

# monri

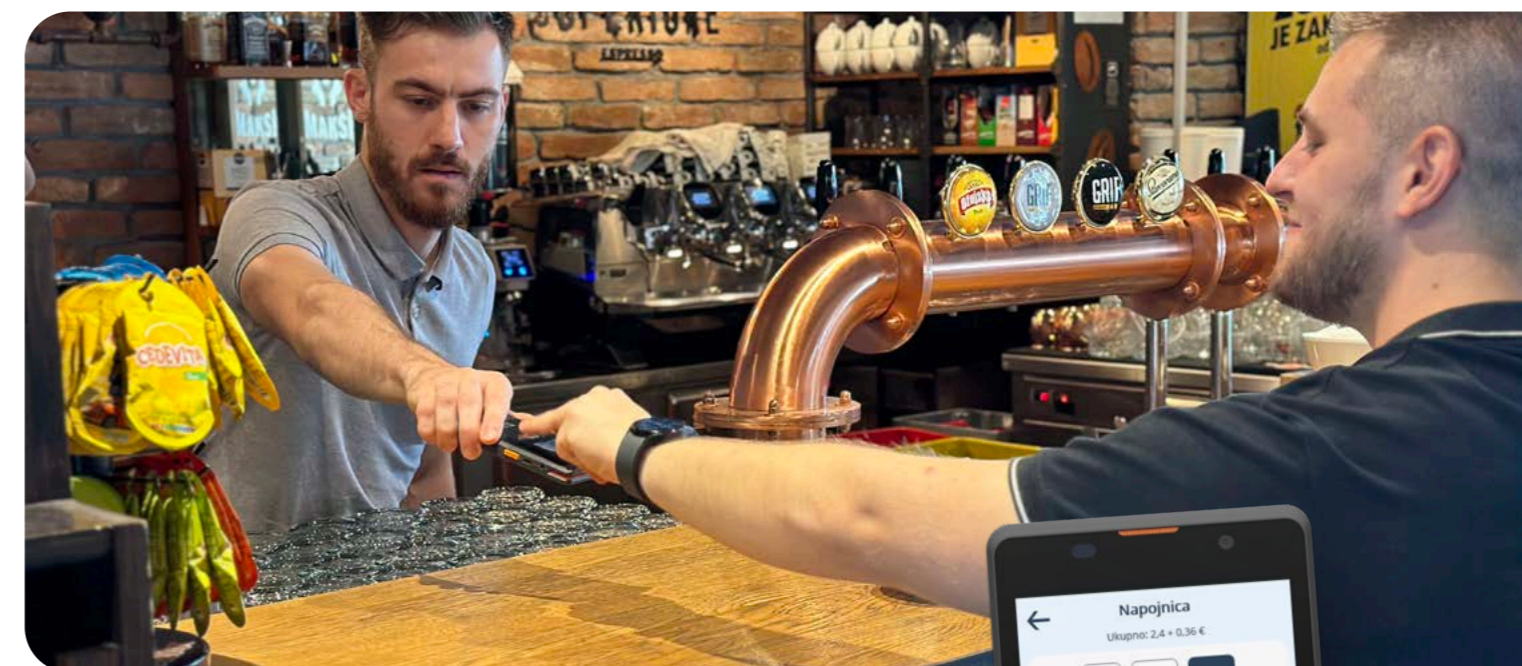
MEMBER OF *Payten*



# Contents

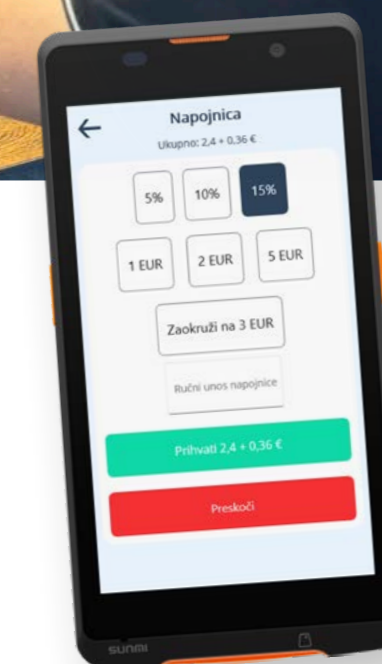
Cash register and card terminal in one device	3
About us	4
<hr/>	
<b>HoReCa cash registers and back office</b>	5
Coffee shops and clubs	6-7
Restaurants	8-9
Events and equipment rental	10
Hotels	11
<hr/>	
<b>HoReCa cash registers accessories</b>	
Hand-held terminals for waiters	12
Customer and kitchen screens	13
Self-ordering kiosk	14
Mobile applications	15
Monri radio application	16
Loyalty applications	17
<hr/>	
Integration of cash registers and back office	18-19
Mobile cash register Start	20
Retail and wholesale software	21
Card payment via an application or a POS terminal	22
<hr/>	
<b>Cash register hardware</b>	
Reliable equipment for cash registers	23
Orderman	24
Euro counting and authentication solutions	25
<hr/>	
Service and distribution network	26
Comparison of cash registers	27

# Cash register and card payment in one device



## Possibility of card payment for the guest on the spot!

You don't have to go back to the counter for device or ask the guest to come with you to the POS terminal. Choose between two versions - a professional small terminal without a printer or a larger one with an integrated receipt printer.



**New!**

## Integrated card tipping

Thanks to Monri's integration, there is no need for additional entry at the cash register!

- ✓ Error-free
- ✓ Saves time

**Automatic fiscalization of card tips**



## Choose the combination that suits you best!



### Ordering + card payment

Thanks to the integration with the cash register, the new Android terminals enable waiter to order and receive card payment on the same device.



### Card payment

An Android hand-held terminal that allows you to close the table and receive card payments, without the ability to place further orders.

