

IFSM 300 - FINAL PROJECT: MESS HALL POINT OF SALES SYSTEM DESIGN

1. INTRODUCTION

Food Service Division is responsible for overseeing the Food Service Program for Marine Corps Air Station, Iwakuni Japan. They ensure that all subsistence items are provided to the three base mess halls which allows the mess halls to provide healthy and nutritional meals to the enlisted service members and officers who are allowed to subsist at the government meal rate. With the current buildup of the base and future expansion, it is important that patrons are able to utilize the mess hall by signing in the most effective way possible. All mess halls are able to provide meals according to the number of patrons being served but long periods of waiting time caused from the signing process deters many patrons to other food service establishments throughout the base. Subject Matter Experts within the Marine Food Service Military Occupation Skill (MOS) wants to ensure that all mess halls remain as the first's choice for service members' daily dietary needs. The mess halls will be the prime location of subsisting for all patrons without having them borne additional costs. Marine Corps Air Station Iwakuni Mess Halls with the use of existing technologies, continuous improvement processes, and patron education will create a better subsistence experience for the workers and patrons as the population of the base grows.

2. SYSTEM OBJECTIVES AND CONSTRAINTS

The purpose of the meal card systems is to ensure that all meals are accurately accounted for and to facilitate the mess halls receiving credits and funding in order to provide subsistence support to all military members on meal cards. This current system depends mainly on manpower and utilization of government forms which are filled out by meal verifiers and military personnel.

The Point of Sales systems for the mess hall will be staged and initially operate at the entry point of all mess halls. Over time, it is expected to move the systems at the end of the line to facility check out processes such as that of a grocery market.

3. POSSIBLE SYSTEM ALTERNATIVE

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At this time, we do not foresee an additional alternative that can facilitate the expected changes which can be modified with the POS systems. Any modification other than the original concept would reset our organization back to ground zero in terms of implementing new technology.

4. THE RECOMMENDED SYSTEM DESIGN PROJECT

4.1. Tasks to be Performed: The POS systems will be able to do the following: Entry of sales information associated with the feeding of all mess hall patrons. They will allow for meal transactions to be entered automatically or manually by the meal verifier and cash collection agent. The systems will scan the CAC cards and have the information digitally entered in the system and upload directing to the office of Food Service Division. All prices for meal costs will be centrally maintained and have a running total for each meal period. Due to the POS system other forms of payments will be accepted, such as debit and credit cards.

