



SMART SOLUTIONS



Point of Sale System Installation Manual

SYSTEMS DESIGN

FOOD SERVICE MANAGEMENT SYSTEMS
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Food Service Department :

Systems Design has put together this guide for preparing for the installation of the point of sale system in your school district.

The guide includes most of the common items that should be accomplished prior to the time that training starts at your first campus. Most of the things included are typical of the standard installation, but since each district presents unique situations and challenges, there will probably be more or less items that will need to be done.

We hope this guide will help prepare you adequately for the installation. You are invited to communicate with the support people in our Corpus Office at any time so your questions and concerns may be addressed.

Thank you very much for selecting Systems Design as your food service management system.

Sincerely,

**David Starling
Corpus Christi Texas Office**



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**Here are the main items that need to be done
to start the point of sale installation at the
district level**



The Server

The Server

The heart of the automated food service management system is the central server on which all the computing occurs. All the terminals in the back office and the terminals at the point of sale connect to the server via some method of communications. In certain cases we may use an existing central server if the district has a particular administration software and hardware provider.

Things To Do

Prepare a place

Considering that we will install a server you will need to provide a specific place for the server. The server is about the size of an ordinary PC that sits upright on the floor. There should be provision for a monitor and a laser printer which will probably sit on a desk or computer work station and space for a UPS (uninterruptible power source) as well.

Electrical

Be sure that there is adequate electrical power available which will be standard 110 volt. Great if you have a separate circuit but ordinary outlets will do.

Communications Access

The system will communicate to the various terminals and printers via the existing wide area network. We will need one static IP address for the Food Service System server and for the system printer.

Network Access

If you have a wide area network the server will need to be in the proximity of a wide area network connection (drop) with a typical RJ45 connection that is in fact connected to the network.

Remote Access to the Server

We will need one telephone line installed at the server location which will be dedicated to the sole purpose of connection to the remote support modem. Your district may wish to permit remote access via the internet using a VPN connection in which case the telephone line will not be required.



Network Connections

You will be using the school districts wide area network over which to communicate and network your food service system. All the terminals should be considered both those at the point of sale and those in the back office. There are several things to consider in the preparation for connecting to the network so we suggest that you may involve your technology department in these tasks.

Things to Do

Get and IP address list

You will probably want the technology department to call our service office in Corpus Christi for specific information on this task. You need to know too so here is what we will need— A static IP address for the central server — A list of all the schools that will be installed and a static (very important that they are static) IP address that will be assigned to each point of sale terminal at each school. We will also need a gateway IP address for each school— and a static IP address for each printer that may be installed at each school. Also needed is the submask scheme for the network or networks.

Things to Know

Our Connections and equipment

The central server will require only one network connection in order to communicate with all our devices. Each terminal will use a network connection and each printer will use a network connection. This means that each Point of Sale device (terminal) and each printer needs to have a separate and static IP address. All you have to do is obtain these IP addresses for us or we will be glad to contact your technology department and do this for you.



Campus Cabling

Network Cabling Requirements

The system will require that there be a good network cable run to each point of sale terminal in each cafeteria. The network connection should be in reasonable proximity to the point of sale. There will also need to be a network connection for each printer installed.

Things to Do

Get Cable Run

You may need to arrange for the CAT5 cable to be run according to the directions received from your technology department and with some advice from our office.

Things to Know

PC in the Managers Office

Cafeteria managers may have a PC provided by the district. This PC may serve as an additional terminal if connected to the network. We will install our Systems Design terminal emulation software on this PC with district permission.

Printer in the Managers Office

Printers may be installed in the cafeteria managers office if not at the point of sale with a point of sale terminal. Printers in the managers office will require an additional network connection or a small switch which may provide for multiple network connections.

Note– Cable Terminations

Cable Installation

Wherever the district makes a cable run, a typical wall plate RJ45 jack is sufficient. We will provide all patch cables from that point and any other terminations that may need to be made.



Electrical Connections

We require standard 110 volt electrical connections for each device we use, terminals, and printers.

Things to Do

Arrange for Electrical Connections

Survey the electrical connections in each cafeteria and other places where the system devices will be installed to insure that there are proper connections.

Things to Know

Clean Electricity

It is advisable to install good clean electrical lines to the terminals that are not connected to freezers and other cafeteria equipment. Sometimes there may be interference put out by these devices that hamper computer performance.

Proximity

Be sure that electrical outlets are close enough to the various devices so that an ordinary three foot computer power cord will reach the outlet. You may want to consider a power pole to the terminal area if that would be appropriate. Don't forget the printer that may be installed in the cafeteria managers office.



Terminal Location

You should survey each of the locations that you intend to locate a terminal to see if all of the items required are actually done to include space needed for the terminals.

