THE BENEFITS OF A CASHLESS SOLUTION ARE HERE

And it’s easier than you think
At the heart of everything we do is the sophisticated Supervisor Net Transaction Management System, capturing all transactions within your organisation and offering a multitude of reporting options, it provides you with a complete overview of all your transactions. Supervisor Net is the key component of any cashless environment.

SUPERVISOR ADMINISTRATOR

Supervisor Net provides a simple user interface with a comprehensive database that captures transaction data for any chargeable service. These can include cashless catering, vending, printing, copying or laundry services and many others. The simple user interface manages departments and user accounts, cost codes, pricing and terminal and system configuration. Supervisor Net is feature rich and easily configured to any business need. This is the core element of any cashless environment and runs silently behind your financial and management systems automatically capturing data when users swipe their card.

Supervisor Net offers a flexible and scalable architecture so it can be expanded to cover your changing business needs. Your customers will have access to their account balances at all times and if for any reason they lose or have their card stolen the account value is protected as no money is stored on the card.

WEB ADMIN ESSENTIALS

Web Admin Essentials gives you the flexibility and control to manage user accounts from anywhere, with the convenience and security of a web-based application. Its flexible permissions mean features can easily be turned on or off for a particular group or user, giving you complete control over how you manage user accounts. As it's a web-based application, it only needs to be installed once on the Supervisor Net server, and as a web application it removes installation hassles for technicians and ensures upgrades are effortless. Web Admin Essentials adopts the same permissions and access groups as those set up in Supervisor Net and provides the core set of functionality for administrators to easily manage, edit and support cardholder accounts.

Administrators now have more flexibility with handy, anytime access to add new users to your system and carry out other tasks like; updating users details, view user balances and transactions, reverse transactions, configure security permissions or lock/unlock accounts and reset PINs if used.
MY MONITOR

My Monitor is a web based portal for end users to view and manage their own account. My Monitor allows the transfer of funds between accounts, the setting of spend limits and low balance reminders, viewing transaction statements, configuring reports, locking accounts, and changing passwords and PIN’s. Users also have the ability to pay for fees and fines through the My Monitor application. The ability to add funds electronically using My Monitor creates a truly cashless environment within an organisation.

INSIGHT REPORTS

The Insight reporting package is a web-based component of the system, which allows users to quickly produce reports relating to various aspects of the system – everything from a transaction statement to a summary of purchases, or even to find out how much money is held in user accounts at any one time.

Reports can be viewed on-screen or saved in to a variety of formats thanks to the powerful Crystal Reports engine which provides the presentation of data. If a specific report format is required then custom templates are available, and reports can be scheduled to run automatically – so the information is presented in to your mailbox without even thinking about it.

The facility also exists for extracting information from the database via the Export tool – this is ideal for producing reports in a very specific format where information may need to be imported in to a 3rd-party system or dropped in to an existing spreadsheet.

MONITOR EXPRESS

Monitor Express is another user-centric component, which allows for self-service purchases and account management from a kiosk.

The touchscreen interface provides the facility to make purchases and negates the need for taking payment at the counter, allowing for faster service and the pre-allocation of goods that can be collected upon presentation of receipt.

The Express software also allows credits to be applied to accounts, with either cash or a credit/debit card via Chip & Pin payment.

You can also leverage more from your investment by specifying custom applications to run on the Kiosk – such as a web browser for accessing intranet pages or your own applications.

Finally, Express can be used to set-up temporary accounts. This is ideal in an environment where the public may wish to share resources with your regular users. A ticket can be printed with a unique PIN that can be used to carry out transactions without the need to create an account and then apply credit – keeping cash handling to a minimum but not alienating those who are not cardholders.
Monitor Retail

IPOS RETAIL SYSTEM

Our iPOS system is feature rich, yet easy to use and utilises the most up to date touch screen POS terminals and retail hardware, which can be tailored to your specific requirements.

