

## Case study: Ticket vending for Catering



### Application.

In many company restaurants, a lot of people need to be served efficiently and effectively in a very short time frame. Cash handling at a cash register is the most important bottle neck to avoid. A private payment system can certainly contribute to improved processing. In some environments where many external people can use the facilities, an alternative based on tickets can be the recommended solution.

### The Ineos Case:

# INEOS

Ineos is the world's third largest chemical company comprising 18 businesses each with a significant chemical company heritage. The plant in Antwerp has a fixed staff of about 300 people together with several hundreds of ad-hoc subcontractors. All these people can use the cafeteria for a lunch or sandwich.

Ineos personnel has a personal RFID badge for access control and time registration serviced by GET.



To make a distinction between subsidised people and others, it was logical to rely on this badge.

A private payment system with an e-purse on the badge was not an option taking into account the amount of external people.

To optimise the processing of the cafeteria, it was decided to go for a user friendly and effective ticket machine. Taking into account the target users, it was a requirement that the machine would support multiple languages. To minimise the overhead and operational costs, the option was taken to accept payment only using bankcards.

### The Solutions :

The ticket machine is worked out in the proven Antenor G400 machine.



A graphical user interface based on a touch screen allows the customers to define the mix of tickets they want to purchase.

Simple language buttons allow to change the interface between Dutch, French and English.



To obtain the subsidised prices, the user must first present his badge on the integrated GET badge reader which is managed by the access control system.

Once the order is defined, the payment phase is performed using the Banksys CZAM-SPIN terminal which accepts Proton as well as Bancontact/Mister-Cash.

The tickets have clear graphical icons to make the distinction between the products and category of users.

To avoid trivial duplication, secure Antenor preprinted paper using micro-lines, UV and fluo ink is used. The tickets are delivered with partial cuts between individual tickets resulting in an effective bundle.

### Customer experience



The Ineos employees as well as the contractors and other visitors enjoy the new way of working. They can order any mix of tickets during their break to be provisioned for the whole week.

Thanks to the complete cashless handling the personnel of the HR department is now fully released of the dreadful task of collecting and counting banknotes and coins or delivering this cash to the bank.

Personnel at the cafeteria can serve their customers very fast, just accepting the ticket and performing a very quick visual check

### Conclusion

The ticket machine has been developed in close relationship between Antenor and the customer to line up with the particular requirements and wishes of all the involved parties.

An effective prepayment without cash money reduces the operational overhead to a minimum.

A seamless processing at the cafeteria leaves more time for a relaxed break and contributes to the good atmosphere within the company.