

A New Era for Instant Billing and Enhance Business-Utilization Billing Software (POS/PMS)

Arun Kumar Lal^{1*}, Dushyant Rathore²

Abstract

Billing Software-Desktop billing software with a companion cloud dashboard and app for food Service Outlets. Different Types of Food Service Customers are using such applications to do their food invoicing, as such restaurant management software automates your operations takes complete care of your business. And since your operations required attention, from receiving orders from menus, and handling bills to receiving payments, the Food Service (Restaurants/QSRs, etc.) POS software is professionally computerized, and you will be able to communicate an improved customer experience. Listed below are the benefits. The Order management system will help you receive and process dine-in, takeaway, delivery, and room service orders, with added remarks. Configure multiple menus and manage them easily. (1) The integration of popular online food delivery companies like Zomato, Swiggy, Food panda, and Uber Eats allows you to get online orders and process them directly from this online restaurant software. (2) Multiple logins are not required now, to manage your restaurant chain, Owners can hold control of all outlets centrally. Control the users, access, handle inventory movement, and monitor your restaurant chain's professional with better control in your hand. (3) To generate KOTs and generate correct bills with service tax configurations. Restaurants can split the bills as per your guest's choice. Cloud base restaurant POS system will allow you to accept payment through different modes, even tips and discounts can be added. (4) Get a complete chronicle of total orders, pending payments, total sales, revenue, and everything else in just 2-3 steps, even you may get a detailed day-close report. (5) Get a wide range of reports, and get insights into your restaurant's performance, custom reports are also possible. You may keep track of your restaurant's daily sales, monthly receivables, and payables, all can be possible at any time with a few reports with analysis. (6) You just need to define a few ingredients as per the recipe of your menu items. The way orders are placed accordingly stock levels are updated in the systems. In this way, your inventories are always in your control, and you may prevent wastage or excess inventory in the system. (7) You can control inventory theft, misuse, and shortage, which may possibly be in past. The restaurant's Inventory Management keeps a real-time track of your inventory items. Additionally, maintain the entire purchase process up to date.

*Author for Correspondence

Arun Kumar Lal
E-mail: arunkumarlal1970@gmail.com

¹Head-Food Service Adani Wilmar, Ahmedabad, Gujarat-India

²Field Biologist, Biodiversity Parks Program, CEMDE, University of Delhi, Delhi, India

Received Date: April 04, 2022

Accepted Date: April 23, 2022

Published Date: May 11, 2022

Citation: Arun Kumar Lal, Dushyant Rathore. A New Era for Instant Billing and Enhance Business-Utilization Billing Software (POS/PMS). NOLEGEIN Journal of Information Technology & Management. 2022; 5(1): 1–10p.

Keywords: POS (Point of Sales), KOT (Kitchen Order Ticket), OTS (One Time Settlement), RMS (Revenue Management software) Cloud, PMS (Property Management Software), GST (Goods and Services Tax), QSR (Quick Service Restaurants), HMS (Hotel Management Software), OTA (Online Travel Agency)

INTRODUCTION

POS is the newly introduced software for any new restaurant needs. In this article, we have tried to pick the best POS software for restaurants and QSRs, starting from billing, POS also helps with

order taking (waiter app), order management (KOTs, kitchen display system), online order integration (Swiggy, Zomato orders), inventory management and much more [1].

Figure 1 depicts reception Billing Station and type of Food Service outlets where POS can use.

