allergen information set against a product, this can be shown in the Order module, indicated by an 'A', so your customers remain informed about the products you sell.

There is also the ability to set up "Build Your Own" items, which allows you set up a "Top Item" for example, 6 inch sub, and then under that item, add groups and products to give the customer the opportunity to select their choice of bread, filling and condiments.

Online Ordering
Event Booking
Online Payments
Loyalty Redemption
Vouchers
Visitor Accounts
Guest Top Up
In-app Messaging



Event Booking

Events allows you to create and configure functions that you host. The Uniware Cloud has the facility for you to set up the basic details for the function such as name, dates, times and dress code but to also assign items for menu options, differentiate prices for your users and their guests, restrict the booking cut off time, upload documents and even complete 3rd party bookings for your users.



Payments

Provide your customers with the ability to make online payments for anything such as Trips, Tuition Fees, Accommodation, Gym Memberships or other services.

Personalise forms with drop-down lists, text boxes, radio buttons and more to allow your customers to complete and submit fast payments via credit or debit card.

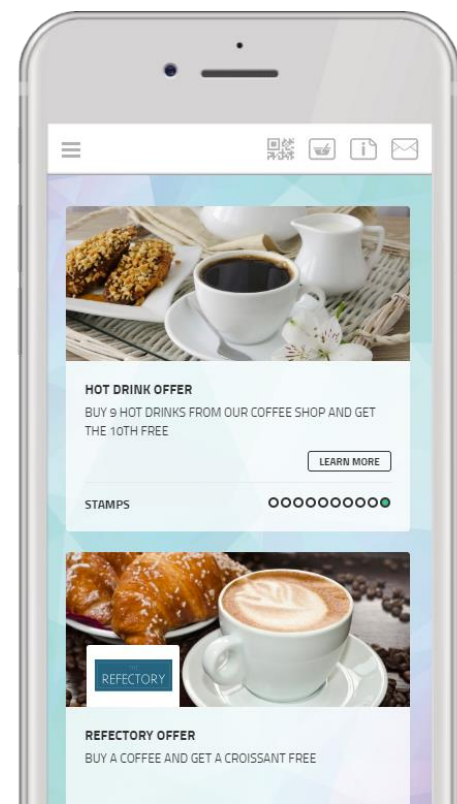
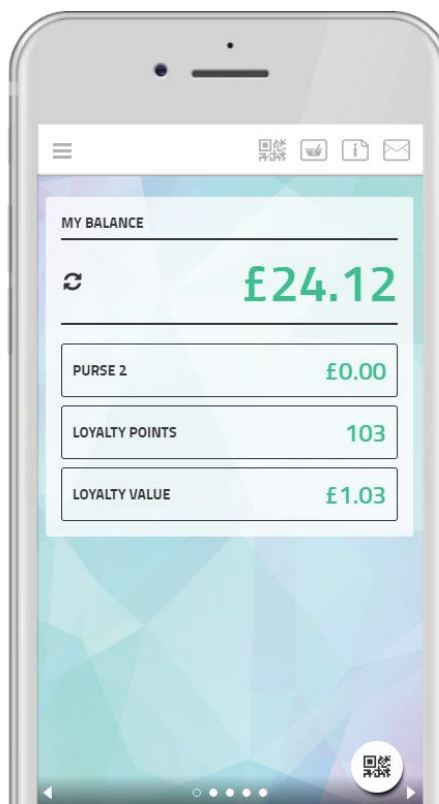
Promotions & Loyalty

Incentivise your customers with great offers on-site! These customisable promotions help to retain your customer base through continuous incentivising.

Offer types available are:

- > Meal Deals
- > Multi-Buys
- > Ambient Offers
- > Loyalty Promotions
- > Promos with Extras
- > Discount Group Offers
- > Discount Product Group Offers

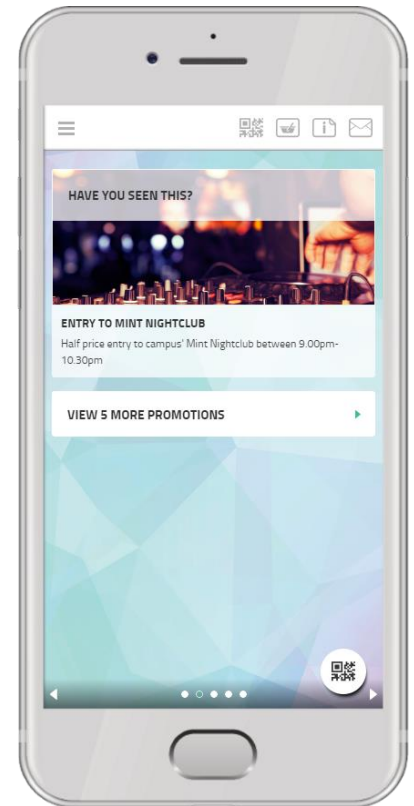
You can also set up loyalty points at a redemption rate you choose, for your customers to accumulate and redeem as they spend!