# About us

Monri Payments is a regional leader in payment services - in 2023, every fourth point-of-sale transaction in Croatia was processed through our infrastructure. With the addition of Remaris, Smart, and Thor products i.e. softwares for fiscal cash registers designed for the hospitality industry, wholesale and retail merchants, Monri has become the only regional company capable of providing its customers with all payment and cash register solutions in one place.

## Mission

To be a reliable partner that meets all client needs in the payment and invoicing segment.

## Vision

To leave future generations with a better payment experience worldwide.

**150+**  
employees

**8.000+**  
cash registers in the market

**2.000+**  
hand-held terminals

**10.000+**  
POS terminals in Croatia

**10.000+**  
online retailers in the region

**We operate throughout the EU and in the region:**  
Bosnia and Herzegovina, Serbia, Macedonia, and Montenegro



# HoReCa cash registers and back office

From the simplest to the most demanding establishments - **Monri covers all client needs and growth.** Choose a solution for yourself with which you receive **local and expert support 0-24**, from implementation to maintenance.

Our Remaris and Smart solutions dictate technological novelties and **novelties such as with suppliers and accounting.** **In addition to all this, the cash registers are extremely easy to use.**

REMARIS

SMART

# Coffee shops and clubs

## Systems and support reliability

Our cash registers are designed for use in the industry and tailored to the needs of hospitality professionals. With our cash registers, you gain access to expert customer support and a dedicated team of technicians covering entire Croatia.

## Speed of work at the cash register

Coffee shops and clubs always conduct their business during short time periods when they must serve as many drink as possible and record everything. Our Remaris and Smart cash registers offer reliable support with fast, simple, and flexible usage - which one you choose depends on your needs.

## Business supervision

By using our mobile applications, you have an overview of your entire business at your fingertips. Check unsettled invoices, inventory, and staff promotions no matter where you are. Thanks to reports and comparisons, you will know at all times not only the status of your bar, but also the comparison with past periods.



## Easily manage discounts, promotions, and related sales

Flexible adjustment of discounts and promotions, whether they concern items, customers, payment methods or a combination of all of the above.

## Loyalty cards

Give discounts to guests with the ability to control spending limits or determine the time or day of the week when the benefits will be active.

## Turn a successful restaurant into a chain

Through flexible and precisely defined user rights, Remaris and Start enable easy expansion of the business with full control and reporting overview.

HORECA CASHIER AND BACK OFFICE

# Restaurants



## Graphical representation of the tables

Graphical overview of the tables with immediate insight into the amount to be paid and the time elapsed since the last order. Through a simple interface, you can edit and change the layout of the restaurant yourself.

## Packages and sales management - mix & match

Arrange two or more groups of products into unique packages that allow the guest to choose their combination and receive the exact price. You can configure packages to serve as selling guidelines for inexperienced waitstaff so they would know what to offer the guest.

## More places for preparation of food and drinks and automatic printing of order pads

Optimize your kitchen workflow and communication between waitstaff and chefs by adding kitchen display screens. Each order placed at a table issues a corresponding ticket. Each serving station receives its own order ticket or message on the screen so that the kitchen, grill, or any other serving area is instantly informed about the received order. You can manage multiple warehouses in one location, customize each cash register separately - all options are covered. Our systems track the item from order creation to bill issuance. No data will be lost.

## Adding pre-set, additionally customized or handwritten descriptions, i.e. instructions for preparation

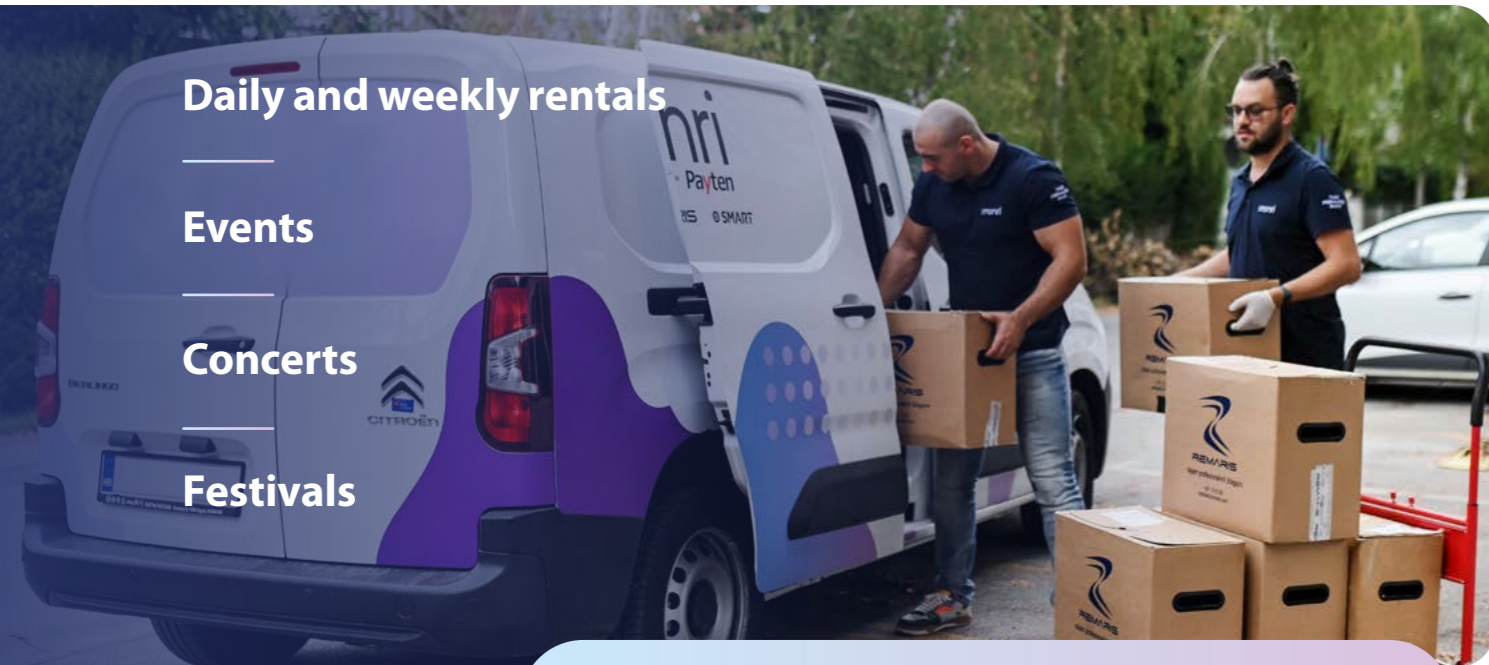
You have the option of choosing from pre-defined descriptions and instructions for the kitchen, as well as entering custom descriptions immediately upon ordering. Both at the cash registers and on hand-held terminals the waiter can add a description in several ways: by typing text or sending an image - everything will appear on the order ticket or on the kitchen screen.