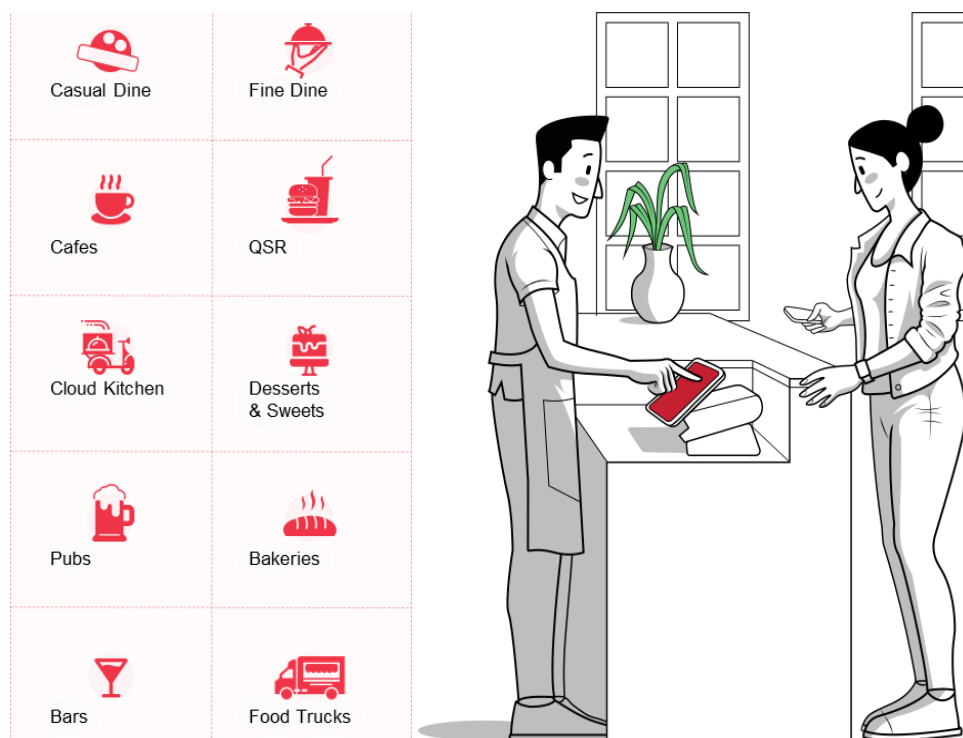


Figure 1. Reception billing station and type of food service outlets where POS can use [1].

Hotel management software in India empowers Hotels with streamlined and efficient operations and a profitable business [2].

- Absolute helps you in handling your GST operations (billing and tax returns) seamlessly without having to maintain separate sales and purchase records.
- Hotel management system is E-invoicing compliant, which means that you will be able to generate and manage your invoices directly from the system.
- Start from the front office, for housekeeping, for guest engagement, or for any other important hotel management task, you may get centralized control on everything by hotel management software-HMS
- HMS-Hotel Management Software- connected with a booking device and channel manager acts as one system, requiring only a single login to access any operation
- Channel manager is seamlessly connected with our online hotel management software-you can manage live inventory and rates on all your connected channels from anywhere.
- Cloud hotel management system helps you in receiving unlimited direct bookings right from your hotel website through an integrated booking engine.
- Maximize Hotel revenue through flexible pricing and yield management using our hotel property management software. Available detailed insights to help you with strategic business decisions.
- HMS-Hotel Management software, a person can easily configure various rate plans and meal plans, different combo schemes that you can offer. Along with you can also set up and sell those combined rate plans as packages to attract more guests and visitors.
- Hotels can impart personalized guest experience easily with this hotel guest management system by offering them self-check-in services, requests for services, noting their preferences etc.

- Interested guests may access your booking software and get receipts in their preferred language while paying in their preferred currency using the cloud hotel management system (HMS).
- With an online hotel management system, schedule and send pre-arrival, in-house, and post-departure emails. Also, possible to send them your exciting deals and packages of your property.
- cloud hotel software will easily help you to merge folios, route folios, split folios, transfer folios, and every other such folio management operation very accurately [3].

Figure 2 depicts Billing Station at Coffee Shop.

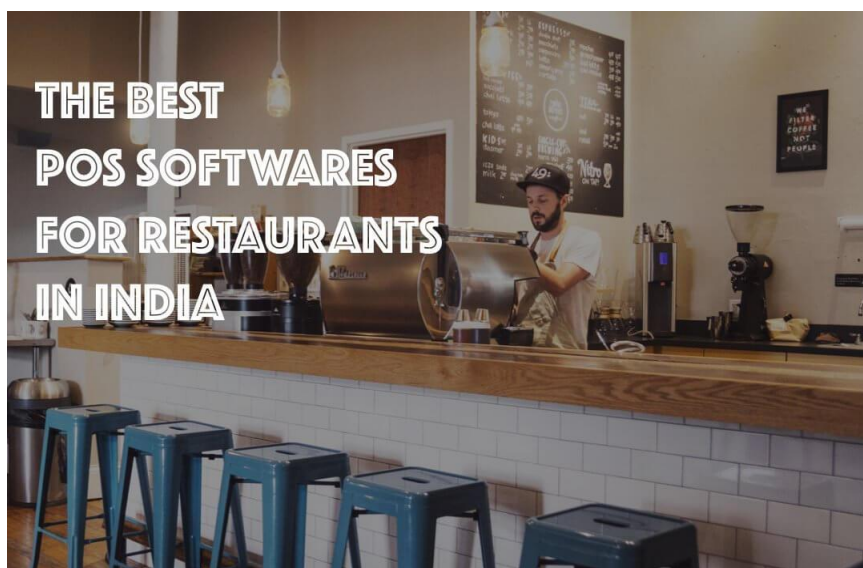


Figure 2. Billing station at coffee shop [3].

