CUSTOMER FLOW MANAGEMENT

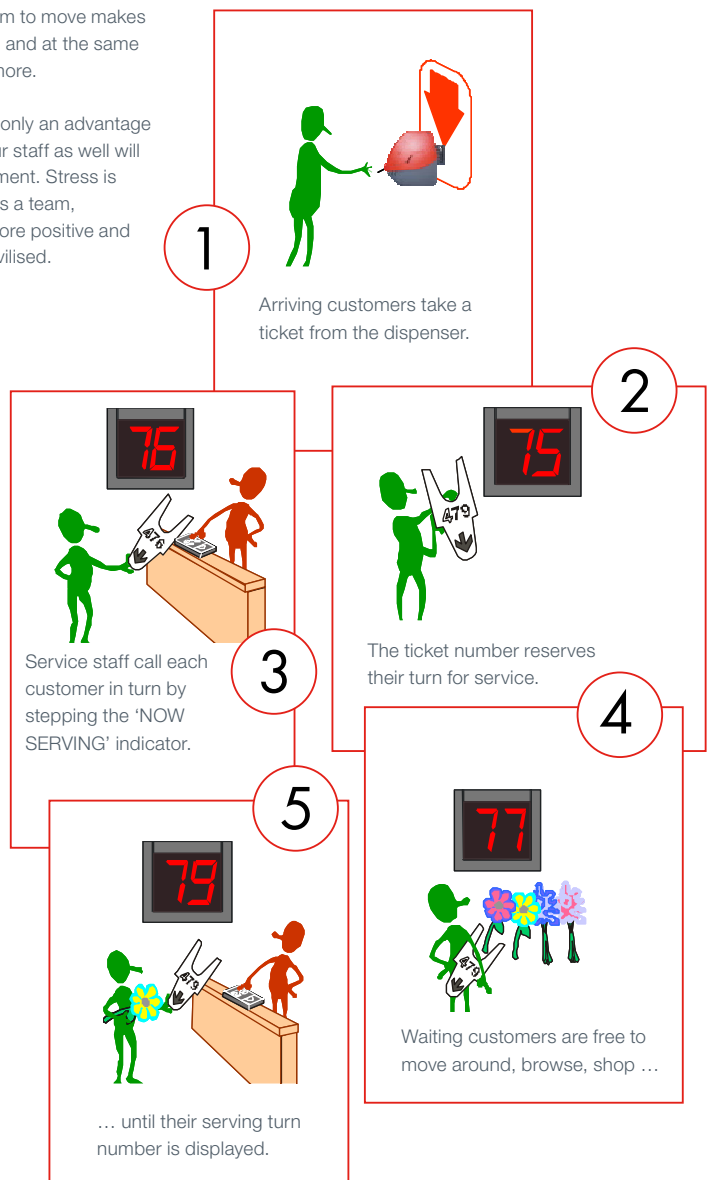## Customers remember good service

Have you ever wondered why customers return to the same places, even though they may offer the same products at a higher price?

The answer is Customer Service!

Using TURN-O-MATIC® means that customers will be served in the right order but can walk around while they are waiting.

When customers are taking a number from a queing system they feel more fairly treated and they get the feeling that service is more efficient. Giving them the freedom to move makes them feel less stressed and at the same time they tend to buy more.

TURN-O-MATIC is not only an advantage to your customers. Your staff as well will benefit from the investment. Stress is reduced, work better as a team, Customer contact is more positive and customers are more civilised.

1 Arriving customers take a ticket from the dispenser.

2 The ticket number reserves their turn for service.

3 Service staff call each customer in turn by stepping the 'NOW SERVING' indicator.

4 Waiting customers are free to move around, browse, shop …

5 … until their serving turn number is displayed.

METO®

TURN-O-MATIC CLASSIC & ACCESSORIES

START pack S32 RF

Indicator with wireless receiver, 2-digit red LED display with housing colour black or red.
Dispenser with top cover colour in red, blue or grey.
Tickets, 6 rolls x 4000 tickets per roll with paper colour (T).
Plug-in power supply of type (A).
2 x wireless push button (+ and –).
Mounting equipment for dipenser and footstand.
Power supply cable length = 5 m (16 ½ ft).

