



***ARE YOUR CUSTOMERS
ALWAYS THAT HAPPY ?***

 **TURN-O-MATIC[®]**
touch 



METO[®]
A DIVISION OF **Checkpoint** 



INCREASE VALUE THE BIG +

■ A relevant Queueing System increases the value for both the customer and the retail market itself. From initial contact to final service delivery, it helps retailers adopt a customer focused approach that begins as soon as the shopper enters a store.



■ For today's customers speed and convenience is paramount, Shoppers that are faced with long queues at peak, times are more likely to abandon their purchase and visit an alternative retail store.

■ By improving customer queuing and waiting times, retailers are able to provide a smooth and stress free service to their customers. This reduces the risk of purchase abandonment, enhances employee utilisation and generates positive perceptions of the store to ensure repeat business.

■ Great customer experience creates loyalty and higher income!

■ The use of a modern Queueing System helps convert customer queuing or waiting time to extended shopping time that also encourages browsing and increases the opportunity for additional purchases, while eliminating customer frustration. Using the solutions by METO Turn-O-Matic touch+ helps address challenges retailers face while improving the quality of service and the customer experience.

■ METO Turn-O-Matic touch+ is a modern and easy to use Queueing System

■ Turn-O-Matic touch+ is a perfect solution for a queue when customers need advice or assistance with their purchases. Customers take a ticket and are encouraged to browse around the store while they wait for assistance. Staff can then simply press the sales terminal to display the next number to call the customers forward to be served.

■ When a ticket is taken it immediately identifies to the retailer that they are a potential customer which helps the retailer encourage and convert a prospect into sales.

■ The retailer can directly separate shop viewers from actual customers that want their attention. With the embedded terminal viewer the sales staff has immediate knowledge of customers in the store.





WHAT'S NEW ?

METO® A DIVISION OF Checkpoint	TURN-O-MATIC® touch	TURN-O-MATIC® touch +
Intelligent Queueing System	■	■
Out of the box solution	■	■
Intelligent terminal	■	■
Terminal presents number of customers waiting in the queue	■	■
Terminal indicates waiting time per customer	■	■
Red dot matrix display	■	■
Touch screen printer	■	■
Customer welcome message on printer touch screen	■	■
Tickets per roll	2.000	2.000
Ticket design unique METO branded	■	■
Marketing message on ticket	■	■
Maximum number of serving queues	2	3
Numbering system per queue	Queue No. 1 001 - 299 Queue No. 2 401 - 599	Queue No. 1 001 - 299 Queue No. 2 401 - 599 Queue No. 3 701 - 899
Add unlimited number of displays		■
Main Display to present cashier number		■
Satelite box, up to 4 displays/terminals per box		■
Languages Tomtouch printer	DE, GB, ES, FR,RU, PL DK, SE, IT, PT, NL, NO	
Languages manual	DE, GB, FR, ES, RU, PL, IT, PT, NL	
Warranty	2 years	



■ Personalised promotional messages can be designed for the 7" LCD touch screen and tickets, as well as a welcome screen with the choice of 80 installed pictures for different work environments. The screen can also be strategically placed in store to create additional sales opportunities. Values with METO Turn-O-Matic touch+



1. INCREASE INCOME

It's the perfect prospect viewer. Separate shop viewers and put your focus on customers that your attention and buy your products. Increase your sale with promotion of products or services on the welcome screen and on each ticket customers take in their hands. Market research has showed that promoted products added on the tickets has more than tripled the sales of offered products. Customers can browse the store while they are waiting to be served providing the opportunity to make additional purchases. The display can also be placed next to promotions to create up-sell and cross-sell opportunities.

2. IMPROVE THE CUSTOMER EXPERIENCE

Enhance the experience in your Store and let customers be served in a fair and relaxed manner knowing that they'll be helped shortly. When you call forward a customer you can see on the terminal how long they have waited. For times when the customer has waited longer than they should, why not give them a small gift and say sorry for the inconvenience. This customer will always be loyal to you and the company and in the best of worlds tell other people how pleasant it was to visit you and the company.



