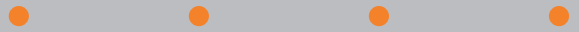




Maitre'D®

# Software Suite

Software that serves you better



# Point-Of-Sale

A new level of reliability and expertise

Our Maitre'D Point of Sale software is fully integrated with the Back-Office application. The POS Suite provides each terminal with multiple functionalities to help you streamline your operations, whether you are operating a bar, a dining room, a take-out counter, or all of the above! The Maitre'D POS software takes you to a new level of reliability and expertise with its open architecture and its state-of-the-art technologies to meet your emerging needs and surpass your expectations.

## Screen Customization

The POS Suite includes multiple graphical interfaces that give you the ability to personalize terminal screens per employee, per operation or even per level of management. Each employee logon screen can be customized with a different message, as well as preferred colors, fonts, icons and language.

## Table Service

Maitre'D Table Service features aim to help you provide remarkable customer service, generating more business for you in return. A multitude of configurable features are available to better meet each one of your customer's needs while improving your guests' dining experience. Some features include:

- Hold & Fire
- Instructs server to choose meal options
- "On the fly" modifier & instructions for special orders

## Floor Management

Additional efficiency will be ensured by the software's ability to:

- Manage the waiting list and distribute customers equally among staff and tables;
- For ease-of-use, Maitre'D will show employees their sections only;
- The "Status Indicator" indicates whether each table was serviced in time according to preset variables for each stage of service;
- The floor plan can be displayed at each terminal as a screen saver.

## Redundancy/Security

For increased security, built-in redundancy features will help assure that your operations keep running smoothly even if the system server goes down, so you will never lose any data nor experience any down-time.



## Flexibility.

Maitre'D allows you to configure screens per employee or operation, including colors, menus and language.



## Simplicity.

Drag, drop, & stretch functions allow you to easily create your floor plan.

### Management Functions

Managers can execute most day-to-day operations from any POS terminal including voids, price changes, screen set-up, employee administration, clock adjustments and gift certificate management. Even daily specials can be programmed from the POS. These functions allow managers to spend more time in the Front of the House, where they are most needed. Additionally, many management reports and individual server reports can be generated from any terminal for easy access.



No worries.

Automatic combo detection is a feature among many that will help your staff assure customer satisfaction.

### Quick Service/Drive-Thru

Designed for quick, but effective operation, the fast food functions include 'Break-In' keys for multiple customer service and automatic combo discount detection. Speed of service reports will help make your business more efficient and profitable. Drive-thru functions support multiple drive-thru windows, with interfaces for both a full-color order confirmation board, as well as a kitchen monitor for order efficiency. Several peripheral interfaces were developed to provide more speed and control to our quick service clients, including a camera interface for increased security.

### Delivery/Dispatch

The user-friendly delivery screen accommodates multiple tasks, including phone orders, running totals, multiple guest checks, and order modification on open deliveries. Accommodating employees with fast entry for new customers and caller ID function, this software also maintains a complete customer database. Additionally, with the dispatch function, users can manage delivery times and distribute deliveries evenly with speed and accuracy. This feature will even let you set norms for delivery times in order to assure that standards and quality service are met.

### Handheld/Wireless Applications

The Maitre'D POS software is compatible with any standard handheld or wireless device that uses Microsoft operating systems. All devices offer complete POS functionality in real-time with mix and match capabilities that permit you to use both traditional POS units and handhelds on the same network, resulting in quicker turn-around times for increased profitability. Moreover, maximize the equipment by using them to count inventory via manual entry or via bar code scanning.



Increase efficiency.

Maitre'D offers order-taking at table side, manager functions and inventory functions to improve your operations.

### Peripheral Interfaces

Offering a variety of additional interfaces, Maitre'D POS is adaptable to an extensive range of add-on tools, such as:

- Scanners for bar code accuracy
- Scales for weighted items
- Coin dispensers and multiple cash drawers
- Electronic bar control systems
- Biometric devices (finger print)

# Back-Office

Unparalleled optimization of information analysis

All Maitre'D solutions are seamlessly integrated, so the flow of data between the POS and the Back-Office is consistent and provides optimization of information analysis. Integration is a key benefit for all of our customers, as it assures the accuracy of information and allows for real-time analysis that affects your bottom line.