POS (Point of Sale) is the first software that any new restaurant needs. We picked the best POS software for restaurants are available in India, not only billing but a good restaurant POS also supports order taking by waiters, order management (KOTs, kitchen display system), online order integration (Swiggy, Zomato, Food Panda orders etc.), inventory management, etc. [3].

Tested POS Software's are available for Restaurants Category:

Following are the list of the top POS software for restaurants in India, that are actively used in 2020-21, Restaurants and Chains are also requiring to customize POS according to their need [3]. Figure 3 depicts of POS.

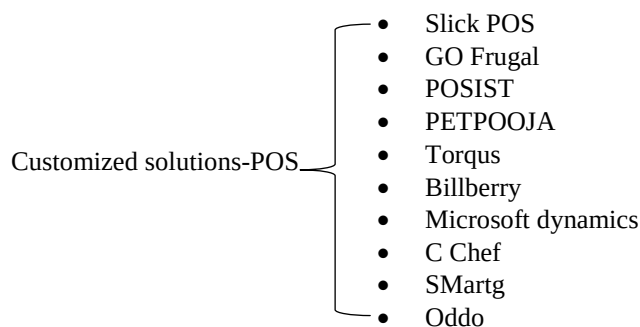


Figure 3. Type of POS [3].

Today's restaurant business demands a cloud POS, that's easy to use and enables restaurateurs to smartly manage their business.

1. SlickPOS is a cloud-based POS software for restaurants, cafes, bakeries, food trucks & cloud kitchens. SlickPOS provides end-to-end restaurant management tools like order management, inventory with recipes, online orders integration, customer feedback, etc. [3].

Figure 4 depicts points of sales.

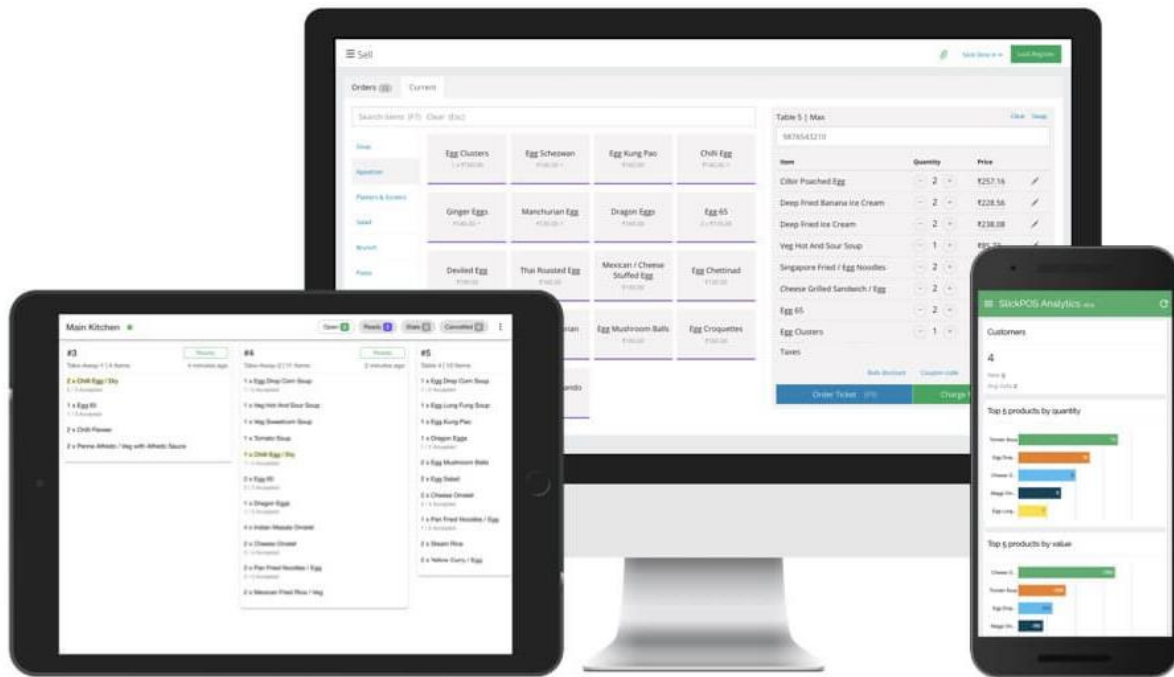


Figure 4. Point of Sales (POS) Software for Restaurants (SlickPOS) [3].

