



# HOTSAUCE

## TECHNOLOGIES

Hot Sauce™  
TECHNOLOGIES

### NEW ISO AGENT OVERVIEW

**What we will discuss  
today ...**

**Feature / Function**

**Hardware**

**Best Fit for Hotsauce POS**

**Implementation Process**

**Long Term Support**

# Hotsauce POS Features and Functions



## **CORE FUNCTIONS**

Cashier Banking

Server Banking

Unlimited Items

Unlimited Item Modifiers

Unlimited Universal  
Modifiers

Pizza Modifier - Left Half /  
Right Half

Quick Keys or Hot Keys for Quick  
Access

Seat Number Management

QR Code Ordering

Happy Hour/Alternate Pricing

Fast Bar

Coursing

Send 1<sup>st</sup> Functions

Hold / Fire and Timed Hold

BarTab / Chip Reader Bar Tabs

Bar Printing / Remote Printing

Item Recipes Accessibility

Quantity Ordering

Future Orders

Gratuity \ Auto Gratuity

Tax/Inclusive Tax/Smart Tax

Customer Database and House  
Accounts

# Add On Functions and Features



Online Ordering (Requires Auth.net)

A920 Order and Pay at the Table

Gift Cards

Guest Loyalty

Driver Routing

Mission Control Reporting

Customer Display

Kitchen Display System

Fingerprint Reader

Scale

Barcode Reader

# Back of House Functions



**Expo Printing**

**Multiple Print Zones/ Multiple Kitchen Printer - Does require Kitchen Printers**

**Kitchen Ticket Consolidation**

**Kitchen Ticket Summary**

**Kitchen Display System ( KDS ) - Does require additional equipment and set up fee**

# Manager Features and Functions



## Manager Cards

86 Item Management

Menu Item Countdown

Customizable Dining Room Display

View / /Edit All Tables

Transfer Tables\Guest

Voids / Comps / Discounts

Employee Messaging

Price Change from Front of the House

Real Time Sales and Labor Reports

Online Order Maintenance

Online Delivery Address Verification

House Account Management

End of Day Reports

Profit Center Tracking

Server Revenue Reports

Guest Count Analytics

Tip Management

Item Cost Manager

# Cash Discount



A cash discount program is a type of credit card processing that passes the cost of acceptance back to customers who choose to pay with a credit card or debit card. Cash discount merchant services allow business owners to continue to accept all major credit cards, but without the loss of 3-4% in fees. Cash Discount must be supported by both the POS system and the Credit Card Processor to function correctly.

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Types of Cash Discount Programs: **Traditional** - **Surcharge** - **Dual Pricing**

**Traditional** - All POS menu items are priced with an increase to cover the cost of processing fees and if a customer pays with cash, they receive a discount

**Surcharge** - A fee is added to all transactions for the use of credit card. This can require notification to & registration with all the credit card providers ( Visa, Master Card, Amex, Discovery )

**Dual Pricing** - All menu items have a cash price and a credit card price. The line item cost on the merchant receipt will change price when tender is chosen. The calculation is done by the pos. This is the preferred method by cc providers

Table: 9 Time Ord. 11:37 AM  
Order: 3471 Date Ord. 08/10/20  
Server: Daniel K Guest 4

Qty	Description	Prc	St
1	Sweet Tea	2.00	1*
1	10 Wings	10.99	1*
	Medium		
	Ranch		
	Ranch		
1	Burger	8.50	
	Medium		
	Potato Bun		
	American		
	Avocado	1.00	
	Onion Rings		
1	Soda	2.00	
1	Unsweet Tea	2.00	
1	Meatloaf	10.95	
1	House Lemonade	2.00	
1	Meatloaf	10.95	

Sub Total: 50.39  
Tax: 3.53

Total: 53.92



Online\_CC

Visa

**\$53.92**

Total with Non Cash Adj: 55.94

1	2	3
4	5	6
7	8	9
Clear	0	<-

Finished

Cancel

Cancel

- \$10
- \$20
- \$30
- \$40
- \$50
- \$60
- \$80
- \$100
- Split



# Back Office Reports



Daily Summary

Tax Summary

Surcharge Summary

Labor Cost By Job

Labor Cost By Hour

On Hand Cash

Duplicate Credit Card Transaction

Paid Out Detail

Paid Out Summary

Paid In Detail

Paid In Summary

Online Order Summary

Open Batch Report

Settled Batch Report

Credit Card History

Credit Card Audit Trail

Daily Payment Detail

Department Sales

Payment Breakdown

Employee Sales

Time Period Sales

Revenue and Sales Summary

Profit Center Sales

Payment Method Sales Summary

Workstation Payment Summary

Guest Order Information

Guest List

Product Mix

Product Mix Comparative

Product Mix Hourly

Menu Item Sold Tracking (Contest)