Things to Do

Be Sure That There is Space For Terminals

Survey the point of sale locations to see that there is room for the cash drawer and terminal and monitor. The foot print for these items is about twenty inches by twenty inches. Don't forget room for the kids trays to the side and some extra space for the cashier to work.

Things to Know

Stationary Terminals

If the terminal is always stationary then just be sure that the room is sufficient and the connections are close enough

Mobile Terminals

When you have terminals that will be moved in and out of the kitchen to the point of sale you will have to arrange to get a cart that will accommodate the terminal and cash drawer. There are several cart styles that may be used so we can discuss the requirements for your particular location.



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Now that most of the physical requirements have been discussed lets read about some of the other things we must do at the district level.



Student Demographic Files

The heart of the system is the data contained in the student demographic files we get from the district.

Things to Do

Arrange for the Student Demographic File Extract

You will need to get in touch with the people who maintain the district student demographic files and arrange for them to provide the file extract for all students in the district. This must be done before any software installation work can be done and any training may be accomplished.

Things to Know

We Provide Format

You must contact our software support office in Corpus Christi to get the proper file format and to let them know what district student information software package is used. Normally we will interface with the district computer people regarding this file, so you may want to gather this contact information and be prepared when you call our office.

We are compatible

We are compatible with most all district employed student demographics software provided by leading vendors and therefore will let your district know the format and media required for the file and data transfer. We will also discuss at this time the method by which we will get scheduled and ongoing updates to the food service student files from the district files. We sometimes use disks and sometimes may arrange for automatic updates between the two computers.



Teacher Files

If you want teachers to have accounts then we need certain information about them.

Things to Do

Arrange for an Extract or a List

Get an extract of teachers data or get a print out of the teacher data.

Things to Know

Teacher Format

Our office in Corpus Christi will provide you with the format for the teacher data that will be required. If an extract on disc is not provided the list may have to be manually entered.

Teacher ID

Some districts use the employee number, some use the social security number, and some use a unique number. We may want to pre-determine this.



List of Locations

We need a list of the schools and certain information about the district.

Things to Do

Provide Us the Following Data About the District

1. District Name
2. Address
3. Phone Number
4. Contact Person
5. County Name and Number
6. First Day of School
7. Superintendent's Name
8. Food Service Director Name

School List

Get a list of each school and the associated information

1. School Name
2. School Number
3. School Address
4. School Phone Number
5. Severe Need or Not

Installation Schedule

Provide a list and sequence of your preferred installation schedule listing all your schools



Letters to Students and Teachers

We write certain letters to people in the system so we will need the formats.

Things to Do

Provide Your Current Formats or Preferred Content

We will write certain letters from the system to include

1. Student Past Due Letters
2. Teacher Past Due Letters
3. Student Low Balance Letters
4. Teacher Low Balance Letters
5. Other Custom Letters

These letters will inform students and teachers of accounts that are past due and in some cases, accounts that have a low balance. You should give us your wording or you may ask us for some standard formats used in other districts.



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Next lets look at the things we will have to have for the installation of the point of sale at the campus level.



List of Students on Free and Reduced Status

This list will assist in the determination of correct status of each student

Things to Do

Arrange for a print out of the free and reduced list

Get a print out for each school immediately prior to each schools installation date. This list should be printed out from the program that you currently use to track each students status.

Things to Know

Statuses Must Be Correct

We will compare the district list, the same we imported, for correct status against your food service status list. Sometimes we find there is little if no difference and sometimes we find wide variations. This will give us a chance to make any corrections to student statuses prior to the start date and avoid the obvious associated problems.



Menu List

List the Menu for Each School

The menu list or items sold list will be input in the system for each school

Things to Do

Make the list of items sold and the prices

List out the various items you sell to include the prices for the reimbursable meals and all the ablactate items you sell for both breakfast and lunch. This list should be all inclusive for the entire cafeteria. Don't leave any items out because we have to include all items in the computer menu list. We will be glad to answer any menu listing questions if you will call the support office. Make a list for each school and have them ready at least one week prior to the installation of that school

Things to Know

Helpful Hints

Remember you may have multiple lines at some schools that sell different things. It is easy to make the menu if you follow the format below and it sure helps the installer.

	Item	Price	line 1(reg)	line 2(snack)
1.	Free meal	0	yes	no
2.	Red meal	.40	yes	no
3.	Paid Meal	1.75	yes	no
4.	Adult Meal	2.25	yes	no
5.	Milk	.35	yes	yes
6.	Bread	.25	yes	yes
7.	Hamburger	1.50	yes	yes
8.	Veg	.50	yes	yes
9.	Little Deb	.40	no	yes
10.	Ice Cream	.50	no	yes

So you get the idea. Just include all the items and prices.



You May Use Student ID Cards

Most schools use ID cards at least for the elementary schools if not for the entire district. Remember we can make the cards from this system.