The iPOS system can be deployed at all key retail points of sale including canteens and other food outlets to facilitate cashless catering and free meal management in further education, libraries for fines and fees, bookshops and other outlets such as art supply shops or leisure facilities.

Authentication and purchases are made via staff/students ID cards, utilising a central account. Authentication can also be by ID number (possibly as a secondary method for enhanced security), further photo identification can be added as the ultimate security check. Account balances are checked ahead of purchase or can be cached should your system be offline. Both the user and organisation can track spending via an online web portal or powerful management reports. Other tender forms are also supported including, cash, bank card, ApplePay etc.

Monitor Retail is highly configurable to suit the organisation’s needs, with multiple menus available through one till or different till layouts for sites with multiple outlets. As you would expect the solution offers the ability to set very granular admin permissions and so makes the solution extremely easy for staff to manage.

- Improves speed of service and reliability
- Security is improved due to less cash in tills
- Accommodates free meals, meal deals loyalty and incentive schemes

STOCK MANAGEMENT

Our iPOS solution has its own native stock management as well as being able to integrate with most existing stock management systems. The native stock management makes the processing of sales orders, quotations, invoicing and credit notes simple. Powerful reporting will ensure stock is optimised and wastage is reduced. Your understanding of fast and slow selling items will also be improved. Other features you can expect include easier stocktaking and stock adjustment management, easy reading of barcodes, label printing, recipe management and assembly as well as serial number tracking.
ONLINE ORDERING

Using an intuitive web based application staff or students have the ability to order and pay for goods and services such as cafeteria/school meals, uniforms or stationery, trips and events amongst other things and all using their ID cards and funds held in the MonitorIT transaction database.

This highly configurable and customisable online ordering solution is perfect for any environment, offering its users the flexibility to order goods and services from anywhere and at any time. Staff could manage orders for multiple people. Orders can be copied between people, or can be copied to other days of the week or across an entire week. Users also have the option to cancel orders so long as it is no later than the order cut off time for a particular day. Users will be able to select between collecting their orders at a specified time or pay a delivery charge to have their orders dropped off to a specified room/location (so long as the organisation supports deliveries). In education parents can manage children’s orders giving control over spend/food consumption.

CASHLESS VENDING SYSTEMS

Using the Monitor Card Accepting Device (CAD) on your vending machines allows users to pay for vended items with funds held in their Monitor account. Staff and students simply swipe or present their card at the vending machine to pay for their purchases. The vending CAD can be used alongside cash if needed and uses your Ethernet network to connect to Monitor’s transactional database, delivering real time transaction and device usage reports, this information assists stock control potentially eliminating stock outs and lost revenue.

An online card payment system increases the convenience to users by improving access to, and security of, your vending machines. Another key benefit is that by not relying solely on cash, usage of vending machines can increase. 24 hour vending can be safely offered and additional security can be put in place with users inputting a secondary authentication, such as a PIN number. Additionally cards are protected if lost or stolen, as no value is stored on the card; users can quickly deactivate their cards and have a replacement issued.
Monitor Booking

PC BOOKINGS
Monitor Booking is a powerful flexible booking and management system designed to control the use and allocation of public access computers, such as Windows PCs, MACs, thin clients and others. As you would expect the user experience is at the heart of our reservation system; with easy, intuitive and interactive interfaces where students can make time specific bookings or check for computers that are free immediately and even put themselves in a queue for the next available machine at the location of their choice. Once logged in to their booked computer they are kept aware of usage/time left through on screen notifications and reminders. Students can check and manage their account information, time allocations and future computer reservations.

Reservation options can be made via a workstation, walk up kiosk or via a web based online booking app. These are designed for high use or public areas, where customers can initiate, create and modify their bookings as well as view detailed location/availability maps.

Staff and students have a number of reservation options to choose from such as:

Walk up booking – at the reservation station the customer can book the next available computer at the location of their choice.