Top 50 Sold

Menu Item Info

# Back Office Reports continued



Employee Info

Employees Approaching Overtime

Time Card

Bi Weekly Time Card

Tip Income

Cash Due

Check Out

Payroll

Void Audit Trail

Comp Audit Trail

Discount Audit Trail

Return Audit Trail

Transfer Audit Trail

ReOpen Check Audit Trail

Time Card Audit Trail

Change Price Audit Trail

Cash Register Audit Trail

System Configuration Audit Trail

Transaction Lookup

Sale History

Transaction Log



# HOTSAUCE TECHNOLOGIES

AVAILABLE POS HARDWARE





# **PARTNERTECH G4**

**15" LCD with PCAP Touchscreen**  
(Projected Capacitive Touch)

**8GB RAM**

**Foldable Base with various monitor position to accommodate counter design**

**Spill and Dust resistant front panel**

**Available Digital Customer Display (Additional Fee)**





## **RP-630 Thermal Printer**

Support 58/80mm paper width  
(2 and 3 inch)

250mm/sec high speed printing

USB+Serial + Ethernet Interface



## **CDR-6E410 CASH DRAWER**

8 x coin adjustable sections / 4 x bill

Printer Driven / RS232 /USB

All steel - Roller bearing



## **BTP-M300 Kitchen / Remote Printer**

**Impact Printer with Dual Color**

**Auto-Cutter with Selectable Full or Partial Cut**

**Built-In Wall Mount Capability**

**Fast 4.7 Lines per Second Print Speed**

**Uses industry standard Impact Printer Paper**



## ALFRED AD-215/156

21.5" or 15.6" LCD in Vertical or Horizontal position

Anti Glare, PCAP, Multi-touch

3" Thermal Printer

Resolution 1920 x 1080

EMV Bracket (Option)

fits these terminals

Ingenico IPP-320, LANE3000, IUC-285

Verifone VX850A, PAX 300



# Best Fit for Hotsauce POS

Understanding a Merchants needs or the needs of a specific business vertical will always insure the pos will meet those needs and their expectations





# Full Service Restaurant



Full Service Restaurants are any hospitality business with table service. They may or may not have a bar but it is the most common hospitality business. A deep complex menu is not uncommon as well as multi location print needs in food production areas. Examples: Steak House, Mexican Restaurant, Breakfast, Diner

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Table Lay Out	Unlimited Menu Items	Merge Tables	Order / Pay At Table
Server Banks	Unlimited Modifiers	Item Recipe Accessibility	QR Code Menu
Bar Tabs	Split Item / Split Check	86 Item Management	Multi Tax
Fast Bar	Seat Number Management	Menu Item Countdown	Expo Printing
Remote Bar Printing	Meal Coursing	Staff Messaging	Kitchen Display
Auto Gratuity	Hold / Fire	Voids / Comps / Discounts	Fingerprint Reader

# Bar / Nightclub



Unlike a bar at a restaurant, stand alone bars and nightclubs tend to focus on speed and performance. Menus can be vary but speed/efficiency in ordering and processing a transaction will always be a priority

Bar Tabs	Item / Drink Recipes	Menu Item Countdown	Profit Center Tracking
Chip Card / EMV Tabs	Unlimited Menu Items	Manager Cards	EOD Reports
Fast Bar	Unlimited Modifiers	Inclusive Tax / Multi Tax	Server Revenue Report
Quick Keys	Transfer Tab/Table/Guest	Reorder Button	Item Cost Tracking
Remote Printing	Split Item / Check	Gratuuity Adjust /Auto Gratuuity	Guest Count Analytics
Cashier Banking	86 Item Management	Happy Hour Pricing	Order /Pay At Table

# Quick Service / Over The Counter



Quick Service or Over The Counter service is the second most common business in the hospitality industry and is fastly becoming the most common. Their needs tend to center around customer interaction and Speed. Examples: Fast Food, Coffee Shop, Sandwich Shop, Deli, Ice Cream, Taqueria

Quick Keys

Customer Display

Online Ordering

Real Time Labor Reports

Unlimited Items

Kitchen Printing

Online Order  
Maintenance

Real Time Sales Reports

Unlimited Modifiers

Kitchen Display

FOH Price Adjustment

Voids / Comps / Discounts

Cashier Banking

Kitchen Ticket

Future Orders

Customer Tracking

Quantity Ordering

Consolidation

House Accounts

Gift Cards

QR Code Menu

Multi Print Zones

Loyalty

# Spanish Speaking / Mexican Restaurants



Spanish Speaking businesses account for a large portion of the industry. Being able to provide support to those merchants is a large focus for Hotsauce. We can support a Spanish Speaking business and provide them with the same amenities as their English speaking counterparts.

