The entities provided by Truffle POS are listed below.

01 Web POS

02 Customer Display System

03 KIOSK

04 Order Ready Screen

05 User Website

06 User Application

07 Driver Application

08 Owner Admin

09 Web POS

10 Kitchen Display System

11 Hardware Integration

Key Benefits of Truffle System

Saves Managerial Time

Increases Speed of Service

Offers Detailed Customer Insights

Actionable Customer Feedback

Software that Grows as Business Trends Change

Boosts Revenue

Provides Accurate, Real-Time Data

Automates Tasks

Offers Centralized Operations & Analytics

Ensures Secured Information

Support When You Need it

Truffle | POS

Point of Sale System

A Definitive Guide of POS System

A Point of Sale (POS) system is a digital solution that manages transactions, sales, and payments while providing real-time insights into inventory, customer preferences, and business performance. It streamlines operations, enhances efficiency, and ensures a seamless customer experience.

Target Personas:

◈ Restaurant Managers

◈ Front-of-House Staff

Problems

- ◈ Slow, error-prone manual cash registers or outdated POS systems.

- ◈ Difficulty in tracking sales and inventory in real-time.

- ◈ Limited visibility into customer preferences or peak times.

- ◈ Complex processes for splitting bills, handling refunds, or managing discounts.

- ◈ Inefficient communication between the front-of-house and kitchen.

Solutions

- ◆ **Streamlined Sales Process:** Fast, user-friendly interface that minimizes checkout times and errors.

- ◆ **Real-Time Inventory Tracking:** Automatically updates inventory with each sale, reducing waste and stockouts.

- ◆ **Detailed Reporting:** Provides insights into sales trends, peak hours, and top-performing items to optimize operations.

- ◆ **Integrated Payment Processing:** Supports multiple payment methods, including contactless, for a seamless guest experience.

- ◆ **Customer Management Tools:** Tracks customer orders and preferences to enable personalized promotions.

Truffle | **CDS**

Customer Display System

Customer Display System

A Customer Display System (CDS) is a digital screen that shows order details, pricing, and promotions in real time, enhancing transparency, customer engagement, and trust during the checkout process.

Target Personas:

◆ Customers

◆ Front-of-House Staff

Problems

◈ Lack of transparency in pricing and order details at checkout.

◈ Missed opportunities for upselling or promoting special offers.

◈ Confusion or disputes over orders due to limited visibility for customers.

◈ Difficulty building trust and improving customer satisfaction during transactions.

Solutions

- ◈ **Real-Time Order Transparency:** Displays itemized order details, prices, and taxes for customers to review before completing a transaction.

- ◈ **Promotional Visibility:** Highlights ongoing deals, discounts, and special offers to encourage upselling and cross-selling.

- ◈ **Improved Customer Experience:** Provides clear communication, reducing errors and disputes during checkout.

- ◈ **Interactive Engagement:** Option to display loyalty points, personalized messages, or branded content to enhance the customer experience.

- ◈ **Faster Checkout Process:** Reduces confusion and speeds up transactions by providing customers with immediate visual confirmation of their orders.
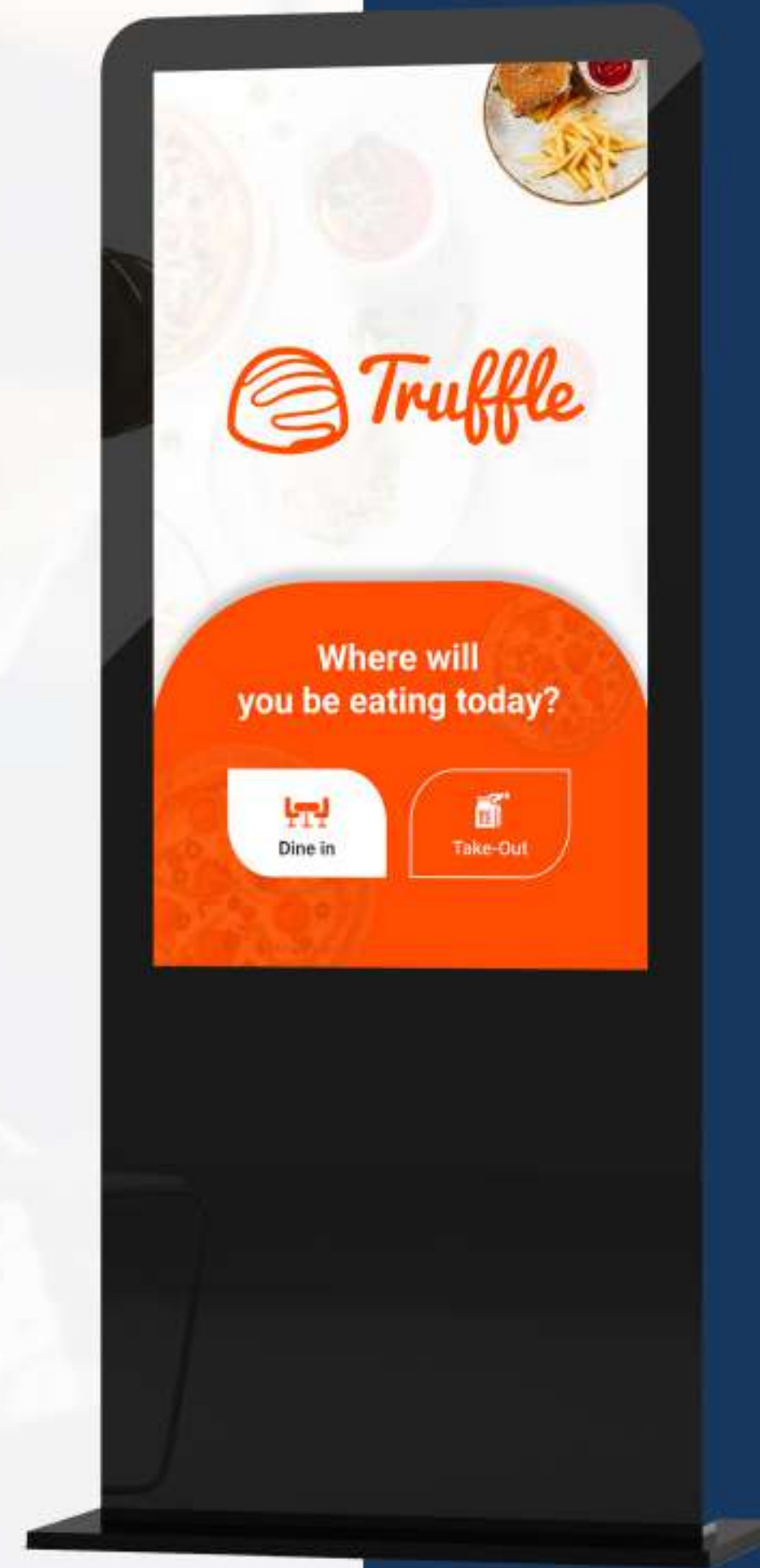
Truffle | Kiosk

Kiosk

A kiosk is an interactive digital terminal that allows customers to place orders, make payments, and customize their preferences independently, enhancing convenience and efficiency in service delivery.

