



Hospital Food Services Solution

Your cafeteria is a busy, busy place - ARBA Retail Systems can help you! With over twenty-seven years experience in retail Point of Sale (POS) and back office operations management, we have helped hundreds of hospitals across the nation improve throughput at the cash register, enhance employee convenience, increase retail revenue, and optimize menu planning.



ARBA Retail Systems is a privately owned corporation providing a complete retail solution. We have a national reputation for our software product, ARBAPRO for Windows, as well as our installation, training, post-sale service and support. From the cafeteria to the snack bar, coffee shop or gift shop - ARBA is a full service provider for hospital retail operations. Our installations are as complex as multiple cross-campus locations with individual and consolidated reporting, or as straight forward as a single retail location.

As a leader in POS, automated and integrated payroll deductions with employee badge scanning, and back office operations management, ARBA Retail Systems addresses the unique needs of your healthcare retail environment.

Vital to Your Food Service: Point of Sale

Increase throughput and revenue by moving hospital employees and guests more quickly and easily through your cafeteria, snack bar or coffee shop with an easy-to-use, fast and secure touch screen POS register. Easy-to-use operations, understandable navigation messages, and easy cashier trainability are combined with a vivid, bright on-screen keyboard. This all adds up to a register that saves valuable time for you, your cashiers and your customers.

Employee badge scanning with payroll deduction capabilities, credit card authorization, and pin pads for debit card processing further speed the check out process, while providing convenience to employees and guests. Optional scales and coin dispensers further speed throughput at the point of sale.

Enhance employee and guest convenience with payment options tailored for Hospital Food Services. In addition to credit card, debit card and payroll deduction payment options, ARBAPRO's customer categories allow for physicians' office charges, department charges, and patients' family member support.

Make menu changes a breeze whether you're moving from your breakfast, lunch, or dinner menus or rotating your menus or menu items throughout the week, month or year. Tailor your menu screens to your food service menus – not vice versa. Build screens, menus, and menu items as your needs require. ARBAPRO offers you the ultimate in flexibility. Easy to build menu screens and unlimited transitions enable you to create virtually unlimited food families with many preprogrammed item keys. Your cashier will touch the menu on the screen and “open” the family of items from which to choose.

Back Office Operations Management

The ARBAPRO system includes a manager's office workstation that allows you to run your business behind the scenes, using a toolbox of reports and utilities that give you the information you need to make the decisions that matter most. Manage your food production forecasts, inventory analysis and status, ordering, and receiving with ease and insight.

- **Comprehensive Activity Reports** allow your chefs to plan menus for optimum impact, based on historical sales with best-to-worst performance ranking, so that waste and unnecessary food costs can be eliminated. These reports are available at the touch of a button.
- **Pinpoint profitable (and less-than-profitable) menu offering and food items** with ARBAPRO's accurate profit reporting. Item sales contributions to overall performance help management make truly informed decisions on what to serve and what to buy.
- **Menu Management** can be provided by service-oriented ARBA staff for your busy cafeteria staff, or give staff the tools to do it themselves. ARBA's Touch Screen menus and screens are fully programmable, and easily changed. They are built the way YOU want, anytime you want.

Of course, ARBAPRO is compatible with Windows® operating systems, so keyboard operations, screens and features make for a familiar work environment.

ARBAPRO Options

ARBA Retail Systems offers many options which can be added now or in the future, providing you with a scalable solution that will grow with your evolving needs.

- **Multi-Food Service Location Management:** ARBA offers Multi-Food Service Location Management with individual and consolidated reporting from your cross town campuses as well as your snack and coffee bars.
- **Payroll Deductions – Special Features for Hospital Food Service:** Optimize throughput at the register, provide employee convenience, and increase sales revenue with payroll deductions with employee badge scanning. File exchange with payroll can be fully automated and tailored to your hospital's needs. ARBAPRO can import your existing employee files. With each subsequent import, we'll recognize new or terminated employees, and even identify replacement badge numbers. At the register, you'll be able to read employee badges of varying types using the supplied magnetic reader or bar code scanner, or, if necessary, other optional badge readers (you can also look up staff manually by name or customer number). The register notifies your cashier if the account has been terminated or is over the credit limit – it's the cafeteria manager's choice to override a credit limit. Payroll deductions have simply never been faster or easier. Doctors, medical students, and department catering events are all handled easily at the checkout under this same umbrella.
- **Payroll Department Reports:** Prepare ARBAPRO's deduction reports for your payroll department quickly and easily. The software can be customized to transfer files electronically to and from your payroll department. Deductions are based on user-definable splits or full deduction amounts. Payments are credited on your payroll posting date. ARBAPRO's customer categories allow for separation of payroll deductions from department charges, complimentary guest or visitor meals, and physician's office charges.
- **Accounts Receivable / House Charges:** No more writing out payroll deduction slips by hand. ARBAPRO does it for you – and generates reports automatically as well as statements for physician and department charges.
- **Credit Card Authorization:** Provide convenience for visitors as well as employees. Credit card transactions are quick, easy and completely integrated with ARBAPRO's cash register. Swipe the credit card or enter numbers manually for phone orders.

- **Pin Pads:** Accept Credit Cards or Debit Cards at your ARBAPRO Cash Register. Counter mount swivel stand option available. Save money on your credit card fees!

- **Scales:** The ARBAPRO cash register can interface to electronic scales for items sold by weight



- **Coin Dispensers:** Help further speed guest and employee throughput.

- **Additional Options for pre-packaged / pre-made food, bottled water, soda and other scannables:** Omni-Scan UPC Bar Code Scanners for register scanning of bar coded items, Back Room Wedge Laser Scanner for bar coded item entry, Bar Code blaster for bar coded label printing.

On-Site Training

Training for your new POS system is just as important as the decision you've made to install it. Acquiring your new POS system can be a significant undertaking, and will have a major impact on your day-to-day operations. Our trainers know how to make this transition easy. Training provides you with immediate and effective use of the system, saves you time wasted in trial and error learning, and yields a fast return on your investment.

ARBA Retail System's Excellent Support

ARBA offers two types of customer support. Both support offerings include any software upgrades and enhancements released during the support period at no additional cost. **Extended Hours Software Telephone Support** (Sunday thru Saturday) is available for the busy cafeteria, while our **Business Hours Software Telephone Support** (Monday thru Friday) is ideal for the hospital snack bar, coffee bar or juice bar.