3. INCREASE STAFF EFFICIENCY

Your staff will benefit greatly from a more efficient and stress-free work environment. The sales terminal is able to indicate service, transaction times and number of customers in the queue. Service levels can then be adjusted according to customer demands, creating a positive purchasing environment. Staff that is focused and works in an efficient environment has the best opportunity to achieve better result.



CASES

WE HAVE PROBLEMS HANDLING OUR CUSTOMERS FRIDAYS AND SATURDAYS!

The volume of clients parallel with the difficulty to see who was next makes frustration for both customers and our staff want to do a good job.

This can be solved with a Turn-O-Matic touch+

- Fair queuing for all customers.
- Relaxed atmosphere for both customers and staff.
- While they wait to be served, customers can use the opportunity to browse the store for other items without worrying about their place in the queue.



WE HAVE A PROBLEM IDENTIFYING NEW PATIENTS FROM THE ONES REGISTERED IN OUR WAITING ROOM.



This can be solved with a Turn-O-Matic touch+

- A system that tells you in real time how many new patients you have in your waiting room.
- When you press for the next patient (number) in the queue the system shows how long they've been waiting.



WE HAVE A WEB SHOP AND WOULD LIKE TO SEPARATE OUR CLIENTS WHEN THEY COME INTO OUR STORE AND PICKUP THEIR ORDERS.

This can be solved with a Turn-O-Matic touch+

- Use an expanded system with a two queues and you will have one for customers shopping at the store that will likely have more questions than your "click and pickup" customers.
- You can use your knowledge for existing store customers and have a junior employee handling the "click and pickup" orders.

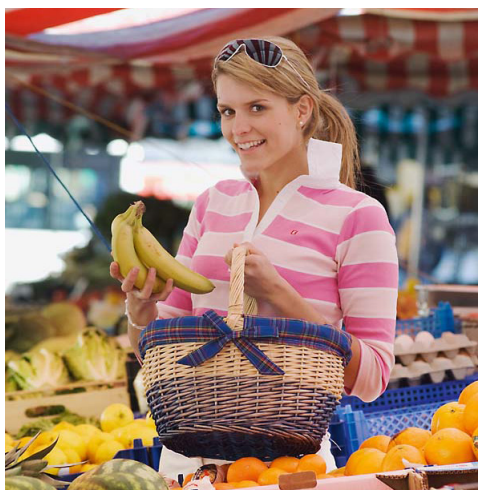




WE ARE A LARGE DELI AND HAVE THREE MAIN DESKS SERVING OUR CUSTOMERS WITH BAKERY, DELICACY AND CHEESE. WE WOULD LIKE TO DIFFERENTIATE OUR CUSTOMERS AND NOT HAVE THEM IN THE SAME QUEUE.

This can be solved with a Turn-O-Matic touch+

- Use an expanded with three queues and use one ticket printer. This means that customers walking up to your ticket printer can chose between three different buttons; one for the Bakery, one for the Delicacy and one for Cheese.
- That means that your staff is dedicated to the correct product and with their knowledge they can serve each individual customer with proper information.



WE ARE IN THE FRUIT BUSINESS AND WE WOULD LIKE TO OFFER OUR CUSTOMERS PRODUCTS THAT WILL SOON REACH THEIR EXPIRATION DATE. IS THIS SOMETHING A MODERN QUEUEING SYSTEM COULD ASSIST WITH?

This can be solved with a Turn-O-Matic touch+

- A promotional message can be added to both the ticket and the welcome screen on the kiosk.
- It has been proven that products or services that are promoted on the ticket will receive higher sales. This is perfect for items that require to be sold quickly such as products soon reach their expiration date.

