

TWINPEAKS ONLINE PRODUCTS

MODULES

1. Order Entry - (POM-HOS-SO)

Sales Order Wholesale module of POMeSYS-Host allows your staff to enter all customer orders received by phone, fax, or email. Other orders may also be imported via EDI, POMeSYS-Remote, and POMeROUTE. Once all orders are in, they are grouped and numerous production reports are printed. The groupings include customers, routes, production departments, product categories, miscellaneous codes, and production shifts. This process is facilitated and made more efficient through the use of concepts such as recurring (standing) orders, customized order templates, and special pricing tables. Furthermore, once orders are aggregated, a production list similar to a spreadsheet is created which is then exported to production staff via the inventory control and costing module for analysis, batching, processing, and recipe printing. As part of the order entry module, delivery tickets (sales orders/ invoices) are printed by route and sequenced in the order of delivery. After delivery, adjustments are made and orders are then converted to invoices.

2. Accounts Receivable (POM-HOS-AR)

Customer orders (once adjusted in the Sales Order module of POMeSYS-Hos) are then posted to the Accounts Receivable module. In other words, orders are converted to invoices. In addition, the Accounts Receivable module allows users to create 'after-the-fact' invoices and credit memos. Customer payments are entered and applied to open invoices. Statements are printed and sales are analyzed by products, routes, and customers. That done, the system maintains receivables for each customer. Its reports include open receivables aging, invoice and payments received registers. Stale product returns are tabulated and analyzed by customer and product. Finance charges are calculated and statements are printed for customers with open balances. Inventory of goods is adjusted by entering wastage, purchases, and bake lists. To facilitate such adjustments, the system allows the use of six (1 main and 5 alternate) units of measure for each product.

3. Inventory Control and Costing (POM-HOS-ICC)

The Costing part of this module maintains files on ingredients, packaging materials, labor, finished, and unfinished products. Multi-level recipes are entered for Unfinished and Finished products. In addition to the makeup of each recipe for each dough, users enter preparation instructions, default mixer name, and other pertinent information such as tub size, temperature, divider info, press weight, and starter identification. Production lists are defined or imported from the Sales Order Wholesale module for analysis and materials requirement planning purposes. Detailed costs, including overhead and profit margin considerations are calculated. Changes in costs of ingredients are automatically reflected in updated product costs.

The inventory control component of the module allows entry of a daily list of goods purchased or received as returns. Quantities of each item wasted or produced are also entered. Sales information from the Accounts Receivable module seamlessly reaches and updates the on-hand value of inventory items. Based on recipes already defined, the system maintains a running inventory of ingredients, packaging materials, and finished products. Adjustments to inventory are made easily. Reports include physical inventory sheets, inventory on hand, inventory movements, and recommended reorders.

4. Purchase Orders (POM-HOS-PO)

This module is a complete Purchase Order processing system that fully integrates with the Inventory Control and Product Costing module. It memorizes latest prices paid for each item purchased. It recommends what ingredients and packaging materials to order, from whom, and in what quantities. Better yet, the program automatically creates purchase orders for the user. This module also lets the user print purchase orders that can then be mailed or faxed to vendors. Purchase Orders can also be e-mailed to vendors without having to print them. Reports include inventory re-ordering, back-orders, and purchase order status by item, vendor, and buyer.

5. Remote Order Entry (Desktop, Laptop or Tablet) (POM-REM)

POMeSYS-Remote (POM-REM) module is a web based order entry system designed for use by customers of wholesale businesses. POMeSYS-Remote allows your wholesale customers to place new orders, change existing ones, as well as duplicate past ones. In addition, it allows customers to view their unpaid invoices and pay them by credit card. Furthermore, it lets them maintain and manage their recurring scheduled orders on their own. In addition, your customers view your catalog online, to help them find new products that they may wish to purchase. Finally, your products could have unlimited options attached to them. For example, your customer can order a cake and select the options for icing, filling, decoration, and packaging methods.

