

# The writing on the . . . screen

Action Systems recently began shipping the wireless Write-On Handheld POS device as an option for its Restaurant Manager POS system, which also uses traditional touchscreen units.

"Handwriting recognition has been the holy grail in restaurant POS for the last 30 years," said ASI c.e.o. Alex Malison. "Besides faster turnaround, it helps minimize training because you can send prompts to help the server based on what they enter. A new server doesn't need to memorize the entire bar menu."

The Write-On can be upgraded to include a compact credit-card reader for pay-at-the-table functionality. Servers can hand the device to guests to swipe their own cards at the end of a meal. For order entry, servers use the stylus to hand write abbreviations, which quickly bring up the correct menu selections. Malison said this

allows servers to maintain eye contact with the customer while quickly entering orders.

Malison said that wireless handheld POS devices yield the most compelling cost benefit where a restaurant has at least two hours of peak usage because the devices help turn tables more quickly and efficiently.

ASI has 550 sites installed with Write-On systems and recently signed a deal to license the device for the InfoGenesis POS system. According to Malison, InfoGenesis will begin roll-out of the units in 2007.