Queue Reservation – When all computers are in use and the customer/student is willing to wait for the next free computer.

Future Reservation – allows students/users to book a computer at a later date/time.

Block Booking – multiple computers can be booked at a later date and time for a group of users/students/staff.

Monitor Booking offers a PC booking system that is scalable and easy to install and manage, with minimal administration intervention needed once the initial set up has been completed. Computer allocation and monitoring are automatically managed by the systems policies and any organisation restrictions on computer use are enforced without the need for staff involvement. Admin staffs have the ability to create a new reservation or modify an existing booking and then communicate changes with the user via a messaging service if needed. Existing infrastructure investments are protected as the solution can be seamlessly integrated with third part library systems or account management systems.

LMS INTEGRATION
The solution is easily integrated with any Library Management System (LMS), using the SIP 2 protocol, with implementation that is quick and easy to achieve. Your LMS will work together with Monitor's Supervisor Net database allowing users to be authenticated using their library card before logging on to a PC or making a booking. This reduces the need for staff to be involved in booking PCs within the library.

Enabling your users to easily book equipment can be a bit of a headache. Paper based booking systems or using spreadsheets are outdated and can be tricky to manage. Monitor Booking puts you in control and takes the headaches away.
**FACILITIES BOOKINGS**

By using the same powerful and flexible booking system as for PC’s, the next service level can be easily offered. Staff or students will be able to reserve facilities such as meeting rooms or study areas, performance rooms or gallery space for example as well as be able to book any assets needed, TV’s, projectors or DVD players etc. Users will be able to book facilities and assets together as one reservation or separately if they only need facilities or only need assets. Monitor Bookings can also handle and allow multiple assets in one booking. Deposits or cancellation fees can be charged dependent on the organisations policies. Where deposits or cancellation fees are levied the funds would be automatically deducted from the customer account, or allocated to department/cost codes for staff use. Accounts are managed by MonitorIT’s transaction management database, Supervisor Net.

As with the PC booking system the user experience is at the heart of the solution with easy, intuitive and interactive interfaces, students or staff will be able to check which facilities or assets are available for immediate use or make future reservations for specific dates/times. Allocations are clearly shown with reservation statuses. At the time of booking a notification request can be set as a reminder or to alert when a room or asset becomes available. Customers can easily see and manage their account information, balances and reservations.

Staff and students have the same reservation options to choose as provided by the PC Booking solution.

For the organisation the solution is easy to install and manage, minimal administrator intervention is needed once set up has been completed. Facility and asset allocation and monitoring are automatically managed by the system, with status and availability easily visible via a graphical view. Administrators have quick access to customer accounts and reservations details. As with all MonitorIT solutions, integration with 3rd party account management systems is simple to achieve. Monitor Bookings is highly customisable and can be branded to reflect the organisations identity using logos and colour themes.

**QUOTAS AND CHARGE CODES**

The solution enables any fair use policies to be easily managed by setting; computer use limits, quotas and charges. It also enforces user allocation making the whole experience transparent for staff or students as well as ensuring maximum usage of assets and PC’s in your organisation and improves revenue generation through fees and charges.

**NOTIFICATIONS**

Monitor Booking will notify your customers by sending confirmations of bookings, reminders; or messages about fines about to be levied, (improving revenue control). The notifications are automated and can be sent in a variety of different formats including email, SMS and calendar events which improves the user experience. The notifications can be used to configure individual message content and gives you complete control and oversight of your booking system.

**ONLINE AND LOCAL RESERVATIONS BOOKING**

A web based version of the booking station that allows users to create and manage their own bookings from wherever they are; offering users a convenient and simple-to-use service and allowing staffing levels to be managed more effectively. Any charges levied for bookings can be deducted from the user’s cashless account or charged back to a cost / department code.
Monitor Print provide your users with a flexible print management system that controls printer and MFP usage and gives you improvements in staff efficiency, and ensures document security as well as allowing you to charge for print/copy outputs. Monitor Print can be a standalone cashless solution or part of your wider cashless campus.

