

SASSCO Training Manual

1- What is SASSCO

SASSCO is a point of sale Software Company for the hospitality industry. Our software is used in over 1,200 venues in Australia. Customer range varies from restaurants, coffee shops, pizza restaurants, takeaway and fast food businesses. In essence, we provide software solutions to businesses that require a system that handles cash flow, stock and reservations.

SASSCO Pty Ltd was established in 2013. The company acquired all sales and software rights from another point of sale Software Company: Simply POS. The software "Simply POS" was designed in the year 2007 as part of University project at UNSW. Initially, it was only sold to school uniform shops, but the software was flexible enough to be customized for restaurants and cafes.

2- Types of Software

SASSCO, the software, is mainly a POS (pronounced poz) program that handles a few basic features such as: creating a sale, managing stock, staff and customers, exporting sales and stock reports, printing end of day reports, time and attendance as well as table reservations and more, however, we have a few other software available for purchase, they are as follows:

- Waiter POS - \$995 per license
- Kitchen/Coffee Display (Australians call it BUMP system) \$995 per license
- Online Table Reservation - \$995 per license
- Online Ordering - \$1,495 one-off setup fee, then \$395 yearly
- POS Reports App - \$995 per license per branch

3- Software in Detail

- **SASSCO POS** software
URL: <https://sassco.com.au/products/pos-software/>

This is a combination of Front Office (what employees use to process sales) and Back Office (administrator program that handles managerial tasks such as reporting, managing staff and stock etc...). Price, if purchased independently, is \$995 for Front Office and \$995 for Back Office. However, we sell these as part of bundles! Example: Surface Pro bundle which includes all hardware/software is only \$2,995: <https://sassco.com.au/shop/tablet-systems/surfacepro/>

- Our second most popular software is **Waiter POS**
URL: <https://sassco.com.au/products/waiter-pos/>

Waiter POS is a small program that can be installed on any iPhone/iPad or Android smartphone/tablet. It allows employees to process orders right from the table. The way it works is simple – staffs bring an iPad Mini to the table, take the order and send it. Coffee items are printed at the coffee machine; kitchen

items are printed inside the kitchen printer (or sent to the bump system). All of this is done instantly and wirelessly. These Apps are free for download from the [App Store](#) and [Google Play](#).

- **Coffee / Kitchen Display Screen (Bump Systems)**

URL: <https://sassco.com.au/products/kitchen-bump-screens/>

A bump system is what you see at McDonald's – it's a mounted computer screen that displays a list of all items. Example: customer walks in, orders a Large Latte, Skim Milk. Once the order is processed, the item is displayed on the screen for the barista. Once the coffee is made, the barista clicks a button on a numpad attached to the screen to "bump it off".

Bump screens are usually a replacement for the docket/thermal printers.

- **Online Reservation System**

URL: <https://sassco.com.au/products/table-reservation/>

Busy restaurants often need a platform for their customers to book and reserve their tables online. We offer small module software that can be installed on their website. This software directly integrates with SASSCO POS and all online bookings are sent to the POS over the Internet.

Essentially, once a booking is made, the data appears in the POS and their table is reserved inside the restaurant for the specified date/time. SASSCO POS also offers the feature to confirm bookings by sending a small SMS from inside the Front Office to the customer's mobile number.

Here's a small demo on what the module looks like: <http://sassco.com.au/customers/table-reservation-demo/bookings/main.html>

- **Online Ordering**

URL: <https://sassco.com.au/products/online-ordering/>

For customers wanting an online ordering solution, we have iTakeOut (owned by SASSCO Pty Ltd). iTakeOut is a small web application for our customers to offer their customers an online mean for placing orders. iTakeOut is also available for iOS and Android.

As an example, a pizza restaurant would want their customers to place orders online on their website. They also want their customers to download an App for processing orders. These orders are downloaded onto SASSCO POS and printed inside the kitchen – instantly.

Price for iTakeOut is \$1,495. There is a compulsory \$395 per year fee (after the first year) for us to update their menus and host their information online.

- **POS Reports** App for iPhone/iPad and Android

URL: <https://sassco.com.au/products/pos-reports/>

SASSCO Back Office has advanced reporting available when accessed inside the restaurant, however, some customers want full access to these reports on their mobile phones, thus why we have this amazing App.

POS Reports App works on iOS and Android, it connects over Internet and extracts all sales data to display in a nice visual format (chart) for viewing. Our customers can view sales, LIVE, as they happen directly on their smartphone or tablets. The App provides critical information such as cash flow reports, discounts, deleted order report and some charts. Customers who purchase this App can have direct control over their restaurants even while they're not physically at the location.

The App is free for download for [iPhone](#) and [Android](#).

4- Selling Point Advantages

- SASSCO does NOT use Internet and/or cloud for storage. All data is stored locally.
- SASSCO does NOT have an ongoing fee structure. Licenses are lifetime.
- Our profit is on software only. All hardware are sold at cost price +-5%
- SASSCO is 100% Australian owned and operated.
- Free software updates for life!
- All software are designed by SASSCO. They inter-integrate naturally by default.