HORECA CASHIER AND BACK OFFICE

# Events and equipment rental

The perfect solution for events, clubs and resorts!



Earn more by introducing More Cashless!



Top-up and payment via wristbands and cards for all types of events

The POS terminal simultaneously supports both card and cashless transactions

Supports both modes of operation: offline and online

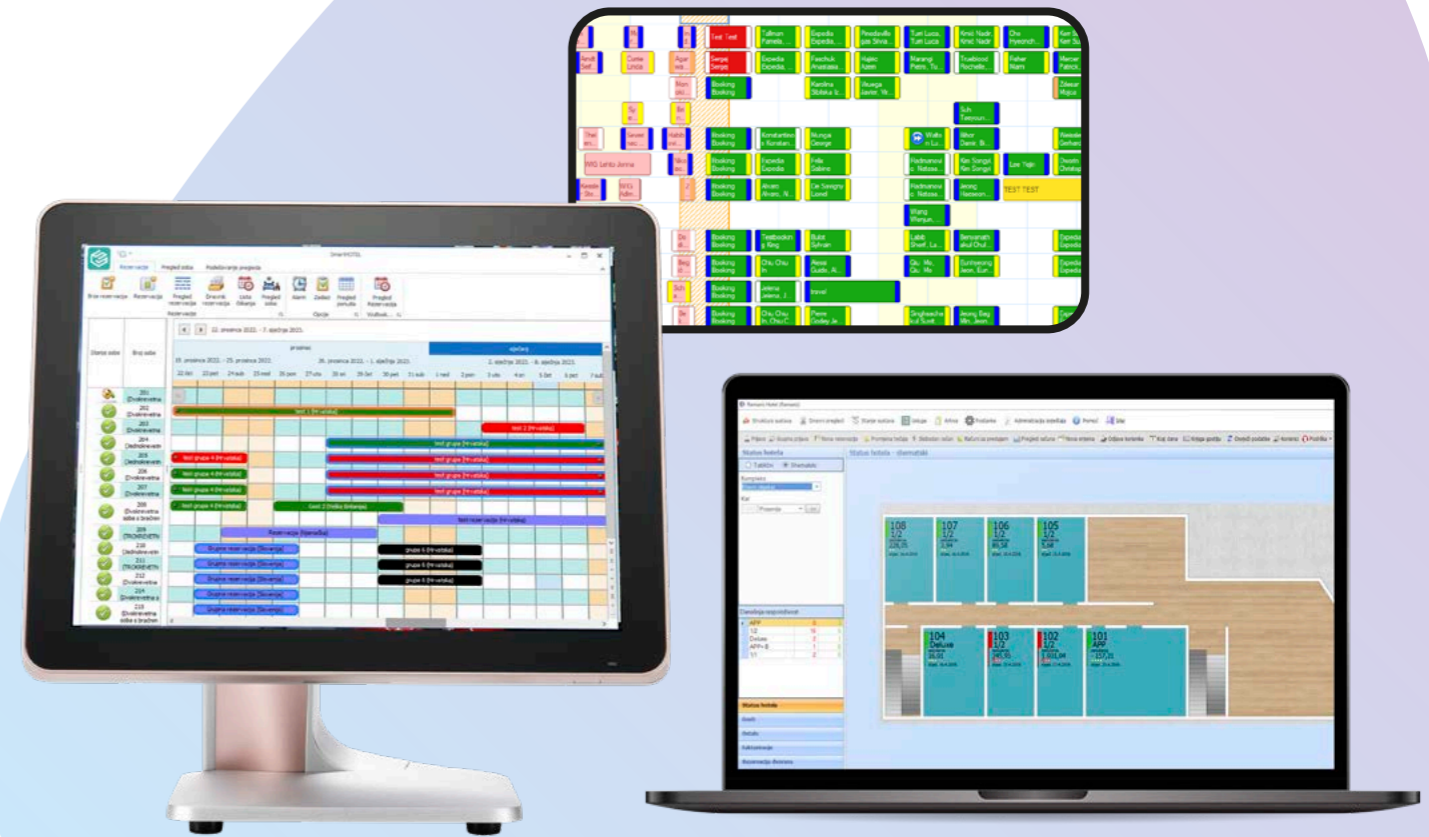


## Long-term rental of equipment

- ✓ No equipment installation costs
- ✓ Equipment malfunction is covered by warranty

HORECA CASHIER AND BACK OFFICE

# Hotels



Display of key hotel operation information through a mobile application

## OPTIMIZE YOUR HOTEL BUSINESS

Room charging module with card and limit.