6. Process Control (POM-PRC)

Process Control, the latest addition to our library of management software helps businesses eliminate the use of printed reports. To achieve paperless reporting for production purposes, tablets (either Android or Apple) are installed mainly in three locations: Mixing, Baking, and Packing.

1. Mixers receive data on their tablets. "Reports" detail the quantities of dough(s) to be made, broken down into batches.
2. Bakers view their instructions on what to bake and how much.
3. Packers receive what items to pack for which customers.

Managers assign these roles to Process Control employees. Those users then log in and see what mixing, baking, or packing tasks are assigned to their locations. Users enter batches mixed, item quantities baked, and items packed and for which customers, so that any other staff using the program would know what has been done and what needs to be finished.

ANDROID APPLICATIONS

1. Direct Store Delivery - (MRM-ANDR)

POMeROUTE is a direct store delivery application designed for 7- or 8-inch Android tablets. This application eliminates the need for printed invoice tickets and printed instructions sequenced in the order of delivery. Once setup and linked to your POMeSYS account, it allows drivers to download data from and upload data to the Admin portal (backend) of POMeSYS-Host on a daily basis.

Drivers can edit items delivered, accept payments, accept proof-of-delivery signatures, accept returns, and print on-demand invoices for customers that require paper tickets. Once delivery has been complete, the driver finalizes the invoice and uploads the data into the AR module of POMeSYS for payment processing.

2. Point of Sale (POM-POS)

POMePOS is a specialized point-of-sale system designed specifically for retail bakeries, restaurants, cafés, and other retail food businesses. Managers access the backend to create items, set up the touch button screens, add modifiers, set up cashiers, and print reports. POMePOS integrates with POMeSYS for “on account” sales for wholesale customers.

Cashiers can use POMePOS as either a traditional stationary register, or a mobile register to talk to walk-in customers or for special orders. With sub-level structuring cashiers can have up to 32,000 items within a few taps for easy sales and quick transactions. Orders that need to be prepared can be sent to printers located in the café or kitchen.

3. POMeTIME - Time Clock (POM-TIME-APP)

POMeTIME, at its heart, tracks employee clock in/clock out punches. However, the program can also be used to track time spent in certain areas, such as production floor, or by certain tasks, like packing orders or mixing dough. This front-end service runs on Android tablets that allow employees to clock in/out using a QR code ID Card or digital ID, or a user ID/password combo.

In the backend managers can add employees, set up work schedules, and print detailed reports to show time worked and at which station/job—this can help quantify hours for costing purposes. Additionally, we offer programming support to ensure that local labor laws are followed and the reports show the correct local information.

POMeSYS: ADD-ONS/UTILITIES

1. Order Entry - Remotely Using Smart Phone (POM-REM-SP) *

For customers who find it difficult to access our portal using a tablet, PC, or laptop, we provide an add-on that will enable them to enter and edit orders using smartphones. The POMeSYS Remote module (#5 in modules) has numerous functionalities. To be properly used, all work requires a “full-size” screen of a PC, laptop, or tablet. Basically, too much information to fit on the small screen of a smart phone. This add-on helps customers who cannot use a full-screen tool to enter and edit an order.

2. Lot Item Tracking (POM-LOT) †

This is a functionality that is added to POMeSYS-Host SO, AR, ICC and PO modules. The program has three distinct components.

- 1) It enables a user to track where finished products with certain lot numbers end up, i.e. track customers to whom a certain product with a certain lot number was sold.
- 2) It enables a user to track where ingredients of certain products with certain lot numbers came from. That is, vendors from whom products with certain lot numbers were purchased.
- 3) It enables user to link or relate finished items with certain lot numbers to ingredients of distinct lot numbers.

As a result, when a vendor of an ingredient places a recall on ingredients of certain lot numbers, this functionality allows user to reveal within seconds the identity of customers who got delivery of products made from the recalled ingredient. Also, if a customer complains about a finished product, the program allows a user to alert each vendor who provided an ingredient that made up that product.