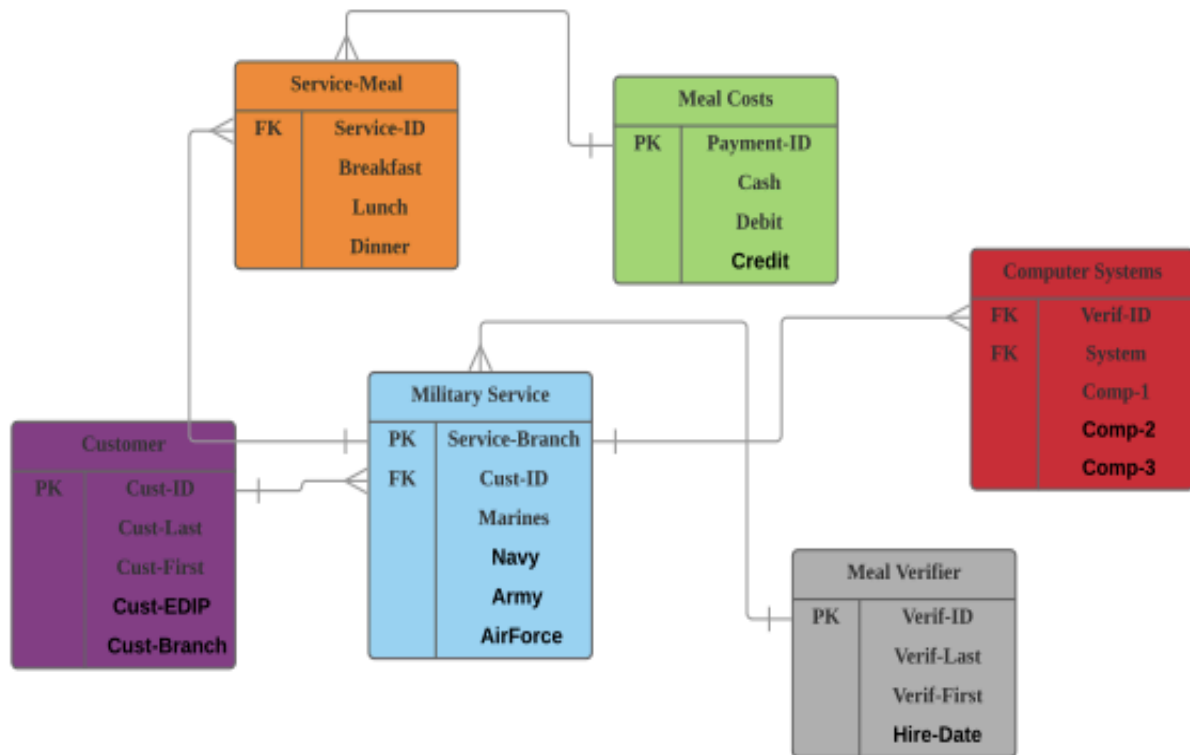
4.2. System Specification: In order to be successful and fully operational, the POS system will require cloud software and additional computer hardware for each facility. The POS system will be comprised of one (1) Computer with a Register screen, one (1) Cash Drawer, one (1) Bar code scanner, one (1) Credit card reader, and (1) Receipt printer. The Oracle software will be installed on each system by our local S6 representatives.

4.3. System Design to Include: All components of the POS as required.

4.4. Human Resource Requirements: Mess hall cashiers and meal verifiers will have to receive extensive training on this new technology. The expertise to incorporate this technology currently exists and Food Service Division will be responsible for providing specific training to all new Marines and newly hired Master Labor Contract (MLC) employees. All changes and additional support will be provided to higher headquarters for official guidance and monitoring.

4.5. Schedule of Work: ERD for the Mess Halls POS Systems

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4.6. Estimated Costs: Actual Cost of POS Systems for Food Service Division.

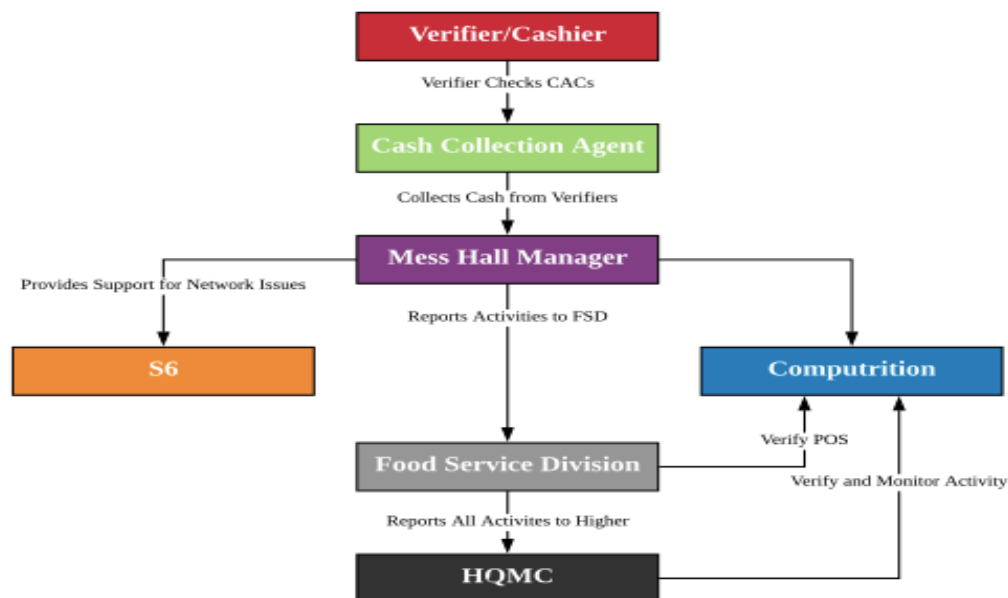
Stock Nubmer	Description	Unit of Issue	Quantity	Unit Price	Total Costs
B0Z61AV	HP RP7 (MODEL 7800) COMPUTER TERMINAL	EA	1	\$2,778.95	\$2,778.95
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B0Z61AV	HP RP7 (MODEL 7800) COMPUTER TERMINAL	EA	1	\$2,778.95	\$2,778.95
BR1500G	APC BACK-UPSPRO 1500 BATTERY	EA	1	\$2,778.95	\$2,778.95
FK224AA	HP USB SINGKE STATION THERMAL RECEIPT PRINTER	EA	9	\$206.75	\$1,860.75
QT457AA	HP STANDARD DUTY ELECTRIC CASH DRAWER	EA	9	\$210.00	\$1,890.00
QT457AA	HP STANDARD DUTY TILL WITH LOCKABLE LID	EA	9	\$500.00	\$4,500.00
QT457AA	HP CABLE PACK FOR DUAL HP CASH DRAWER	EA	9	\$200.00	\$1,800.00
QT457AA	HP PRESENTATION BARCODE SCANNER	EA	9	\$268.89	\$2,420.01
QT457AA	HR RETAL RP7 VRD CUSTOMER DISPLAY	EA	9	\$519.00	\$4,671.00
SCR3310V2	SCM MICROSYSTEM SCR3310/V2USB CARD READER	EA	9	\$11.70	\$105.30
FINAL COSTS =					\$36,699.71

