REPORT OF THE FINANCE MANAGER

SUBJECT: ELECTRONIC POINT OF SALE (EPOS) SYSTEM IMPLEMENTATION REPORT 2015/16

This report is the end of project completion review which is provided by KCPOS who installed the system at the Authority's Information & Heritage Centres. The report reviews the project performance against the original project objectives and, as well as looking at whether these have been met, it details any unfinished work or on-going risks to the continued use of the EPOS system.

Recommendation: Members are asked to NOTE and COMMENT on this report

(For further information, please contact Richard Griffiths, extension 4815 richardg@pembrokeshirecoast.org.uk)

End Project Report

Pembrokeshire Coast National Park

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1. Purpose and Scope

This document is intended to review project performance against the original project objectives detailed in the Project Initiation Document (PID). As well as looking at whether these have been met, it will also detail any unfinished work or on-going risks to the continued use of the EPOS system.

2. Summary

Pembrokeshire Coast National Park Authority runs Tourist Information and Visitor Centres across the park. The current EPOS solution is separate tills at each branch which are manually rekeyed into Exchequer at HO.

PCNPA were looking to replace their existing tills with KCPOS which will integrate directly to their exchequer. The tills will be in the visitor centres and need to support ticket, gift aid and merchandise sales.

The tills have now been installed in all of the visitor centres and linked back to Exchequer, information is sending and transactions posting as required. The additional objective of barcode label printing also completed successfully.

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3. Project Objectives

The following objectives were to be met:

Objective	Complete?
Install 7 tills in 5 separate locations by end of the first quarter of 2016 with full integration to IRIS Exchequer's stock, sales & purchase ledgers to avoid duplication.	Yes
Tills need to cater for admissions and merchandise sales at the Visitor Centres.	Yes
Allow for the potential expansion to support loyalty customers and website integration.	Yes

In the end Carew Castle and Mill were split into separate branch as they have separate broadband lines and networks. This brought the number of till branches up to six.

An additional objective was added to install and set up a label printer to produce item barcode labels, also completed in all five of the centres.

4. Potential Issues/Risks

The EPOS implementation has been gradual so no major issues encountered or anticipated with the tills.

4.1.   Exchequer stock

The stock available on the till is generated in Exchequer, as each centre has been added their products to the stock file it has got increasingly messy with coherent category structure, duplicate products, empty categories etc, while this will not stop the tills working it will make it more difficult to use both operationally (setting up menus, finding products etc) and for reporting. A separate project should be initiated to rationalise the category structure and tidy up the stock file.

4.2.   Barcode printing

Due to the small size of the labels used all 3 of 9 designs will not print reliably, EAN13 barcodes do print and scan fine so all barcodes have been changed to the 12 digit format, all future barcodes should conform to this standard to ensure they will scan every time.

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4.3.   Backups & Anti-virus

The tills are installed without AV, as the till is connected to the internet the IT department have confirmed that AV now installed on all tills. Backups of the software installation locations and the SQL data have been taken at go live but regular backups of the HO and branch SQL data should be taken going forward.

The main HO data is located on the STMARGARETS server and the branch data can be found on till one at each centre. The SQL user details for the branch servers are:

Instance name :   KCPOS
Username   :   sa
Password   :   sd91ds

5. Retail Support

If you experience any issues with your EPOS system this should be logged with the Kamarin Retail Support desk. They are available 9am-5pm, Monday to Friday and we would ask that you email them in the first instance with as much information as possible about the problem.

We will reply to all emails within one hour and resolve your issue as soon as possible. The contact details are:
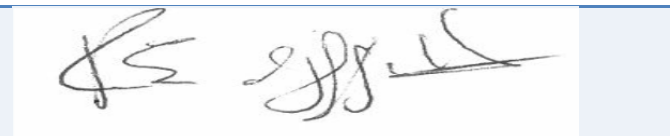
Email   :   retailsupport@kamarin.co.uk
Tel   :   01733 297 100

As well as the detail of any error message (screenshots are always a bonus) other information you might include in your initial mail are:

- Does the problem affect trade?
- When did the problem start?
- Does it happen on all tills/PC's?
- Are all users affected?

- Does it happen all the time?
- What have already tried to resolve?
- Have you tried restarting etc?

6. Declaration

I understand that by signing this document I am agreeing that the project is now complete and there are currently no outstanding system issues.

Signed	
Print	R E Griffiths
Date	13/4/16

We are always looking to improve our project practices and processes and your feedback on how the project has gone is invaluable. Please find space below:

> **Although the process of installation across all the centres has been a fairly lengthy exercise we very pleased with the outcomes to date. The automatic integration of EPOS data to the Exchequer Finance system is already paying dividends. We are grateful to both KCPOS and their agents in working so very effectively with PCNPA staff to facilitate a smooth implementation and transition from SAM stock. We are also grateful for the Sales Directors patience in negotiations to deliver the project. We acknowledge the comments made on potential risks and will seek to fine tune the operations as we gain more experience in running the system.**