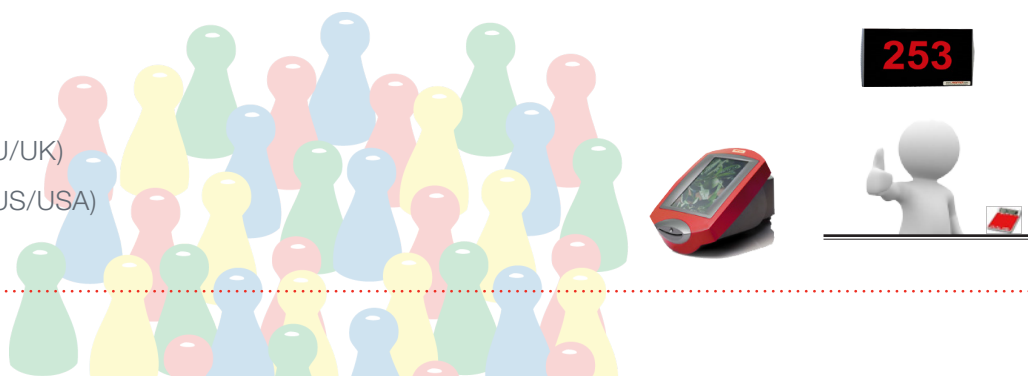


Application Samples

ONE QUEUE

1 x TOMtouch+

- Art.No. 9479075 (EU/UK)
- Art.No. 9479076 (AUS/USA)



TWO QUEUES

1 x TOMtouch+

- Art.No. 9479075 (EU/UK)
- Art.No. 9479076 (AUS/USA)

1 x Display

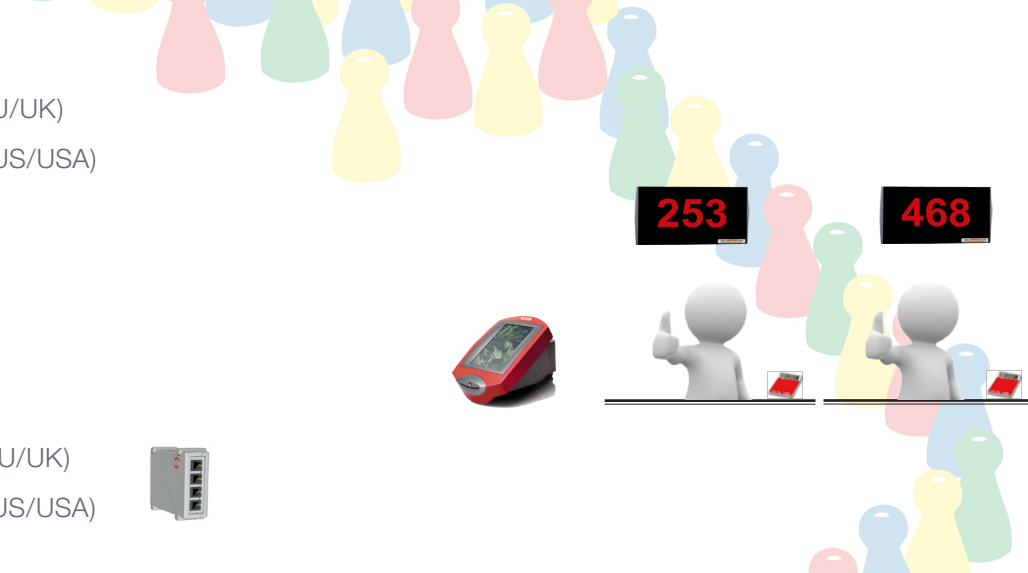
- Art.No. 9479077

1 x Terminal

- Art.No. 9479079

1 x SATELLITE BOX

- Art.No. 9479102 (EU/UK)
- Art.No. 9479103 (AUS/USA)



ONE QUEUE WITH 3 TERMINALS

1 x TOMtouch+

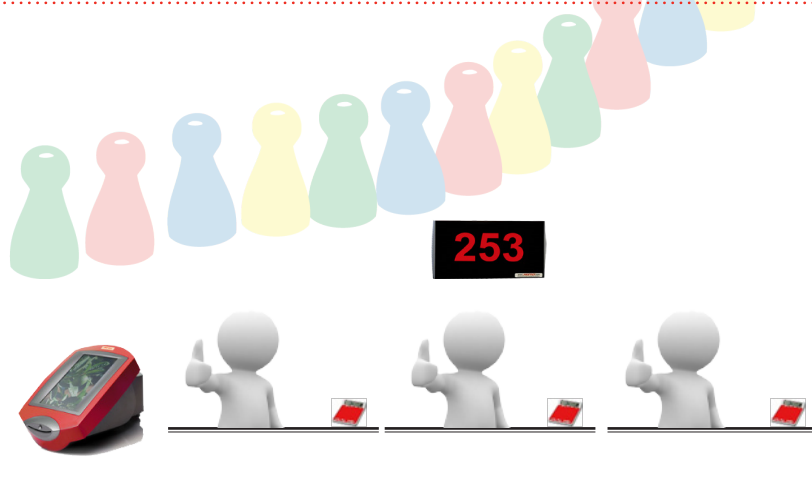
- Art.No. 9479075 (EU/UK)
- Art.No. 9479076 (AUS/USA)

