



IMPROVE FRONT END THROUGHPUT WITH SIMPLE, COST EFFECTIVE QUEUE BUSTING

Due to rising costs associated with supporting multiple checkout lanes, many retailers are rightsizing their POS environments to handle normal sales traffic. However, during peak shopping periods, this optimization can run the risk of leaving customers with poor service and/or result in the possible loss of sales. Queue busting provides retailers an excellent option for managing periodic demands on the front end without the need to open extra checkout lanes.

QUEUE BUSTING: A FRIENDLY APPROACH

Customers can become frustrated waiting in checkout lines, especially when they have a number of items to purchase. With queue busting, store associates can scan items for the customer while they are queueing, providing vital customer contact and interaction during these peak periods. Customers welcome the ability to move through the checkout process more quickly and appreciate the personal attention, increasing their overall satisfaction with the experience. With queue busting, everyone wins!

HOW IT WORKS

A store associate, equipped with a Joya™ device and a portable printer (connected together via Bluetooth® wireless technology or Wi-Fi), scans the loyalty card (optional) and the bar codes on the items in a customer's basket/cart while they stand in line. When complete, the printer generates a ticket that includes a two-dimensional (2D) bar code containing all the information from the known items and a 1D bar code for each of the 'unknown bar code' items.

At checkout, the cashier simply scans the 2D bar code then manages the unknown items leveraging any 1D bar codes that may be on the ticket. After resolution, the transaction can then be tendered with the POS system printing the final receipt.



FEATURES

- Strategic for small to medium basket sizes
- No extra checkout lane needed
- Customers who are looking for a fast and easy checkout can be managed (with or without a loyalty card)
- Increases customer loyalty; feeling of added customer care and individual service
- Higher throughput at the checkout
- Better handling of peak shopping times in the store
- Create own advantages against competition
- Fewer abandoned carts
- No integration with the POS system required
- Any portable printer with Bluetooth® Wireless Technology or Wi-Fi connectivity can be used (after certification by the Datalogic Store Automation team)

INDUSTRY-APPLICATIONS

- Retail; Queue Busting

QUEUE BUSTING APP



TECHNICAL SPECIFICATIONS

DATALOGIC QUEUE BUSTING SOFTWARE

SOFTWARE LICENSE	918101230 - SA Queue Busting App (1 Store License)
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DATALOGIC CERTIFIED DEVICES

JOYA TOUCH	911350010 911350011 91ACC0043	Joya Touch Plus Handheld Joya Touch Plus Pistol-Grip Joya Touch 3-Slot Cradle
JOYA X1 PLUS/JOYA X2 PLUS	911300072 911300119 911300150 911300129	Joya X1 Plus Joya X2 Plus 00 BT R2U PA Joya X2 Plus 00 R2U BT PA GP Joya Cradle Dispenser Rel. 2.
DL-AXIST	91ACC0034 944600001 944600006 94A150071 94A150072	Joya Single Slot Dock DL-Axist Full Touch PDA DL-Axist Full Touch PDA, kit Dock, Single Slot, DL-Axist Dock, Ethernet Single Slot, DL-Axist
SKORPIO™ X3	94A150062	Dock, Single Slot, Skorpio X3

All of the available Skorpio X3 models equipped with Wi-Fi and Bluetooth® wireless technology.
Other Datalogic Mobile Computers can be supported upon request

HARDWARE REQUIREMENTS (For the Personal Computer)

CPU	Intel® Core™2 Duo (or later) Processor; AMD K10 (or later) microprocessor
RAM	2 GB
HARD DISK	At least 40 GB
NETWORK ADAPTERS	1 Ethernet Port 100BASE-T (IEEE 802.3u), depending on the chosen network configuration
USB PORT	One

SOFTWARE REQUIREMENTS (For the Personal Computer)

OPERATING SYSTEM	Microsoft® Windows® XP with Service Pack 3 or Microsoft® Windows® 7, or Windows 8.1 .NET Runtime 3.5 or higher
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SIMPLE TO IMPLEMENT

With Datalogic's Queue Busting App, retailers can upgrade their customer service without costly changes to the POS system. It's a simple mix of a Joya device with the Queue Busting App installed and connected to a portable printer. The Queue Busting App doesn't need integration with the POS system because the generated ticket will be read at the checkout by a 2D scanner as a simple sequence of items.

A queue busting ticket can hold about 30 items (depending on printer specifications). If the number exceeds 30 items, another 2D bar code will be printed on the same ticket. Any unknown items (i.e., items not found) or EAS items will be read and printed on the ticket as a 1D bar code, ensuring the cashier will include them on the total bill.

For added convenience, an app running on a personal computer in the store (optional, but strongly recommended), allows the transfer (via Wi-Fi or USB) of product information from the retailer's back office system to the Joya device. This app is included in the Datalogic Queue Busting App package.

Value added resellers and integrators working in retail and POS that do not have a queue busting offer will find the Datalogic Queue Busting App the perfect addition to their solution suite. The ease of deployment, training, and use make it an ideal offering for business partners and a quick purchase by retailers.



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