

# FUSIONPOS KEEPS YOUR BUSINESS RUNNING SMOOTHLY

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 **FUSION  
POS**  
RIGHT PEOPLE, RIGHT BUSINESS

# ABOUT US

FusionPOS Is A Cloud Based Online Ordering And Point-of-sale (Pos) System That Introduces Takeaways And Restaurants To The Digital World.



## BENEFITS

- ❖ Free Menu Update & Management
- ❖ Free Remote Training for Your Staff
- ❖ Free Website Design
- ❖ 0% Commission on Online Orders
- ❖ Free Technical Support
- ❖ 24\*7 Customer Support

**EASY TO USE - EASY TO IMPLEMENT**

# VISION

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**To Provide A Cloud-based Epos System With World Class Quality And Service To Our Clients Whenever They Need, Wherever They Need.**

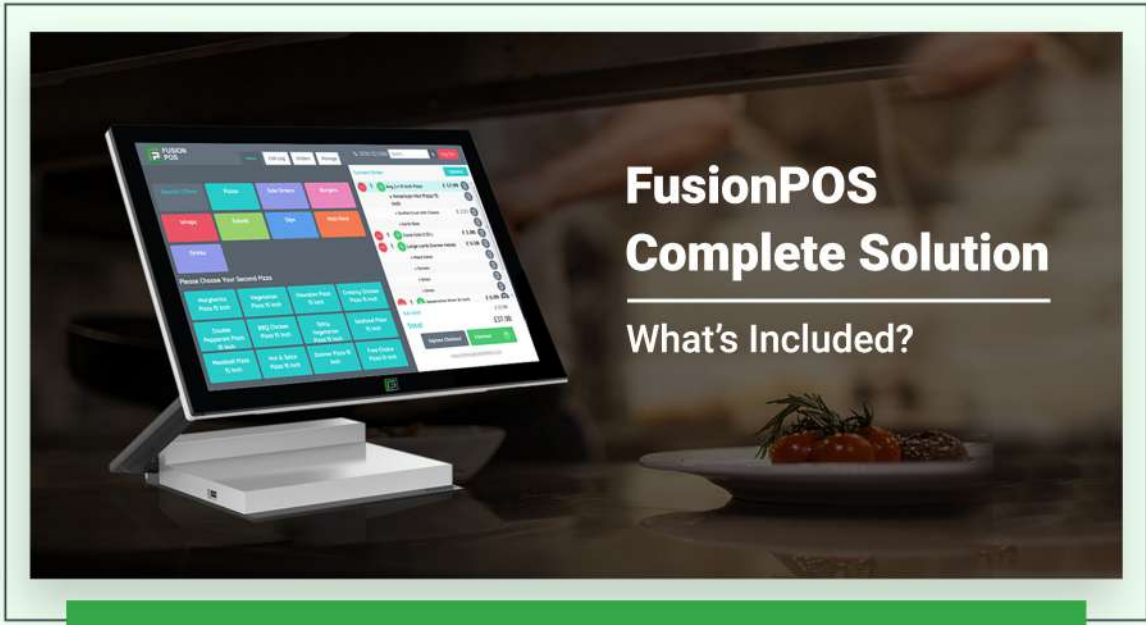
## MISSION



**We at FusionPOS intend to provide a fully integrated advanced EPOS system solely for the hospitality industry to create the best possible experience for our clients and their customers. A system that is affordable, reliable, packed with unique features, and offers top-notch technical and customer service that makes them run their business efficiently.**

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# FusionPOS Complete Solution

What's Included?