3. Nutritional Analysis and Allergen Labeling (POM-NUTRI) ‡

POMeNUTRI, the nutritional analysis add-on, is an integral part of the library of web-based management suite called POMeSYS-Host. It requires the use of the Inventory Control and Costing module. Ingredients, unfinished as well as finished goods, are defined and maintained in the POM-HOS-ICC module. The POM-Nutri module maintains a database of ingredients with all of the nutritional values as defined and provided by the USDA. The User relates each ingredient used in the recipe to an equivalent ingredient in the USDA database. With that done, POM-Nutri calculates the nutritional information of each product. The User can then view such info, export it to a spreadsheet, or simply print a label.

4. Export to Accounting Software (POM-EAS)

TwinPeaks Software does not provide its customers with Accounts Payable and General Ledger modules as an integral part of its suite of POMeSYS modules. However, it provides “links” or “bridges” to other accounting software packages such as QuickBooks, ACCPAC, Peachtree, Solomon, MAS90, and few others. Posting to such packages often involves debiting and crediting to accounts or exporting summary invoice information or even detailed invoices, depending on the requirements of the customer.

5. Options for Order Entry (POM-OPT)

For most businesses, the capability for an order entry system that enables a user to enter an order for X amount of item A and Y amount item B is sufficient. However, for a few other businesses like cake bakeries, such products, A and B, may come with certain attributes. A customer may want to specify how he/she would like to have item A cut, wrapped, or decorated; what type of filling or icing should item B be made with. This flexibility in the way orders are entered and accepted is one of the unique features that is offered through the Order Entry with Options module within POMeSYS-Host. This also necessitates having special production reports that specify ‘which items share a certain feature’ in addition to the usual ‘quantity’ of a certain item that is needed. This add-on is useable with both Sales Order and Point of Sale.

6. Accept Credit Card Payments (POM-CC)

Allows users to connect to third-party payment processors, like Authorize.net, to process credit card and ACH payments in POMeSYS. Additionally allows users to set recurring payment schedules. This additional feature also offers extra settings options.

7. Link to CRM (POM-CRM)

Zoho publishes, markets, and supports customer relationship management (CRM) software. TwinPeaks connects with that software for the benefit of its customers in the form of Software as a Service (SAAS). Most CRM software packages seek to attain the following objectives:

- 1) Sales force automation: CRM is used to facilitate and streamline the sales process. The core of the operation is a contact management system for tracking and recording every stage in the sales process for each prospective client, from initial contact to final disposition. Applications also include insights into opportunities, territories, sales forecasts, and workflow automation.
- 2) Marketing: CRM is used for initiating, tracking and measuring the success of marketing campaigns over multiple channels, such as email, search, social media, phone, and direct mail.
- 3) Customer service and support: CRM is used to create, assign and manage requests made by customers, to help direct customers to agents and to identify and reward loyal customers.
- 4) Appointments: CRM provides suitable appointment times to customers via e-mail or the web.

* Requires use of POMeSYS-Remote

† May require use of AR, ICC, and/or PO module(s)

‡ Requires use of Inventory Control Module

8. Fundraising Made Easy (POM-FUND)[§]

Allows users to participate in organizational fundraising efforts, like for schools. Fundraising organizers use the Remote aspect of POMeSYS to enter orders on behalf of participants, such as students. After these orders are produced and marked per participant they are then delivered to the organizer's location for distribution/pick up.

9. Export Your Backup Data (POM-BACKUP)

Allows customers to export data created in POMeSYS to a local drive on the customer's premises in MySQL format for use to run in-house report and analyses created by the customer.

10. Send Order Reminder Text Messages to Customers (POM-TEXT)

Use of this feature requires a Twillio account. User can mark certain customers as "Must Text" if the order has not been received by a certain time each day. The program will send an automated message informing all marked customers with no orders that their order has not been placed for the day.