What is cloud hosting?

Cloud hosting is the technology used for iPads where all data is stored online (in a remote server, usually in the United States). This technology is cheap but comes with a downside. Cloud hosting means that each time someone processes an order, the software uploads all data online over Internet. This process is usually slow and disaster strikes if the Internet is down. Cloud hosting is supplied by our competitors but comes with a hefty ongoing fee (for data storage). This fee is usually around \$40-\$70 per month. On the contrary, we do not have an ongoing fee and our software is extremely fast because data is stored locally.

Important: SASSCO does not have a compulsory ongoing fee, however – we recommend that all customers renew their yearly online technical support to receive technical feedback from our staff, in case their system goes down. This fee is only \$220 per year, although optional, we highly recommend it.

All bundles purchased from us directly come with a 1 year *free* online technical support where customers can “chat live” with us via a small application installed on the machine. We also have an online ticketing support forum <https://sassco.com.au/support/> or they can email support directly: support@sassco.com.au

5- Bundles and Pricings

SASSCO is Microsoft Windows program; it works on any “windows” operating system. We offer complete bundles/packages available for plug/play.

Restaurants often want a rugged and super-powerful computer: <https://sassco.com.au/pos-systems/bundles/hp-restaurant-bar-pos/> \$4,495 includes all hardware/software.

Cafes usually prefer something slick and more compact: <https://sassco.com.au/pos-systems/bundles/nexa-traditional-pos/> \$3,995 includes all hardware/software.

Tablet solution, this is by far the most popular system of all: <https://sassco.com.au/shop/tablet-systems/surfacepro/> \$2,995 includes all hardware/software.

Additional hardware/services include:

- Onsite POS installation in NSW/VIC: \$880 (this also includes 3 hour staff training)
 - Epson thermal printers \$360
 - Epson kitchen impact 2 PLY printers \$490
 - Cash Drawer \$120
 - iPad Mini w/ Rugged Case (for Waiter POS) \$550
- Important: we do NOT run cables onsite, customer needs to contact certified electricians for that.

Discounts

SASSCO doesn't offer any type of discount to basic bundles! Restaurants or cafes that require more than 1 terminal and Waiter POS systems are offered a small discount percentage.

The reason why we don't offer discounts is because our margin of profit is based on software only. 95% of our sales are done through our resellers and select dealers, so in essence when we sell to customers directly; these prices are already discounted and are unbeatable – nationwide.

Unbeatable Prices

Overall, we are unbeatable in price because we own the software; if we sell it for \$1 – we've made \$1 profit. Most other companies in Australia have to purchase a license fee from the software manufacturer in the United States or India.

Keep in mind that there are some "iPad pos" companies that sell systems at more competitive prices. These solutions are not in direct competition with SASSCO as our software solution is faster, more efficient and has no ongoing fees and/or Internet cloud hosting.

6- FAQs

Any instalment payment plans?

Yes, we offer a 50% upfront 50% over 12 months at 0% interest to some customers (advanced solutions).

Does SASSCO work on iPads?

No. SASSCO is a Windows program. However, our Waiter POS works on iPad but the main POS has to be a Windows based Operating System.

How is support handled?

SASSCO comes with a free “chat” program where customers can chat live in real time with a technician. This service is free for 12 months, then it’s \$220 per year (optional to renew)

Is menu setup included in bundles?

Yes. All systems purchased from SASSCO directly come with a free menu setup. Customers are required to email us their simplified menu in Word document or .PDF.

Does SASSCO require Internet to work?

No. SASSCO is an offline program, all data is stored locally. However, Internet is needed in case customers purchase our POS Reports App and/or Online Ordering or Table Reservation software.

Can I call for support?

Yes. SASSCO offers a Phone Support service. It’s \$1,195 per year.

What happens if my system fails?

Usually, we recommend restarting the wireless router and computer(s). If that doesn’t fix it, open the Chat application and type your request. One of our technicians will take you through minor steps. If the issue is caused by a software malfunction, we will send a technician onsite for a free charge. For any cabling / IT issues, we will ask you to contact your IT specialist and/or electrician.

How stable is SASSCO POS?

Our software is incredibly advanced and stable. We have been around for almost 14 years; we released new updates and upgrades weekly. Customers can download the free updates any time over Internet.

Can I connect my EFTPOS machine?

Yes. SASSCO integrates with PC-EFTPOS and Tyro. Almost all banks in Australia use PC-EFTPOS. Customer needs to confirm with his/her bank that they supply a PC-EFTPOS friendly terminal.

Does SASSCO integrate with MenuLog?

No. We have no direct integration with any online ordering except our very own iTakeOut.

Does SASSCO integrate with Xero Accounting System?

Although there is not a direct connection between SASSCO and Xero, the back office reporting module exports reports that can be easily imported into Xero program.

Can I backup my information?

Yes. SASSCO Back Office has a built-in function to zip and export all information onto a small file is stored in the C drive of the machine. From there, customers can move that file to the cloud and/or onto another machine.