

Customer Kiosk and Ticket Printer Integrated Information Station



Improve Customer Experience

The ultimate achievement to enhance customer satisfaction is reducing wait times. TAN enables retailers to utilize actual in-store data to optimize resource planning and management. Capture wait times, fulfillment times and traffic patterns to enhance the customer experience.



Simplify IT Processes

One in-store server manages an unlimited number of queues, all under the same software system with the added support of a web service interface – simplifying IT processes. TAN provides warnings to operators when wait times and/or queue lengths become too long.



Boost Profitability

The digital screen of TAN, located prominently at the service counter, captures attention while customers are waiting in line. It provides an excellent opportunity to increase sales through digital signage promotions. Content management is simple, and retailers can enhance promotions for weekly specials, overstock items and more.



Enhance In-Store Applications

Use the ticket kiosk for more than queue management. TAN can support many customer-facing applications, including a customer information station, frequent shopper interaction, remote self-check-out, a self-ordering station and more. TAN can also leverage other customer-facing web-based applications.



Take-A-Number (TAN)

Queue management and information kiosk

Take-A-Number (TAN) is an interactive, digital touch-screen device with a ticket printer for queue management. It provides data on wait times, fulfillment times, and offers digital in-store marketing at the point of decision. TAN's sleek design takes up very little counter space. One in-store server (optionally this device itself) can receive the data from an unlimited number of TAN devices, all managed under the same software.

Technical data

Take-A-Number (TAN)

- **Designed for customer satisfaction** – Analyze customer wait times and queue lengths
- **Designed for resource planning** – Schedule staff based on peak customer traffic patterns
- **Designed for in-store marketing** – Utilize customer-facing screen for in-store promotions

Technical Specifications

Display

13.5" TFT LCD with LED backlight
Touchscreen

Housing

Die-cast aluminum
Plastic covers
Black with silver frame

Label Roll

Standard 3 1/8" (80 mm) wide
thermal receipt paper

Resolution

2256 X 1504 px

Processor

Intel Pentium Processor N4200

Ports

3 x USB 2.0
2 x USB 3.0
1 x RJ-45

Operating System

Windows 10
Linux

Enhanced Data Set Reports

Transaction count per customer
Categorized transaction type
Count of walk-up customers served
Count of walk-away customers
Transaction wait times per hour
Count of wait time threshold triggered/acknowledged
Transaction count (usage) per scale



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Local contact: www.mt.com/contacts



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