Things to Do

Print and Laminate the Cards

The system will easily print the ID cards using stock we provide and the card printing routine from the system. You may purchase the laminating machine and plastic pouches from us so that all is compatible. We will show you how to do this operation. You should allow about three or four days in advance to prepare for a new school to go on line using cards. It should take about half a day to print, laminate, and sort the cards.

Get a Home Room List and Sort the Cards

We will normally put the cards in racks and on movable carts for ease of location by the student in elementary schools. Since we put them in racks by teacher, we need teacher room list so that you can sort out the cards. We may be able to print this out from the information in the student data base—or you may have to get the school to print this out for you. This needs to be done at least one day prior to the school installation.

Things to Know

Handling Cards

We will normally put the elementary schools in racks and on carts and most schools let junior high and high schools keep their cards. The system can make cards for the whole school and cards just for individuals. Sometimes schools have existing ID cards and in most cases we can use these if they have the student's district ID number in bar code format on the card



Marking ID Cards For Easy Recognition

We suggest a colored dot system for marking each card so that we can sort the cards for the racks and for easy student location.

Things to Do

Put Dots on ID Cards

After sorting the cards by teacher and room you should apply the colored dots and markings so that the student may easily identify their ID card. This is done from the home room list.

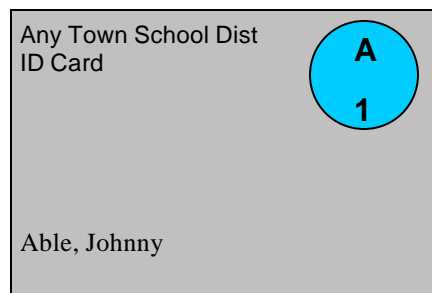
Things to Know

How We Suggest the Cards Be Marked

We normally use a colored dot for each grade. These dots will be supplied for the first school so that you can see what you need. We also assign a letter to the teacher and a number to the child which will make the dot look as follows—

Teacher = Smith	we assign Smith the letter A
Grade = 2	we assign grade 2 the color blue
Student=Able	Able is first on the list and therefore #1

So the card looks like this:



Note

Determine how many racks and carts per school

Each card rack holds about 40 ID cards and each cart holds 24 racks. You may compute the numbers you need for each school and order them from the Corpus Office.



You May Use Key Pads For Student ID

Those schools that do not use ID cards may use the key pad for entering student ID numbers.

Things to Do

Get the students to know their ID number

You may wish to work with the various schools using key pads to insure that students know their individual numbers prior to the installation date to avoid delays at the point of sale.

Things to Know

We can help at the point of sale

We can identify the student in a quick look up but there will be a lot of delay if the students do not know their ID numbers. You may consider having people with rosters stationed in the cafeteria for a couple of days to give out numbers. This will speed up the process by a great measure.



Account Balances

Account Balances are Pre-entered

All accounts that have a balance either positive or negative will be entered into the system prior to the first day of implementation.

Things to Do

Prepare the account balances

Each school will have to make a list of the balances for all the people who have a balance on their account as of the day prior to the installation of the point of sale at that location. The list should be by name and ID number and have both breakfast and lunch balances combined for each individual. We will enter charges as well as positive account balances. Our people will enter these in the system for the first school the afternoon before we start the following day.

Things to Know

Just the Amount

Number of days and the separation of breakfast and lunch will be translated into one amount and not by meal breakdown. All money can be used for any purchase at any school and any meal.



Cashier Training

We try to train each cashier one on one.

Things to Do

Let the cashiers know

We want the cashiers to know that this is a simple system to use and that our training style has proven to be very learner friendly. We understand that the primary job in the cafeteria is to prepare and serve food and not to be computer operators. Our system is designed so that learning is quick and simple and so that learners will not be intimidated. We want to build confidence in our users. Let them know that they cannot delete any information or do anything to the system we cannot fix. Encourage them not to be afraid or anxious but to have a good relaxed attitude toward the installation and that we will teach them all they need to know.

Things to Know

Training Time

Our training cycle is two days at each campus. Cashiers serving and learning the system at a sequence of breakfast—lunch— breakfast—lunch will be proficient at operating the system. We also give a class lasting about one hour the second day on all procedures one needs to know. We also provide an easy to use cashier manual for each school. All operations, cashiering, end of day and periods, and reporting, are taught in a systematic method at the campus level.



Contact Us

Keep in touch with us



We will work together on your installation

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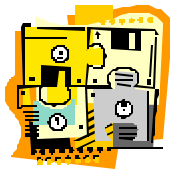
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We have effected many installations of both large and small school districts. The common thread of an effective and efficient installation is the ongoing open communications and understanding of the requirements of all parties. Systems Design is committed to a smooth installation at all of the sites we serve. You are always invited to communicate your concerns, findings, and comments to our offices in Corpus Christi so that we all may keep informed of the information that is so important



Systems Design will arrange to visit your School District and provide you with a comprehensive evaluation of the specific requirements for your particular installation.



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