



Serving the Hospitality Industry since 1987

RMS-32 - Customer Management

Delivery - Take Out - Frequent Dining

The customer tracking module is a 32 bit Windows back office application that allows you to **track customer frequency** and **amount spent** for any range of days. It also **tracks birthdays**, **customer activity**, **prints mailing labels** and lets you **print a statement** for specific customers. A built in interface to Microsoft Word allows you to **merge mailing labels** to a Word document. You can even **enter the amount received** by the customer in order to keep a **current balance**.



ACCT	LAST	FIRST	AMOUNT	FREQ	AVERAGE	ID	TOTAL
H	HEUER	RICHARD	\$111.75	3	\$5.59	ABA0000	\$111.75
H	POBOSHER	FLORY	\$254.80	3	\$127.40		\$254.80

Customer Activity Sales Status Report

Form fields include: FIRST, LAST, NAME, BIRTHDAY, PHONE, ADDRESS, CITY, STATE, ZIP, COMMENTS, and HOUSE ACCOUNT. A keyboard overlay is visible at the bottom.

Customer Database Screen Input

RMS32 Customer Reports

Report can be sorted by Last Name, First Name, Amount, Frequency, average spent or ID. Retrieve customers based on their sales or frequency for any range of days. RMS-32 Customer Management option is part of the RMS32 "Plus" Package.

**RMS32 Customer Management integrates
with RMS-32 Gift Card and Gift Certificate Program**

QuickBooks Interface

The House charge information can be exported to our Customer Tracking module, to **Quickbooks** or to third party country club accounting software using various export file formats (Access, Text, Excel, HTML).

Mail Merge / Mailing Labels

Mailing labels can be exported to an Excel spreadsheet as well. You may send a letter to all the guests who did not come last month, or who spent more or less than a predefined amount during a period of time. You can also target all customers in a specific zip code, or with birthdays falling in this month.

RMS32 Customer Screen

The POS customer entry screen includes lookup and editing keys and the ability to restrict guests to specific house charges. Multiple charge account groups may be created. Guests can be identified at the beginning and/or when closing a transaction by a unique member ID, phone number, name or by swiping a card.

RMS-TOUCH customer database can be recalled to identify Delivery / Take Out, house charge, club members, frequent dining guests.

RMS-TOUCH
9 West Ridgely Road
Timonium, MD 21093
201-461-9096
www.rmstouch.com