**DIVISION BY COMPLEXES · RECEPTION · RESERVATIONS · HOUSEHOLD REPORTS · SALES · MEETING ROOMS**

Extensions:

**CASHLESS · INTEGRATIONS WITH CHANNEL MANAGER  
INTEGRATIONS WITH ACCOUNTING SOFTWARES**

HORECA CASH REGISTERS ACCESSORIES

# Hand-held terminals for waiters

**New!**

**Integration of card tipping**

Receive tips without additional input at the cash register

## Ordering and payment through one hand-held terminal!

You don't have to go back to the counter for another device or ask the guest to come with you to the POS terminal. Choose between two Android versions - a professional small terminal without a printer or a larger one with an integrated receipt printer

**Two ways of card payment via hand-held terminals**



**All-in-one solution:**

Ordering and payment at one terminal



**Card payment:**

Charge the guest the entire bill at the table

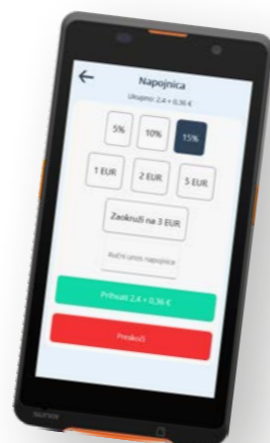


## ORDERMAN

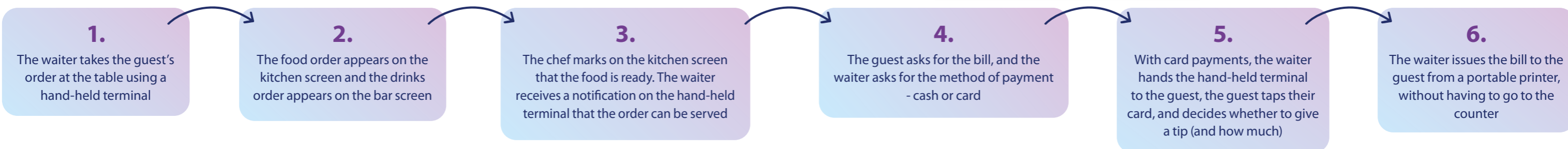
For those who demand quality and advanced tableside operation, there is the professional series of NCR Orderman terminals. The initial investment in the Orderman system is not low, but it is justified by the benefits that Orderman provides, the up to 5 years "no-matter-what" warranty being only one of the advantages.

## ANDROID

Hand-held terminals based on the Android platform are special devices designed for professional use in the hospitality industry. The greatest benefit is the combination of hand-held terminals and kitchen screens. Communication between the kitchen and waitstaff on the terrace with information such as "table is ready", remaining quantities of food and blocking unavailable dishes are just some of the options.

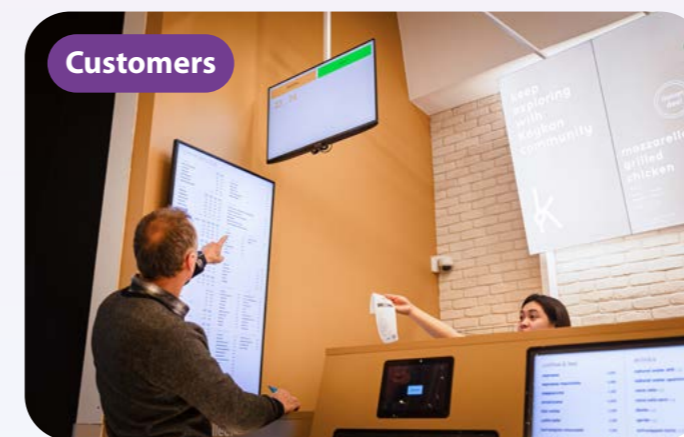


## Monri's solutions cover the entire process - from ordering through the kitchen to payment



HORECA CASH REGISTERS ACCESSORIES

# Displays for customers and the kitchen



**Customers**

Guests can track their place in the queue and whether their order is being prepared or is ready



**Kitchen**

**Kitchen automation software (KDS - Kitchen Display Software)**

- Display and order processing
- Communication with hand-held terminals (messages)
- Display of orders ready for guests

**Customer screen:**

- Guests can track their place in the queue and whether their order is being prepared or is ready.

**Screens can be used together with order printers! The screen is controlled:**

- Via touch screen
- Via special keyboard for use in the kitchen
- With a regular keyboard and mouse

**The display of orders is adjusted as needed, and it can show one or more preparation areas.**

**Additional options:**

- Kitchen operation statistics
- Blocking of articles
- Display of stock levels for key items
- Alarms for exceeding preparation time

## QR code on the bill

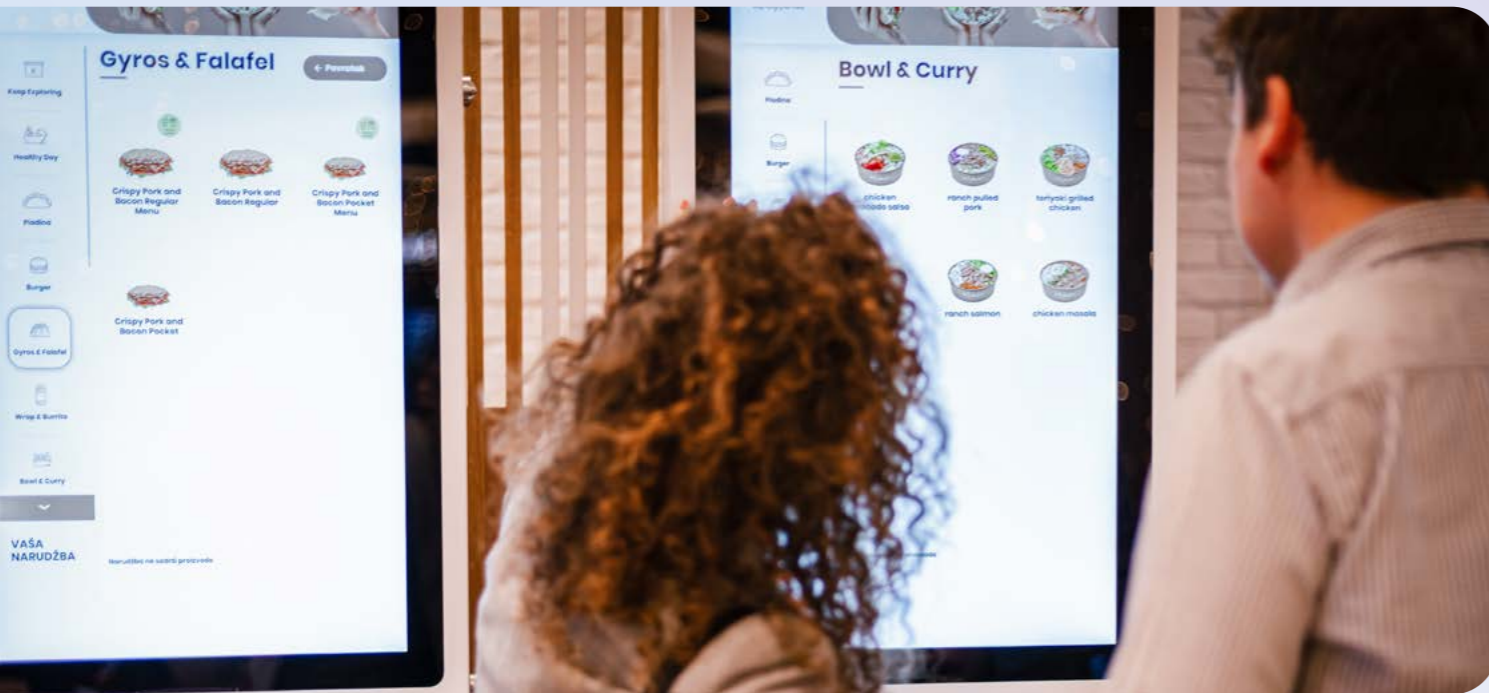
Enhance customer experience with a QR code on the bill for tracking order status!