■ Art. no.: 3832 CDTA

Quantity per unit: 1

START pack S33 RF

Indicator with wireless receiver, 3-digit red LED display with housing colour black or red.
Dispenser with top cover colour in red, blue or grey.
Tickets, 6 rolls x 4000 tickets per roll with paper colour (T).
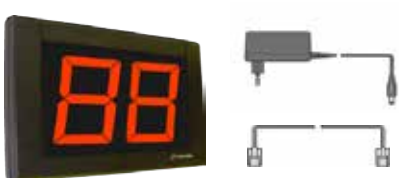Plug-in power supply of type (A).
2 x wireless push button (+ and –).
Mounting equipment for dipenser and footstand.
Power supply cable length = 5 m (16 ½ ft).

■ Art. no.: 3873 CDTA

Quantity per unit: 1

PLUS pack INR902 X1

Indicator, 2-digit red LED display with housing colour black or red.
Plug-in power supply of type (A).
Plug-in data cable, 25 m (82 ft).
Plug-in power extention cable.
Power supply cable length = 5 m (16 ½ ft).

■ Art. no.: 3852 C20A

Quantity per unit: 1

PLUS pack INR903 X1

Indicator, 3-digit red LED display with housing colour black or red.
Plug-in power supply of type (A).
Plug-in data cable, 25 m (82 ft).
Plug-in power extention cable (5 m).
Power supply cable length = 5m (16 ½ ft).

■ Art. no.: 3852 C30A

Quantity per unit: 1

Article number options:
C) Display housing   3 = red 8 = black
D) Dispenser top cover   3 = red, 5 = blue, 9 = grey
T) Ticket color   1= green, 3 = pink, 5 = blue, 6 = yellow, 7 = white
A) Power supply adaptor   0 = Europe 1 = Australia/New Zewland 2 = Canada/USA/Mexico 3 = UK 4 = Japan

TURN-O-MATIC CLASSIC & ACCESSORIES

TURN-O-MATIC CLASSIC ACCESSORIES

Wireless push button RFv2

Wireless push button on key chain.
Adhesive backed Velcro strip set for optionally fixing push button.
Max. 15 wireless push buttons per S3 RF system. Wireless push button codes must be copied into the RF receiver on the MASTER indicator.

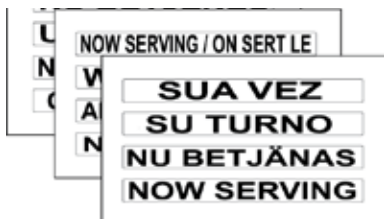■ Art. no.: 3809 0250

Quantity per unit: 1

PLUS pack K900 EU

4-digit red LED segment display. Digits 12 mm wide x 20 mm high.
Size (w x h x d), 106 x 70 x 170 mm. Housing material ABS.
Keypad material silicon rubber.
Non-skid rubber pads, mechanically fixed (not glued).
Plug-in power supply of type (A).
Plug-in data cable, 25 m (82 ft).

■ Art. no.: 3857 0010

Quantity per unit: 1

Text decal set IN90x, white text

Sticky text for extra instruction to the customer.

■ Art. no.: 3800 0040

Quantity per unit: 1

Dispenser D900

Dispenser for T90 tickets. Size (w x h x d), 88 x 250 x 280 mm.
Material – ABS, POM. Bottom housing in dark grey with colour choice for top cover colour in red, blue or grey.
Includes mounting screws and plugs.

■ Art. no.: 3950 90D0

Quantity per unit: 1

Article number options:
C) Display housing   3 = red 8 = black
D) Dispenser top cover   3 = red, 5 = blue, 9 = grey
T) Ticket color   1= green, 3 = pink, 5 = blue, 6 = yellow, 7 = white
A) Power supply adaptor   0 = Europe 1 = Australia/New Zewland 2 = Canada/USA/Mexico 3 = UK 4 = Japan

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TURN-O-MATIC CLASSIC & ACCESSORIES

Floor stand FS902, foot pack
Telescope pack, sign holder

Foot with floor pads, 485 mm diameter, steel with silver grey metallic enamel finish.
Sign holder, A3 aluminium snap frame.
Holder for dispenser including the telescope collar to adjust the height, collar with 30 and 49 mm diameter at a length of 125 mm.
Outer telescope tube, 35 mm diameter x 1140 mm long, steel with silver grey enamel finish.
Inner telescope tube, 30 mm diameter x 1150 long, steel with silver grey enamel finish.
Includes hardware and tools for assembling floor stand.

