Infogenesis Items: Barcodes or Buttons?

Eatec Edition by Robert Wilkins III

When creating menus for your customers using Infogenesis, they have options when it comes to item entry per ticket. They can either scan a barcode or press a menu item button on the POS screen. Either method works, but each has their pros and cons.

Barcodes:

As seen most commonly in grocery stores, scanning barcodes can be a very fast and efficient way to enter items that a customer will pay for. When the store inventory manager enters the items & products into Eatec along with the barcodes, Eatec Exchange sends this information to Infogenesis, and there is no more manipulation on the Infogenesis Universal Desktop side (after the terminal configuration(s) are reloaded). The cashiers can then scan the barcodes and quick succession. However, this all depends on the barcode scanner working. If for some reason the barcode scanner malfunctions, the barcode method is rendered useless.

Buttons:

Pressing buttons on the screen is the most reliable method to enter items that a customer will pay for; although this takes some time to setup. When the store inventory manager enters the items & products into Eatec, Eatec Exchange sends this information to Infogenesis, and the item can be added to a menu screen as a button. Once the terminal configuration(s) are reloaded, the buttons are ready to be used. The drawback here is that the cashier must know where the buttons are for each item they wish to ring up. This method can be slow depending on the level of skill of the cashier, but there is less of a chance that the terminal touchscreen will fail than an external barcode scanner.