

PCBancard

Monday Morning Meeting

October 5, 2026 · Nuclear POS Deep Dive · Full Meeting Notes

INTRODUCTION — Nuclear POS Context

Jason opened the meeting with context on why Nuclear is the go-to recommendation for restaurants and hospitality merchants — particularly sit-down restaurants. Toast and Shift4 have been raising prices significantly, making Nuclear a compelling alternative that PCBancard can control pricing on.

- Toast and Shift4 price increases are pushing merchants to look elsewhere
- Nuclear is PCBancard's primary POS recommendation for restaurant/hospitality
- Demo presented live by Luiza from Hot Sauce, Nuclear's parent company

FRONT OF HOUSE DEMO

Login & Role-Based Profiles

Nuclear uses role-based login profiles that completely change what the user sees. Each role — owner, manager, server, cashier, bartender — has a tailored interface that limits options to what they need, reducing errors and increasing speed.

- Owner profile: full access to all options and settings
- Cashier/bartender profiles: streamlined to 5–6 relevant options
- Clock-in at login with built-in time tracking
- Optional pop-ups on first login: future orders and out-of-stock alerts

Table Management & Ordering Screen

- Visual floor plan with floating preview panel per table
- Customizable layout: choose ordering panel placement, menu side
- Dark mode and light mode available
- Blue = new/editable order | Orange = already sent to kitchen
- Send vs. Send & Stay: control whether server stays at table after sending

Modifiers — A Major Selling Point

Jason: 'The options are endless — especially compared to Clover or Toast which is very strict with modifiers and doesn't really let you do much. We can customize the menu to be whatever they want.'

- Forced modifiers (required) vs. unforced (optional)
- Upcharges on modifiers, quantity on modifiers
- Item and modifier-level notes
- Modifiers within modifiers (e.g., sauce options inside a protein modifier)
- Pizza halves and quarters supported

Void, Comp & Password Protection

- Void and comp require manager password + reason selection
- All voids and comps are tracked with reason codes
- Permissions are role-based — if unchecked, any action requires a password

Payments

- Credit card, cash, gift card
- External payments: Cash App, Venmo (logged as external payment type)
- Split payments: evenly, by item, by seat (drag-and-drop seat assignment)
- Partial payments supported
- Rewards redemption at checkout (phone or email lookup)

FastBar / Tabs (Bar-Specific)

FastBar is designed for high-volume bar environments where speed is critical.

- Link a credit card to a tab at the start of service
- Name tabs or open blank tabs
- Color indicator: green = card on file | gray/X = no card
- Quick-select layout — no digging through menus
- Out-of-stock inventory tracking: long press item to set quantity counter
- Counter auto-decrements with each sale; item grays out at zero
- When restocked, just update the quantity — done

Express Orders / Quick Service / To-Go

- Separate express order workflow for counter service and to-go
- Customizable — cashier can be configured to show only relevant options
- Customer-facing display available for QSR (mounts on back of station)

Online Orders

- Online order flow: Accept → Preparing → Ready → Completed
- Orders come in and are managed directly from the POS

Dual Pricing

- Cash price and card price displayed side by side on ordering screen
- Tickets/receipts show both prices
- Can be reverted to non-cash fee (traditional surcharge) at any time

Checkout, Tips & Daily Close

- Tip management at checkout — review and close individual or all tips
- Option to close all open tips as \$0 if needed
- Daily summary report visible from front of house
- Auto-batch and auto-close business date options available
- Manual close available anytime — even with auto-batch enabled
- Close in between shifts to get money faster
- Business date close is password-protected; step-by-step walkthrough
- Option to skip incomplete steps (clocked-in staff, open orders) if enabled

Offline Mode — Critical Differentiator

Jason: 'I cannot emphasize how huge this is. A lot of systems out there — once your internet is down, you are dead in the water. Nuclear keeps running.'

- Terminal: can be on Wi-Fi or LTE
- Printers and chip readers: must be hardwired for offline support
- When offline: orders, payments, and printing all continue normally
- Offline/online status indicator visible at top of screen at all times

Q&A; Highlights — Front of House

Touchscreen?	Yes — faster than mouse. Demo was done with a mouse, but touchscreen is standard.
Wireless printers?	Hardwired strongly recommended for reliability and offline support.
LTE for terminal?	Yes — terminal can be on LTE or Wi-Fi, but printers/chip readers need hardwired connection.
Best selling points?	Role profiles, password protection/permissions, unlimited modifier customization — blows Toast and Clover out of the water.
Best bar features?	FastBar tab system, inventory tracking/out-of-stock counters, offline mode reliability.
Online ordering?	Available now. DoorDash + Uber Eats integration coming very soon. Grubhub a bit further out.