- Art. no.: 39588502

Quantity per unit: 1

Sign for floor stand

DIN A3 aluminum snap frame with comment sign and mounting hardware.

- Art. no.: 9484724

Quantity per unit: 1

Aluminum counter stand with sign DIN A4

Aluminum counter stand with sign DIN A4 with metal baseplate and tape on bottom.
Silver aluminum.
Plastic parts light grey RAL 7035.
Adjustable in different positions.
Incl. frame and sign.

- Art. no.: 9495686

Quantity per unit: 1

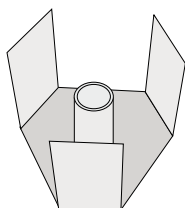## Ceiling Bracket CB902

Steel with silver grey enamel finish.
Includes tools and hardware for mounting 2 indicators (2 or 3 digit).
Includes expander plugs and bolts for ceiling mounting.
(Mounted length 640 – 1000 mm, adjustable in 105 mm increments).

- Art. no.: 39490300

Quantity per unit: 1

Mounting set, 3 x indicators

Steel with silver grey enamel finish.
Includes tools and hardware for mounting 3 indicators (2 or 3 digit).
(For mounting 3 indicators on ceiling bracket CB902 or at the top of the floor stand FS902).

- Art. no.: 39491200

Quantity per unit: 1

TURN-O-MATIC CLASSIC & ACCESSORIES

Wireless push button set RFv2 replaces the old wire system

Indicator RF mounting bracket (deeper bracket for additional space behind indicator for wireless receiver).
Plug-in wireless receiver for indicator.
Wireless RFv2 push button with velcro strip.
Provides wireless push button upgrade for Indicator.

■ Art. no.: 3809 0241

Quantity per unit: 1

Bracket, dispenser D900

Bracket for the dispenser with holes to srew on the telescope collar.

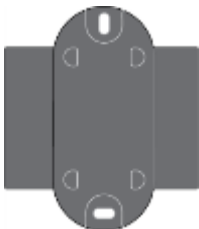■ Art. no.: 3800 9080

Quantity per unit: 1

Bracket, indicator standard

Bracket for the indicator without receiver.

■ Art. no.: 3959 1800

Quantity per unit: 1

Bracket, indicator RF

Bracket for the indicator with receiver.

■ Art. no.: 3959 1800

Quantity per unit: 1

Power supply extension cable (3.2 m/10.5 feet)

Plug-in extension for Art. no. 3800 5000 power supply to give a total output cable length of 5 m (16.5 feet).

■ Art. no.: 3959 1800

Quantity per unit: 1

Twisted-pair shielded 26 AWG cable with RJ10 plugs

Cable to connect the K900 keypad to the indicator.
Cable to connect two indicators.

■ Art. no.: 3809 3310 data cable (0.5 m)
■ Art. no.: 3809 3330 data cable (5 m)
■ Art. no.: 3809 3370 data cable (25 m)
■ Art. no.: 3809 3390 data cable (50 m)

Quantity per unit: 1

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TURN-O-MATIC CLASSIC & ACCESSORIES

Plug-in power extension cable

Cable to connect (power-connection) two indicators with one power supply.