With the easy to use “Ticket Editor” you can tailor your promotions, upload them to Upay and communicate your exciting offers to your consumers. Images from our image library can be used on the ticket to help promote the offer however there is also the option to use your own pictures.

There is also the ability to upload an outlet image; this will indicate to your users where the offer is available, helping you to differentiate and build multiple branded outlets onsite.

You can also restrict the promotions to certain trade areas, days and times and have visibility of this on the ticket displayed in Upay.



Reporting

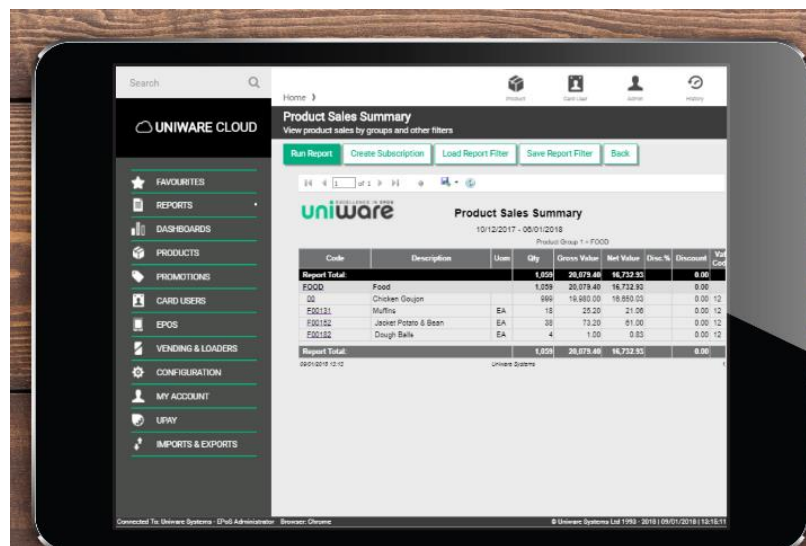
Customisable, real-time reporting allows you to view critical information about all aspects of your commercial operations.

Available are reports on Upay and card users, with views on their expenditure, your most popular outlets, products that are popular and more.

Reports are available on bookings and can give you a detailed account of who and how many people have booked, their menu choices, if they have invited any guests, the payment breakdown for staff vs. guests with other data available too.

With over 200 standardised configurable reports and the ability to export these in multiple formats, our key data & information can help you to increase revenue whilst providing innovative & reliable services to your customers.

Scheduled reporting is also another option; configure a reports settings, save them and schedule your report to be sent to one or multiple email addresses, at specific times and intervals.



Upay Go is a hassle free payments and loyalty solution that is an up and coming alternative to our established cashless service.

Upay Go is a fast payment and loyalty service that allows the customer to complete a loyalty and payment transaction in one go. Each user will set up their account and will be required to enter in their payment card details. When they choose to make a purchase, the transaction will take place and remove the funds directly from their debit or credit card.



Upay Go Specific Enhancements for the Smartest Payments Around

- > No requirement for reconciliation.
- > Hassle free and simplified user experience – no pre-pay, just direct payments from your customer' accounts.
- > Less work for you, no balances to monitor or transfer in the case of a change of contract.
- > No money holding – less risk.
- > Transactional settlement with back to back payment instead of cashless settlement on revalue structure.
- > A simple customer experience with less educating required from staff members.
- > Competitive transaction charges for purchases at your business.

Available on The App Store and Google Play!



Uniware Systems are experts in payments. We provide you with a range of innovative payment solutions that help to propel your business.

**Quicker. Easier.
Simpler.**

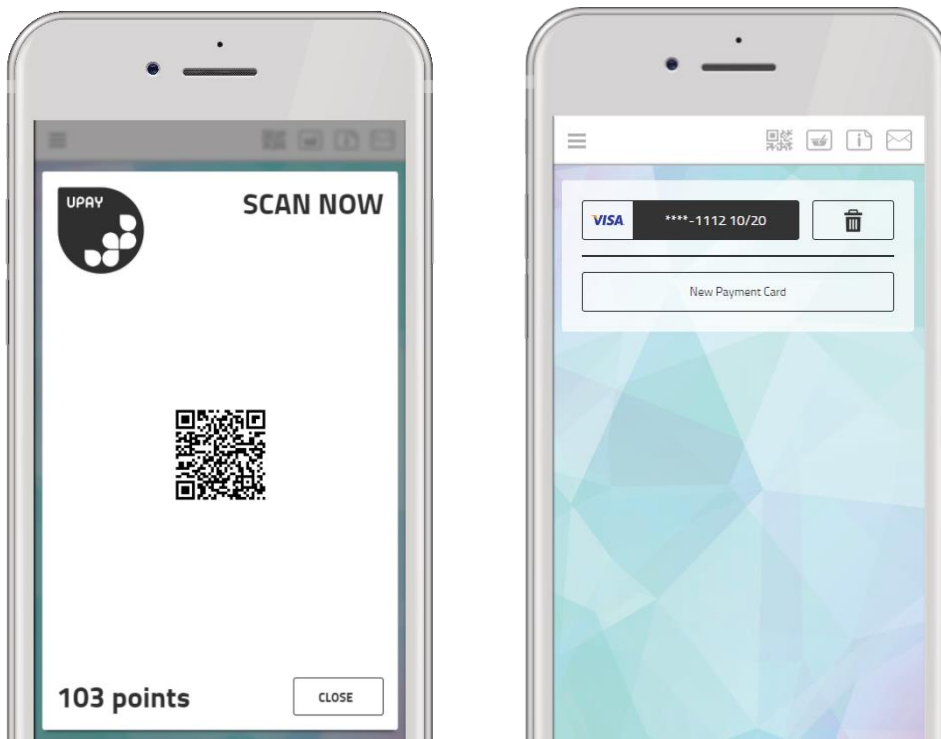
All the benefits of cashless and more!

