



Enomatic Wine Card System

About Wine Cards

The activation of the Enomatic Wine Serving System can be controlled using cards which contain microprocessor chips. These are commonly called Chip Cards or Smart Cards. Enomatic uses these cards for our "Wine Card" system.

Embedded in the back face of the cards are small microprocessor chips that can add, delete, store and process information.

The cards communicate with the computers in the Enomatic Wine Serving System when a Wine Card is inserted into a Card Reader.

The microprocessor cards are tamper-resistant and each Enomatic Wine Card installation has its own unique serial number. The Wine Cards programmed for one installation will not work in another installation. A valid Wine Card must be inserted for the system to operate.

Each Wine Card can be used approximate 100,000 times.

This data sheet explains the range of options for the design and operation of Enomatic's Wine Card System.



Enomatic Wine Card System Components

The Enomatic Wine Card System will be supplied with a number of components:

- **Wine Cards** – these are the cards that the customers or staff will use to activate the system. 5 different types of operational cards can be created and the cards can be reused many times by re-loading or re-setting the value;
- **Card Readers** – to communicate the Wine Card information to the computers in each model and, if it is used, with enobox and the enotec "Server" software. The Card Readers in each model have LED displays to show the information on the card to the user;
- **Wine Card Programmer** – a USB Wine Card Reader (Code 8201) that is connected to a PC computer which either has:
 - the enotec "Client" software linked to enobox, or;
 - the enowriter software (Code 8100).
- **enobox with enotec software** – our hardware and Windows PC based inventory management, consumption and cost data analysis software from which all aspects of the Wine Card operations can be programmed.

Decisions about how the Wine Card System will operate

To ensure the Enomatic Wine Card System is customised to the specific needs of the installation it is important to consider several operational aspects. These include:

Who will use the Wine Cards to serve the wine?

If the Wine Cards will be used by **staff** to monitor their wine service, then:

- sufficient Wine Cards for the staff plus a stock of spare and replacement cards will be required;
- each staff card should be unique and be labelled or bar coded to identify the staff member using it. Pre-printed Enomatic brand or plain white Wine Cards can be ordered;
- it is possible to install just one (1) Card Reader to activate all the models in the system. This can be located remotely from the models but should be easily accessible where the wine is served;

If the Wine Cards will be used by **customers** then:

- more Wine Cards will be required and it is highly recommend to print the cards with the installation brand and logo design;
- consider bar coded Loyalty and VIP cards to give to repeat customers and use enobox and our enotec Software to track their tasting preferences;
- each 8 bottle model should have a Card Reader so that multiple customers can serve themselves at the same time.

“Cumulative” or “Deductive” Wine Card Operations

Most of Enomatic’s Wine Card types use “Deductive” operations that DEDUCT the value of the wine served from a pre-loaded card value. A Deposit Value can be programmed onto the card and the card will stop working when this value is reached. This “Deductive” operation method is suitable for installations such as wine tasting stores or wine bars where the customer can pre-pay for a card value they choose and use the card when they wish. When the customer returns the Wine Card they can receive a refund for any unused value and the Deposit Value. If the customer keeps the Wine Card then the Deposit Value can be used to buy a replacement card.

With Enomatic’s “Cumulative” Wine Card operations the value is ADDED onto the Wine Card as the wine is served. The card starts with zero value and can be programmed with a Maximum Value to stop it working when that value is reached (to limit the credit value). This “Cumulative” operation method is suitable for installations such as restaurants which can provide cards at the table for customers to use. The customer can then use the card as much as they wish (up to the set Maximum Value) and present the card to pay with their meal account.

What type of Wine Card operational formats?

The operational format of any Wine Card can be changed by inserting it into the Wine Card Programmer connected to enobox and our enotec software. There a 5 different types of Wine Card operational formats:

1. **USER CARDS** are the basic Wine Cards that can be used by general customers. In a wine tasting store the User Cards are typically pre-loaded with value and the customer prepays. The value of each tasting is deducted from the card and any unused value can be refunded when the customer is finished. If enobox and the enotec software is being used, the software will record the details of the tasting but the information is not recorded into each individual customer database - because they are “general” customers. User Cards use the “Deductive” operation method.
2. **LOYALTY CARDS** are the Wine Cards you provide to your repeat customers whose details you enter into the enotec software when you provide them with their Wine Card. As with the User Cards, the customer pays to have value preloaded onto the card and the value of each tasting is deducted from the card as it is used. However, when used with the enotec software it will manage the customers’

individual database and record details of their tastings. This enables customised discounts or special promotions to be given to your repeat customers. Loyalty Cards use the “Deductive” operation method.

3. **VIP CARDS** are for customers you wish to give credit to – up to an individually set limit. VIP Cards can only be used with enobox and the enotec software. The card manages the customers’ personal tasting data but rather than prepaying and displaying the amount of the remaining credit, the software only displays “VIP” whilst using the “Deductive” operation method to reduce the remaining credit value. An account can be sent to the customer each month for payment according to the credit terms agreed. These cards can also be used by staff – enobox and the enotec software will record which wines they serve, when and the value of each staff members’ transactions.
4. **RESTAURANT CARDS** start with 0 value and the cards record the increasing value after each serving. The cards can be programmed with an upper credit limit and at the end of the meal the amount is added to their meal account. Restaurant Cards use the “Cumulative” operation method.
5. **SERVICE CARDS** are used by staff to service a Wine Card activated model that is located in a public area. A Service Card must be inserted into the reader to be able to install or remove a bottle of wine and can be used to clean the system (serve water through the system without the enotec software recording that wine is being served).

Some installations may use more than one type of Wine Card. For example a wine tasting store may have User Cards for general customers, Loyalty Cards for repeat customers and VIP Cards for special customers given credit. The staff will have Service Cards to install bottles and clean the system. It is recommended that each card type has a different graphic design so that staff can quickly identify the type of customer.

Will the Wine Cards also communicate with your Point of Sale software?

The Wine Cards can be supplied with:

- Bar codes printed on them;
- A magnetic swipe strip;
- A paper strip – possibly so that the customer can sign their signature on the Wine Card.

The inclusion of bar codes or a magnetic strip may enable your POS to record the purchases of the customer.

What will you display on your Card Readers?

The Card Readers in each machine will have LED displays to show information for the customers.

There are 2 display images to consider and each display has 2 lines with up to 16 characters on each line:

1. Inactive Display

When no Wine Card is inserted the display will typically be programmed to show the installation name and the instruction “Insert Card” but any information you desire can be programmed. The second line “flashes” on and off.



2. Activated Display

When the Wine Card is inserted the display will typically be programmed to show the remaining value on the Wine Card.