60% MORE  
RESPONSIVE 

Capacitive  
Touch Screen

 300% BOOST OVER  
TRADITIONAL DRIVES

Solid State  
Hard Drive

TWICE THE  
PERFORMANCE 

Intel  
Processor



Metal  
Lockable  
Cashdrawer

PRINTS AT  
HIGH SPEED 

Super Fast  
Print Speed

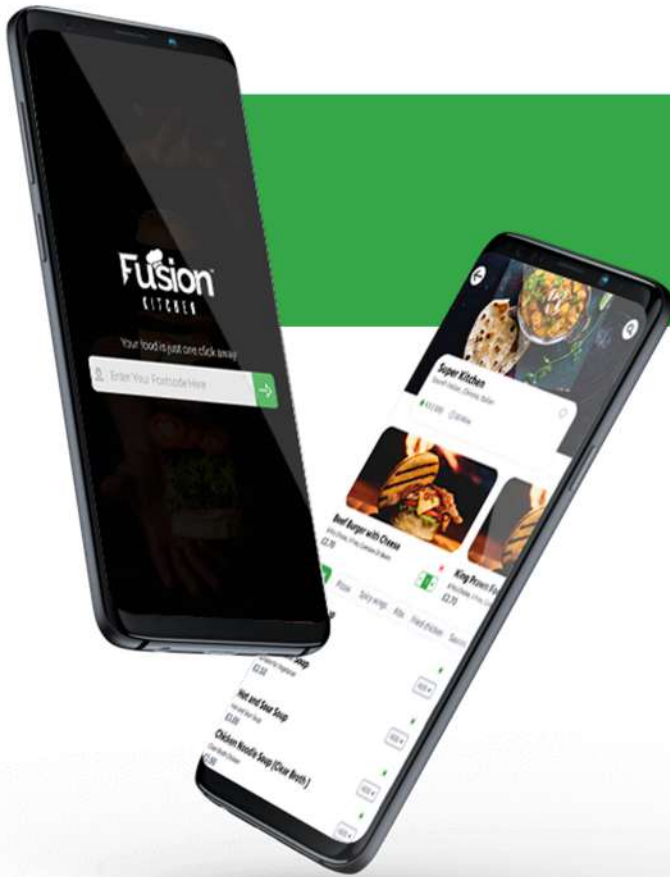


FUSION POS  
RIGHT PEOPLE. RIGHT BUSINESS

# Fusion Kitchen

Connecting The Best Of Kitchens

An user friendly and common platform initiated to save the takeaways and restaurants from hefty commissions by third party food ordering portals.



Revamp your business by accepting orders online for Delivery and Collection using Fusion Kitchen.



**Zero Commission**



**Higher Returns  
Minimal Effort**



**Showcase Your Brand**



**Higher Reach  
Minimal Effort**

## BENEFITS

- › Free Sign Up
- › User-Friendly
- › Higher Revenue
- › Free Marketing
- › Free Business Support
- › Mobile App
- › Takeaway Website
- › Collection/Delivery Orders
- › Simple Dashboard
- › Discounts and Offers

# BECOME A PARTNER

## ZERO COMMISSION

Start selling your Food online with all the features required to launch your food delivery service. We don't charge commission or monthly fees so you can keep all your margin. We've built Fusion Kitchen to help Restaurant & Takeaway owners make it through this difficult period.

**FREE**  
£0/MO.

**SIGNUP NOW**

## WHAT'S INCLUDED

- Free Website
- Instant setup
- Unlimited Food Orders
- Offer local delivery & collection
- Online payment processing

## WHAT'S NOT INCLUDED

- No Contracts. No monthly, setup, or additional payment processor fees
- No 2-week on-boarding, it takes just 24 Hours

\*Card payments: Charges applicable per transaction

## SIGN UP & SAVE YOUR MONEY

How much can you save by switching to Fusion Kitchen?

Fill in the details to know how much commission fees you can save by signing up with us!

**CALCULATE**

Total online orders you receive (per week)

Average order price

Commission you pay per order

	Others	Fusion Kitchen
Per Week	£38,400.00inc Vat	£ 0
Per Month	£186,400.00inc Vat	£0
Per Year	£1,996,800.00inc Vat	£ 0



# HOW OUR CONTACTLESS DINING WORKS?

Our Contactless Dining Solution Will Enable Your Restaurant To Offer A Contactless Menu, Orders & Payment To Your Dine In Guests.

## BENEFITS

- ▶ Boost your restaurant business even during tough times and increase your revenue.
- ▶ Avoid Non-essential interaction with the staff.
- ▶ Build Loyalty amongst diners.



# CONTACTLESS DINING



# FUSIONPOS

~ For Takeaways ~

- ❖ FusionPOS supports takeaway owners to automate their takeaway at a low weekly rental.
- ❖ We offer you with an easy to use epos system along with an integrated online ordering website which comes with dynamic features.
- ❖ You can easily accept & reject orders based on your convenience. If you find an order to be fake, simply reject the order and stop it from reoccurring.
- ❖ You can manage your drivers with the driver screen, where you can assign the orders to drivers and even track their location in real-time.
- ❖ The driver report discloses the number and value of cash/card orders taken by all the drivers on duty.
- ❖ You can help your delivery drivers with delivery directions handed to them in a printed format and satisfy your customers by helping them track their orders.
- ❖ Convey your inconvenience to your customers with a late order notification.
- ❖ Open/Close takeaway can be changed immediately for your restaurant/takeaway in case of any sudden unavoidable situations.