## Customized to your needs

Enough of the "one-size fits all" applications! The Maitre'D Back-Office Suite can be specifically tailored to answer to your individual business needs, resulting in more efficient daily operations. Regardless of company size, special configurable functions can be used to update all POS screens automatically while keeping tighter control over your business:

- Unlimited reports on sales, labor and inventory
- Employee classification
- Several levels of security
- Customize POS functionalities and screen appearance
- Manage menu changes & regulate promotions

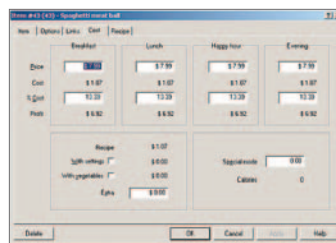


## Intuitive.

Maitre'D Back-Office is rich in features and easy to learn with the help of colorful, descriptive icons.

## Real-time Inventory Control

Fully integrated with the POS units, the Back-Office software is immediately up-to-date with inventory levels as they change and affect your bottom-line. You can also automatically set recipe quantities as they appear on POS terminals throughout the restaurant or hotel to minimize waste, increase quality control and verify for variances. This powerful module can simulate a pricing structure based on your food costs, helping you assure a certain level of profitability. Moreover, it is even possible to take inventory count with wireless devices, either by scanning bar codes or by simply selecting a product and entering quantities.



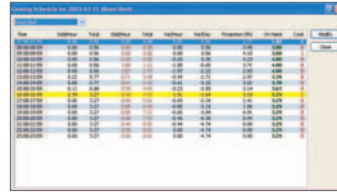
## Better cost control.

Detailed menu costing functions will help you keep tight control over your food costs.

### Cooking Schedule Projection Tool

The cooking schedule projection tool will help you manage menu items that require more time to prepare, to help you better serve your customers.

This planning tool updates in real-time according to your sales and refers to last week's sales for total quantities sold. There is no limit to the number of items that can be managed by this function.



Item	Address	Total	Address	Total	Address	Total	Address	Total	Address	Total
...	...	...	...	...	...	...	...	...	...	...

### Never run out!

With this innovative tool, you can efficiently manage menu items that require longer preparation.

### Purchase Order Management

Add or modify a purchase order and receive merchandise in a few simple steps thanks to our PO Expert. The PO Expert will suggest an order based on sales data from the past 8 weeks or based on a number of clients served or anticipated.

As this module is seamlessly integrated with our inventory module, you will surely benefit from increased efficiency. Maitre'D is also e-commerce ready, therefore orders can be sent automatically to your suppliers by email or fax if you wish.

When new orders are created, information can be sent automatically to your accounts payable application providing more efficiency. PO management is now a piece of cake!

### Time and Attendance

Do away with punch cards and time sheets! The functionality of the Back-Office application provides individual employee files that accurately log details for time and attendance calculation, labor scheduling and even tip declaration. Information gathered from POS terminals reporting all employee activity allows users to benefit from tighter control over their employee management and reduce labor cost.

Maitre'D can also interface with other labor management software applications.



### Scheduling made easy.

This feature provides a graphical view of your employee schedule, making it easier to manage than standard timetables.

### Accounts Receivable

Maitre'D has accounts receivable functions that will allow users to create and manage house accounts easily and without third party intervention. Use Accounts Receivable to:

- Manage customer files;
- Print out customer statements;
- Create personalized credit cards; and,
- Issue pre-paid meal cards for university students or for employee cafeterias.

## Accounting and Payroll Interfaces

This practical application offers special interfaces to General Ledger, Accounts Payable, Accounts Receivable, Time-keeping and Payroll that allow you to save a considerable amount of time while eliminating human error, as you will no longer have to re-enter data into your accounting application. Maitre'D can transfer data automatically to accounting software, such as ACCPac, Microsoft Great Plains or QuickBooks.

