



On-board POS and Back Office SOLUTIONS

The NovoSuite provides the best-in-class enterprise onboard management system with all the tools necessary to allow your crew to deliver the best possible passenger experience while optimising your ancillary revenue

Before the Journey

The NovoSuite back-office system allows users to manage all aspects of the pre-journey including; Journeys Schedules, Barsets, Stock Plans, Price Lists, Promotions, Packing and Dispatch.



During the Journey

Engaging with passengers, making sales and processing payments are made easier by the adoption of the correct choice of mobile hardware combined with the latest innovations in payment technologies.



End of Journey

Crew use their POS devices to close the Journey leg and record a crew change. When connected the NovoPos will upload the journey data, including sales, stock levels and cash bags to the NovoHub back-office



RETAIL ON-BOARD

The NovoSuite provides the Rail industry with a solution that facilitates the sale of onboard duty-free, catering, and ancillary products. In an industry where the key differentiator is service, Novo Onboard Retail have the technology that makes onboard selling a fast, easy, and personalised experience for both passenger and crew alike.

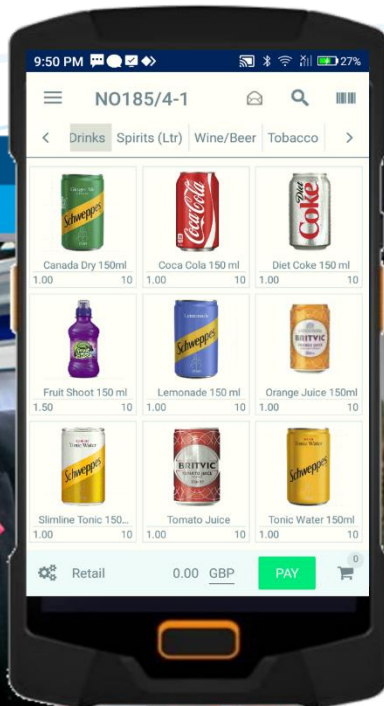
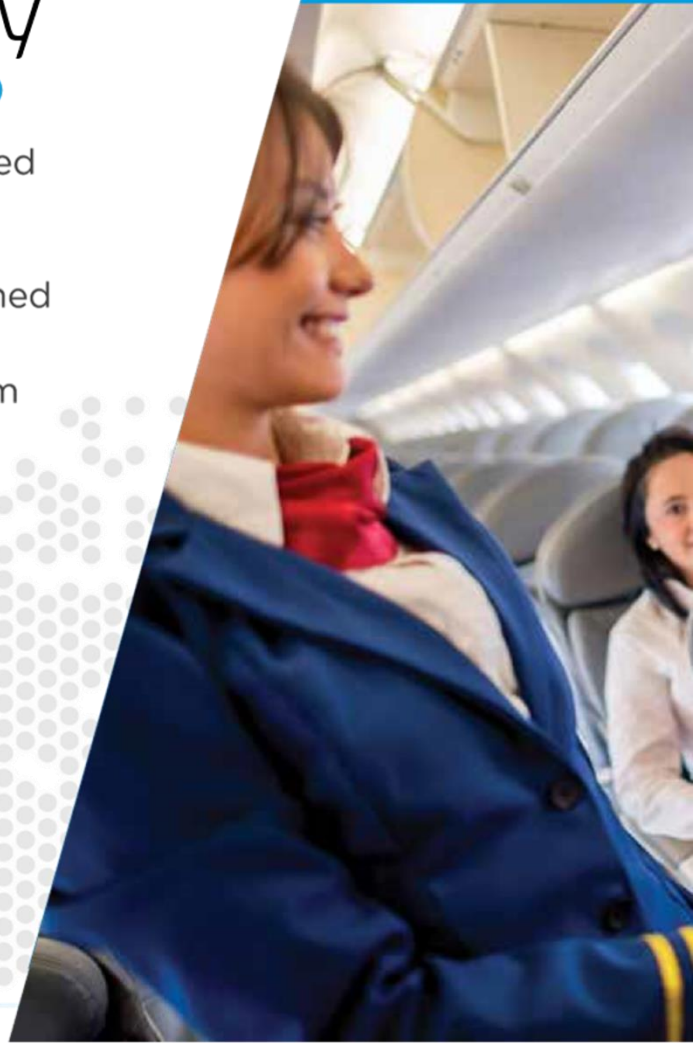
KEY FEATURES

- On-Board POS Software and Hardware Solutions.
- Full Back Office with integration capabilities
- Open access for Business Intelligence and Reporting.