Upay Go does not require a stored value on the system and therefore doesn't require the user to top-up a balance on their account. Upay Go streamlines the customer experience on Upay, meaning that time spent on the application is geared towards loyalty, promotions and upselling products through our click and collect ordering service. The Upay Go account comes with statements for full transactional history as would be expected by all payment providers.

When the customer has reached the checkout, all is required is a scan of the a QR code with their mobile to make the loyalty and payments transaction.

Upay Go comes with payments, loyalty, promotions, click and collect ordering and basket information as standard.

- > Complete flexibility with our services – we have the ability to be a single and complete solution provider or to integrate if required.
- > Reduce queues on average by 25% at all your key payment areas.
- > Promotions & loyalty schemes.
- > Smarter reporting and sales data analysis.
- > Cut wastage and control stock centrally.
- > Cloud hosting to take away the hassle.
- > Avenues for you to communicate with your customers.
- > Strong security features like card cancellation and spend limits set by the client or customer.



Available on
Google Play and
the App Store!





Upay

An alternative to Upay Go payments is the traditional Upay which involves users topping up their account. There are various methods of top-up including manual, auto, a “quick” pay method, payroll or guest. You can choose which option to provide to your users.

Upay with top-ups or Upay Go payments is a modular system allowing you to pick and choose the modules you need for your business. With loyalty, promotions, ordering, event booking, online payments and more.

Top-Up Methods

- > Manual top-up
- > Auto top-up
- > Quick top-up (email reminder)
- > Payroll top-up (payroll deduction)
- > Guest top-up (quick link for friends & family to top-up the account holders balance).

Upay can either be used in connection with a security pass or utilising the QR code on the mobile app. For security pass connectivity, the unique card identifier can be entered manually at the point of user registration or be imported via SFTP (secure file transfer protocol) to our databases.

Our expert range of modules give you some fun functionality to play with. Here are a snapshot of some of the little extras:

Meal Plans – Entitlements & Free/Subsidised Issues

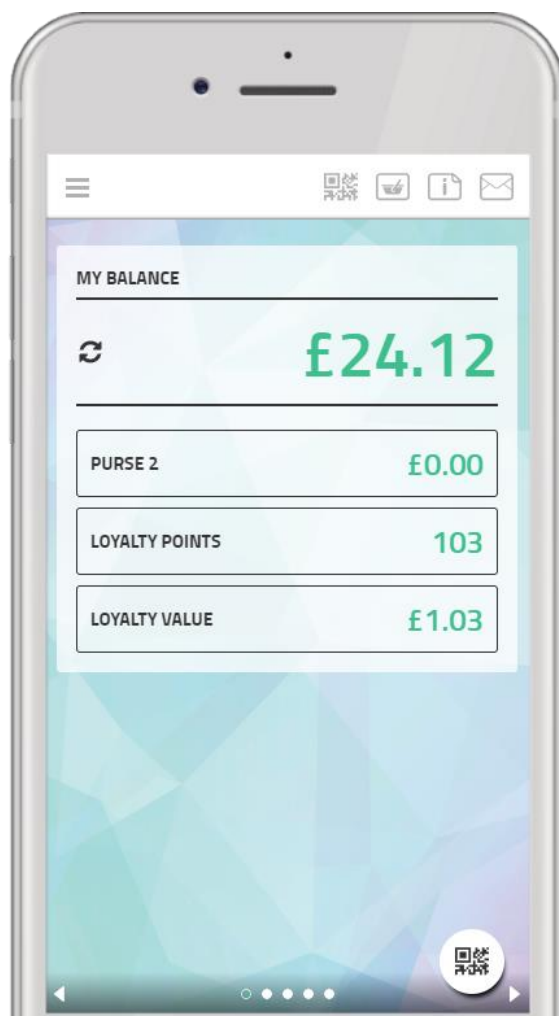
This provides the solution for varied staff or student entitlements, providing flexibility but also less visibility in a sometimes sensitive set-up.

Budget & Hospitality Accounts

Budget accounts are available and can be set to designated members of staff with specific privileges.

Spend Limits

Ever popular with the parents of younger students, but accessible across your user base, Upay allows the account owner to set spend limits.