- Creates balanced accounting transactions from Maitre'D POS and Back-Office to accounting systems
- Provides auditable accounting entries

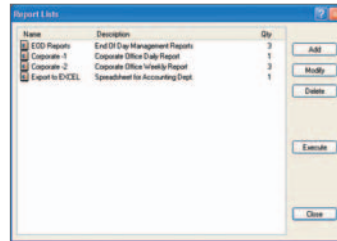
## Report Center

Featuring a flexible Report Center that creates hundreds of precise reports in one of three languages, Maitre'D Back-Office chronicles sales, inventory, labor and electronic funds transfer in real-time. You can now have a more relevant picture of your daily operations, and customize these reports to manage your restaurant more efficiently and to lower inventory and labor costs. Moreover, benefit from the following features:

- Automatic End-of-Day reports feature: Maitre'D can process and print any number of reports at the end of the day automatically
- Export reports to a 3rd party application automatically at the end of the day
- Custom report lists can be set up to help you easily access the reports you need periodically

## Accessible at all times

Managers can spend more time on the floor with Auxiliary Back-Office access, providing them with the information and functions they need while they are in the Front of the House. You can also use the Maitre'D application as an alternative desktop. By doing so, you can restrict web surfing, save your employees from searching for information, and save on training costs while rendering any application accessible through a link, be it a website or an Intranet site.



No headaches.

Create report lists for key persons in the organization, enabling end-of-day reports to execute automatically.



Spread the news.

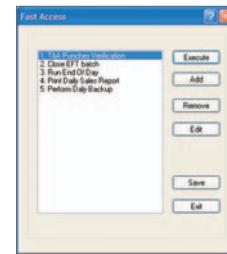
Give your staff full or restricted access to important websites or Intranets via the Back-Office.

### Frequent Diner

The Frequent Diner module will allow you to offer loyalty program cards and reward points to your customers, while increasing your sales and customer satisfaction. The Back-Office customer database allows for unlimited customer tracking. With the touch of a button, managers can access any customer's order history, including personal profile, items ordered, dates, and dollars spent to date. This flexible application will allow you to be as creative as you wish in order to exceed your customers' expectations. For instance, you are looking to tailor a promotion to clients who like to drink wine? You can print out customer activity reports to produce the exact data required for targeted marketing.

### Fast Access Keys

Back-Office functions are readily accessible with the fast access keys. Simply assign a configured code to certain functions, and later, when the code is entered, the Back-Office system will take the user straight to the application, with no navigation required! These shortcut keys can provide quick and easy entry to everyday activities, including end-of-day, credit card batch closings, reports and back-up procedures, all while maintaining secure user restriction measures.



### Time saving.

Fast access keys act as shortcuts to any Back-Office functions you wish.

### EFT

With debit/credit card IP processing, you can improve customer satisfaction by speeding up transaction processing time. Also, Maitre'D gives you the opportunity to choose the processor you wish to use thanks to our generic EFT interface, which supports a wide variety of processors.

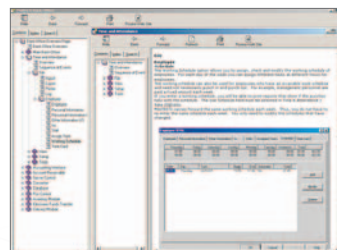
- Reports help find fraudulent and erroneous transactions;
- Several configurable options are available, such as: print customer name and custom message on credit card receipt, hide credit card numbers on customer's copy, merchant's copy or both.

### Hotel Interface

Offering complete compatibility with most Property Management Systems (PMS), the Back-Office Hotel Interface ensures added convenience with its flexible hotel functionality. With connected POS terminals throughout the hotel, managers can now rest assured of accurate customer billing from accommodations, to bar tab, to souvenir shop purchases.

### Full Documentation and Context Sensitive Help

As Posera believes in continuously providing customers with after-sale support that will allow them to reap the greatest benefits from our innovative software, full documentation on Maitre'D has been integrated into the software. Also, context sensitive help will give you a quick response to your questions without having to research information in reference manuals.



### Easy to read.

Online help and context sensitive help is available to help you get the most out of your Maitre'D system.

**Maitre'D Software Suite** by Posera

**Email**

General information	<a href="mailto:info@posera.com">info@posera.com</a>
Sales	<a href="mailto:sales@posera.com">sales@posera.com</a>
Support	<a href="mailto:support@posera.com">support@posera.com</a>

**Internet**

Maitre'D Software Suite	<a href="http://www.maitredpos.com">www.maitredpos.com</a>
Posera Corporate Site	<a href="http://www.posera.com">www.posera.com</a>



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