STUDENT AGENCY K.S.

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In 2017, STUDENT AGENCY, a company which, among other things, provides intrastate and international rail transport, needed a practical way to implement electronic recording of sales (EET) for their on-board catering in trains. In particular, the company needed to handle the ordering and serving of food and its accounting and fiscalisation for the central server of the Czech Financial Administration. STUDENT AGENCY thus sought a point of sale solution that would be mobile, simple to operate, would be able to processes a food & drink order on a mobile device, process both card and cash payments, facilitate the serving of food and print a bill in the kitchen.
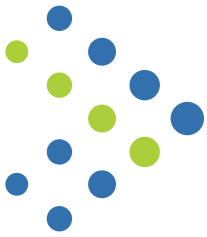
The company needed the solution to handle the following in particular:

- Mobile sale and electronic recording of sales in trains
- Compliance with foreign accounting policies when crossing borders
- Optimisation of stock
- Expansion of the application into other countries
- Working with sets and recipes
- Controlling at the train unit level

SOLUTION

The mobile POS solution was built on the **MyRetail** platform – a cloud-based POS was installed onto all standard Android tablets with printer and terminal. POS allows receiving an order from a passenger, with the order then appearing on a panel in the kitchen where the food will be prepared. The entire process then concludes with a sales note and printing of a receipt for the passenger.

MyRetail is a light, cloud-based POS for small entrepreneurs. On the back-end of the application is a portal that allows managing company data and goods and easily tracking stock for max. 5 branches by default. But it is highly modifiable and customisable - for STUDENT AGENCY was prepared working model for ca. 50 branches with 500 clients.

THE STORY OF THE IMPLEMENTATION

The implementation of the mobile POS based on the **MyRetail** platform was a joint project between **NG Retail** and STUDENT AGENCY, which was realised with the active participation of both teams. Due to the specific needs that STUDENT AGENCY had, the mobile POS application was customised to a great extent, essentially resulting in the creation of a wholly unique solution tailored specifically to the customer.

The first, most important stage of the project was realised in a noticeably short time – within mere 3 months, which only highlights the flexibility and speed of customising the solution thanks to the use of cloud-based POS technology. **MyRetail** is originally designed as a cloud-based solution, nevertheless at this unique implementation, in order to ensure stability and connectivity, each train is fitted with a **MyRetail** server which keeps a track of stock.

30 %
REDUCTION IN ON-BOARD STOCK

30 %
IMPROVEMENT IN GOODS MANAGEMENT

35 %
FASTER HANDLING OF ORDERS

RESULT

The mobile POS based on the **MyRetail** platform is in full use on all trains operated by STUDENT AGENCY. Its use is quite simple for the staff, the passengers are served quickly and there are no undue delays in food ordering. A great benefit of the solution is the fact that all stock is fully under control and can be continuously optimised, which is also reflected in the profitability of the trains.

"MyRetail brought clarity into the process of handling catering orders, allowing us to quickly serve and satisfy our customers. At the same time, the solution simplifies and accelerates the work of our on-board personnel, not to mention the greatest benefit of providing a comprehensive overview of stock in each train, which then allows better planning and management," says **Petr Pěcha, sales manager of Student Agency & Regio Jet**

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MAIN BENEFITS

- On-board stock fully under control, resulting in major optimisation

- Fulfilment of one of the main goals of the project: implementing a modern, mobile cash register with connection to a booking, catering and stock-management system, fulfilment of requirements for EET

- The technology and method of implementation allow introducing the solution in any country – currently CZ, SK, A, HU, HR, PL, UA

- The mobile solution also allowed reducing the number of personnel required for making orders and serving customers

- Implementation of a new method of accounting sold goods. Previously accounted by the departure station, now by the real current position of the train

- Application open to further expansion and improvement

- Tailor-made reports and statistics

USER-FRIENDLINESS

OPTIMISATION OF ON-BOARD STOCK

QUICK AND EFFICIENT ORDERING

REDUCTION IN THE NUMBER OF STAFF REQUIRED FOR ORDERING

NG Retail s.r.o.

is a young company building on a 30-year tradition of supplying specialised software solutions for retail. Thanks to a team of experienced senior consultants, the company aims to bring existing and future clients user-friendly solutions that are tailor-made for their business, help accelerate its running and grow it further so that it is ready for any changes that come hand-in-hand with modern retail. Its latest product is the POS NG terminal, which is currently the most modern solution of its kind on the market and is capable of serving both the non-food segment (fashion, toys, sports, tobacco...) as well as the fast food sector. **www.ngretail.cz**

STUDENT AGENCY k.s.

One of the most successful companies in the transport industry on the Czech market. STUDENT AGENCY not only provides rail and road transport using its now well-known yellow Regio Jet trains and buses, but also offers its clients booking of plane tickets, accommodation and travel insurance.

The company also offers custom package holidays, as well as language studies abroad, which are extremely popular among students and adults.

www.studentagency.cz

ng retail next generation software

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