2 x Terminal

- Art.No. 9479079

1 x SATELLITE BOX

- Art.No. 9479102 (EU/UK)
- Art.No. 9479103 (AUS/USA)





Application Samples

ONE QUEUE WITH 3 TERMINALS AND MAIN DISPLAY

PRESENTING QUEUE NUMBER TOGETHER WITH CASHIER NUMBER

NOTE! THE CASHIER NUMBER ON THE DESK IS NOT PART OF TURN-O-MATIC PRODUCT LINE

1 x TOMtouch+

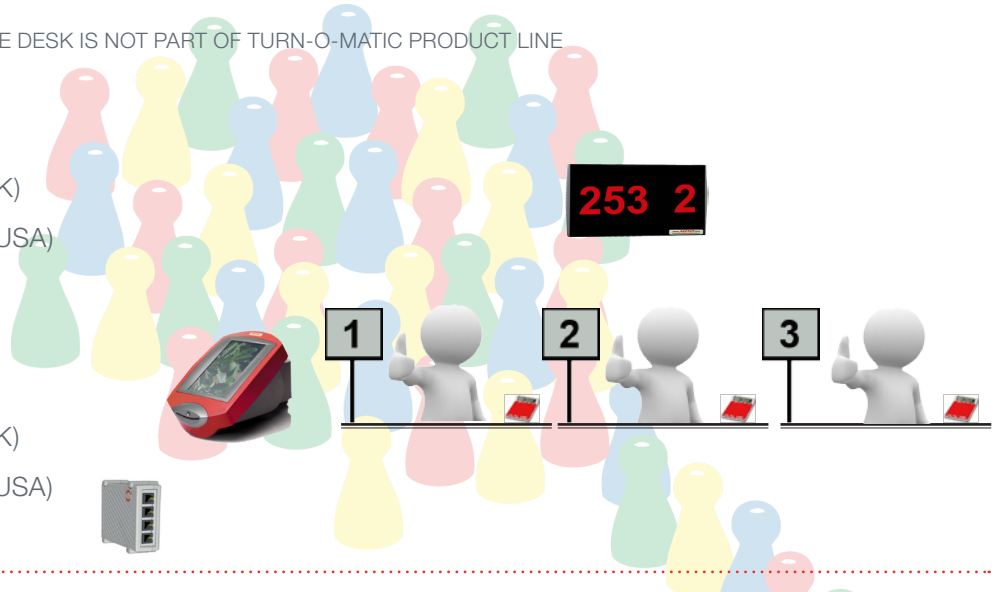
- Art.No. 9479075 (EU/UK)
- Art.No. 9479076 (AUS/USA)

2 x Terminal

- Art.No. 9479079

1 x SATELLITE BOX

- Art.No. 9479102 (EU/UK)
- Art.No. 9479103 (AUS/USA)



ONE QUEUE WITH 3 TERMINALS AND MAIN DISPLAY

PRESENTING QUEUE NUMBER TOGETHER WITH CASHIER NUMBER

NOTE! THE CASHIER NUMBER ON THE DESK IS NOT PART OF TURN-O-MATIC PRODUCT LINE

1 x TOMtouch+

- Art.No. 9479075 (EU/UK)
- Art.No. 9479076 (AUS/USA)