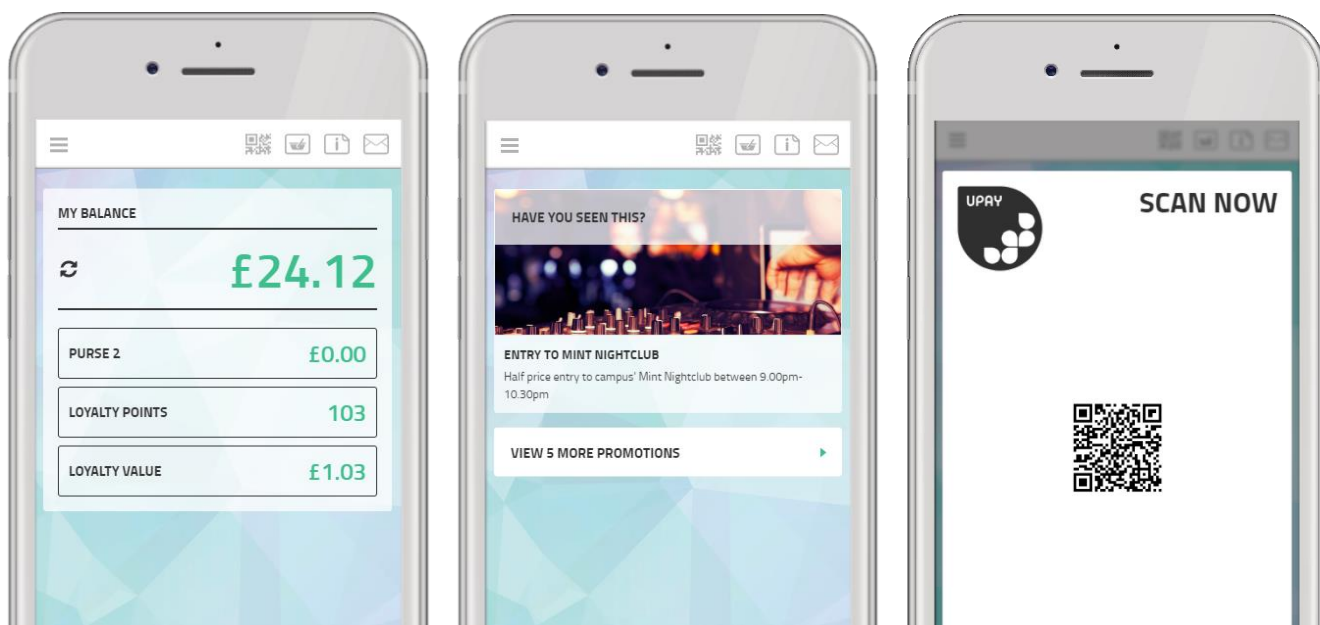
Upay Payments, Loyalty & Promotions

The Upay payment & loyalty applications are dynamic products used by hundreds of thousands of customers across Europe & Asia. Controlled by you in the Uniware Cloud, Upay follows suit in being as extensive or as limited as you want it to be. With many other modules available on top of the standard functionality, businesses are coming to Upay to solve their payment, loyalty and promotional needs.

Upay provides the technology that lets customers' access loyalty, promotions and the ability to pay efficiently with either a site card or through mPayments by scanning the QR code on the Upay app or mobile site. Not only does the customer benefit from decreased queue lengths, account visibility and access to unmissable promotions, Upay helps the businesses we work with save money in transaction charges and further strengthens their enterprises by streamlining EPoS, payments and loyalty operations with the use of informative business intelligence software.

Loyalty and promotions applications are a great tool for any business to make use of. With competition rising in retail and foodservice markets, customers need incentivising to make that initial or return purchase so that you can work on ways to ensure returning business by focusing on excellent service and emotional connections.

- > Full flexibility on promotion types – customise the promotion to suit your specific requirements.
- > Simple setup: last minute promotions that are easy to publish.
- > Communicate to your users via Upay with tickets.
- > Full image library of high quality pictures to promote with.
- > Utilise your own images on the system too!
- > Make a buzz! Ping notifications about new promotions or events to your customers' phones with our in-app and push messaging service.



Loyalty & Promotions

- > Make a buzz! Ping notifications about new promotions or events to your customer's phones with our in-app and push messaging service.
- > **Ambient Offer:** only used for display in Upay, an ambient offer is not an actual promotion but a way to communicate events or offers that are happening onsite!
- > **Meal Deal:** consisting of numerous groups, products from each can be purchased for a set price or discount.
- > **Multi-Buy:** buy an n products from the group for a set price or discount. For example, buy any 3 films for £10.
- > **Loyalty Promotion:** an accumulation promotion, purchase x amount of the set items and get y free for a set discount or price. With full visibility of the accumulation on the users account, so they'll know when to expect their free/discount item! For example, Buy 9 coffees and get the 10th free!
- > **Promo With Extras:** purchase item(s) from the 1st group and get item(s) from the 2nd lists at a set price or for a set discount.
- > **Discount Group Offer:** gives the ability to assign discount codes to a user and a single code to a product, giving the users the opportunity to have access to the different discount percentages against a single product.
- > **Discount Product Offer:** a discount that is applied to a stock group.
- > Loyalty points on expenditure.