- Art. no.: 38093411 (0.5 m)
- Art. no.: 38093461 (5 m)

Quantity per unit: 1

Power supply 24W 15VDC EU-US-UK-AU plug

Plug-in AC/DC switching adapter; 100-240VAC input, 15VDC output.
1.8 meter (6 feet) output cable with 2.5 mm DC plug.
Changeable AC plugs for EU-US-UK-AU outlets.
New higher efficiency EuP power supply required by EU Directive 2005-32-EC.
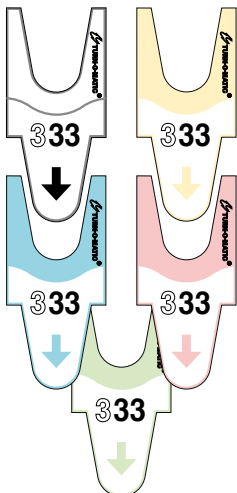
- Art. no.: 3800 5000

Quantity per unit: 1

Set power supply 24W 15VDC EU-US-UK-AU plug

Plug-in AC/DC switching adapter; 100-240VAC input, 15VDC output.
1.8 meter (6 feet) output cable with 2.5 mm DC plug.
Changeable AC plugs for EU-US-UK-AU outlets.
New higher efficiency EuP power supply required by EU Directive 2005-32-EC.
Extension power supply (3.2 m).

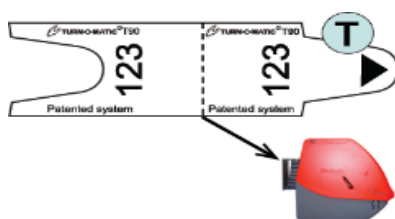- Art. no.: 38093900

Quantity per unit: 1

Tickets T90 3D 24K standard

Carton of 6 rolls x 4000 tickets per roll. Ticket size, 31 wide x 67 mm long.
Black print on ticket paper colour (T). 3-digit black sequential numbering
000 – 999 four times, first digit in outline print. D900A3 sensor marking on
back.

- Art. no.: 39649170   white
- Art. no.: 39649160   yellow
- Art. no.: 39649150   blue
- Art. no.: 39649130   pink
- Art. no.: 39649110   green

Ticket size: 31 wide x 67 mm long

Quantity per unit: 1 (carton of 6 rolls, 4,000 tickets per roll)

Tickets T90 DBL 12K standard

Carton of 6 rolls x 2000 tickets per roll. Ticket size 31 wide x 107 mm long.
Black print on white ticket paper. Double 3-digit black sequential numbering
000 – 999 two times. Perforated for two-part separation.
D900A3 sensor marking on back.

- Art. no.: 39649271   white

Ticket size: 31 x 107 mm

Quantity per unit: 1 (carton of 6 rolls, 2,000 tickets per roll)

Tickets for system Turn-O-Matic T80 on request (on stock).

Meto

TOM TOUCH+ & ACCESSORIES

TOM touch+ (EU/UK)

Including 7-inch LCD/touch screen, electronic ticket unit.
3-positions red dot-matrix display, intelligent terminal, wall mounting both for display and main LCD unit, 15 m, 7 m, 2 m black modular cable, connector, one ticket roll contain 2,000 tickets, quick start, quick guide and user manual.

■ Art. no.: 9479075

Quantity per unit: 1

TOM touch+ display ID2, ID3

Including 7 m cable.

■ Art. no.: 9479077 (ID2)
■ Art. no.: 9479078 (ID3)

Quantity per unit: 1

TOM touch+ terminal ID2, ID3

Including 7 m and 2 m cables.

■ Art. no.: 9479079
■ Art. no.: 9479100

Quantity per unit: 1

TOM touch+ main display

Including 15 m cable.

■ Art. no.: 9479101

Quantity per unit: 1

TOM touch+ satelitte box (EU/UK)

Including 7 m cable and power supply.