BACK OF HOUSE DEMO

The back office is fully cloud-based — accessible from any phone, tablet, or laptop anywhere in real time. Changes reflect on the front of house immediately.

Daily Summary Report

- First screen on login: all business day data in one place
- Includes explanations of each metric (net sales vs gross, etc.)
- Selectable by date range — can pull any period (full month, etc.)
- Shows dual pricing markup / non-cash fee breakdown
- Sections: products, payment types, accounting/bookkeeping breakdown
- Shows deposit estimate (expected cash + card deposits)
- Shows open orders left behind and guest/check summaries

Timesheets

- Clock-in/out times, total hours per employee
- Optional: enter wage per position — calculates labor cost automatically
- Credit card tips and cash tips tracked per employee
- Timesheet entries can be edited: change clock-in/out, position, or add/delete entries

Product Mix Report

- Focused on what is selling, how many of each item, which category
- Shows unique items vs total quantity sold
- Real-time filtering by category or item

Custom Report Builder — Unique to Nuclear

Drag and drop any data fields from any report into a custom view. Save it as a template, reload next month, change the date — done. No other POS does this as freely.

- Combine data from any existing reports into one custom report
- Filter by order type, date range, or any parameter
- Visual graph options auto-populate based on selected data
- Saved templates are reusable — first build is the only build

Employee Management & Permissions

- Manage all employee profiles from back office
- Role editor: search any permission, toggle on/off per role
- Unchecked permissions require manager password at point of action
- Full granular control — example: prevent cashiers from voiding

Menu Management (Cloud, Real-Time)

- All menu items, categories, and modifiers managed from back office
- Changes reflect on POS in seconds — no restart required
- Set happy hours and promotions by time of day, category, or item
- Promotions apply automatically when scheduled time hits

MARKETING SUITE (Haasa Add-On)

Pricing: \$199 one-time setup fee. Full bundle: \$375/month. A la carte also available. Details from Erica. Compare to \$1,000+/month some businesses pay for outside marketing agencies.

Customer Loyalty & Segmentation

- Customer lookup by phone or email — see points, spending history, order history
- Customer segmentation: top 100 customers auto-divided into clusters
- RFM model: Recency (how recently they engaged), Frequency (how often), Monetary (how much)
- Segments: 'long gone' customers (re-engage with coupons) to 'best customers' (reward with discounts)

Rewards Program

- Tiered: Bronze → Silver → Gold → Diamond
- Merchant sets points-per-dollar and what each tier earns
- Dashboard shows most redeemed rewards and redemption frequency

Promotions Builder

- Types: % off, free delivery, free item, BOGO, promo code
- Control where it applies: dine-in only, online only, app only, or all channels
- Set limits: how many times one customer can use it, total redemption cap, expiration date

Online Ordering

- Synced with POS by default — same prices, modifiers, out-of-stock items
- Option to set different prices or modifiers for online vs in-store
- Control per-item or globally
- DoorDash + Uber Eats integration: coming very soon

Website Builder

Integrated directly with the POS. Top 3 menu items auto-populate from sales data. Events and promotions update in real time. No more paying a web agency every time you need a menu or price change.

- Merchant has complete control from inside Nuclear — no middleman
- Events, hours, promotions — all editable and live immediately
- Online ordering can be embedded on the website

Branded Mobile App

Jason: 'DoorDash and Uber Eats take upwards of 20%+ off every order. With the merchant's own branded app, they get 100% of the revenue. Put a flyer in the bag — download our app.'