SlickPOS -Restaurants software SlickPOS is one of the modern POS software for restaurants in India, major USP's are – [3].

- The user interface is simple, fast, and hardly requires any training.
 - There is live chat support with instant callback on all 365 days a year.
 - For online orders integration,
 - SlickPOS uses a premium service that also powers large chains like Pizza Hut, Eat Fit, etc.
 - Menu integration allows to change the Swiggy, Zomato or Uber Eats menu instantly from the POS,
 - SlickPOS is also one of the most affordable solutions,
 - SlickPOS easy to get started the free trial and monthly plans.
2. GoFrugal: Restaurants software- GoFrugal is one of the most popular players for retail POS. The cloud-based restaurant POS is called to serve quickly and caters to restaurants and fast-food outlets.

Figures 5–8 depicts POS for retail billing at restaurants.

3. POSist: Restaurants software- POSist is another POS player who has been operational in India for a long time. POSist works on the browser and has a lite version for Android.
4. Petpooja: Restaurants software- Petpooja is a POS that's focused on Indian restaurants & QSR. Just like the other players mentioned here, Petpooja offers a full suite of products for restaurant management.
5. Torqus: Restaurants software -Torqus provides POS, Inventory, and Supply Chain Management tools for the Indian restaurant industry. Times Internet's Dine out has recently acquired Torqus [4].

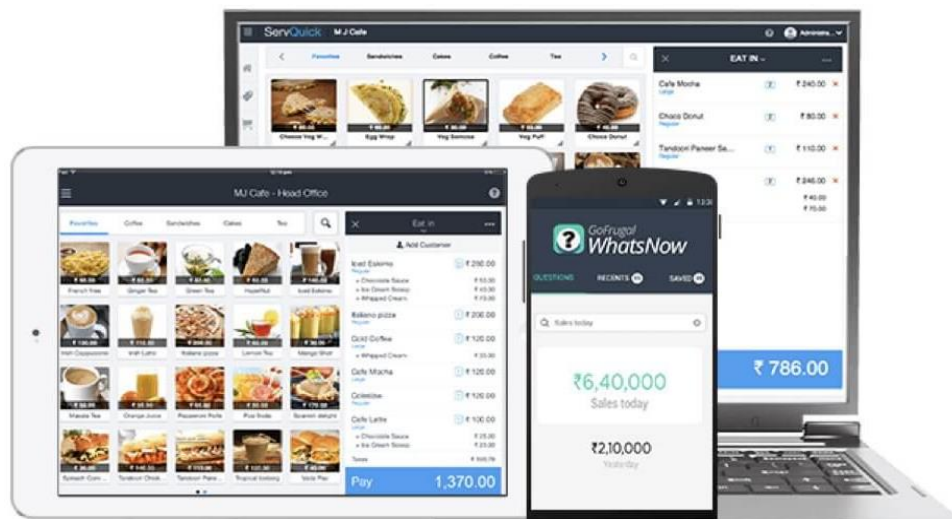


Figure 5. POS For retail billing at restaurants (GoFrugal) [3].

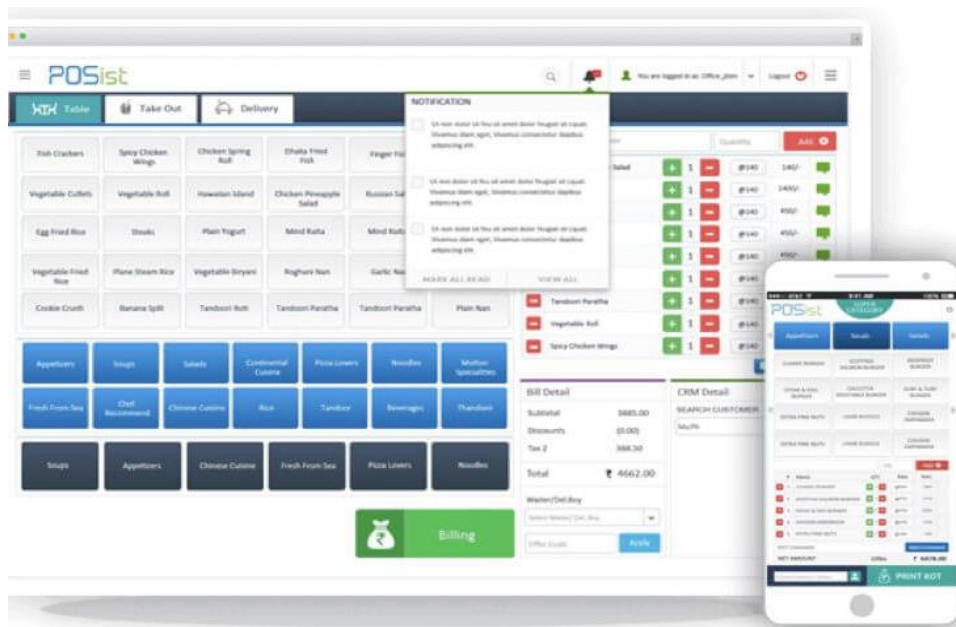


Figure 6. POS For retail billing at Restaurants (POSist) [2].