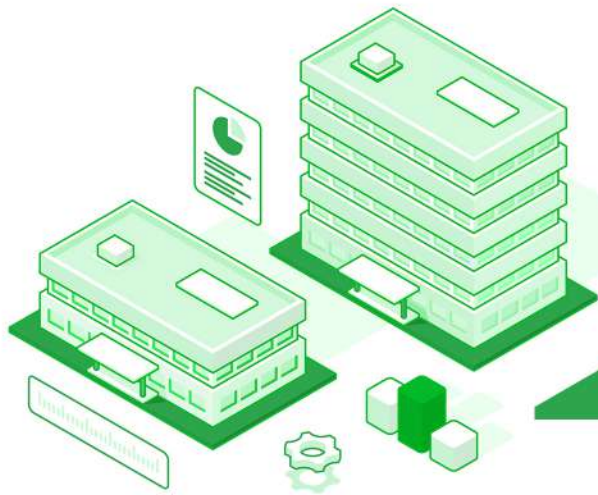




# FUSIONPOS

~ For Restaurants ~

- ❖ We offer you with your brand named attractive website with online ordering, table booking, table orders and much more features.
- ❖ Our online ordering system generates a fair order report for the time duration you prefer with the number of cash/ card orders taken.
- ❖ You can view a complete report of the table bookings that were accepted/rejected or are in waiting. This report can be used to assess the daily/weekly/ monthly table bookings received via website or phone calls for your restaurant.
- ❖ FusionPOS offers table management feature in the EPOS to assign numbers or names and table shape at the restaurant. Easily locate a free table at a glance and seat your customers sonner with less waiting time. The orders and the bills can be easily closed based on the table number. Find a free table at a glance from the waiting area as soon as it becomes available.



# FUSIONPOS

~ For Franchise ~

- ❖ FusionPOS helps Franchisees like Starbucks to become more beneficial by automating time consuming order management thus helping them spend more time in planning and rendering quality assurance.
- ❖ We offer you with an exclusive online ordering system that can generate specific order reports for each franchise.
- ❖ A call centre setup helps you to accept & reject orders from any of your franchise, thus handling them in their hardships.
- ❖ Using the boss login account, you can have access to any branch and take control over other login accounts.
- ❖ Hence with FusionPOS, you have total flexibility to multiple locations.





# HOW IT WORKS ?

We make your Online Order and Delivery Management Easy and Efficient. FusionPOS is an Online Ordering and EPOS software that enables your takeaway, Restaurant or Franchise to monitor your orders and deliver food hassle-free.

## How Our Online Ordering Process Works?

Here is the simple online ordering process that explains how easy it is for your customers to order online from your unique online ordering website.





# OUR SERVICES

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Online Odering Website



Table Booking



Epos System



Driver App



## YOUR OWN WEBSITE

Get your brand promoted with your unique online ordering website. Your Customers. Your Order.

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## BRANDED MOBILE APPS

Digitalise your business with your very own iPhone and Android applications -Provide the best solution for on the go orders.

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## CLOUD REPORTING

Manage your takeaway from anywhere in the world – No additional hardware required.

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## CUSTOMER MANAGEMENT

Keep track of all valuable data for each order you receive. Know your customers !

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## PROMOTIONAL SERVICES

Get connected with our expert marketing manager who can help you to grow your business and increase your online orders.

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## DEDICATED SUPPORT

Our well trained support and technical staff are just a phone call away. Our support team is always there to back you up during your busy time.

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# FEATURES

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## EPOS SYSTEM

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FusionPOS provides Takeaways and Restaurants with an unique EPOS system having an integrated online ordering system; You save customers, time and money with 0% commission on all online orders.



## ONLINE ORDERING WEBSITE

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FusionPOS offers a unique online ordering website for your takeaway/restaurant and allows the customers to view the complete menu and order online. New customers would also be able to find your website on popular search engines like Google. We charge ZERO COMMISSION for any online orders.