5. Expected Impact on the System

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5.1. Impact on the Firms Organizational Structure: The POS systems for the mess halls will have an immediate impact on daily operations within each facility. All additional wait time from patrons having to physically stand in a line for meal verification and identification will be reduced. The burden of having to carry an additional card to validate meal entitlements will also be eliminated.

5.2. Impact on the Firms Operations:



5.3. Impact on the Firm Resources: The financial impact that the POS have on Food Service Division will be identified by the reduction of 1106 funding spent on Meal Verification sheets and Cash Meal Payment sheets. Both government documents are purchased in bulk as multiple sheets are used daily for each meal feeding period. FSD spends approximately \$15,000 to \$26,000 annually on paper forms to include printer ink and copy paper needed for printing additional documents. These hard paper forms are maintained in folders (additional costs) for up to 10 years. The storage space will fill its capacity on warehousing shelves and cabinets if changes are not supported.

6. SUMMARY

In order to be successful, each of the mess halls must operate in the same manner for the meal verification process. Patrons will now have the ability to utilize other forms of payment

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beside cash while subsisting at MCAS Iwakuni Mess Halls. FSD will maintain a customer database in order to track each mess halls utilization numbers specifically for holidays and daily forecasting. There is no additional cost for marketing plans of operation. FSD will tap into all current resources being provided by the base for minimum additional costs.

- **Check In/Out** – Patrons will either check in the front of the mess hall or at the end of the serving line. The POS system will also assist the manager with preparing items to last throughout the meal period.
- **Customer management** – The system will interact directly with the subsistence ordering process to reduce waste and identify needed items.
- **Inventory management** – The Daily Cost Analysis will see the immediate impact on subsistence items to assist the managers with recording the Cost to Feed and maintaining inventory percentages.
- **Sales reporting and analytics** – Manager will have immediate access to key aspects of daily operations such as the number of patrons fed, forecasting and the ability to identify current trends.

The POS systems streamlines the entire process for meal verifications and reduces the manpower required to operate outdated daily tasks. Managers will now be able to focus on ensuring employees are delivering outstanding customer service to the patrons subsisting in each mess halls. The overall end state is that POS systems will continuously improve the way business is conducted and ensure all hall a positive experience for breakfast, lunch and dinner. At the end of the day, advantages of POS systems significantly outweigh all conceivable disadvantages. This updated technology is beneficial to the entire operation of the Food Service Program.