



RMS-32 - Customer Management

Delivery - Take Out - Frequent Dining

The customer tracking module is a 32 bit Windows back office application that allows you to track customer frequency and amount spent for any range of days. It also tracks birthdays, customer activity, prints mailing labels and lets you print a statement for specific customers. A built in interface to Microsoft Word allows you to merge mailing labels to a Word document. You can even enter the amount received by the customer in order to keep a current balance.



CUSTOMER ACCOUNT SALES

ACCT	LAST	FIRST	AMOUNT	FREQ	AVERAGE	ID	TOTAL
H	HEUER	RICHARD	\$111.75	3	\$5.89	ABLA008	\$111.75
H	POBOSHER	FLORIN	\$254.00	3	\$117	*	\$254.00

Customer Activity Sales Status Report

QuickBooks Interface

The House charge information can be exported to our Customer Tracking module, to Quickbooks or to third party country club accounting software using various export file formats (Access, Text, Excel, HTML).

Mail Merge / Mailing Labels

Mailing labels can be exported to an Excel spreadsheet as well. You may send a letter to all the guests who did not come last month, or who spent more or less than a predefined amount during a period of time. You can also target all customers in a specific zip code, or with birthdays falling in this month.

Customer Database Screen Input

FIRST: BILL, LAST: CLARENCE, PHONE: 201-261-9096
 ADDRESS: 1433 BERLIN BOULEVARD, PORT LEE, NJ 07024
 BIRTHDAY: 7/2/50, GENDER: M, STATUS: SINGLE, HOUSE ACCOUNT: YES

Keyboard input area with letters Q-Z, numbers 1-9, and function keys like ENTER, TAB, and arrow keys.

Customer Database Screen Input

RMS32 Customer Screen

The POS customer entry screen includes lookup and editing keys and the ability to restrict guests to specific house charges. Multiple charge account groups may be created. Guests can be identified at the beginning and/or when closing a transaction by a unique member ID, phone number, name or by swiping a card.

RMS-TOUCH customer database can be recalled to identify Delivery / Take Out, house charge, club members, frequent dining guests.

RMS32 Customer Reports

Report can be sorted by Last Name, First Name, Amount, Frequency, average spent or ID. Retrieve customers based on their sales or frequency for any range of days. RMS-32 Customer Management option is part of the RMS32 "Plus" Package.

RMS32 Customer Management integrates with RMS-32 Gift Card and Gift Certificate Program

RMS-TOUCH
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