



ShopMate EPoS

Why Choose ShopMate?

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Why Choose ShopMate?

Retail Data Partnership has partnered with retailers, service providers and wholesalers for 25 years. We know how important the till is to your store and we work hard to make ShopMate the simplest, most versatile and consistently reliable EPOS system available.

ShopMate has been designed to save you time, effort and money by automating processes on pricing and promotions, managing your stock and orders, providing quick reports and making helpful recommendations.

ShopMate very likely knows your wholesaler - and we probably know your RDM/RDA by name too. That means we understand the pressures and challenges that you face in your store. Our goal is to make the day to day running of your store easier and more efficient for you and your team.

Why Retailers Love ShopMate

Retailers love the flexibility of ShopMate. They appreciate that our hardware can be configured to include pole mounted screens and card readers so you can add to your package to suit your specific requirements. Our secure Self-Serve tills help move queues quickly and may reduce staffing costs.

Stores like to personalise their own hot keys; you can program keys for a fixed price or price as you go - which is useful if the same item is a different price each time (perhaps priced by weight).

Retailers love our reports - there are 70 of them - we understand how useful it is for you to interpret your data and the changing trends in retail.

Stores love to be able to customise their pricing; you can opt to price the same as the wholesaler or flex to suit your individual customer base. The regular, free, automatic price updates from your wholesaler give you a hands-off experience that'll save you time and money every day.

There are no hidden costs - we charge a weekly service fee that covers ShopMate software licence and updates, secure remote data back up, technical support 365 days per year, RRP price and wholesaler promotion updates.

If you purchase your till directly from us, it belongs to you immediately; if you get a deal through your wholesaler, it belongs to you at the end of the three year term. There are no additional rental fees.

Our friendly team of experts are available to help you - we work in partnership with your store(s) to help your business flourish.



Ease Of Use

A ShopMate till is easy to use - with a few minutes training anyone can understand the basic interface; how to start a session and load a float, scan items, accept cash or card payments and close a session. All our tills are supplied with a Quick Start Guide to help you get trading fast.

If the ShopMate team are fitting your till, depending on your package, your engineer will give you full training on the functionality and help you set up any personalisation. If you're setting up yourself, we'll configure your till, all you have to do is plug it in. We'll give you all the information you need to get up and running - and if you have any questions, our Tech Support Team are on hand to guide you through.



What Can ShopMate Do?

ShopMate provides you with pricing from your chosen wholesaler - our price files are updated daily. Additionally, ShopMate keeps a special price file which includes barcodes from smaller, less well known manufacturers and local suppliers. If you sell specialist food or deli items you will find this beneficial as it'll save you the bother of having to create items from scratch.

ShopMate keeps on top of your wholesaler promotions, automatically. If you have MediaMaster Screens, a selection of wholesaler promotions are sent automatically to your screens (you can veto ones you do not wish to offer and add your own).

In conjunction with regular stock takes, ShopMate reports can help you determine your best or worst sellers, spot trends and help make merchandising decisions and, if managed correctly, can recommend products for ordering. Retailers also get free access to their reports via our online portal - simply log on via shopmate.co.uk with the same email address that you registered with us.

What Else Can ShopMate Do?

ShopMate can be enhanced with BackOffice which allows you to connect to your ShopMate till from anywhere.

MediaMaster screens provide automated wholesaler ads to your customers at the point of sale and you can add your own advertisements too.

ShopMate has its own loyalty system, integrated with your ShopMate EPoS so you can use the data from your store to make targeted promotions at the right time to encourage footfall or clear lines.

Our ShopMate integrated hand-held device, the Datalogic Memor, makes product, pricing and stock management easier by letting you take those important tasks with you around the store.

You can find out more about our additional services on our website: www.shopmate.co.uk/our-services

Reports

ShopMate is programmed with lots of reports to help you keep track of your sales and expenditure. You can choose to send the Financial Summary report directly to your accountant - making bookkeeping easy. You can also look at the margins for each item and hone your stock to include the most profitable lines and maximise revenue returns.

If you're not sure which report to use, our Tech Support team are on hand to talk you through it. Phone them or press the yellow call-back button on the screen and input your request.



Wholesaler Orders Made Simple

ShopMate can monitor your stock levels - it keeps a record of all your sales - which makes it easy to place your wholesaler order. You can even do it automatically from within the system.

Once you have registered for an account with your wholesaler, you can place wholesale orders through ShopMate - the till can be set up to automatically suggest items to replenish depending on the number of items you have left on the shelf.

You can accept deliveries through an Electronic Note of Delivery (ENOD). ShopMate adds the new stock into your inventory - keeping your stock levels accurate.

ShopMate supports orders created using a Memor Hand Held Terminal (available seperately.) Simply scan items from your shelves or stockroom when they look low and add them to your order.

Support and Partnership

We take partnership seriously. When you partner with us, you get access to our support teams - this is how they can help you:

Sales and Sales Support

If you are considering ShopMate EPoS, speak with Sales Support - they can also help if you want to upgrade or add any additional services like MediaMaster, Back Office or Self-Serve, they are knowledgeable and helpful and they won't put you under pressure to purchase if you simply want to find out a bit more.

We can arrange for a Sales Manager to provide an online or instore demo - or you can speak with your wholesaler's representative.

We'd love to help you find the EPoS solution that fits your needs: 01780 480562

ShopMate Support Teams

Customer Service

Customer Service are here to help you deal with contracts and billing, change of ownership or other queries - they can help direct you to the right team if you're unsure who you need to speak to.

Marketing

Marketing provide the wholesaler adverts for MediaMaster screens and lots of our communications like email and web content come through them. They also get us set up for events and shows. To request a customised MediaMaster advert for your screens please email us with the details.

Finance

Finance deal with direct debits and account credits. Generally you will raise questions about your account with Customer Service first.

ShopMate Support Teams

Technical Support

Our Tech Support Team is UK based and available to help you with any issues, not just faults. Tech Support can train you on how to use functions or reports, help you set up hot keys and much more. They provide year round cover, even during the holidays because we know you're working too.



ShopMate Support Teams

Hardware

Hardware keep control of our stock and they'll be the ones who send out your new till. Each till is configured and tested first so all you need to do is plug it in. Our skilled Engineers are the ones who come to fit your till or Self-Serve unit (depending on your package).

Development and Testing Teams

Our Dev Team is based in house. Updates are constantly ensuring your till stays secure and integrated with the services that retailers find most useful.

Our Testing Team make sure there are no bugs or unexpected results - we understand that you need reliability on your shop floor. If you would like to make a suggestion for Dev, please speak with Tech Support.

Contact Us

On the phone you can select which team to speak to. If you're not sure, ask Customer Service.

Tech Support: 01780 480562
techsupport@retaildata.co.uk

Alternatively, press your yellow call-back button, add some details about the enquiry and we'll contact you

Sales Support: 01780 480562
salesupport@retaildata.co.uk

Customer Service: 01780 480562
office@retaildata.co.uk

Marketing/MediaMaster:
marketing@retaildata.co.uk





Scan the QR Code below to find out more about ShopMate and our additional services or visit: www.shopmate.co.uk/our-services