Spanish Speaking Support Team	Unlimited Menu Items	Merge Tables	Order / Pay At Table
Full Service and Fast Bar	Unlimited Modifiers	Item Recipe Accessibility	QR Code Menu
Menu Translations	Split Item / Split Check	86 Item Management	Multi Tax
System Training	Seat Number Management	Menu Item Countdown	Expo Printing
Combo Printing	Meal Coursing	Staff Messaging	Kitchen Display
	Hold / Fire	VOIDS / Comps / Discounts	Fingerprint Reader

# **Hotsauce POS Implementation Process**

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We work directly with the merchant step by step.

A full implementation, from Sale to Go Live, can happen in 2 weeks but that is contingent on the merchant communicating the necessary information and sight readiness.

Both of which will be established by the Hotsauce Implementation Team.

**Sale Process**

**Welcome Call**

**Menu Review**

**Training**

**Site Readiness**

**Installation**

**Go Live**

# Sales Process



- 1) Initial Meeting and Set Up Demo
- 2) Complete Hotsauce DEMO
- 3) Create Quote / Contract
- 4) Submit Contract through Hotsauce **Spicelink**
- 5) Implementation Begins

# Welcome Email and Text



- A **Welcome Email** will be sent to the Merchant and the Agent listed on the account.
- A **Text** will also be sent to inform the Merchant and the Agent of the initial communication with the Hotsauce POS Implementation staff
- If the Merchant does not respond to the email or the text, the Agent will be contacted to arrange the initial Welcome Call - The Implementation will be “On Hold” until contact
- Please ensure all contact information is correct for You and the Merchant

## Welcome Email

Hi,

Congratulations on your new Point-Of-Sale System subscription and welcome to the HotSauce Technologies family!! We are honored that you have chosen us and look forward to serving your POS needs.

I am **Erica**, along with Savanna, who is also cc on this email, we are your dedicated point-of-contact during the implementation process, so going forward, you can email us or text/call us at 352-354-2185.

To get started, we would need to have a quick 10-15 minute call with you to verify the install/shipping address & equipment list and discuss the timing for setup, training, etc.

Our hour is Monday-Friday between 9:00 a.m. - 5:00 p.m. [EASTERN TIME](#)

Please let us know your time zone and if there is a preferred time to call (morning or afternoon) and the best contact number (preferably cell number) for you. We will try our best to accommodate.

Lastly, if you do require someone who speaks Spanish, please kindly let us know as well.

Thank you,



# Welcome Call



**The purpose of the Welcome Call is to establish a relationship with the new Hotsauce POS Merchant and set a specific timeline for the installation.**

**Installations are performed: Monday - Thursday 8:00 am to 5:00 pm Eastern**

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- The Implementation team will ask a series of questions to help understand the needs of the merchant and assist in setting expectations of pos functionality inside this business
- The Implementation Team will schedule all aspects of the implementation at this time. Menu Review, Hardware Installation and Go Live
- If the Merchant is not ready to schedule these meetings and/or is not ready to move forward with POS installation, it will be the responsibility of the Merchant and the Agent to reconnect with Hotsauce at the time they are ready to move forward

# Information Needed for Smooth Implementation



The Hotsauce Implementation Team will be seeking this information during the initial call but if we receive some of this information when the contract is submitted, it can make the implementation process move faster.

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Shipping Address Confirmation

Sales Tax Rate (Single, Multi, Inclusive, Not For Profit)

Primary Contact For POS Implementation & Training

Do they have a Website / Web Address

Do they Spanish Speaking Implementation Rep

Confirm Equipment Purchased

Past POS Experience (New to POS ?)

Business Hours

Type of Business is this (Full Service, Quick Service, Breakfast, Night Club, Pizza, Delivery)

Is the site /location ready for installation (internet accessibility, ethernet cables run, power source available)

Do they use or need Bar Tabs

## **Welcome Call Confirmation *sent to merchant and agent***

Hello XXXX (Merchant Name),

It was a pleasure speaking with you regarding your HotSauce POS implementation. Per our conversation, below are the dates that you are scheduled for:

- MENU REVIEW/EDIT (1- 2 hour) - *date and time*, with *assigned hotsauce rep*

You will need to be in front of a computer or laptop with internet access

- TRAINING (1.5 hours) -Online Video

The first hour will be for FOH, so please make sure your staff is there for the training. The second part will be for BOH for managers and owners.

- INSTALL - Tentatively for date

Will send you exact date and time after I've scheduled it with installer.

- GO-LIVE (2.5 hours) - *date and time*, with *assigned hotsauce rep*

Your dedicated specialist will be available prior to opening, to answer any questions you may have from training, etc.