Target Personas:
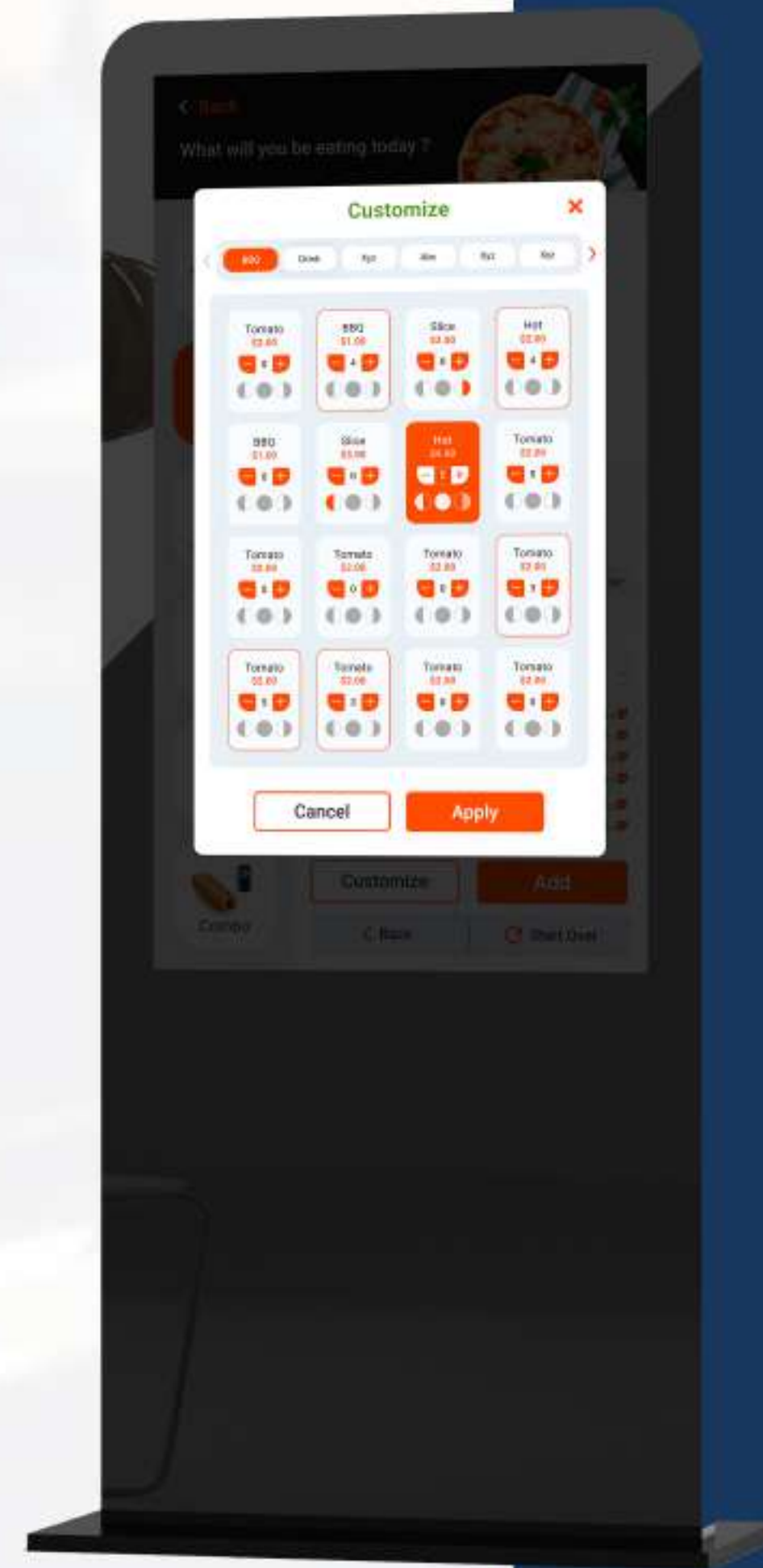
- ◆ Customers

- ◆ Front-of-House Staff

Problems

- ◆ Long wait times during peak hours, leading to customer dissatisfaction.

- ◆ Limited staff availability to take orders, causing delays and errors.

- ◆ Missed opportunities for upselling and personalized ordering experiences.

- ◆ Customers feel rushed or uncomfortable ordering in busy environments.

Solutions

◆ **Streamlined Ordering:** Allows customers to browse menus, customize orders, and pay at their own pace, reducing wait times.

◆ **Enhanced Accuracy:** Minimizes order errors by letting customers input their preferences directly.

◆ **Upselling Opportunities:** Suggests add-ons, combos, or popular items dynamically during the ordering process.

◆ **Real-Time Integration:** Sends orders directly to the Kitchen Display System (KDS) for faster preparation and improved workflow.

◆ **Improved Customer Experience:** Provides an intuitive, self-paced interaction, ideal for busy or tech-savvy customers.

Truffle | **Order Ready Screen**

Order Ready Screen

An Order Ready Screen is a digital display that shows the status of customer orders, indicating when they are prepared and ready for pickup, enhancing communication and efficiency in the order fulfillment process.

Target Personas:

⬥ Kitchen Staff

⬥ Front-of-House Staff

Problems

- ◈ Inefficient communication about order readiness leads to delays and customer frustration.

- ◈ Staff spends time manually calling out or notifying customers about their orders.

- ◈ Crowded pickup areas due to confusion over order status.

- ◈ Negative customer experience caused by unclear or disorganized order handling.

Solutions

- ◆ **Real-Time Order Updates:** Displays the status of orders as "In Progress" or "Ready for Pickup," ensuring clarity for customers.

- ◆ **Improved Efficiency:** Frees up staff from manually notifying customers, allowing them to focus on other tasks.

- ◆ **Streamlined Pickup Process:** Reduces crowding and confusion in pickup areas by providing clear instructions.

- ◆ **Enhanced Customer Experience:** Keeps customers informed, reducing wait time anxiety and improving satisfaction.