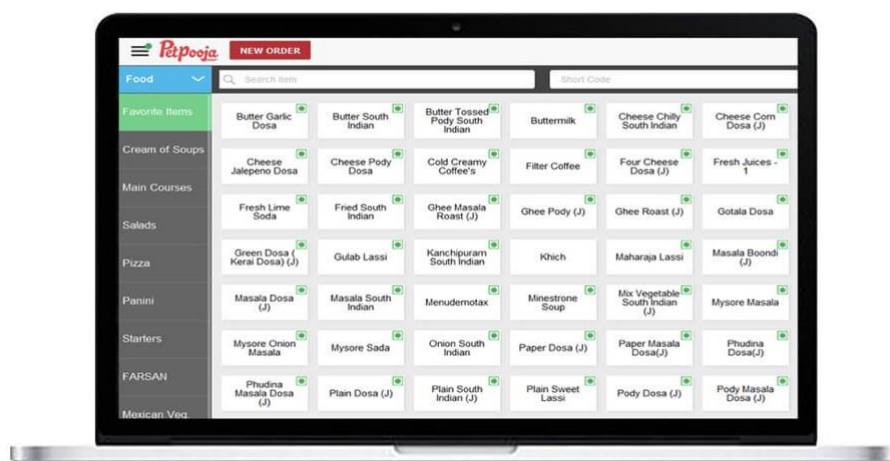


Figure 7. Point of Sales- for retail billing at restaurants (Petpooja) [3].



City	Percentage
Rest of India	44%
Bengaluru	9%
Mumbai	8%
New Delhi	7%
Pune	7%
Ahmedabad	6%
Chennai	5%
Hyderabad	5%
Kolkata	4%
Gurugram	3%
Jaipur	2%

Figure 9. Outlets spread of Pet Pooja-POS in India [3].

A property management system (PMS) for hotels and resorts is a software device, which helps to boost revenue, with friendly hotel operations for budget-to-star hotels, motels, B&Bs, resorts, etc. The software allows users to manage hotels on the go by delivering all daily hotel operations along with basic inventory distribution operations at the user's fingertips. Owners and staff can keep track of the

activities at their property along with several channel operations that are directly possible from a mobile device itself [5].

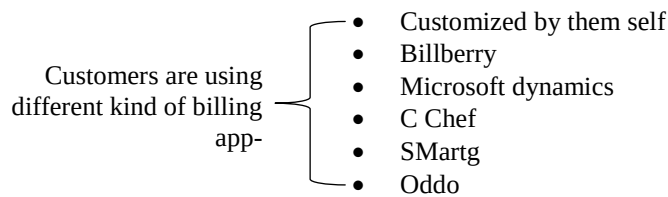


Figure 10. Different kinds of Point of Sales (POS) are available [6].

Hotel operations improvement and maximize the profits with our flexible and smart property management system. Manage continuous online bookings, synchronization with OTAs, easy billing, powerful guest engagement, and many more functionalities to help your business reach new heights [5].

Accessibility of your hotel management software from any device and enjoy managing multiple properties from one single source. Connect to leading OTAs with native channel managers and enhance guest engagement with a range of marketing tools. What's more, can feel safe knowing the owner/Manager has complete data security with 24/7 global hosting compliance and consistency [5, 7]. Figures 11 and 12 depicts Bill berry POS Screenshot.