# Kiosk for ordering

Koykan conducts its business to the highest standards, from the freshness of ingredients to delicious and healthy dishes, and the highest level of customer service. Customer experience is extremely important to us, which is why we have introduced Monri's kiosks for ordering food and beverages, through which, only at our location in Arena Center in Zagreb, we record over 60% of the total number of orders. Additionally, the average amount spent by our customers via the kiosk is 12% higher compared to other ways of ordering, indicating that customers are more informed and motivated when ordering through the kiosk.

**Marko Gnjidić, franchise director at Koykan Group**



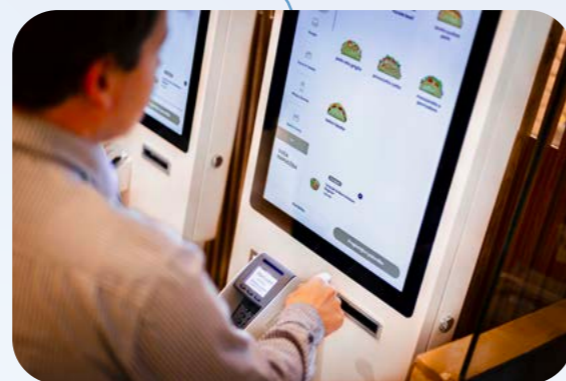
- ✓ Increase in average bill amount
- ✓ Reduced waiting time
- ✓ Fewer ordering errors
- ✓ Save on labor costs



Experiences of global chains have proven an increase in sales of up to 20% through digital applications compared to orders taken at the cash register by staff.

**Some of the ordering kiosk options:**

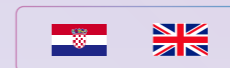
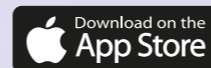
- Back-office configuration for menu customization to increase sales
- Multilingual menu
- Integration with the display for the kitchen
- Integration with loyalty systems
- Integration with card payment terminals



# Mobile applications

Receive notifications from the application

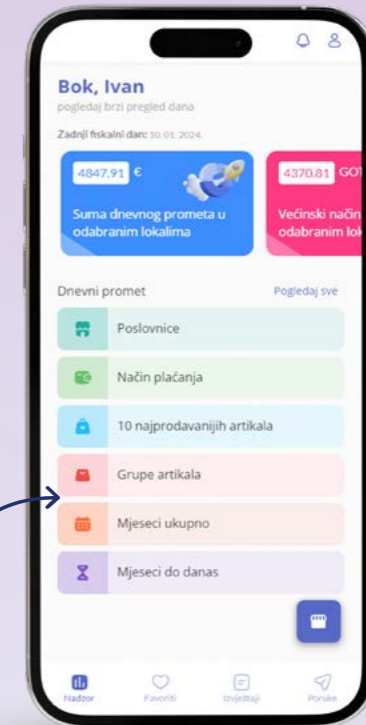
At any given moment, wherever you are, you have complete insight into your current business. Track sales, top-selling items, reports, and invoices on your smartphone screen. Compare sales with previous periods and monitor issued invoices or open tables in real-time. You can even revoke the option to cancel orders for waitstaff at the cash register and instead cancel bills from your mobile phone.



REMARIS

SMART

Try the new **Smart.Mobile X** application!



Scan me!

**DID YOU KNOW?**

Users of Monri's cash registers get their QR price list connected to the cash register - for free!

# Queuing machine on bills

- Allow guests to track the status of their order **by scanning the code on the bill with their mobile phone!**
- **Reduce the crowd** in front of your counter or stall and make it easier for new guests to access the cash register!
- **Ideal for events** as it operates without the need for additional screens, on any mobile phone





HORECA CASH REGISTERS ACCESSORIES

# Application for Monri radio

Radio created for you!



### Something for everyone

12 channels/music genres allow you to choose an appropriate sound ambiance for every situation.



### Just music

Without frequent commercials, shows, and other non-musical content.



### Always up-to-date

We create new playlists for you daily and expand them with new and popular hits.



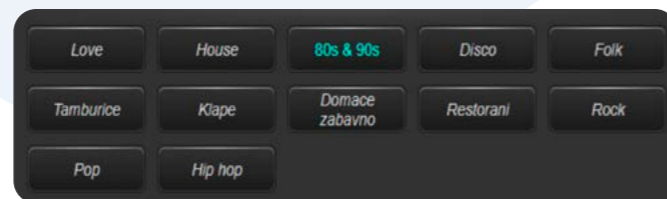
### Simple installation

The radio is integrated into your cash register and connects to the existing infrastructure at no additional cost.