11. Maintain Inventory in Multiple Warehouses (POM-MW5)^{}**

This add-on feature integrates with our SO, AR, ICC, and PO modules, and allows users to keep track of inventory across multiple warehouse locations. Stock may be in up to 20 warehouses, and the program will adjust stock levels per warehouse based on production, purchases, etc.

12. Drivers Working as Contractors (POM-DRTIX)

This add-on allows drivers to act as customers as well as drivers for billing and commissions calculation purposes. With this add-on, drivers act as contractors who "purchase" a truck-load of goods and deliver to the bakery's customers as well as sell to the driver's own customers. At the end of day, they "pay" by signed tickets (which are billed to the business customers directly) and cash. Commissions are properly calculated.

13. Consolidate Sales Orders (POM-CONORD)

This optional feature for Sales Order module allows users to consolidate sales orders on a Sunday through Saturday schedule. Once the daily delivery tickets are consolidated, customers receive one invoice for all seven delivery days. That results in a shorter pay stub and reduces volume of paperwork.

14. Drivers Enter Orders for Their Customers Remotely (POM-REMDR)^{††}

This optional feature from POMeSYS Remote allows drivers to place orders for customers on their route in the Remote module. Drivers can enter and adjust orders only.

15. Multiple Users per Remote Customer (POM-REM-5)^{††}

This feature allows users to enter additional Remote logins, in groups of five, to the main customer file. Additionally, users can assign which Ship Tos a certain login can order for.

16. Upload Documents or Images (POM-DOC)

This add-on allows users to upload and store documents and images within the POMeSYS system such as signed invoices, signed contracts, and other customer or item related documentation.

17. Delivery to Customers with Multiple Departments per Ship To (POM-DEPT)

This add-on feature allows users to set up departments, or additional locations, per Ship To. For example, a certain customer like a large hotel may have a café, a restaurant, and a wedding hall and may require that when an order is placed it needs to indicate what items are meant for which department. And it may also require that when the delivery ticket/invoice is delivered, that it would have the department information.

[§] Requires use of POMeSYS-Remote

^{**} Requires use of Inventory Control Module

SERVICES AND CUSTOM WORK

1. Setup (SETUP)

This one-time fee is for the creation of your database on our servers or a change in your account such as adding users, adding modules, etc. This is a flat fee. Please note that this DOES NOT include any data import or export from any third-party accounting software or document file. Finally, no training is included in this setup fee.

2. Training – Free Online Webinars (TRAIN-OL-WEB)

No additional charge for training provided via scheduled online webinars. Webinars occur at regularly scheduled intervals. Past videos are available on our website.

3. Training – Personalized One-on-One (TRAIN-OL-PERS)

One-on-one private training for you and/or your team on the modules purchased. Training is conducted via the internet with remote desktop sharing on days and times that work best for you.

4. Data Conversion - Automatic Import Tool (DATA-AUTO)

Included, at no charge, is the ability for you to import items and customers from Excel. This is done in the program by you, the user.

5. Data Conversion – Customized Import (DATA-INDIV)

If your data is “not so simple” to import, we can help! Please contact us for a quote to have your data imported by our team. This option is best for migrations of complex, detailed data. Data can be extracted from your current software, especially if it can be exported to Excel spreadsheets.

6. Custom Programming (PROG)

We offer custom programming designed to enhance the functionality of our software to meet your specific needs. Please call us with the services you need done, and we will give you an estimate of the time it will take.

7. Electronic Data Interchange (POM-EDI)

Each EDI needs to be customized to make sure that both programs can communicate exactly what they need. Please call us for a quote on the system you'll need.

8. Import Check Stubs (POM-CHK)

In situations when a customer pays for hundreds of invoices with one check, the check stub ends up being too big and it would take an operator a very long time to match that one payment to all the open invoices the payment must be applied to. Assuming that a vendor agrees to send the stub information in the form of a CSV file, this custom program does the “matching” easily and quickly.