- ◆ **Customizable Display:** Can be branded and configured to show order numbers, names, or both, depending on preference.
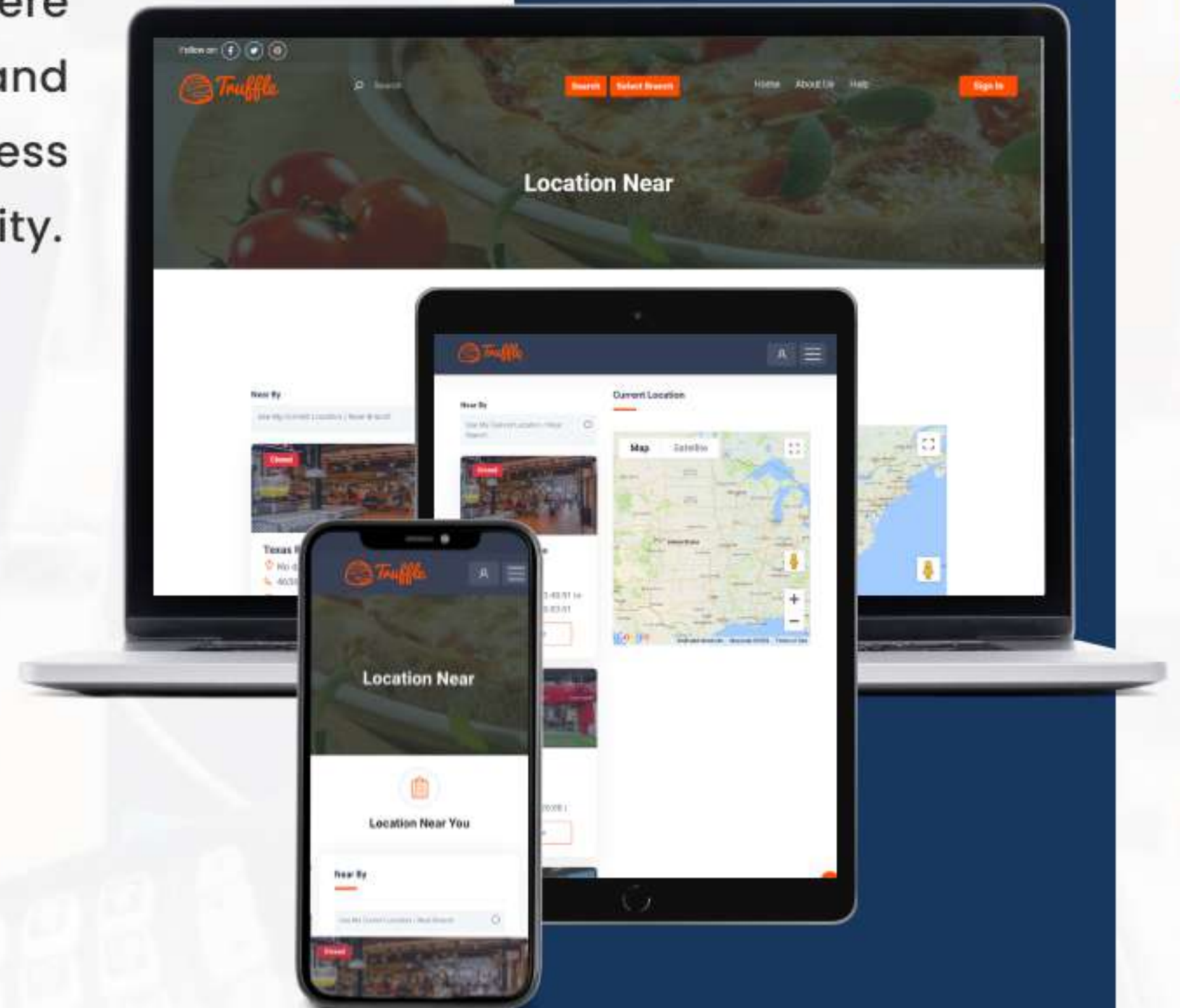
Truffle | User Website

User can place the order for the particular restaurant from this website.