## MOBILE APP

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FusionPOS provides you with mobile apps exclusively for both android and IOS. For standard and premium customers, we offer it for free. This feature will help you retain your loyal customers as they can order food by using these mobile apps. Hence with a small weekly rental, we are rendering you with branded mobile application.



## FUSION SUITE APP

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FusionPos provides you with a mobile app called Fusion Suite to accept/reject orders without any hardware. You do not need a special device to receive online orders when you are not physically available at the takeaway or in case of any unavoidable situation. Just use your smartphone to receive orders online.

## DRIVER APP

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Driver app is a feature that allows you to track your drivers assigned with orders and your customers to track their delivery order. Hence, FusionPOS gives complete access to the takeaway owner and your valuable customers.



## CHANGE CALCULATOR

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The change calculator feature of FusionPOS supports your staff members in calculating the change for the amount given by the customers against the receipt. This will help you in managing the orders swiftly, as you save time.



## AUTO ORDER ACCEPT

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If your staff is busy with in store and table orders. Our takeaway software provides you with an auto order accept feature. When you enable this feature, the online orders that come to your epos, get accepted automatically and the orders will be printed.



## SPLIT BILLS

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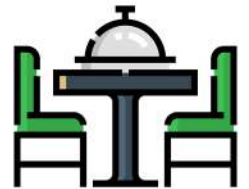


FusionPOS supports you by satisfying your customers with split bills. Does your customer want to share his bill amount with his friends? This feature will help you split the receipt amount into how many equal parts the customer requires by just tapping on the split button in your change calculator option.

## TABLE MANAGEMENT

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The table management feature of FusionPOS helps you in managing the number of tables you have for dining in your takeaway or restaurant. Our takeaway software also helps you to feed in the shape of the table for ease of arrangement, availability of the table, add or remove tables, assign them to the customers on behalf of their request and the number of people to accompany for a table. Hence, FusionPOS pays attention to each and every aspect you might be worried about.



## PRE ORDER

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Preorder is a feature offered by our takeaway software where your customer can order his food for delivery or collection even before your store opens. This will be convenient for your customers as they need not wait for the takeaway opening time. They just need to place the order with the collection or delivery time.

## ORDER WAITING TIME

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You can inform your customers of an accurate waiting time when they place a food order online. You can also change the waiting time in your system and that will automatically be updated on your branded website.



How does the system work? Firstly, your customer needs to place their order online. Then, according to your estimations you can set a given time on the website. When the customer accesses your website; the electronic clock will be displayed instantly, showing the time indicating the waiting time for collection and delivery. Every minute is important for the well being of your business, so spend your time wisely and gain some extra time whenever you can.



## LATE ORDER NOTIFICATION

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Is there a delay in your delivery due to some reason? Just intimate your customer with a late order notification and make your customer calm. The late order notification of FusionPOS helps you generate an SMS message by just a click. You need to mention only the time of delivery and the content for the delay will be generated by the system. This will help you be genuine to your customers and retain them.



## TAKEAWAY OPERATIONAL TIMINGS

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Open/Close takeaway can be changed immediately for your restaurant/takeaway in case of any sudden unavoidable situations. This timing can be updated by you easily by just a click or you can seek the help of our customer support team. A description can be stated regarding the reason for the takeaway to be closed and the customers can view that in the website.

## FOOD TYPE

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FusionPos provides you with a feature to highlight the food type that is offered at your restaurant/takeaway (eg., HALAL) with a Logo on your branded website. This helps the customers be aware of the type of food offered.



## CHEF SCREEN/MAKE LINE SCREEN

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Chefs in the kitchen can view the current order received on the Epos that is integrated with your front screen and allows them to quickly go through the online orders for food preparation. The orders displayed are first come first serve basis. The screen displays the food orders received and helps the chefs to coordinate their work accordingly.

## CUSTOMER SCREEN

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When you have a Chef screen and a Driver screen, will we let you forget about your customers who are the backbone of your business? Never. We do provide you with a customer screen to satisfy them. Customers can view the status of their online order in detailed format. We support you in maintaining transparency with your customers by providing all the order info they need; like order number, waiting time, time to be delivered and so on..



## DRIVER SCREEN

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Fusion POS provides Takeaways and Restaurants with driver assigning options in the system for the Business owners to easily see the locations of drivers and deliveries in real-time, assign the orders in a single click, and manage their deliveries efficiently, easily and continuously.

