



Imperial College Union Board of Trustees

23 May 2018

AGENDA ITEM NO.	
TITLE	EPOS Update
AUTHOR	Head of Finance & Resources
EXECUTIVE SUMMARY	F&R and Board have expressed their concern at the slow progress with the EPOS Dashboard introduction. A test dashboard has been shared and final developments are being completed so that this becomes functional.
PURPOSE	To update the board on the EPOS Dashboard progress.
DECISION/ACTION REQUIRED	To note the progress.

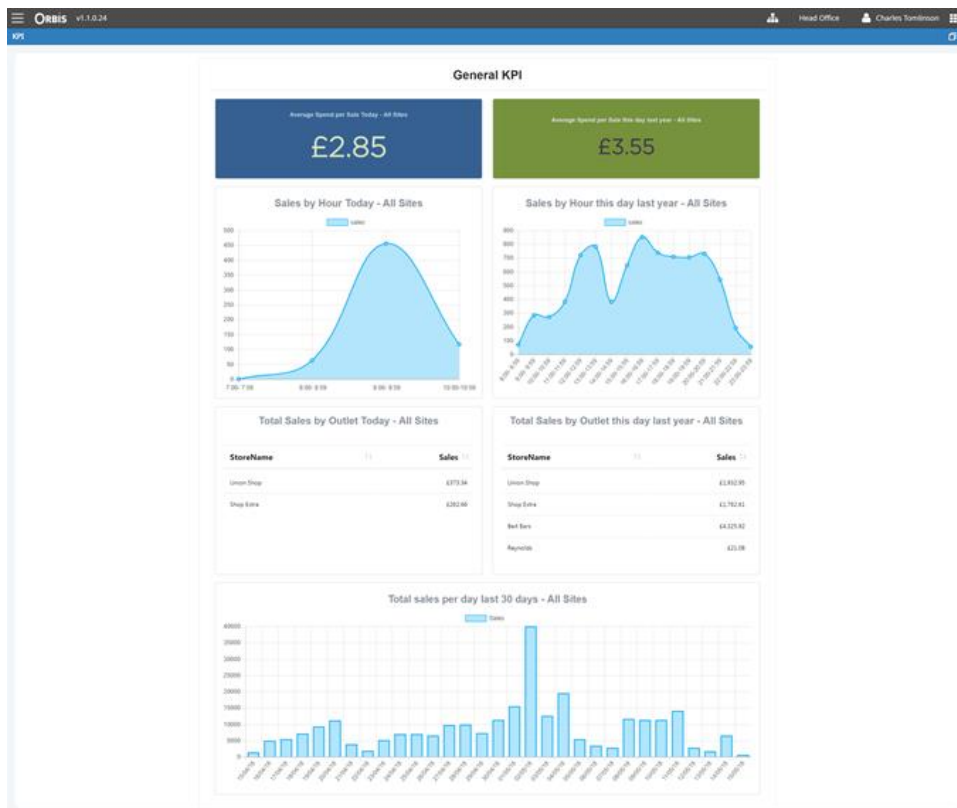
EPOS Update – May 2018

Orbis have delivered some functional improvements and updates in the past few months. The dashboard and Bank Reconciliation functions have both been delivered by Orbis and several issues have been resolved by the support team including helping us set up mobile tills for Graduation (this was our second time using the Orbis solution for graduation sales and it proved very effective, resulting in a record-breaking sales day of £37,596).

However, we still have some software issues outstanding including some problems with promotions that include modifiers (eg. Beer and a burger deal +cheese), editing cost prices in purchase orders and voucher redemption in the shop. Orbis are aware of these issues and they have not moved forward in the past couple of months – communication is still patchy and we continue to push for better oversight of their development schedules.

Dashboard

The dashboard contains three sets of KPIs for all sites, shops and bars. Orbis have agreed to make a few specific improvements based on our feedback; once these are in place the dashboard can be used by staff to improve process efficiencies and get at-a-glance information. The dashboards are quite configurable and meet the brief sent to Orbis in September 2017.



Version 1 of the Dashboard was delivered in early April and feedback was provided to Orbis shortly afterwards, with the below categorisation of the data.

Agreed updates (to be delivered in May)

- Adding 'zero' dates and times to graphs to show hours or days where no sales occurred
- Change name from 'General' to 'All Outlets'
- Updating sales vs budget and YoY figures in Shop dashboard to be in one table (and adding the same table to the bars dashboard)
- Showing trading days in figures (6am-6am) rather than calendar day (12am-12am)

Requested updates that will require additional time and incur cost

- Adding drill down metrics onto certain figures (so you can click and see further information eg numbers by sub-department)
- Additional metrics for shops and bars eg items currently selling with negative stock in the shop, list of food items that are currently set to inactive for bars
- Additional dashboard to show Beit Bars and Reynolds separately

Requested updates that need reviewing by Orbis

- Ability to show several metrics on the same graph eg sales and budget bars together
- Ability to pick a specific date and see figures from that day

Bank Reconciliation

The functionality for Bank Reconciliation is in place and we have been trialing this in the Union Shop, where a small process update was required to change how cash was banked. We haven't yet integrated this data directly into our finance system but the data we have been collecting so far seems promising. Our next steps are to start implementing the process in the bars and then incorporate this directly into our finance system and reporting system. We will aim to do this over the next 6 weeks.

Other developments

We now have a solution for using RFID readers to log in to our tills in the bars to replace the swipe card log in currently used. This is necessary because College security have stopped using the swipe strip on College cards and all future cards are issued without a swipe strip. Our next step is to purchase some RFID readers and schedule a switch over of the tills to use RFID, which we will aim to do over the next six weeks.

We now have a working solution in place to manage front door sales and cloakroom ticket sales so these can go through the EPOS system rather than being reported separately.

The Catering team are preparing to start using the recipe management system within Orbis which involves a considerable amount of planning to breakdown all of the recipes into sub-recipes and ingredients as well as move all stock management over to the system. This should give better oversight of catering as a function and allow for closer management of margins and process efficiency. The Systems team are supporting the catering team with this work.