User Website

A user website is an online platform where customers can browse menus, place orders, and interact with the business, providing a seamless digital experience for convenience and accessibility.
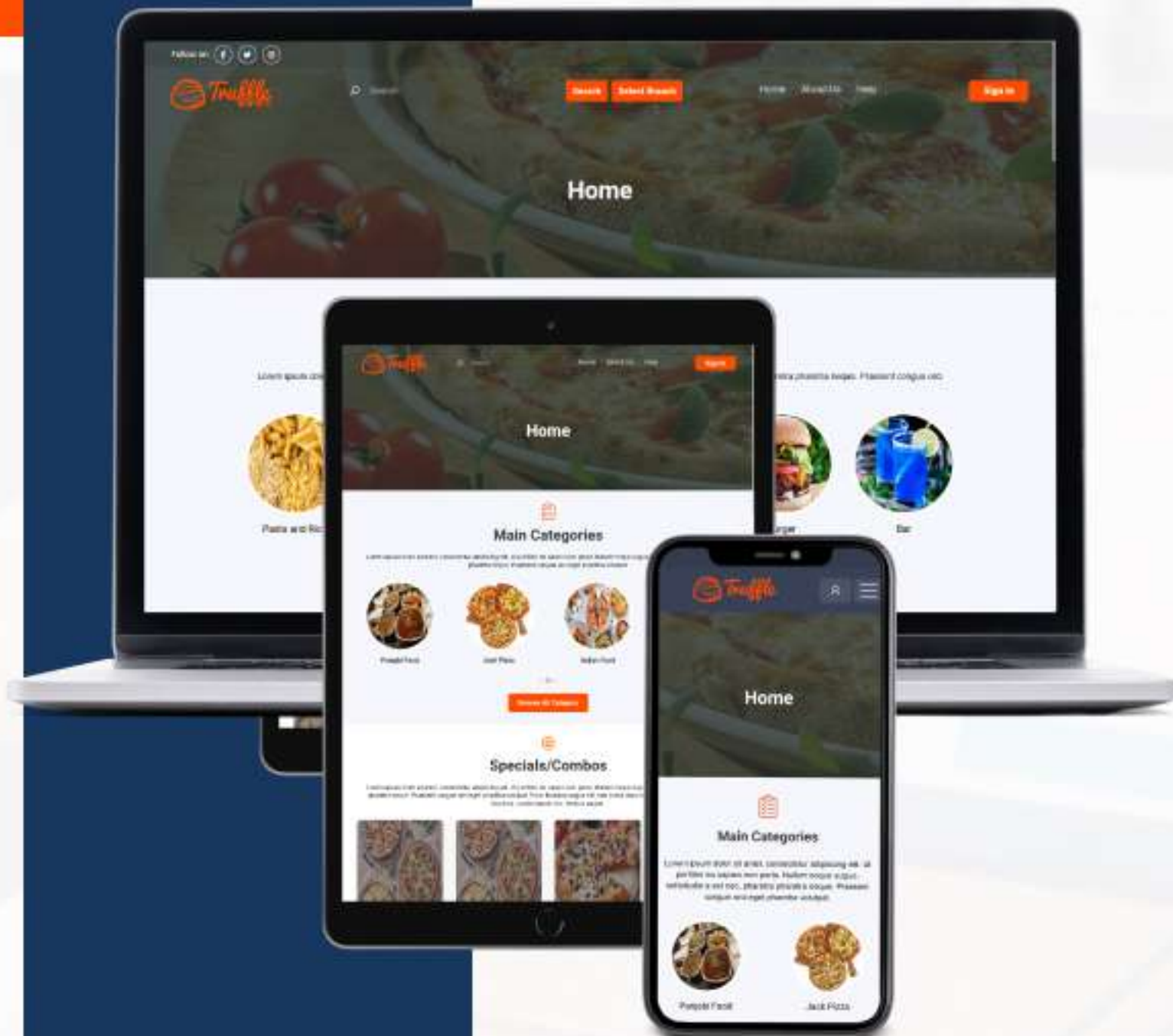
Target Personas:
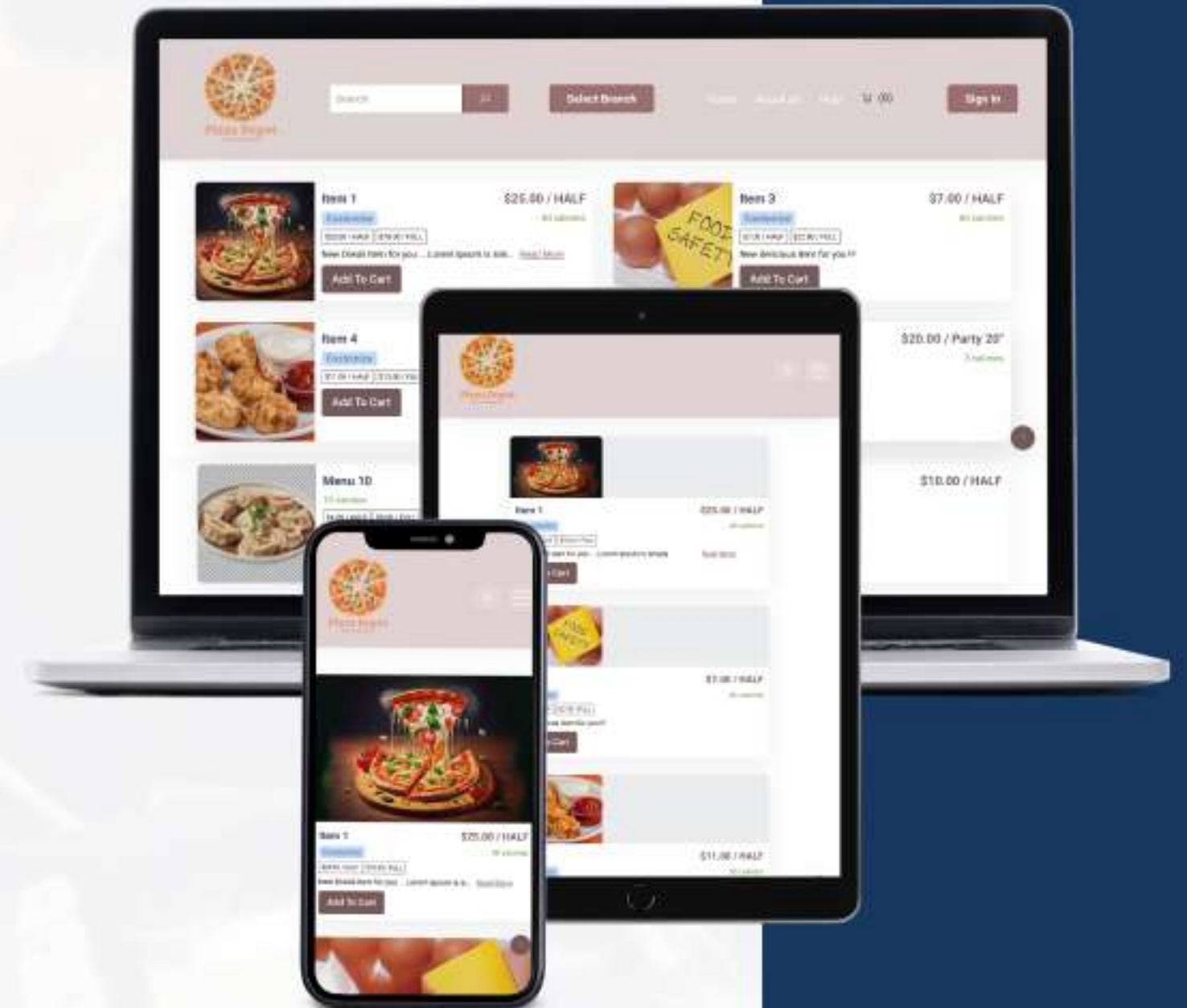
◆ Customers

◆ Business Owners

Problems

- ◈ Limited reach to customers who prefer online ordering or browsing.

- ◈ Lack of an online presence, making it hard for customers to access menu details or promotions.

- ◈ Inefficient manual order-taking processes over the phone or in-person.

- ◈ Missed opportunities for upselling, customer engagement, and loyalty-building.

Solutions

- ◆ Online Ordering: Allows customers to place orders for delivery or pickup directly from the website.

- ◆ Real-Time Menu Updates: Displays accurate menu details, including pricing, availability, and promotions.

- ◆ Improved Customer Convenience: Enables customers to browse and order at their own pace from any device.

- ◆ Integrated Loyalty Programs: Tracks customer purchases and rewards them with points or discounts, enhancing retention.

- ◆ Business Insights: Provides analytics on customer behavior, popular items, and peak order times.

- ◆ Mobile-Friendly Design: Optimized for smartphones and tablets to ensure accessibility on the go.