## CALL CENTRE SETUP

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In case you are busy with your instore and table orders and need someone to pick up the call and take your incoming orders, then we are there for your help. The call center setup feature of FusionPOS is in hand. The orders taken at the call center will pop up as a new order alert in the epos at your takeaway. This will help you manage your online and offline orders.



## SOCIAL MEDIA PAGES

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We help you in branding your takeaway/restaurant in social media pages like facebook, twitter & Google Plus. This feature is exclusively offered by FusionPOS for the purpose of marketing. We create the page and also give the access to you, so that you are free to advertise your new offers and deals.

## CUSTOMER SUPPORT

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Our takeaway software offers you with 24/7 customer support. Any type of issue you face, our technical team will solve it for you as early as possible. You can access this feature by email support or call support anytime and anywhere.



## TABLE BOOKING REPORT

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FusionPOS provides you with a feature to view a complete report of the table bookings that were accepted/rejected or are in waiting. This report can be used to assess the daily/weekly/ monthly table bookings received via website or phone calls for your restaurant.

## REVENUE CONTROL

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FusionPOS facilitates you to manage the number of cash and card orders taken per day. This will be helpful for the taxation process and many more. The order history is maintained legitimately for months and you can even mail yourself particular portions of it for further reference. We help you to have full authority on your revenue system.





## LOGIN ACCOUNTS

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FusionPOS provides you with three types of login accounts to make proper use of your epos software. The boss login gives access to all the features available with our epos. You can manage and control the staff members, takeaway's open and close timings, online banking, direct debit, etc. The staff login gives only the basic access to accept and reject orders, assign drivers to orders, etc. The manager login offers an intermediate access between boss and staff.



## REMOTE ACCESS

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If there is any delay for you to reach your takeaway/restaurant, you can accept/ reject orders, view the order and driver report by using your mobile as well. This feature of FusionPos helps you to monitor your business when you are not physically present at the restaurant.

## RECEIVE ORDER NOTIFICATION

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Our takeaway software supports you by sending notifications in the form of SMS and emails to the info mail-id you have for your restaurant. This feature of FusionPOS will help you get notifications of reserve/enquiry messages, feedback messages and order messages. If there is an issue in accepting orders in your system, this feature will help you get orders through SMS or email. Hence, FusionPOS supports you in your struggles.



## OFFLINE SMS

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In case when the delivery or collection orders are received via phone call, a SMS is sent to the customers with the order details and also for promoting to order via your branded website or app. This feature allows the customers to know about the online ordering through your website or app and allows hassle free business. This way you can accept and receive more orders via website and app rather than wasting time on receiving orders through phone calls and missing other orders.

## CREDIT CARD PAYMENT

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Customers can do online payment for their orders directly on your website as FusionPOS provides you with a secure gateway for credit card payment.



## FRANCHISE MANAGEMENT

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FusionPOS presents you with franchise management. If you are a takeaway owner with two or three Franchise stores. NO WORRIES. We help you manage all your shop's accounts and functions with our epos system. Thus, we support you by sharing your responsibilities.



## LABEL PRINTER

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The label printer feature provided by FusionPos allows you to print labels for individual food items in the order bill. This label can be stuck on the delivery/collection food package to avoid any confusion. This feature helps the staff to deliver the right food package to the right customers and also the customers can identify the food items seeing the labels.



## LOGO RECEIPTS

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Logo on receipt is an added feature of FusionPOS. If you want your company logo to be printed on your receipt, FusionPOS gratifies you with what you need. Our takeaway software facilitates you with diverse features and services.

## MANAGE RECEIPTS

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FusionPOS helps you to manage the receipts of the orders taken at your takeaway. You can mention the delivery time expected for the order, the staff who took the order, unique order numbers can be generated for each receipt, coupons and discounts can be enclosed in the receipt and many more. Our takeaway software helps you enable and disable all the options listed out above. You have the flexibility to decide the look of the receipt.



## MULTIPLE RECEIPTS

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FusionPOS allows you to print multiple receipts for any order as you may wish to keep one for your takeaway, one for the chef and one for the customer. Just mention the number of receipt copies you need on the epos system and it will get printed, thus saving your time.

## FREE EMAIL ACCOUNT

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FusionPOS generates an info email account for your business with your own domain name so that the customers can reach you through it to share their suggestions and reviews and also table bookings can be taken through this info account.