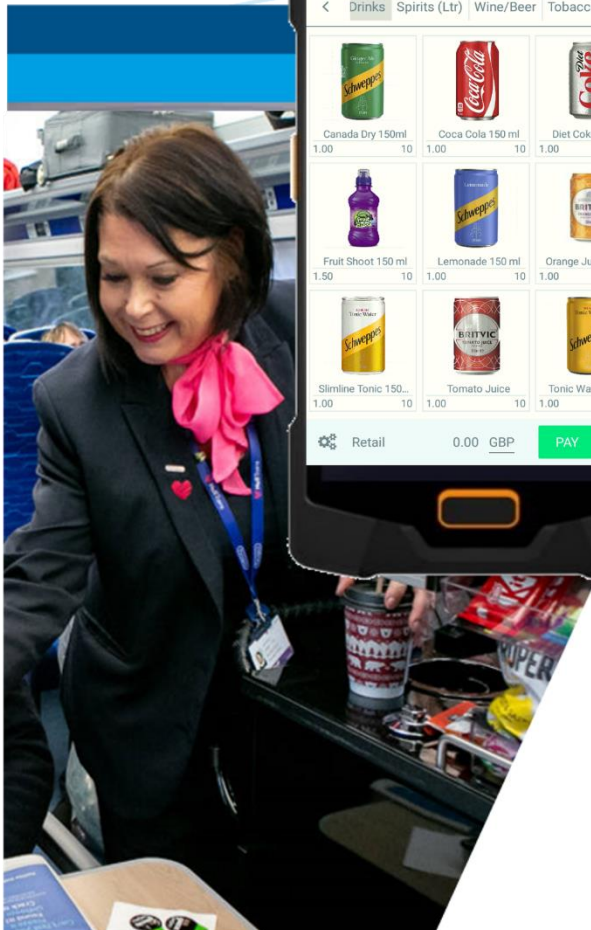
Before the Journey

- POS devices are automatically configured according to your brand and flight operations.
- Access is limited to crew who are assigned to the journey.
- Journey information is downloaded from the back office onto the POS.
- When the doors are closed, crew also have the ability to capture passenger counts.
- Crew are also provided with the ability to carry out on-board stock checks to ensure they've received the right items and quantities.
- NovoSuite Back- Office facilitates pick and pack and dispatch to the journey.

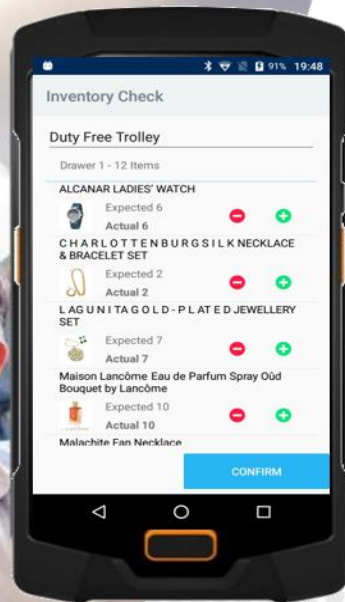


Onboard

- On-board operations support the use of multiple POS devices with full on-board stock visibility.
- The sales screen is simple to use, allowing crew to browse through product categories.
- Prior to collecting payment from the customer, the crew can review baskets and make changes if required.
- The POS automatically supports multiple price lists, virtual items and different tax regions.
- The POS supports multi-currency payments, allowing you to define allowed currencies.
- The POS prompts the crew when promotions are available.
- The POS integrates with the payment device to facilitate card payments.



Journey End



- A number of options are made available at the end of a journey such as close leg/journey and crew change.
- Crew have the ability to confirm closing stock counts.
- Collected monies are declared by payment type and currency, allowing POS operators to confirm how much was received during the journey.
- The POS provides auditable traceability to prevent fraud.
- When connected, the POS will upload completed journey (sales and stock) to the back office for stock and cash reconciliation.
- A detailed record of sales activities is captured and the Back Office calculates crew commissions.

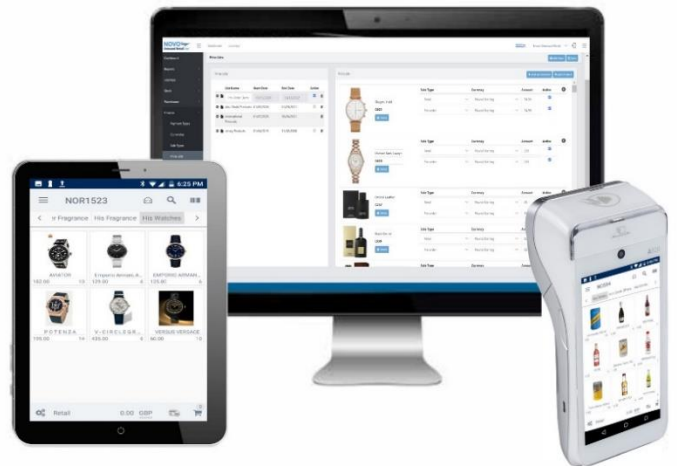


BACK OFFICE

The Novo Back Office manages the logistics behind the onboard operations. This can be duty free products, food and beverages or other ancillary products. It controls the picking, packing and dispatching of stock. At the end of the journey it controls reconciliation of stock, cash and credit card transactions.

The NovoStar Back Office provides:

- Control to pick, pack and dispatch stock accurately to each train according to configurable parameters.
- Unique journey data is securely transmitted to the POS devices. This includes journey schedules, crew allocation and opening stock levels.
- On completion of the journey sales data is securely transmitted from the POS devices to the Back Office.
- Data accessibility: using any Business Intelligence tools Operators have access to all relevant data.



Smooth On-Board Services

With the POS devices pre-configured and ready before the journey, the crew have everything they need to ensure a smooth service on board. Data is efficiently transmitted to the back office for stock and cash reconciliation.



Maximise Ancillary Revenue

Easy-to-use sales screens, flexible payment options, accurate inventory information and smooth transactions means that flight crews have more opportunities to sell in-flight.

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