Truffle | User Application

This application is compatible with both iOS and Android devices

User Application

A user application is a mobile app designed to provide customers with a seamless and interactive platform to browse services, place orders, track deliveries, and access personalized features on their smartphones or tablets.
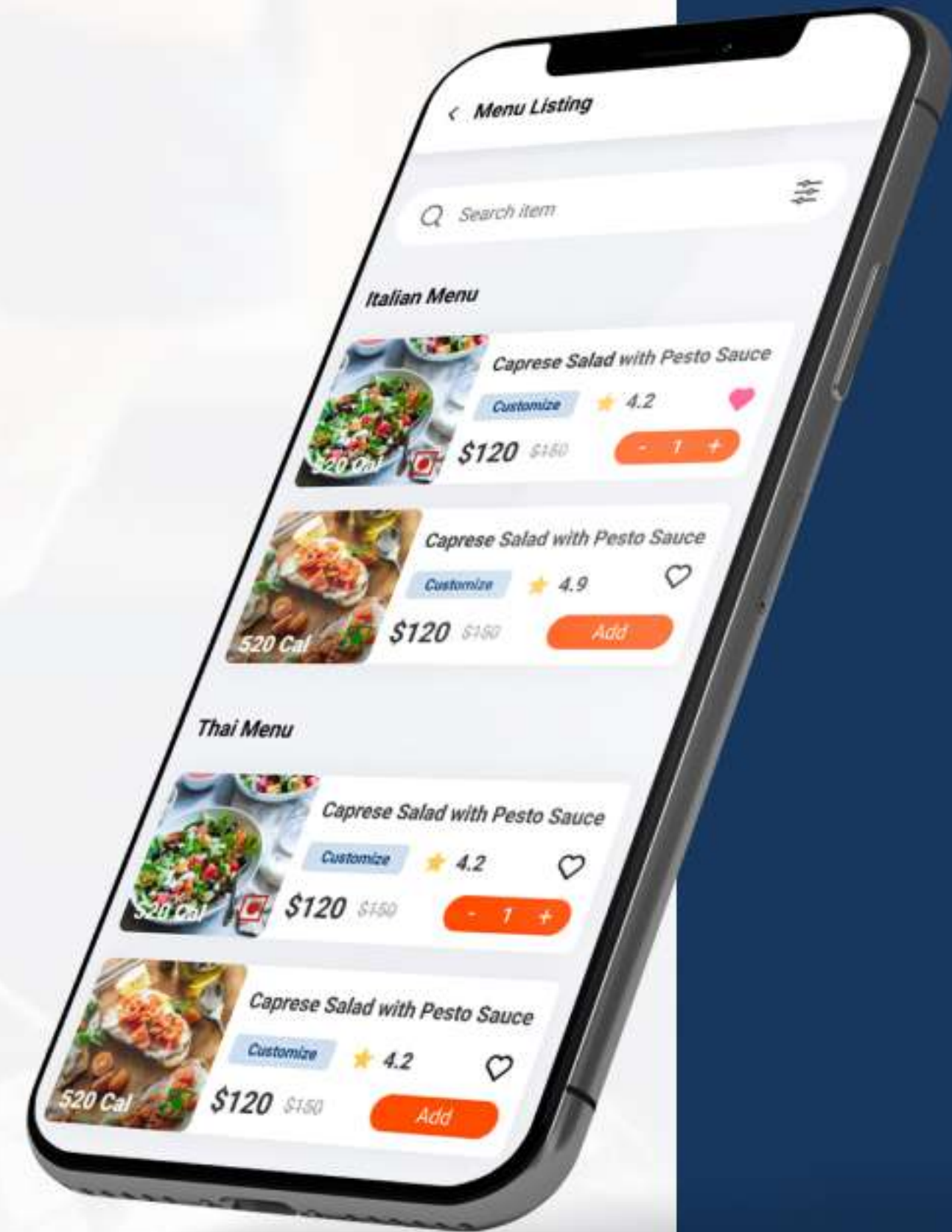
Target Personas:
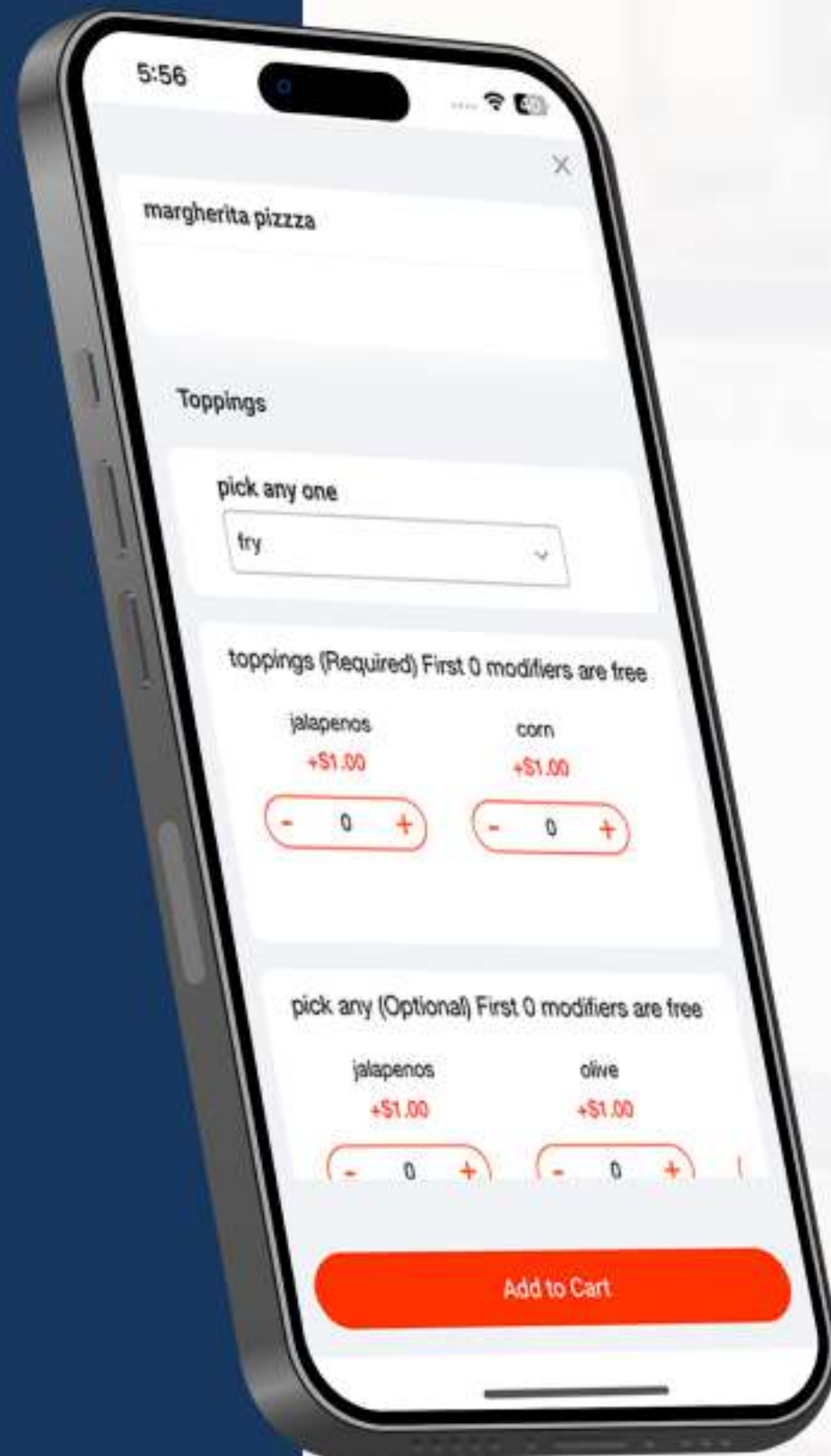
◈ Customers

◈ Business Owners

Problems

- ◆ Customers looking for convenience and easy access to business services via their mobile devices.