Vouchers

The all new voucher system allows you to set up vouchers in the Uniware Cloud back office with various offer types:

- > Discount Percent
- > Extra Loyalty Points
- > Promotion Activator
- > Purse (Gift Card)
- > Value (Payment Method)

The vouchers can either be earned, purchased or issued to selected or all users. These can be redeemed straight from the Upay app, from a printed receipt or from a specially designed printed voucher created and printed via the Uniware Cloud.

Highly configurable, each voucher can be tailored to your requirements giving you the ability to restrict to certain days, times, users, products, usage and more!

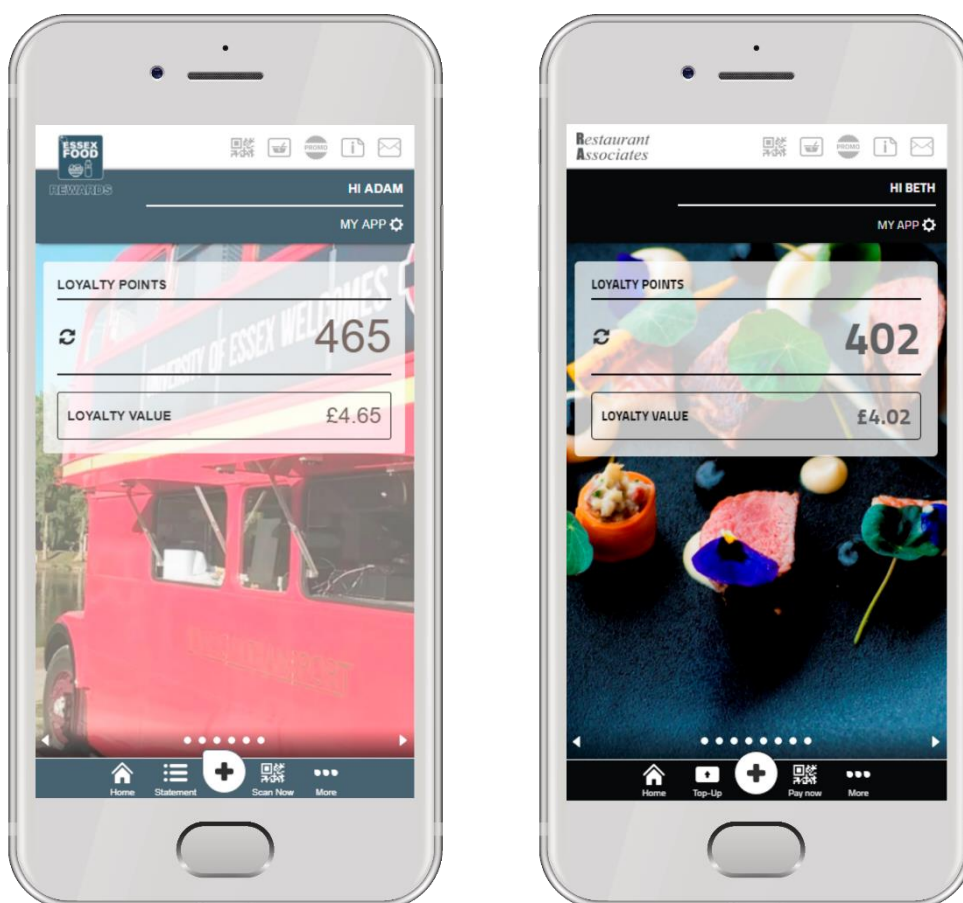
Whether you are rewarding loyal customers or enticing new customers in, create vouchers for any occasion.



White Labelling

After many successful white labelling projects, Uniware are please to offer Upay with a personalised touch. White labelling allows customers to skip the brand introduction process with Upay and focuses on the already strong client brand.

With the opportunity to personalise Upay with your own **logo**, **primary** and **secondary** colours, background **image** and corporate **font**, offer the strength and the power of Upay but with the brand that your customers already know and love.



Guest Services

Visitors to site can quickly set up a visitor account in Upay, top-up a desired amount & select the duration of their visit, which can be up to two weeks. At midnight on their final day with you, Upay will automatically refund and remaining balance on their account directly to their payment card.

This is a smart, simplistic account that provides your visitors with what they really require – quick and seamless transactions.

Uniware Systems is a leading provider of EPoS, payment & loyalty solutions with 25 years experience of providing world class solutions for caterers, retailers and hospitality environments across Europe.

Uniware provide fixed and handheld PoS terminals with cashier based, self-service or kiosk functionality.

We offer the highest standards for our quality of service and pride ourselves on delivering the most innovative and rewarding systems to our clients. These ethics extend beyond our software to both the hardware built in house by Uniware and to the hardware supplied by our partners.