## MEAL DEALS

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The meal deals you offer will be reflected on both the epos system as well as the online ordering website. You can rank your meal deals to be the first in your menu in an attractive way and also offer discounts for the same; tempting your customers to place the order.



## ONLINE AND OFFLINE DISCOUNTS

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FusionPOS helps you monitor online and offline discounts more effectively. Online discounts are the ones which show up on your online ordering website. In both online and offline discounts, you can specify if the offer is applicable on collection or delivery or both. The discounts can be categorized as cash/percentage discounts. Our takeaway software provides you with a variety of discount options to tempt your customers to order online to avail the offers. There is an option to give discounts for orders paid via cash only or card only as well.

## OFFER BANNER

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Any promotional activities in the form of discounts or coupon codes can be featured on your branded website as a banner. This feature allows the customers to know about the latest offers provided by you and that will urge them to order online from your restaurant/takeaway. Our team will help you in updating your offers in the website banner and to make it attractive for the customers.



## SEO

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FusionPOS offers you basic SEO. This feature will help you get ranked in the first page of google search engine, which is especially for marketing purposes. Hence, along with an integrated online ordering and epos system, we also help with marketing your takeaway.

## KITCHEN PRINTER

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FusionPOS presents you with multiple printers. If in case, you take the orders in an epos system located at ground floor and the kitchen is in the basement; the order taken in the epos system is also printed in the kitchen in a separate printer. But this order bill that is printed in the kitchen printer consists of only the items for the chef to prepare and not the price of the items.





## PROMOTIONAL TOOL

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Our takeaway software doesn't just provide you with a website and epos system, but rather stands by your side in promoting your food business as well. FusionPOS helps you offer coupon code, discounts to your customers, send SMS and emails for marketing to your customers, offers loyalty programs, presents you with branded mobile apps in both android and IOS, and many such features.



## FREE EMAIL MARKETING

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FusionPOS supports you in email marketing for free. Fusion POS Software allows you to save all the customer details you require. By using this customer database, you can send email to all the customers at the click of a mouse. If the customer requests to not receive any promotional emails then in that case there is an option of Do not disturb-DND where that particular customer will no longer receive such emails from your side.

## SMS MARKETING

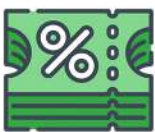
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FusionPOS supports you with SMS marketing as a paid service. The customer database we provide saves all the customer phone numbers. FusionPOS software allows you to save your customers phone number and Email address which can be used to remind them to order online.



## CREATE COUPON

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FusionPOS gives you the authority to create coupon code on your own. You can decide the validity period for the coupon code created and the bill amount value eligible for that coupon. This coupon code feature will urge your customers to order online through your website and as a result, you will be flooded with orders. These coupon codes can also be used for marketing by handing out leaflets, sending email and SMS to the customers

## LOYALTY PROGRAMME

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A loyalty program is a reward programme offered by takeaways to customers who frequently make purchases. A loyalty program may give a customer advanced access to new dishes, special sales coupons or free merchandise. They are structured marketing strategies designed by merchants to encourage customers to continue to shop at or use the services of businesses associated with each program. These programmes exist covering most types of business ; each one having varying features and reward schemes



## DRIVER TAKINGS

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FusionPOS helps you to organize the drivers and the orders assigned to them with a Driver Report / Driver Takings.

The driver report encloses details like the number of drivers on delivery duty, how many cash orders and card orders which each driver holds, total value of the cash / card order etc. With this report, managing your drivers and the delivery orders become effortless.



## DELIVERY AREA CONTROL

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Delivery area control is maintained for your food business by FusionPOS. You can specify whether you want to deliver your orders on account of radius or postcode and even mention the delivery charge depending on the distance you cover for each delivery.

## DELIVERY DIRECTIONS

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FusionPOS avoids delay in delivery of orders due to driver's uncertainty. We provide your drivers with an explicit map direction of where the order has to be delivered. This delivery direction guides your driver with a route map and a brief description of the route map is given printed in the driver's hand.



## CUSTOMER DATABASE

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FusionPOS provides you with a much needed feature, (i.e.) to manage your own customer database. Our system helps you save all the customer details like name, address, phone no, e-mail id, total no. of orders taken by a customer, etc. This will eventually help you in widening your business through sms and e-mail marketing.