WEB AND MOBILE PRINT
Monitor web print and mobile application enables users to submit print jobs from their iOS or Android phone, tablet or internet-enabled device such as a laptop giving the user control of when and how they print. Users are able to do this without having to log into a site’s network, solving the challenge of maintaining network security, and you still have the ability to charge users for each job processed ensuring no loss of revenue. Almost all file types are supported without requiring software to be installed on your servers; users can view costs and job properties and make changes to copies, page range, simplex/duplex and colour. Users can assign costs to multiple department codes.

RULES AND POP UP
Using rules and pop up allows you to enforce your company’s print policies and helps prevent waste and misuse. The pop up will inform users if a print job has been re-routed to a more efficient printer or if jobs have been deleted due to print restrictions. The cost of the print job is also displayed in the pop up and the user is asked to confirm acceptance before the job can be printed. Using this functionality gives your organisation a full and accurate insight into the cost of printing and the use of devices. To cater for all environments the pop up has many different configurable options including multiple authentication options, PIN protection, departmental codes, cost codes or client matter codes. If the user clicks on the pop up icon in the system tray, the client console will be displayed which shows their available funds and all the print jobs belonging to the user in the Monitor Print system. From this console users can delete any print jobs and see a complete balance break-down which includes balance, credit limit, spend limit and quota balance. To keep network activity to an absolute minimum Monitor Print uses push notifications (rather than polling like many other software solutions) between Pop up and the Print Manager.
QUOTAS AND CHARGE CODES

By assigning user quotas, staff/students are encouraged to think before they print and are made accountable for how they use their quota. You can accurately charge and collect data for each document giving you a clear view of who is printing the most/least and what device they most regularly use. Jobs can be charged back to department budget or clients accurately.

SECURE PULL PRINTING

Ensure document confidentiality and allow your users to securely print from the device of their choice. Users send their print jobs to the MFP, where it is securely held in a queue, until the user goes to the device and authenticates themselves to release their job. Unwanted jobs can also be deleted rather than released. By deploying secure pull printing organisations can also remove the need for costly locally attached printers. Workflow is improved as users specify when and where to print, avoiding queues and time wasted by printers. Document security is also improved as jobs are held in a queue until released confidential output is protected.

COPY AND SCAN

Deploying copy and scan accounting gives you, accuracy, accountability and security for your photocopying outputs. Accounting and control of walk-up copying is provided by using embedded software or, if necessary, our copy control terminals. Transactions are recorded in Supervisor Net, giving the organisation and users a clear view of what has been copied, when and how much was charged. All printers, copiers and multifunction models are supported which ensures seamless integration with existing or future fleet purchases.

AUDIT

If you need to understand how printing and copying is working in your organisation we offer a reliable and accurate auditing solution that provides evidence of MFP use as well as identifying who printed what and when. This can help justify rationalisation and improvements to your MFP fleet. It can be applied to users or departments to enable budgets to be allocated. The information can also be used to reduce print consumables expenditure and reduce staff time spent monitoring printing.

NEED TO PRINT ON THE GO?

Mobile printing for iOS and Android devices
Monitor Laundry

LAUNDRY CONTROLLERS

The simplest way to take control of your washers and dryers is by using laundry controllers; these allow users to pay for their laundry with a simple swipe of a card, removing the need for cash. Potentially controlling up to 24 washers/dryers, the controller displays the status of each individual machine, showing whether it is in use or how long until the machine will become free.

Laundry controllers are a simple and cost effective way to control laundry vending. Easy to deploy using your existing network infrastructure, they communicate with our transaction management system, meaning real time transaction and device usage history is quickly available. This includes whether the selected cycle was a wash, a dry or a dry top-off cycle, the price paid and any discounts applied to the user. Diagnostics and support can all be done remotely, making laundry controllers a simple asset to manage.