Now rivalling the largest EPoS brands in the world, Uniware Systems is succeeding beyond expectation by providing sturdy, reliable systems filled with additional functionality. Our made-to-measure approach facilitates a simply effective bespoke solution that fits your requirements, making our tools as useful and as personal to you as possible.



- > EPoS
- > Handhelds
- > Self-service
- > Vending
- > Account Management Stations (AMS)
- > Parking Facilities
- > Print Management
- > Photocopying
- > Washing/Laundry
- > Peripherals
- > Chip & Pin
- > Marketing Displays
- > Kitchen Bump Bars
- > Weigh Scales
- > PDAs

iRUGGY**TOSHIBA****CONKER.****ALRES**

To power our solutions we recommend the TCx Wave by Toshiba.

Uniware has provided Toshiba Point of Sale terminals in partnership with Toshiba and IBM over 15 years. As a Toshiba Gold Partner, we recommend this product to our customers for its unique balance of style, performance and retail-hardened reliability.



TOSHIBA

Today's retailers understand that sustainable systems are key to sustainable success. A consistently strong point of sale solution that can support the versatility, style and functionality of a modern commercial environment is crucial to a business's continual growth. The Toshiba TCX wave brings a stylish impact to the customer experience with consistent service to consumers and associates throughout the purchasing journey.

The Toshiba TCX Wave provides the ultimate point-of-sale tools to deliver powerful functions that energise the customer experience.

TCX Wave Innovations/ Highlights:

- > Attractive design that complements the brand experience.
- > Screen size choices bringing new interaction opportunities as PoS, Kiosk or self-service terminals. Perfect for where retail space is a premium.
- > Accurate infrared (IR) touchscreen technology.
- > Easy to use touchscreens.
- > Retail hardened with totally concealed displays perfect for high traffic areas & food service.
- > Extended Equipment Lifespan.
- > Sleep technology, reducing energy consumption by up to 47%.
- > Brighter and Higher contrast screens for improved cashier accuracy and performance.
- > Sleeker and slimmer than other PoS terminals on the market.
- > Toshiba guarantee to provide spare parts and maintenance for 7 years after a model has ceased production.

TOSHIBA

Leading Innovation >>>



[Download
the Spec
Sheet](#)



The Oxhoo Dandy

The Oxhoo Dandy is the signature product of the Oxhoo “infinitely sleek” range which provides both style and leading-edge technology. The PoS is available in white or black.

It is a robust solution sporting an ergonomic design and is perfect for any environment. The Oxhoo Dandy comes with the option for an integrated customer display or an integrated marketing display for promotional activity.



The Oxhoo Indigo

The Oxhoo Indigo is a super slim terminal with impressive performance capabilities for either the retail or hospitality service environments. The terminal comes with an integrated barcode reader, 15.1” capacitive multi-touch screen and a powerful processor

A thin base and neat cable management makes this terminal one of the most elegant on the market.

- Fan-less design
- Intel processor
- Super slim
- Marketing screen option
- Integrated barcode scanner
- Multi-touch 15.1”





The Oxhoo Ultimo

The Oxhoo Ultimo is a 15" true flat multi-touch PoS terminal that can be centred or angled on a space pole, or wall mounted. The Ultimo is a fan-less design with a 4:3 LED screen can be personalised with either a customer display or 8-inch marketing screen.

The terminal also comes with an inbuilt 2D barcode reader, WIFI capabilities as standard and card reader.

Available in white or black.



The Oxhoo Smart

The Oxhoo Smart is an all in one compact terminal that boasts high performance and a small footprint for busy environments.

The terminal is a 10.1" wide touchscreen encased in an aluminium structure and has an inbuilt customer display to the rear.



The compact but robust Yuno from Aures

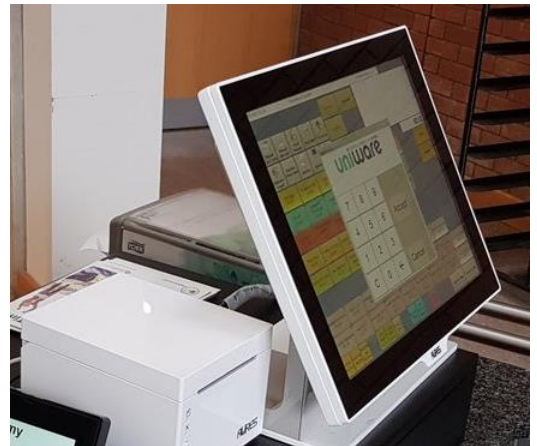
The Yuno is a robust but stylish and compact product, designed by AURES to suit the many applications of the POS vertical sectors.



It is a fan-less, flexible and high performance piece of hardware and is equipped with a shock and scratchproof, multi-touch, projected, capacitive screen.

The Yuno is an accessible product whose many features (technology, ergonomics, flexibility and design) make it good value for money. It constitutes a sensible, cost-effective and long-term investment for any POS IT equipment.