■ Art. no.: 9479102

Quantity per unit: 1

TOM TOUCH+ & ACCESSORIES

TOM touch+ floor stand

■ Art. no.: 9469115

Quantity per unit: 1

TOM touch+ weight for floor stand

■ Art. no.: 9469116

Quantity per unit: 1

TOM touch+ column upper, 1,100 mm

■ Art. no.: 9469117

Quantity per unit: 1

TOM touch+ extension bracket upper column

■ Art. no.: 9469118

Quantity per unit: 1

TOM touch+ signboard for floor stand

■ Art. no.: 9469119

Quantity per unit: 1

TOM touch+ display clamp

■ Art. no.: 9469120

Quantity per unit: 10

TOM touch+ table stand

■ Art. no.: 9469121

Quantity per unit: 10

TOM touch+ ticket roll

■ Art. no.: 9469122

Quantity per unit: 10 rolls per 2,000 tickets

HAPPYORNOT

HappyOrNot – Customer Satisfaction Analysis

A specific question for the customer, four self-explanatory smiley buttons for spontaneous replies, a wireless device at the desired spot and all the results swiftly evaluated – the simple way to measure customer satisfaction! HappyOrNot is a mobile service device to promote lasting customer loyalty which can be deployed wherever customers come into contact with a product, an offer, a service or a new item. Asking customers a readily comprehensive question here and offering them a straightforward, anonymous means of responding directly yields important information on buying behaviour. A crucial aspect is the fact that HappyOrNot evaluates these data on a daily basis and transmits the results to the client at a defined time, enabling swift action to be taken as necessary. This provides chain store companies in particular with an effective means of avoiding declines in sales, losses of customers, uncertainty or dissatisfaction while offering an ideal instrument to support change processes or market launches. At the same time, customers feel that they are being taken seriously and that their custom and opinions are appreciated. This establishes closer ties with customers and improves customer satisfaction, leading in the long term to stable or improved sales.

Who benefits from HappyOrNot?

HappyOrNot is suitable for all areas of business in which it is important to know customers' opinions. As an ideal customer barometer, it remains in direct contact with customers throughout the opening hours of chain stores, retail outlets, service companies or catering establishments, its wireless design enabling it to be deployed wherever appropriate. There's no faster way of gathering and evaluating customers' views.

Technical data

- Console color: cream white; stand with base: aluminium grey
- Dimensions incl. question display: 144 x 47 x 20 cm (H/W/D) Total weight: 14.0 kg
- Display for DIN A3 landscape format included; questions simple to formulate with PC
- Internal energy source for mobile use (D-cell batteries, running time approx. 2 years) and wireless data transfer method
- Automatic daily reporting service for collected data, web-based or by e-mail
- Individualised analyses and reports according to task area and management levels
- GSM Frequency Band: Quadband 850/900/1800/1900 MHz

How it works

- The devices are installed at the desired service points
- The customer answers the questions voluntarily, anonymously and spontaneously
- Data transfer and evaluation take place on a daily basis
- Corresponding daily reports are supplied to the client by e-mail or online

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HAPPYORNOT

Advantages

- Simple and clearly comprehensible operation
- Company-wide data collection for enhanced service quality
- Improved customer satisfaction and customer loyalty
- Increased staff motivation
- Strengthened market position and higher revenue possible
- Improved image

How satisfied are customers wit the availability of products ?

☺ Whatever segment HappyOrNot may be deployed in, product availability is always an important matter from the customer's point of view. And only satisfied customers will return.
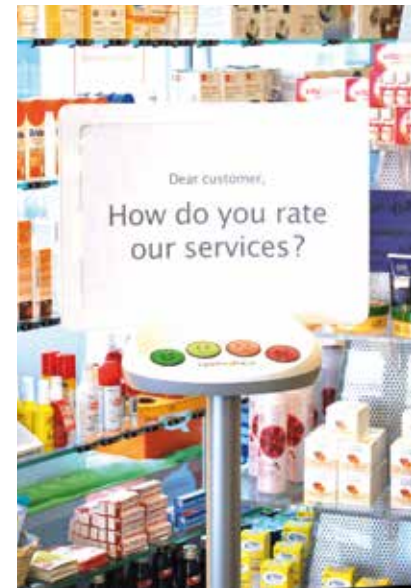
How competent and efficient is the service ?

☺ Quickly uncover possible failings in service quality – a key factor when it comes to customer satisfaction. HappyOrNot reveals precisely where and when improvements are required – whatever your field of business.

Is the new product a hit ?

☺ HappyOrNot measures the acceptance of all types of products – from apples to automobiles. Whatever new items the client introduces, HappyOrNot provides for well-aimed and professional market implementation.

- Art. no.: on request

Quantity per unit: 1

METO®
Powered by HAPPY◉NOT