2 x Display

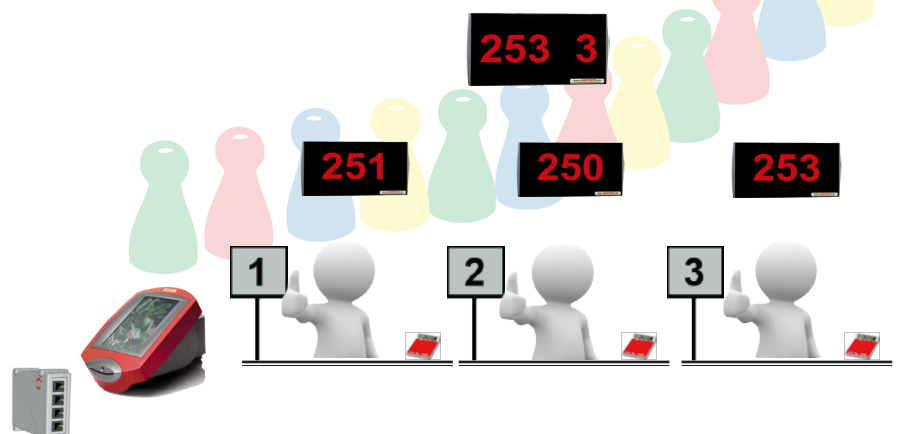
- Art.No. 9479077

2 x Terminal

- Art.No. 9479079

2 x SATELLITE BOX

- Art.No. 9479102 (EU/UK)
- Art.No. 9479103 (AUS/USA)





**THREE QUEUES WITH 3 TERMINALS,
4 DISPLAYS PRESENTING QUEUE NUMBERS.**

1 x TOMtouch+

- Art.No. 9479075 (EU/UK)
- Art.No. 9479076 (AUS/USA)

3 x Display

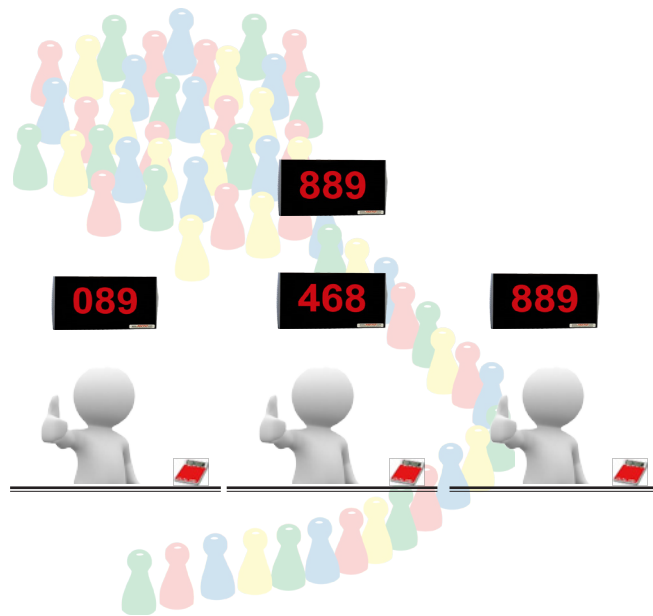
- Art.No. 9479077

2 x Terminal

- Art.No. 9479079

2 x SATELLITE BOX

- Art.No. 9479102 (EU/UK)
- Art.No. 9479103 (AUS/USA)



METO®, a division of Checkpoint, brings a wide variety of innovative and highly cost-effective merchandising and handlabeling solutions to global retailers, providing in-store communication and promotion, shelf management, labeling and shopping convenience solutions.

For more than 50 years, METO has been inventing many of the common merchandising and labeling solutions that are used today in retail environments. Checkpoint's METO division offers solutions that are easy to handle and install, meeting the requirements of today's fast-moving retail landscape, where time is money.

METO solutions help to effectively communicate prices and promotions, product origin, sell-by dates and the information needed to increase sales opportunities.

METO equals quality and durability, inspiring the industry to reach consumers in the most effective way.

Very close cooperation with the retail business is integral to METO's success.

Through this partnership, we continue to develop innovative concepts for you, our customer.

HANDBLABELING SOLUTIONS



CUSTOMER FLOW MANAGEMENT



MERCHANDISING SOLUTIONS



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