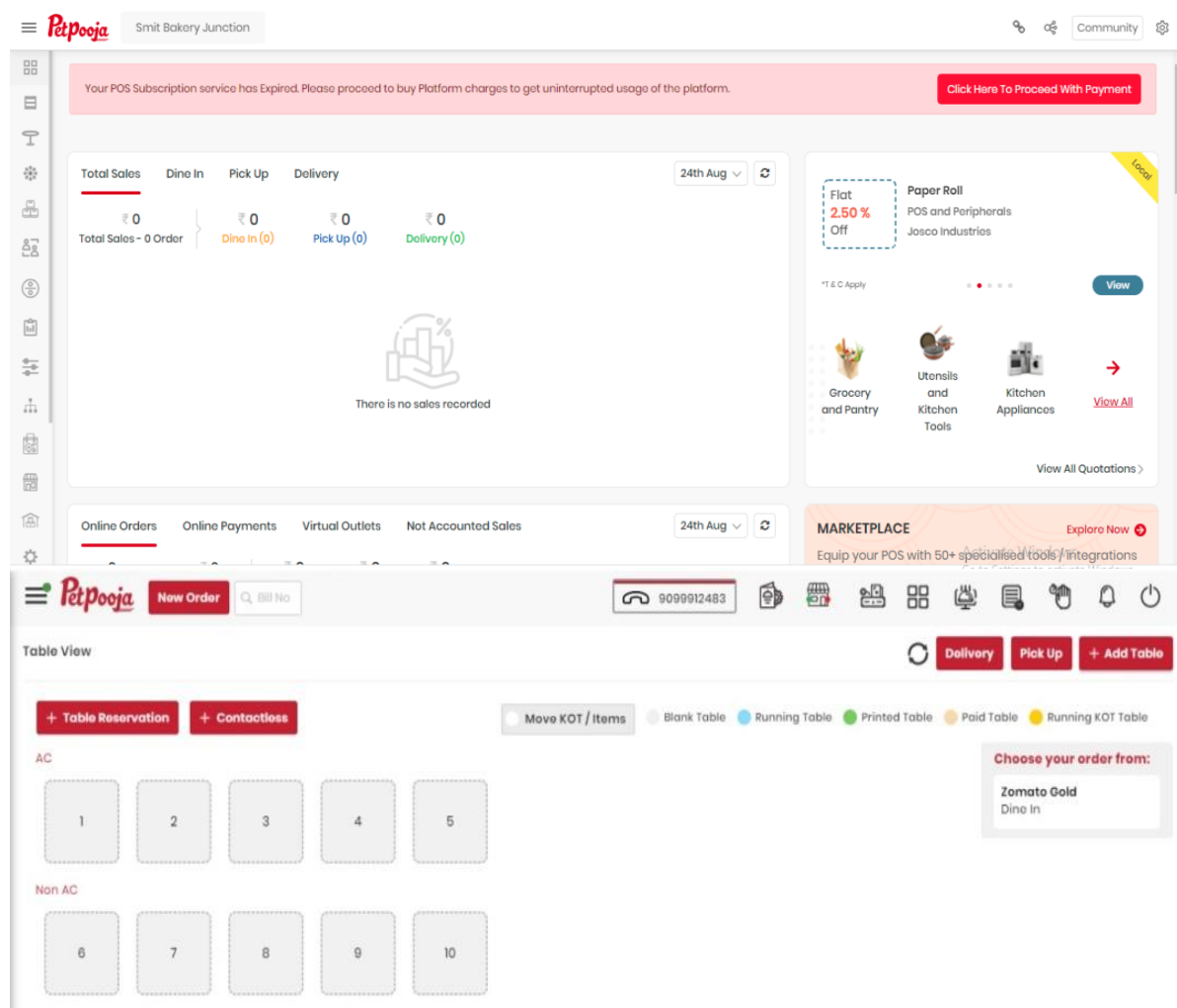


Figure 11. Bill berry POS Screenshots [3].