- ◆ Difficulty providing real-time updates, offers, or personalized experiences without a dedicated mobile platform.

- ◆ Lack of engagement with customers outside of in-person visits or website interactions.

- ◆ Slow or inefficient communication about order status, promotions, or loyalty rewards.

Solutions

◈ **Quick Ordering:** Allows customers to place and customize orders directly from their mobile devices at any time.

◈ **Real-Time Order Tracking:** Notifies customers about the status of their orders, including updates on preparation and delivery times.

◈ **Personalized Experience:** Offers tailored recommendations, promotions, and loyalty rewards based on the user's preferences and purchase history.

◈ **Push Notifications:** Alerts customers about special offers, new products, or order updates in real time.

◈ **Seamless Payments:** Integrates mobile payment options, including digital wallets, for fast and secure checkout.
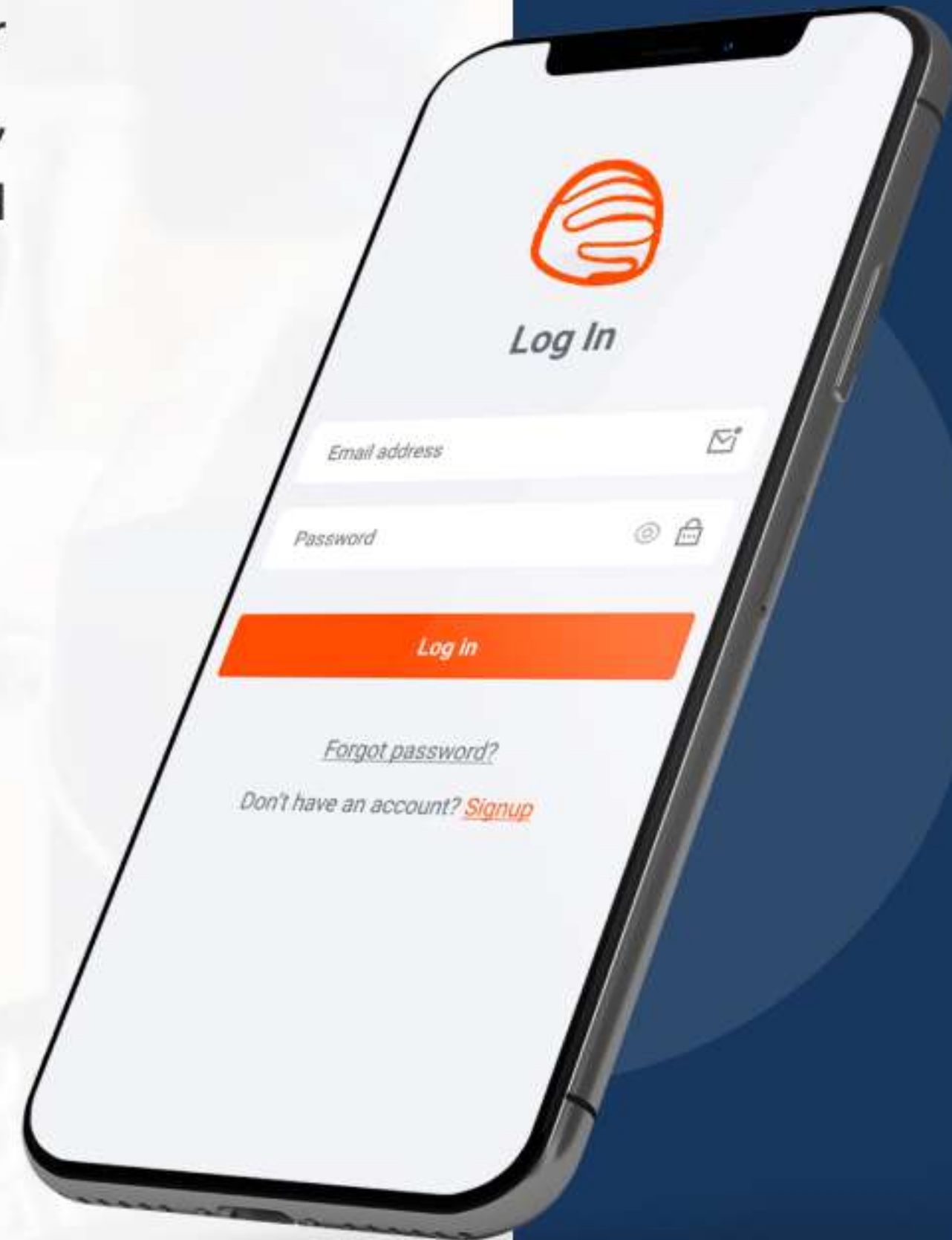
Truffle | Driver Application