- App is branded with the MERCHANT'S name — not Nuclear or HotSauce
- Synced with POS menu — out-of-stock updates everywhere automatically
- Customers build a direct relationship with the restaurant, not a marketplace

SEO & Social Media Integration

- SEO settings: add tags (cuisine type, location, amenities, parking, kid-friendly, etc.)
- Improves organic search ranking — appears in Google without paying for sponsored spots
- Connect Instagram, TikTok, Facebook — update once, reflects everywhere
- Google Business Profile integration — hours, pricing, info all sync from Nuclear

Gift Cards

- Built-in gift card program — sold and managed through the POS
- Back office: look up gift cards, see balance, spending history

IMPLEMENTATION & SUPPORT

Onboarding Process

Step 1 — Welcome Call	Explain wiring requirements and what's needed. All locations need hardwired runs for printers/chip readers before install date.
Step 2 — Content Submission	Merchant submits menu, dining room layout, employee list. Nuclear builds everything in the system — merchant doesn't have to touch it.
Step 3 — Installation	Technician on-site for all hardware installation. Second technician on the phone tests everything — payments, printing, connectivity.
Step 4 — Training	Sessions broken into front-of-house staff training and separate owner/back-office training. 2-week learning curve.
Step 5 — Go Live Support	Nuclear team monitors back office and batch during launch period. Hand-holding for initial 2 weeks.

Site readiness is critical — missing cables on install day delays everything and frustrates the merchant. Erica will send an onboarding journey flyer; Emma will post it in the Partner Training Portal under Nuclear.

Support

- 24/7, 365 support — same phone number as legacy Hot Sauce
- Support team is now fully trained on Nuclear
- Multi-merchant access: reps log in once and switch between all their merchants' back offices

Hardware Notes

- New hardware for all legacy → Nuclear transitions (Jason: no transitions on old Hot Sauce hardware)
- Customer-facing display available for QSR/bars — mounts on back of station
- Terminal can be Wi-Fi or LTE; printers/chip readers must be hardwired
- KDS: ChefTech required — legacy Logic Control is not compatible with Nuclear
- NOT for retail — no barcode scanners; restaurant/bar/QSR only

Coming Soon

- Handheld devices (like Toast handhelds — NOT tablets) — final beta testing, weeks away
- DoorDash + Uber Eats integration — very soon / next release
- Colored modifiers — in development
- Monthly or bi-monthly new feature releases planned going forward

HOW TO SELL NUCLEAR

- Always demo first — do not place without a merchant demo. Once hardware ships, no refunds. 99% of merchants get more excited after the demo.
- Contact IT (Kenny or Erica) to schedule a demo. They handle it.
- Find Nuclear in the Partner Training Portal under Point of Sale Systems.
- Key angles: offline mode, modifier flexibility, role profiles, marketing suite vs paying outside vendors.
- For bars: FastBar tabs, inventory tracking, dual pricing compliance.
- For QSR: quick service mode, customer-facing display, speed.
- Toast/Shift4 are raising prices — Nuclear lets PCBancard control pricing.

PCBANCARD UPDATES — Jason Harris

August–September Bonus

- Congrats to all who hit it — \$10,000 coming your way!
- Paid once qualifying deals go active
- If no statement was provided: 30-day wait to verify processing volume

October Bonuses

Bonus	Requirement	Payout
Dual Pricing Push	3 new dual pricing deals + \$100K+ combined volume	\$2,000 bonus
Surcharge/Traditional	3 new deals (any volume) — surcharge or traditional	\$500 bonus
Nuclear — Dual Price	1 free station per \$25K volume	Free hardware
Nuclear — Surcharge	1 free station per \$50K volume	Free hardware

Digital Brochures

- New shipment available — \$25 each (down from \$40), minimum order of 4
- Increases appointment rate by 50–70% — especially effective this time of year
- Contact Emma or Jason to order

Dual Pricing Menu Reimbursement

- Up to \$2,000 to reprint menus showing both cash AND card prices
- Makes merchants 100% compliant with Visa requirements
- Get them the menu → PCBancard calculates card prices → merchant prints → we reimburse
- ~90% of dual pricing restaurants have already taken this offer

No Meeting Next Week

- Jason on vacation — no Monday Morning Meeting October 12
- Use the office and your mentors (Max, Steve, Josh) for support
- Jason available on limited basis

Q4 Opportunity

Most businesses do 70% of their annual volume in October, November, and December. Credit card fees are about to skyrocket. Help merchants keep that money — whether it's dual pricing or surcharging. The business is there if you talk to them.

Notes compiled from recording by PCBancard · October 5, 2026 · Internal use only · Questions? Contact Emma Johnson — fairandsquareproperty@gmail.com