## How does it work?

**It's simple! Contact your Monri product sales representative and request activation of the radio. The module can be activated on your existing cash register.**



**Choose from 12 genres and customize the playlist to your unique preferences and needs.**

HORECA CASH REGISTERS ACCESSORIES

# Loyalty applications



### Improved client retention

With loyalty programs consumers feel appreciated and important. Retaining customers by rewarding them for repeat purchases is the main reason for launching loyalty programs.



### Making your brand stand out

An additional benefit of a loyalty program is that it helps your business stand out from the competition. With many choices available, consumers are more likely to choose a brand that offers him benefits with their purchases.



### Direct communication with the consumer

It is easier to communicate with the consumer via a mobile application - by sending notifications about new products, promotions, and special offers. The more the consumer knows about your offer, the easier it will be for them not only to return, but also to share the information with friends and family.



### Lots of valuable information

Through consumer participation in the loyalty program, you will not only obtain data about them, but also about their behavior, spending habits as well as preferences.

#### Mobile applications for the consumer



#### Integrations with the cash register



#### CRM system in the Cloud



**Using our CRM (Customer Relationship Management),** segment guests and send them tailored offers. Customer segmentation distinguishes the profitable from the non-profitable ones, allowing you to focus on rewarding and retaining those consumers from whom your company generates the most profit.

# Integration to cash registers and back office



Glovo? Wolt Bolt

## Delivery integration

Integration of the cash register with delivery services. Taking customers' orders and billing them instantly without errors!

## Integration with the web-shop

Taking orders from the web shop for billing at the cash register.

## Integration with gateway systems

Printing codes on the receipt to limit access to the parking lot or restroom to guests only.

## E-invoice

E-invoice has become mandatory when sending transaction invoices to public and sectoral buyers, meaning: you can no longer send them physical invoices, it has to be an e-invoice.

### User benefits:

- One-click invoice sending
- Secure invoice delivery
- Fast archiving

## Integration with beverage display systems

Two levels of integration: comparison of dispensed drinks with those billed and preventing dispensing without the drink being registered at the cash register.

## QR price list FREE

Digital price list for your premises

No need to constantly update physical menus and price lists - your QR code price list will automatically update when you change prices or add new items to the menu

Place QR codes instead of paper price lists and free up space on tables

In addition to space, save money too! Easily change product prices or add new products to your offer at no additional cost for price list design and printing



Scan me!



## B2B integrations FREE

The digital age aims for minimal paper usage in conducting today's business. This is exactly why back in 2015 we developed the Remaris system for exchanging invoices and orders with wholesalers - suppliers for the hospitality industry.

The implementation of e-invoices expands the circle of wholesalers from whom you can create receipts based on invoices.

## Integration with hotel systems

Guest consumption in the restaurant or bar is linked to hotel services

## ERP integrations

### Usefulness of integrations

- No data copying
- There are no copying errors
- No printing mountains of paper
- There is no delay in sending data to accounting

### We are integrated with:

4D Wand, Konplast, Laserline, Luceed, Minimax, Pantheon, Rhythm, Virga

**Monri's solutions for HoReCa and retail cash registers have a developed API\* through which any bookkeeping software can be integrated**

\*API (Application programming interface) is how millions of softwares securely exchange data.

Ba-com trgovina

Bijelić Co.

Bure

Duo promet

Lonia

Magma

Metro

Moni Trade

Ogulin „047“

Orbis

Pert

PJ Gastro Diskont

Premium Distribucija

Roto dinamic

Teri-trgovina

Tia partner

Vestok

Velpro


and many others...

## Integration with additional payment methods

Offer more with a bigger selection of payment options



# Mobile cash register Start

In cooperation with  
   
dan PBZ Grupa

**New!**

Integrated digital tip

- ✓ Mini fiscal cash register for micro and small entrepreneurs
- ✓ A reliable solution with mobile internet or WiFi connection
- ✓ Integrated receipt printer



- ✓ Issue regular and R-1 bills!
- ✓ Operates on Android accounts
- ✓ Issuing bills even without internet access (with automatic subsequent fiscalization)
- ✓ Cloud data storage
- ✓ Entry of master data in the Cloud
- ✓ Sending invoices to customers by e-mail