- > Compact, heavy duty but stylish EPOS terminal
- > Quad-Core Bay Trail J1900 processor
- > 2.5" 64 GB SSD (2 slots)
- > Projected, capacitive, multi-touch screen (PCAP)
- > 4 GB memory as standard
- > Available with VESA bracket option for wall or pole mounting installations
- > 3-Year manufacturer warranty



[Download
the Spec
Sheet](#)

Handheld PoS

New and existing clients are always looking for ways to improve their efficiency and boost sales.

Businesses are finding that the addition of a handheld PoS to their estate allows them more success in reacting to changing conditions. In peak hours, a handheld PoS terminal allows cashier staff to minimize waiting times at the point of queuing; improving the all-important customer experience and boosting customer retention rates.

Uniware are experienced in installing handheld PoS terminals in to a number of industries all with varying IT capabilities. Our handheld terminals works wirelessly or offline if there is no facility for WiFi connectivity.

Handheld PoS terminals also act as a useful PoS solution for businesses who are extremely limited in space. We can provide a tablet docking station for fixed use or a mix of fixed and mobile use.

The handheld PoS terminals also provide a self-service facility with a smaller footprint.

The use of the handheld is a flexible as you need it to be. Uniware can respond with solutions to your creative requests.

HP

Adapt to the sales flow to meet customer needs and deliver an exceptional experience anytime, anywhere. With the HP MX12 retail solution, it's a snap to transition from a fixed PoS to a mobile service – and back.

Verify prices, search inventory and complete sales transactions to make the most of every sales opportunity.



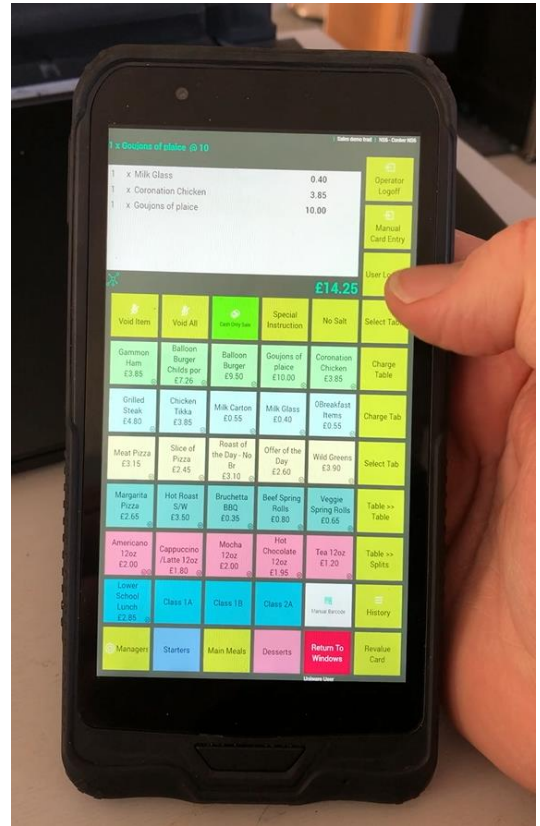
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Conker

The Conker NS6 is a 6-inch tablet dedicated to mobile service. It is the smallest and lightest device that we champion for mobile service.

This windows based 'Phablet' is truly one-hand-held size and pocketable. Offering all of the functions of a full Windows 10 tablet plus integrated 1D or 2D barcode scanning and a dual-bay charging dock for busy operating environments.



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iRuggy

Rugged by name, rugged by nature.

The iRuggy G10 is a mobile tablet with a 10.1-inch screen that has configurable components to suit your needs. And with up to 8 hours batter life and hot swappable batteries, the iRuggy can keep operations running smoothly on full power.

Add the optional docking station to turn your iRuggy G10 from a mobile tablet to a convertible PoS solution. Being able to switch from a fixed terminal to a mobile by simply popping it out of the dock, allows you to serve your customers anywhere in your outlet.



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Due to the ever growing popularity of Contactless payments, industry experts believe EFT payments are going to wipe out cash within the next decade.

Provide your customers speedy transactions at the PoS with Uniware's card payments and benefit from Chip & Pin, Contactless, Android Pay and Apple Pay.

The Benefits of Contactless

- > Contactless terminals accept all major debit/credit cards, Apple Pay and Android Pay.
- > With a £30 transaction limit for debit/credit card transactions and no limit at all for Android or Apple Pay, small to medium transactions can be paid by just the tap of a card or phone!
- > Quicker transactions mean faster moving queues and happy customers.

EFT Terminals

With 5 terminals on offer, choose between a fixed or mobile solution to suit your needs.

To find out more, click on the terminal name to view the spec sheet.

Have a chat with us and we can help to decide what is best for you and your solution!

- > [Verifone VX820](#) – fixed terminal
- > [Verifone VX680](#) – mobile terminal
- > [Verifone P400](#) – sleek & stylish
- > [Ingenico IPP 350](#) – compact & reliable
- > [Miura M010](#) – perfect for tablets

Point to Point Encryption

Point to Point Encryption (P2PE) is a payment security solution that instantaneously converts confidential card data and information into indecipherable code at the swipe of the card to prevent hacking and fraud.