Using laundry controllers for laundry vending also allows you to maximise profit by reducing coin collection overhead, onsite attendants and service calls. Online access to user funds will increase facility usage and drive up loyalty. As laundry usage will be auditable (rather than relying on operator reporting) the service will deliver an understanding of income on actual laundry service usage, regardless of whether the service is outsourced or owned. Cashless laundry will also decrease theft, vandalism and coin jams.

If you want to maximise your laundry’s usage and make your students life simpler and easier it’s probably time to offer cashless laundry, either as a standalone cashless service or as part of your wider cashless campus.
STUDENT BENEFITS

There are many benefits, aside from the obvious cashless convenience, such as 24 hour self-service access to your laundry facilities. Students are protected if cards are lost or stolen as no value is held on their card. Students can choose from multiple wash/dry options and laundry controllers have offline capability so services are not affected during network failures. Users can browse their transaction history via a browser based interface as well as check availability ahead of going down to the laundry area.

GUEST USERS

For casual or guest users that may need to use the laundry a touchscreen top up kiosk can be installed. The kiosk can also be used by staff/students to top up their Monitor account with funds. In the case of guest users, money is paid in and code is generated for use at the laundry machines. For those with accounts, top ups can be added to their card using several payment options including coins, EFTPOS or debit/credit card. This ensures laundries can offer a complete self-service solution with the added benefit of laundry staffing levels can be reduced if needed.

With greater clarity of usage via reporting, marketing incentives for off peak usage or frequent users can be put in place.
Recording attendance is important, monitoring attendance to classes, appointments or examinations and provides UKVI assurance. Student progression and retention intelligence can be easily analysed and flags can be set to highlight certain situations with a view to helping identify students that may need assistance. Early welfare intervention can assist with student retention by identifying and resolving issues at an early stage. It can also be utilised in situations where staff are required to check facilities – such as a security patrol that needs to check in at various locations, or for periodic checks of areas throughout the day, such as public toilets.

ATTENDANCE RECORDING AND MONITORING

To create a seamless cashless environment core systems can be integrated into the Monitor solution, such as student records systems, finance systems, Active Directory, timetabling and exam validation etc. By bringing these disparate solutions together the transfer of information is automated, reducing administration time and improving efficiencies.

ORGANISATION CORE SYSTEMS

Using the skills of our specialist integration team, we can bring together a range of systems to create a one card, one account, one solution environment. Taking this approach not only protects investments in existing infrastructure but also makes life simpler for your organisation and your users.

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ACCESS CONTROL

In some instances we can be the link to your access control solution – this would most commonly be used where a payment is made to access a facility such as a gym or car park but can just be used to link cards or tokens to user databases. These access tokens (or cards) could then be used in other areas of your organisations like catering or vending.
MEMBERSHIP PAYMENTS
Integration in this instance is used to integrate membership payments or validations. It can determine if a user is entitled to use a facility; the SupervisorNet database can be utilised to then provide a user with entitlement. It can be configured to expire at a certain date or can be based on a number of visits – making a “charge” to a user’s remaining allowance or visits. This can also be combined with a physical security element such as a turnstile.

PAYMENT OF FEES
Other 3rd party systems that wish to track or charge users can also be integrated with the SupervisorNet core database. This could include payment of course fees or trips via an online portal, or even something as simple as displaying a user’s available funds on an intranet page.

TRANSPORT
Paying for transport for example is a great way to eliminate cash. We can achieve this by integrating with existing transport systems you may have in your area. Users’ journey details are exported and journey charges are then debited from their account. This can be done real-time via the SOAP interface, or updated periodically via an export file.

VISITORS AND CONTRACTORS
MonitorIT can be used to record visitors and contractors site visits. The visitor or contractor receives a temporary card by creating an “account” for each individual. This card serves as an identifier for that person but also provides a means of making payments and using onsite facilities such as parking, gyms, meal allocation whilst onsite.