## CUSTOMER REVIEW

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Customers can leave reviews on your website also you can pick and choose the reviews that you want to display on the website. There is no better feedback than the one provided directly by your customers. The reviews are controlled by the business owner and published on the website. If there are any negative messages, you can simply delete them and they will not appear on your branded website.

You do not have to boast about your services; let your customers do it for you!





# DRIVER TRACKING

## IMPROVE CUSTOMER RETENTION

Upto 30% of orders are delivered late and most of them do not order again. We have a solution to minimise late delivery and ensure your customers order online again.

## ORDER MANAGEMENT

Your drivers can manage their orders easily and avoid confusions. They know when the delivery order is placed and accept it when the order is ready.

## BEST USER EXPERIENCE

Give your customers a great user experience. Our Driver tracking is very professional and easy to use. Help them to know the status of their food online from the time they place order till it get delivered.

## EASY DASHBOARD

Allows Takeaway or Restaurant owners to manage or track their delivery drivers, add or delete drivers. Also view reports like how many orders are done and the amount of cash in hand that needs to be returned.

## REPORT & STATS

Delivery driver can now view quick report, which gives them an overview of how many orders have been delivered and what is the cash in hand.

## ANY DEVICE & INCREDIBLE DESIGN

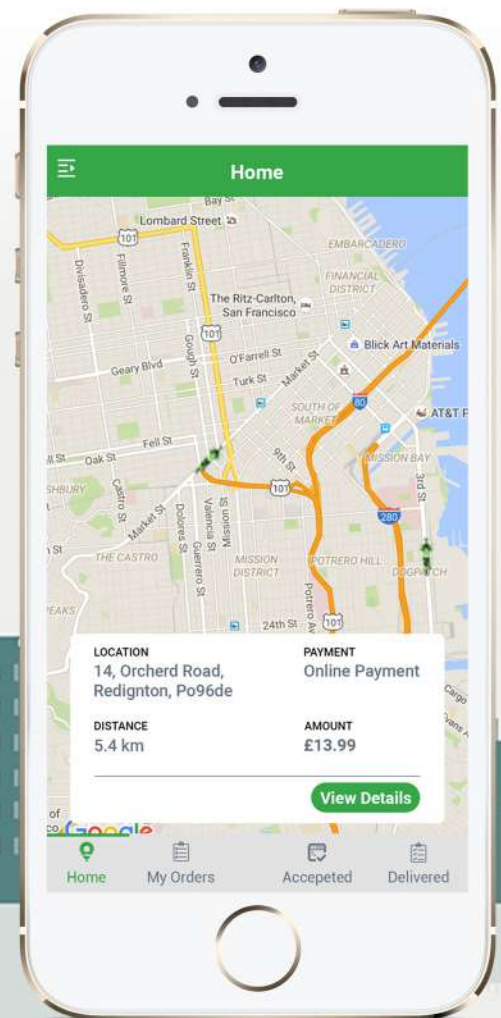
We love offering best design that is simple & perfect. Driver App can be downloaded from Apple iOS store or Android Play store. It look perfect in smartphone or tablet.

## ORDER DETAILS

Drivers can view complete delivery order details which will help them deliver on time. Details include customer name, phone, address and location on map.

## BEST USER EXPERIENCE

Driver can manage or deliver more than one order at the same time. Avoid delay and speed up delivery. With one click they can connect to the map to get live directions to customer's place for delivery.



# PACKAGES

CLEAR PRICING  
FAST DEPOSITS

NO SURPRISE  
FEE

Know exactly what you  
pay and get paid regularly



Feature list	FREE	BASIC ( £15 ) Weekly	STANDARD ( £25 ) Weekly	PREMIUM ( £35 ) Weekly
<b>Website Features</b>				
0% Commission Online Orders	✓	✓	✓	✓
Online Ordering Website	✓	✓	✓	✓
Mobile Responsive Site	✓	✓	✓	✓
Domain + Hosting	✓	✓	✓	✓
<b>System Features</b>	✓	✓	✓	✓
Accept / Reject Order	✓	✓	✓	✓
Online Cash Order	✓	✓	✓	✓
Online Card Order	✗	✓	✓	✓
Order Report	✗	✓	✓	✓
Driver Report	✗	✗	✓	✓
Table Orders	✗	✗	✓	✓
Online Table Booking	✗	✗	✓	✓
Open / Close Takeaway	✗	✓	✓	✓
Late Order Text	✗	✓	✓	✓
Stop Fake Orders	✗	✓	✓	✓
View Map Directions	✗	✓	✓	✓
Print Directions	✗	✓	✓	✓
Staff Login Control	✗	✓	✓	✓
Driver / Staff Management	✗	✓	✓	✓
QR Code Generate	✗	✓	✓	✓
Coupon Code	✗	✓	✓	✓
Edit Order	✗	✓	✓	✓
Assign Driver to Orders	✗	✓	✓	✓
Control Delivery Radius / Area	✗	✓	✓	✓
Driver Screen**	✗	✓	✓	✓
Chef Screen**	✗	✓	✓	✓
Minimum Order Rate	✓	✓	✓	✓