This application is compatible with both iOS and Android devices
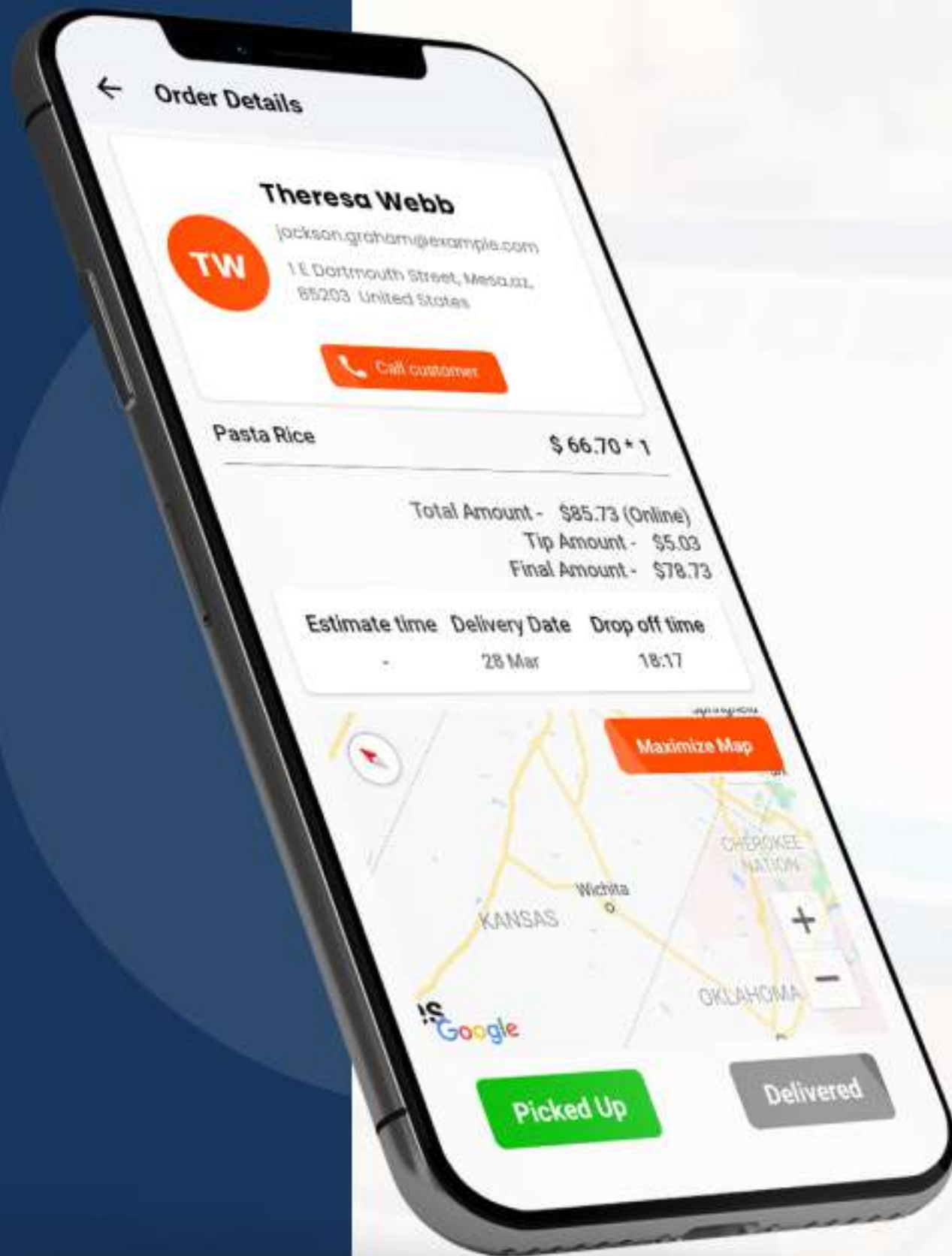
Driver Application

A driver application is a mobile app designed for delivery drivers, providing tools to manage routes, track deliveries, communicate with customers, and ensure efficient and timely service.

Target Personas:

- ◈ Drivers

- ◈ Delivery Managers

- ◈ Business Owners

Log In

Email address

Password

Log in

Forgot password?

Don't have an account? Signup

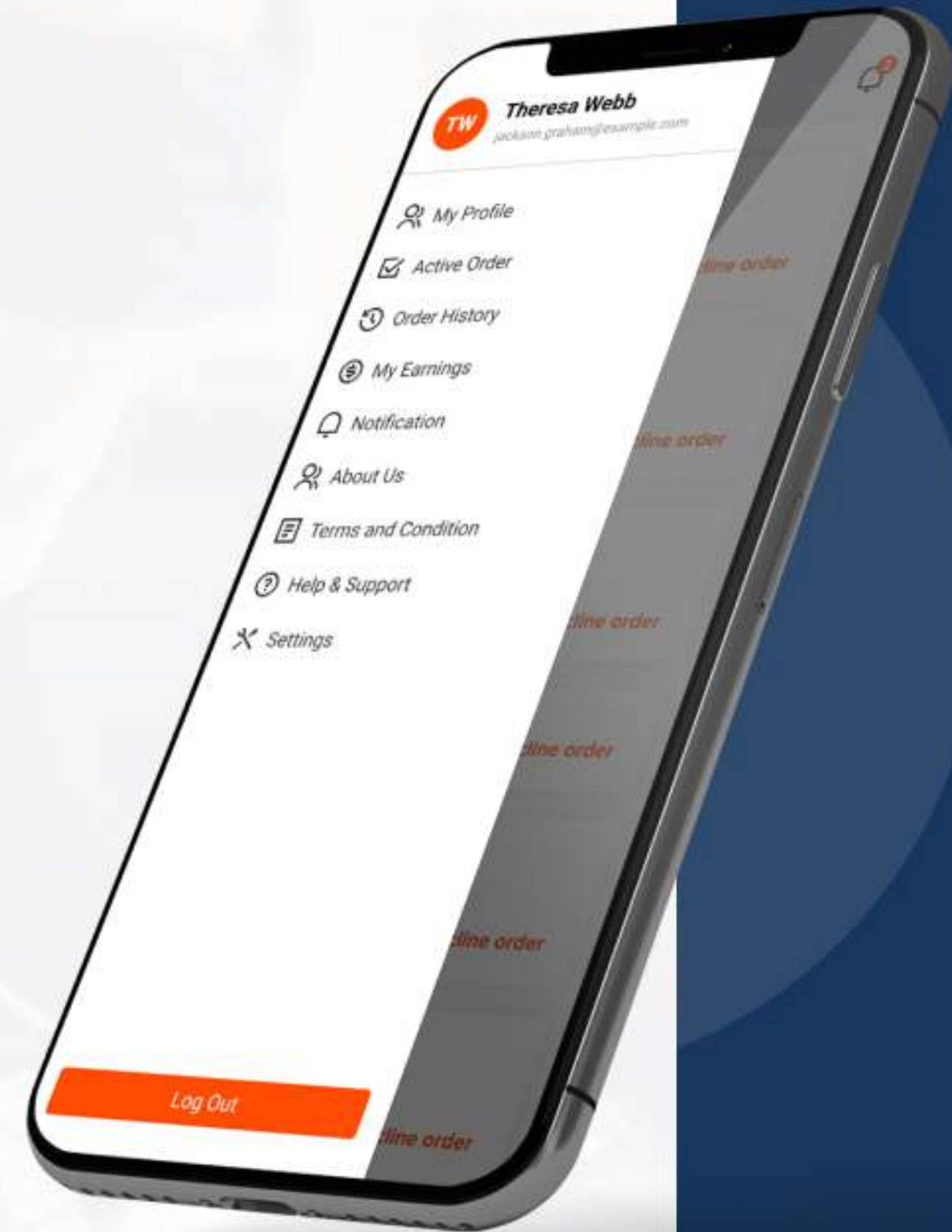# Problems

- Drivers face inefficient routing and scheduling, leading to delays and increased fuel costs.

- Limited communication between drivers, customers, and the business, causing confusion or missed deliveries.

- Difficulty tracking and verifying delivery status in real-time.