## Free integration with Monri cash registers Remaris, Smart, and Thor:

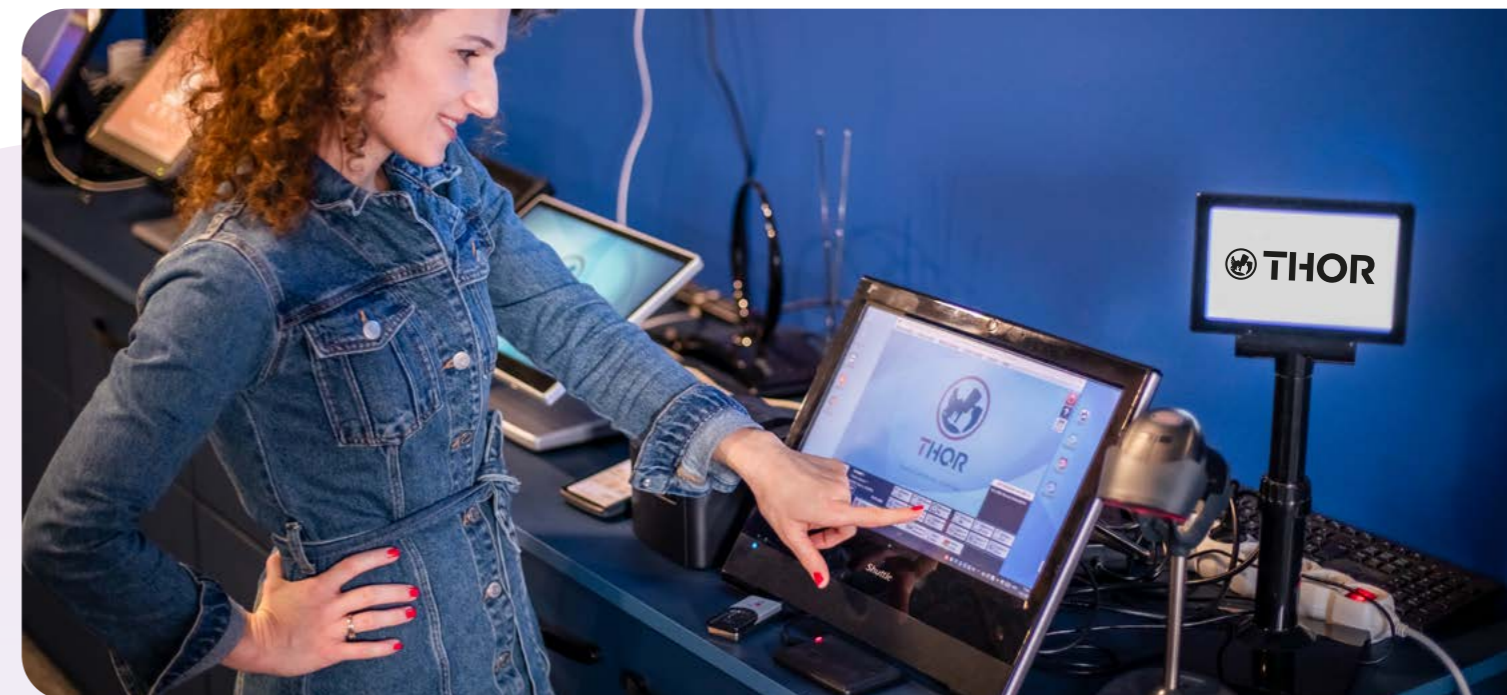
Start can be used as an additional cash register in your establishment, for additional activities such as: selling ice cream, renting sun loungers and umbrellas, charging access to the restroom, and so on.

If your needs grow (e.g. you need to start tracking inventory), we can offer you another cashier solution.

## Start is the perfect choice for



# Software for shops and wholesale



Thor is a universal solution for all activities in the categories of

- Retail
- Wholesale
- Production
- Bookkeeping
- Document management
- Working hours
- Inventory



## MAIN FEATURES

- ✓ Invoicing systems for retail and wholesale
- ✓ Real-time inventory and stock management
- ✓ Statistics and reports



## Configure a system that suits your store with the integrations we offer

- SinglePOS terminals for card payments and bank terminals
- e-Invoices
- Hand-held devices for inventories
- Web shop
- Weighing and labeling scales
- Applications for smartphones
- Loyalty system
- Touch screens

# “Card payment via application or POS terminal”

## Monri’s POS terminal

Monri’s solution is the new standard for accepting cards in coffee shops, restaurants, and retail locations through a device that enables the acceptance of all forms of card payments from leading card companies and banks.

**Single and installment payments through one POS device**, instead of through several devices of different banks.

**New!** Integrated card tipping



In 2023, more than 500 new clients chose our POS solution



Thanks to Monri’s integration, there is no additional entry at the cash register

For dm, quality and professionalism are always paramount. This is exactly why we chose Monri as our payment provider partner and we use Monri’s POS devices in over 183 dm stores across Croatia. We are aware that we owe our success to partners like Monri who elevate the quality of our service, and therefore we highly value our collaboration.

*Velimir Mijović, IT manager at dm*



## Benefits of Monri’s POS terminal

- One POS terminal for accepting all types of cards instead of several different POS devices
- Integration with the cash register
- Integrated bill and receipt
- Simple and fast processing
- Error free transaction
- Unified report for card transactions of all acceptors (banks)
- Customer support during store working hours
- A new marketing channel - a large screen provides space for promotion and marketing activities
- A flexible platform that enables quick implementation of new features and payment methods

## HARDWARE EQUIPMENT FOR CASH REGISTERS

# Reliable equipment for cash registers



## Diana

Compact 15.6" POS, fanless and with extensive modules, ideal for retail and hospitality! Excellent design: due to its slim frame, it fits perfectly in all environments.

## SP-635BZ

An optimal POS terminal in terms of affordability and quality performance. Intel® Celeron® Elkhart Lake J6412 processor - with up to 8 GB RAM - flexible modular design with the possibility of connecting an additional display - front panel resistant to dust and liquids IP65 - suitable for wall mounting (VESA) - wide tilt angle.



## Grace

The latest Partner tech All-in-one touchscreen cash register represents optimization according to the new “process-architecture-optimization” model, which provides great power while saving energy at the same time. Standard manufacturer’s warranty of 5 years.



## Cleo

The ideal All-In-One solution for small and medium-sized retail or hospitality establishments. Designed for sales/service points with limited space, with peripheral devices (80 mm thermal printer, card reader, scanner, etc.) integrated into the housing, it keeps the workspace neat and uncluttered.