Uniware offer P2PE across our Chip & Pin solutions which conforms to PCI security. This maximises security for debit/credit card information which is a critical challenge for merchants today.

We also help clients to remove all PCI responsibility on their side by providing the option of putting all running transaction through our MID.



The Miura M010.

Uniware pride ourselves on providing you the full solution, including any PoS peripherals you may need. We work with a number of suppliers to source the best technology to serve your staff and customers.

To provide you an all-encompassing solution, we source the best peripherals to tie the Uniware system together. We work with the best suppliers to provide the following peripherals:

- > Chip & Pin/Contactless terminals
- > Smart/security card readers
- > Barcode/QR code scanners
- > Single or double receipt printers
- > Cash drawers
- > PoS customer displays
- > PoS marketing displays
- > PoS wall mounting
- > PDAs
- > Weigh scales
- > Kitchen printers and bump bars
- > Networking hardware: modems, SonicWALL, Cisco switches, wireless adaptors

Uniware offer a web store for easy purchasing of hardware, peripherals, till roll and professional services.

Read product information and purchase online at www.store.uniware.co.uk.



Vending

Uniware is a provider of pre-pay vending that can be retrofit to existing machines or placed into new vending terminals either onsite or at your chosen distributors.

The Uniware developed vending controller sits within the machine allowing you to take smart card payments for vending products.



Account Management Stations

Uniware provides a selection of onsite account management stations that allow customers to check the balance of and load their Upay account from a fixed terminal. This solution acts as an addition to Upay payment and loyalty services giving your customers another means to top up. The configuration of the loader is flexible; coin and/or note and/or EFT loaders are available.

All loading terminals display the starting and finishing account balance, provide statements, email receipts and keep the card holder informed throughout the loading process.



Upay Service Point

A sleeker alternative to an AMS, the USP is based on a PoS terminal so has a smaller footprint. The USP allows Upay users to top-up their account using a saved card, check their account balance and itemised statement.

USP's of the USP

- > Better value for money, being PoS based.
- > Provides flexibility to your customers as they can use both Upay & the USP to manage their account.

Visitor Management

The Uniware Cloud offers flexible control over visitor management with online guest solutions available.

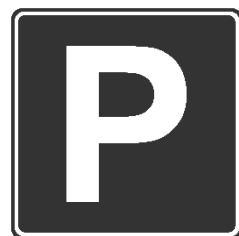
Hardware based guest card terminals are also available for those guests who require a security card onsite.

Our guest card terminal unit allows a guest to obtain a card, load a value to the account and on departure, return the card and obtain a refund. A deposit is normally required to issue a card which is returned on receipt of the card at departure. In addition, options to have this terminal accept EFT or cash are available.

Additional Solutions

Uniware can also provide solutions further afield with Upay. We regularly provide solutions for the following and are willing to look into any further requirements you may have:

- > Parking facilities
- > Print management
- > Photocopying
- > Washing machines/laundry



Project Management

We don't want you to sprint. We don't want you to make a marathon out of it. Our aim is to move the project forward at your pace.

Our primary objective is to make the project implementation and the running of our systems as smooth as possible for you. Project implementation is never business as usual, but with a dedicated Uniware Project Manager and teams structured underneath, you can be sure that disruption will be kept to a minimum.

Our project managers are Prince 2 qualified and specialise in multiple areas of product implementation with in-depth knowledge on our products. Knowledge spans from payments to vending to stock control and commercial catering. All our project managers come from various EPoS, catering and payments backgrounds so can advise you on the correct implementation for your solution and your environment.

Their professional service will ensure that your new solution is optimised to meet your business objectives and to provide a maximum ROI to your organisation.

Training

Initial and future training plans are delivered via webinar service. We deliver a train the trainer approach where appropriate and each course delivered will be highly focused around the unique requirements of each client. We also offer onsite trainer where requested and full training notes are provided for delegates at the time of the course.



Customer Support

Open Monday to Friday, from 07:00 to 19:00, support is available over the phone and online. All advice is free of charge to those clients whose agreement includes a support contract. Uniware Systems also has a dial-up facility using a VPN, which enables total support to be provided over a modem line. We run emergency support outside of these hours, 365 days a year.

When a client requests additional programming work, Uniware will quote for any software changes and add the changes into the earliest point of the development plan. After project build has taken place, the development team will then add the changes into the next release. All software upgrades are provided at no extra cost and usually take place twice a year with minor upgrades taking place in between.

In addition to our telephone support service, Uniware operates an internet based call logging solution; clients can log calls and view progress against their request online.

Uniware operates an in-house developed monitoring solution; Live Status allows our support operations to respond to issues quickly and proactively. We receive immediate notification of any device on your estate that is not functioning correctly. We have a visual display within our support centre and a system of email and graphical alerts to provide our support team with advanced warning of any pending issues.



If you have any questions about the
Uniware or Upay solutions, please
contact us on

info@uniware.co.uk

or call

0800 393 307

Follow us on social media:



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