If you have any questions or comments going forward feel free to contact me, Erica or Savanna, your Project Manager, at this number. 678.325.5300 ext 5

# Menu Review



From the moment the menu is received with the signed contract, the Hotsauce Implementation team will begin creating the menu. Through our experiences we have discovered that this is not the entire menu and things may have changed since the menu was written or submitted. The Menu Review allows us to establish the necessary corrections and additions to the POS menu and its configuration.

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- Implementation team will reach out at pre established time to review the entire menu, that was received and configured in the system. Merchant will need access to Computer/Laptop. It is recommended that the Day to Day Manager is involved in the Menu Review: Items, Modifiers and Pricing will be reviewed.
- Any and All necessary changes will be documented on this call. If there are substantial changes and/or updates needed to the menu, a Second Menu Review may be scheduled before moving to the next step
- The Merchant will be trained on Menu Addition and Correction. Hotsauce will not be able to continue to make corrections after the initial Go Live and Training. Obtaining as much information to create a complete menu is the most important part of the implementation process and will ensure the successful functionality of the POS

# Training



Hotsauce POS Training is done via online video. This allows the merchant to training their staff individually and on their own timeline. Onsite training is available with an additional fee.

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- Full Service (English): <https://www.youtube.com/watch?v=ZPyatPJ0cek>
- Full Service (Spanish): <https://youtu.be/OyBimljR2jc>
- Quick Service: <https://www.youtube.com/watch?v=Brg5rlwokSA>
- Order Placement, Processing Credit Card, Cash Drawer Opens, All Printers Work, End of Shift and End of Day Procedure will be reviewed and discussed during the Go Live Call

# Site Readiness



To ensure that the installation of the Hotsauce POS goes smoothly and the system will function properly, there are a few things that need to be in place and functioning properly before the installation can occur. Please Note : 6 Weeks after the POS hardware has been shipped, the merchant will begin being charged the monthly fee, even if the equipment is not installed.

- Desktop / Countertop installed and ready - Location the terminal is being installed if applicable is there a 1 - 1/2" minimum hole for cables to pass through
- Electrical outlet(s) powered on and within 5 feet of the computer's location
- DSL / Cable modem installed and operational - Is the Internet Functioning
- Computer network wiring setup and terminated (lines capped)
- Remote Printer wiring setup and terminated (lines capped)

# Installation



Hotsauce Technologies will contract a installation tech to install the hardware on-site. This is just a hardware installation and will not cover wiring or on-site training. On-site installation by Hotsauce Tech Team and On-Site Training is available for an added fee

## **Installations are performed: Monday - Thursday 8:00 am to 5:00 pm Eastern**

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- During the installation, the on-site installation tech will be supported by the Hotsauce Implementation team, via Phone
- If the on-site installation tech does not show at the scheduled time and/or can not complete the installation due to no fault of the merchant, a new installation date will be scheduled at no cost to the merchant
- If the installation can not occur on/at the pre scheduled time/date due to the site not being ready for installation and/or the inability to access the business, a fee can and will be charged to the merchant for rescheduling the installation. If a conflict does arise for the merchant, they can reschedule up to 24hrs to the original agreed upon date/time. Merchant will be charged monthly fee 6 weeks from pos hardware shipping date

# Go Live



The Hotsauce Implementation team will contact the merchant the first day the merchant plans to use the system for transactions. This can happen the same day as the installation but is preferred that it occurs 1 to 2 hours before opening to ensure there is time to correct any issues that arise during this call

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- Run through the entire Hotsauce POS system to ensure the system is functioning correctly.
- Order Placement, Processing Credit Card, Cash Drawer Opens, All Printers Work, End of Shift and End of Day Procedure
- 1 on 1 Tech Support Call for the first time user. This will help establish how tech support and troubleshooting work
- If Menu Changes and/or Training is needed, due to Merchant not submitting menu changes after menu review or viewing training videos, this can take away from the testing before opening and may cause issues during first day of use



# Follow Up



The Hotsauce Implementation team will do a Follow Up Call 3-5 days after the Go Live. This can be scheduled ahead of time and if there were many issues during the initial installation and/or go live, the call may be scheduled to occur before the 3 - 5 day window.

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- This is a “Wellness Check” to see what issues and/or frustrations the merchant is having
- We schedule for 3 -5 days from Go Live to ensure enough time for the merchant to use most if not all features of the system
- If Menu Edits and/or Training on Specific Features need to happen, this call will arrange a meeting or complete the current needs
- The Merchant Agent Representative can participate in this call but pre notification to the Hotsauce Implementation team is required.

# Customer Support

We are a Phone Call away for your  
Merchant

**24 / 7 / 365 Availability**

**English, Spanish or Mandarin  
Speakers Available**

**Call – 678-325-5300 ext 2**

**Email – [Support@HotasucePOS.com](mailto:Support@HotasucePOS.com)**



# HOTSAUCE

## TECHNOLOGIES

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