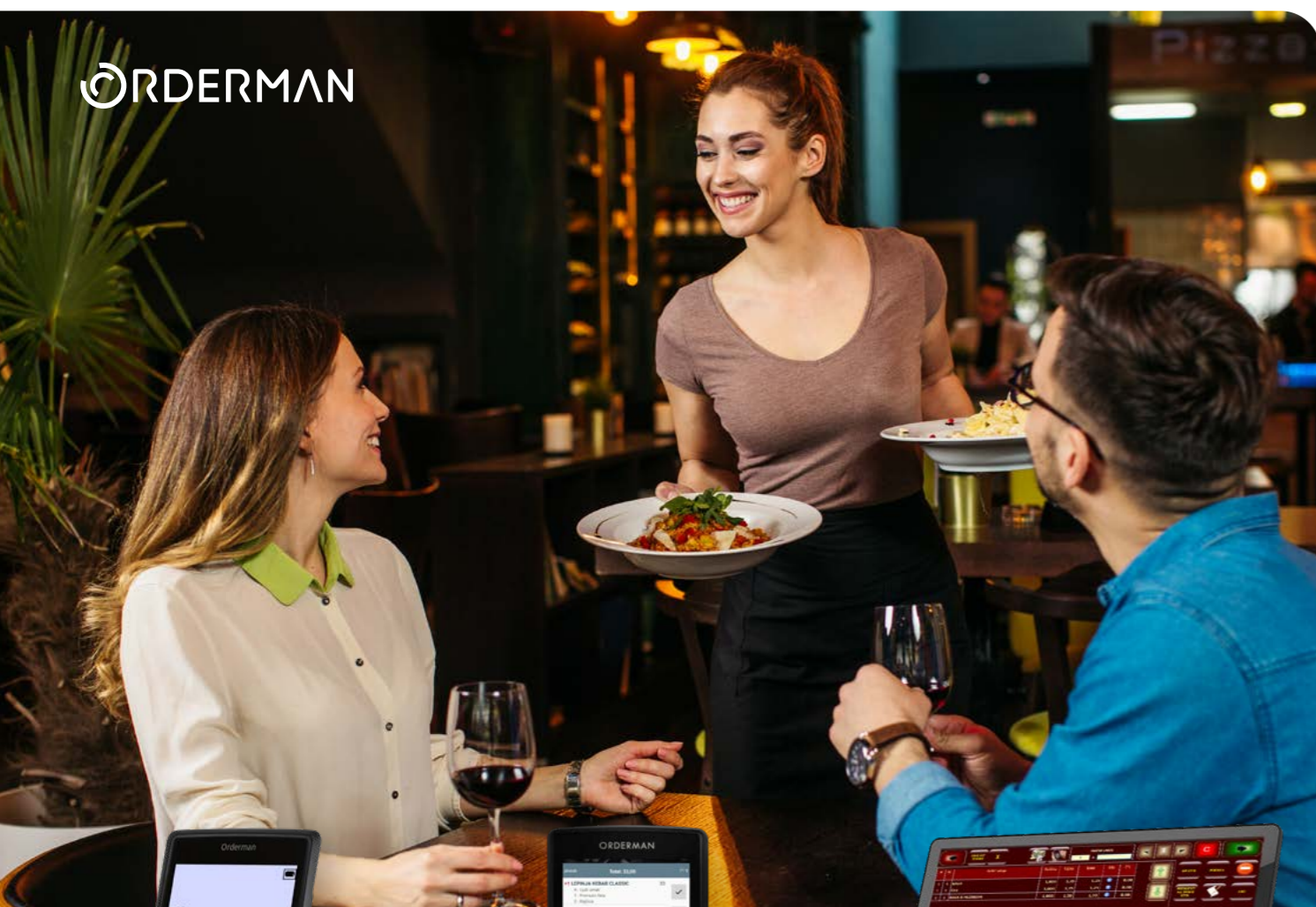
## POS 1511

This is an entry-level model with affordable price and good technical characteristics. Processor Intel® Celeron® J3455 - RAM 4GB - suitable for wall mounting (VESA).



# Orderman

ORDERMAN



2  
YEAR  
WARRANTY



5  
YEAR  
WARRANTY



3  
YEAR  
WARRANTY

## ORDERMAN 5

Hand-held terminals resistant to water and dust are an indispensable tool of any serious bar or restaurant. Our offer includes reliable Orderman models.

## ORDERMAN 9

Ordering is faster, more reliable, and simpler than ever before.

The new generation of Orderman hand-held devices set new benchmarks for the industry.

## CX5

The combination of superior design with top-notch performance, as well as exceptional versatility and robustness, make the CX5 cash register a key answer to today's demands in the hospitality industry.

# Euro counting and authentication solutions



### Did you know?

In just the first 6 months of 2023, the Croatian National Bank (HNB) registered **2.380 counterfeit euro banknotes** worth nearly **150.000 euros**. The most frequently counterfeited banknote was the 50 euro note.



## Banknote counter and detector

- Fast authentication of banknotes (<0.5 sec)
- A genuine banknote passes through the machine with a green light
- A counterfeit banknote is ejected from the machine with a sound and a red light signal
- Count authentic banknotes, determining not only their number, but also their total value



## Banknote counter and sorter

- Count and sort coins in the same device
- Process 200 coins in just one minute!
- The screen displays the total counted amount of coins, even across multiple device refills
- When used with optional plastic tubes, the coins are neatly stacked for carrying in a specialized wallet

Monri is an authorized distributor and service for RatioTec products



# Service and distribution network

Monri's clients have at their disposal not only high-quality customer support, but also a complex service and distribution network. Thanks to our cooperation with reliable partners, we successfully cover the entire territory of Croatia, including the islands. If the issue you are having cannot be resolved through remote diagnostics, our technicians will come to you!

## The distribution network also covers other markets



# Comparison of cash registers

	START	REMARIS	SMART
Cash register for services	✓	✓	✓
Cash register for the hospitality industry	-	✓	✓
Runs on Windows	✓	✓	✓
Runs on Android	✓	-	-
Back-office locally	-	-	✓
Back-office in real time (cloud)	✓	✓	✓
Backup u realnom vremenu	✓	✓	✓
One-click report for accountants	✓	✓	✓
Goods and materials management	-	✓	✓
Tipping support	✓	✓	✓
Mobile application for business monitoring	-	✓	✓
Hand-held Android terminal with mobile ordering and payment	-	✓	Soon
Hand-held terminals Orderman 9	-	✓	Soon
B2B with suppliers	-	✓	✓
Kitchen screen module	-	✓	✓
Integration of Wolt, Bolt, and Glovo	-	✓	✓
Integrations with accounting software	✓	✓	✓

**monri**  
MEMBER OF *Payten*

 Ulica grada Vukovara 269F, 10.000 Zagreb

 **Remaris/Start: +385 1 3535 090 Smart/Thor: 01 4400 440**

 [helpdesk@monri.com](mailto:helpdesk@monri.com)