- Drivers managing multiple orders simultaneously can lead to errors or missed deliveries.

Solutions

◈ **Efficient Route Management:** Provides optimized routes to reduce travel time and fuel consumption, ensuring faster deliveries.

◈ **Real-Time Order Tracking:** Displays up-to-date delivery statuses, including estimated delivery times, to drivers and customers.

◈ **Customer Communication:** Allows drivers to easily contact customers with delivery updates or in case of issues.

◈ **Delivery Confirmation:** Enables drivers to confirm deliveries with a signature or photo proof, reducing disputes.

◈ **Order Management:** Organizes and prioritizes deliveries, allowing drivers to manage multiple orders smoothly.

Truffle | Owner Admin

Owner Admin

An Owner Admin is a high-level administrative role with control over business-specific operations, user management, menu management and tax management within a system, typically focused on overseeing business performance and strategy execution.

Target Personas:

◉ Business Owners

◉ Senior Managers

Problems

- ◈ Limited visibility into overall business operations and performance metrics.

- ◈ Inability to make timely decisions due to scattered or inaccessible data.

- ◈ Challenges in managing staff roles, permissions, and workflow within the system.

- ◈ Lack of control over business-critical settings and strategic tools.

- ◈ Inefficient menu updates and inconsistent menu availability across channels.

Solution

◈ **Business Management Tools:** Offers dashboards to track sales, customer trends, and operational performance in real time.

◈ **Role and Permission Control:** Enables management of user roles and access levels to ensure proper task delegation and data security.

◈ **Menu Management:** Provides tools to easily create, edit, and manage the menu, including pricing, descriptions, and availability, across all locations and channels.

◈ **Operational Oversight:** Provides visibility into all areas of the system, including inventory, orders, and customer interactions, for better decision-making.

Truffle

Web POS
(Web, Tablet & iPad)

Staff can use the application in tablet & iPad only.

Web POS

A Web POS is a browser-based point-of-sale system that enables businesses to process transactions, manage sales, and access real-time data using any device with internet access, offering flexibility and convenience for retail or restaurant operations.

Target Personas:

- ◈ Cashiers

- ◈ Managers

- ◈ Business Owners

Problems

- ◈ Limited mobility with traditional POS systems tied to specific hardware.

- ◈ High setup and maintenance costs for traditional POS hardware and software.

- ◈ Difficulty in accessing sales data remotely or across multiple locations.

- ◈ Inefficient updates and lack of integration with modern business tools.

Solution

- ◆ **Device Independence:** Operates on any internet-enabled device, such as tablets, laptops, or desktop computers, without specialized hardware.

- ◆ **Cost-Effective Setup:** Reduces the need for expensive hardware by leveraging existing devices.

- ◆ **Real-Time Synchronization:** Updates sales, inventory, and customer data instantly across all systems and locations.

- ◆ **User-Friendly Interface:** Offers a simple and intuitive design that reduces training time for staff.

- ◆ **Cloud-Based Access:** Enables managers and owners to monitor sales, generate reports, and make updates remotely.

Truffle | KDS

Kitchen Display System

Kitchen Display System

The Kitchen Display system is only for kitchen staff.

Target Personas:

◆ Head Chef

◆ Kitchen Staff

Problems

- ◈ Messy, unorganized paper-based order process leads to delays and errors.

- ◈ Training issues due to lack of real-time, accessible recipe instructions.

- ◈ No data on kitchen performance for analysis and improvement.

- ◈ Miscommunication with guests regarding order status.

- ◈ Profit loss due to inefficiencies in manual processes.

Solution

◆ A fully automated digital system to streamline kitchen operations.

◆ Orders routed to multiple stations for improved organization.

◆ Real-time recipe instructions displayed to maintain consistency.

◆ SMS notifications sent to guests, updating them on order status.

◆ Integration with reporting tools to track speed of service and kitchen performance.

Truffle

Hardware Integration

Hardware Integration

When creating POS System, technology companies allow certain components to interact with it. An integrated POS system is a platform that connects sales data to other business tools, allowing them to exchange data in real-time. The following hardware components can be used in conjunction with POS software:

- Barcode & QR code Scanner
- Customer Receipt Printer
- Weighing Scales
- Swipe Machine
- Cash Drawer
- Bump Bars - Logic Controls
- Label Printer
- Kitchen Printer
- Go Box

Printers such as Receipt Printers, Label Printers can be integrated with our system via LAN. Scanners such as Barcode Scanners and QR code scanners can also be integrated with our system via Bluetooth and USB.

Transaction integration with our system via Swipe Machine is a key part of any POS System.

Barcode & QR code Scanner

A barcode reader, also known as a price scanner or point-of-sale (POS) scanner, is a portable or fixed input device that captures and reads data from bar codes.

Swipe Machine

With a range of POS terminals, you can accept card, QR, and contactless payments. A point of sale swipe machine is a terminal that allows you to accept credit and debit card payments from your consumers.

Label Printer

They provide on-demand label and barcode printing for a variety of industries, including food service, manufacturing, and pharmacies, as well as ticketing, source labelling, and more.

Customer Receipt Printer

A receipt printer is a device that prints credit card slips or receipts and is frequently used as part of a point-of-sale system. Businesses frequently require this technology to process payments and maintain clear contact with customers following a purchase. Other industries, such as restaurants, may require a receipt printer to complete their jobs, such as managing food orders in the kitchen.

Cash Drawer

The Cash Drawer is a portion of the Cash Register or Point of Sales Device (POS) that stores credit card receipts, transaction cash, and other documents. The Cash Tray is detachable from the Drawer and is used to store cash. A Cash Drawer is widely used in retail activities, particularly in POS systems.

Kitchen Printer

Kitchen Printers to efficiently print orders and reduce kitchen errors.

Weighing Scales

Weighing Scales for accurate measurements in food or product handling.

Bump Bars - Logic Controls

Bump Bars with Logic Controls for optimized kitchen order management.

Go Box

Truffle Go Box offers a smart solution for fast and secure order pickup with temperature control for food. It enhances customer experience by offering secure and easy access to their orders.

Support

We provide quality services extending from small enterprises to large businesses, including restaurants, hospitals, shopping malls, online stores with 24 * 7 responsive and technical support.

Technology Stack

Super Admin, Owner Admin, Web Pos, Fronted Website, Order Screen

- ◆ PHP
- ◆ Laravel
- ◆ MySQL
- ◆ Bootstrap
- ◆ jQuery

iPad Pos, iOS User, iOS Driver, CDS (Customer Display Screen)

- ◆ iOS-Swift
- ◆ API

Android User, Android Driver, KDS (Kitchen Display Screen), Kiosk

- ◆ Android Kotlin
- ◆ API

Let's Connect

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thank you