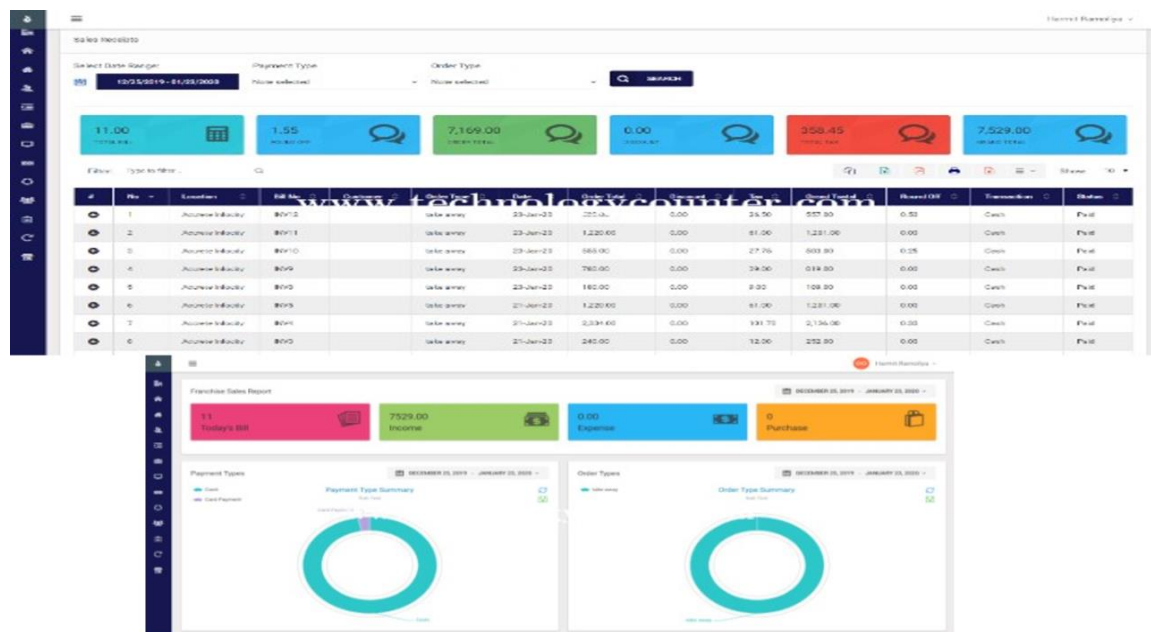


Figure 12. Bill berry POS Screenshots [3].

Figure 13 depicts PMS- Property Management Software.

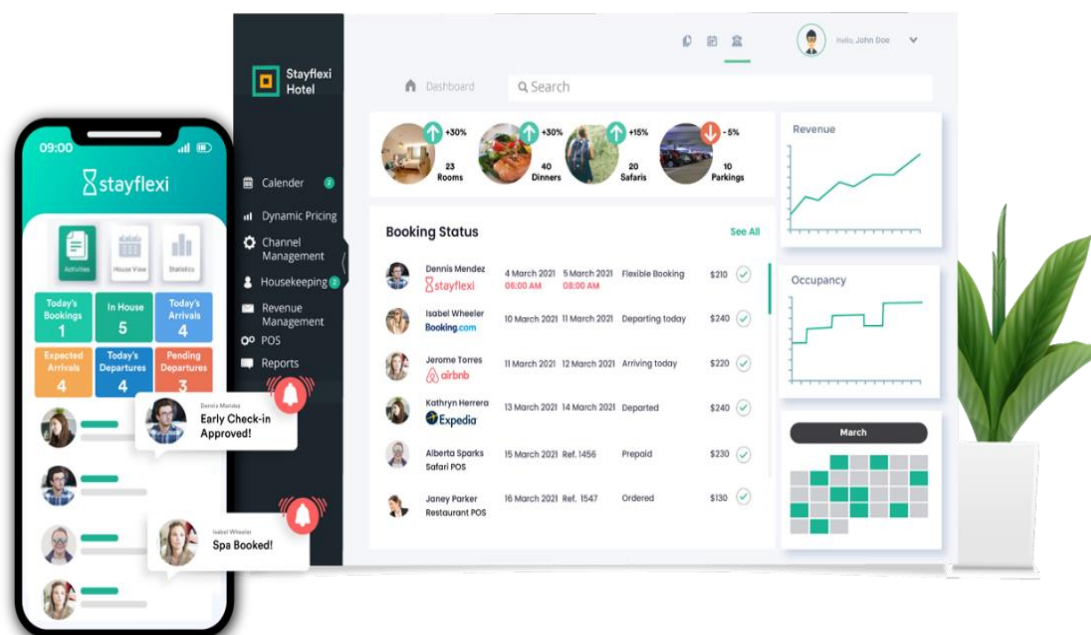


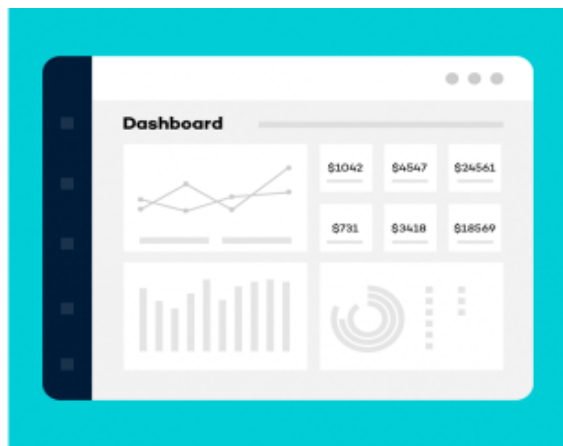
Figure 13. PMS-property management software [6].