# PACKAGES



Feature list	FREE	BASIC ( £15 ) Weekly	STANDARD ( £25 ) Weekly	PREMIUM ( £35 ) Weekly
Control Cooking/Delivery Time	✓	✓	✓	✓
Multi Printer (Add Printers)	✗	✓	✓	✓
Multiple Receipt Copy	✗	✓	✓	✓
Upload Customer Database	✗	✓	✓	✓
Caller ID Support**	✗	✓	✓	✓
Inside Takeaway Orders	✗	✓	✓	✓
Add Town List	✗	✓	✓	✓
Change Calculator	✗	✓	✓	✓
Add Bank Surcharge	✗	✓	✓	✓
Auto Accept Order	✗	✓	✓	✓
<b>Menu</b>				
Menu Changes (Free)	3 Free Revision	Unlimited	Unlimited	Unlimited
Menu Changes (Free) Complete Menu Update (Free)	✗	1 Per Year	2 Per Year	Unlimited
<b>Marketing &amp; Promotion</b>				
Free Email Marketing	✗	✓	✓	✓
Advertise Flyers	✗	✓	✓	✓
Loyalty Feature	✗	✗	✓	✓
Offline SMS	✗	✓	✓	✓
Online Discount - For Customers	✓	✓	✓	✓
Offer Banner	✓	✓	✓	✓
<b>SEO &amp; Adwords</b>				
Basic SEO	✓	✓	✓	✓
Advance SEO	✗	✗	✓	✓
Paid Google/Social Media Advert	✓	✓	✓	✓
<b>Mobile Apps</b>				
IOS App	✗	✗	✗	✓
Android App	✗	✗	✗	✓
App Push Notification	✗	✗	✗	✓
Driver Tracking App	✗	✗	✗	✓
<b>Support</b>				
Email Support	✓	✓	✓	✓
Call Support	✗	✓	✓	✓
Priority Support (SLA)	✗	✗	✗	✓
Business Support & Marketing	✗	✗	✓	✓
Dedicated Account Manager	✗	✗	✗	✓

# FAQ

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## **?! How Long Does The FusionPOS System Take To Set Up?**

The lead time for the FusionPOS System is approximately 1 week. A lot of the time we can do this much quicker.

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## **?! What Hardware Do You Use?**

With the FusionPOS System or Online Ordering System, we supply you with an All-in-One Touch screen, Thermal Receipt Printer, Cash Drawer and a Caller ID Modem.

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## **?! Is Fusion Kitchen Sign Up Really Free?**

We do not charge anything for the software but if you want to take card payments, there will be charges per transaction. We charge ZERO COMMISSION for any online orders.

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## **?! Do I Get A Website As Well in Fusion Kitchen?**

Fusion Kitchen provides you with a unique online ordering website for your takeaway. The website allows the customers to view your complete menu and order online through it. New customers would also be able to find your website on popular search engines like Google.

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## **?! How Do I Deliver My Products?**

Fusion Kitchen and FusionPOS do not provide any driver service hence you will need to source your own drivers.

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## **?! How Do You Increase My Orders / Market My Business?**

We do SEO (Search Engine Optimisation – This is how your page rank is increased on major search engines such as Google) on the website and allows you to send text messages, emails and you can also set up coupon codes. We will also give you 500 free text messages when you sign up with us! Then from your side ensure your website URL is on your menu and that the word- order online is mentioned otherwise your customers may just think your website has information and not an online ordering facility.

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## **?! If I Have A Website Or Menu Change How Quickly Can You Do**

If you need a simple website change it can be done on the same business day. If it is a complete website or menu update then it could take up to 2-3 business days but a lot of the time we can do this for you within 48 hours.

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