Key benefits of using PMS Software:

Improve business decisions

Set up and customize multiple dashboards to suit the needs of your users, managers, and departments, with the ability to snapshot real-time operations. Along with advanced dashboards and interactive chart widgets, users can dive deeper into their PMS to make data-driven business decisions [8, 9].

If you are not aware, where to start? then opt for RMS' default dashboard templates for operational, financial, and marketing roles within your business [10].



- **Seamlessly manage multiple properties**
- Combine data from all your properties into one centralized platform, an ideal solution for groups and chains. You can also market and distribute inventory across all channels from a single source



- **Finetuned reservation workflow**
- Improve operational efficiency and save time with RMS Cloud's unrivalled all-in-one reservation screen.
- Discover a smarter workflow by viewing client details, reservation details and account information all from one screen.



- PMS helps amplify revenue by automating hotel operations including front office, reservation, housekeeping, bookings, reports, and more.
- PMS Get complete control over properties along with uninterrupted connection with Restaurant POS, online booking engine and channel manager.



Get your pricing right

Maximize your revenue potential with their dynamic pricing function, rates set by you based on predetermined occupancy levels will automatically adjust and update as occupancy fluctuates.

Figure 14. Screen shot of PMS [4].

CONCLUSION

Major PMS Software's are all-in-one property management and automation platform.

Stay Flexi automates every aspect of your hotel or vacation rental management and up-sells unsold rooms and amenities, total No of Outlets covered by them are around 25000 of which around 18000-20000 outlets are active, which means doing billing on the same app on regular basis, point of sales

and Property Management software are computerized networks made of software and hardware components that process and record payment transactions between a company and its customers. You can think of a cash register that is traditionally used to accept payments, but a modern POS system is much more complex. Now, it's an essential tool that helps consolidate and optimize such areas of business management as sales through multiple channels, inventory management, customer management, and marketing.

Besides, it serves as a crucial source of information that can be used for further analysis and decision-making. Organizations may use them at their convenience and one of the POS are having under mentioned specific benefits:

- There are two screen displays for billing staff and owners, Advertisement Panel is only available for the owner's Screen.
- A Mid-size Company-Yearly Business 20-25 Cr with the strength of around 150 Plus Sales Team.
- As per the present trends after Covid-19, Petpooja Initiated-A a Kind of Robo Service to the tables, Program can be fixed for the delivery of food on a specific table, Same will attract premium customers in future.
- 60% of Customers belongs to Fast Food category, where majorly our oil can promote.
- A-Classes outlets presence are negligible, B&C Class outlets 70 % and rest on D class in Restaurant/QSR category.
- Advertisement Display has excess only to the owner- It may possible we may get the response from 10-15 % customer bunch.
- This Platform may use for generating business leads for the food and different articles are consumed in Food Service industries-
 - We may collect the outlet's Data and develop a customer care system to call them and fix up the Business LEAD.
 - We may entertain lead-the customers are going to show interest in organization products while watching the products displays.
- We may connect with the organization's B2B/Salesforce app directly to their Billing App, So Interested customers can place the order directly or they may show interest in sampling the products, which we may treat as a business lead.

REFERENCES

1. That is user-friendly and affordable [ONLINE] Available from <https://www.ezeeoptimus.com>
2. Petpooja. Billing [ONLINE] Available from <https://www.petpooja.com/restaurant-billing-software>
3. Get App eZee Absolute Pricing, Features, Reviews and Alternatives [ONLINE] Available from <https://www.getapp.com/hospitality-travel-software/a/ezee-absolute>
4. SLICKPOS 5 Best POS Software for Restaurants in India [ONLINE] Available from <https://slickpos.com/article/in/best-pos-software-for-restaurants>
5. Torqus Pos Login, (2nd February, 2022) [Online] Available from <https://pos.torqus.com>
6. RMS. Cloud-based hotel management software [ONLINE]. Available from <https://www.rmscloud.com/industries/hotel>
7. Get APP. Hotel Management [online]. Available from <https://www.getapp.com/p/sem/hotel-management>
8. eZee Absolute. eZee All-in-one online hotel management software [online]. Available from <https://www.getapp.com/hospitality-travel-software/a/ezee-absolute>
9. Hotel Management System & Software - RMS Cloud _ RMS
10. RMS. Cloud Hotel Management System You Can Trust [online]. Available from https://www.rmscloud.com/industries/hotel?utm_source=Capterra&utm_medium=CPC&utm_campaign=Hotel