

A complete end-to-end business solution for convenience stores

Amicis Lifestyle | Convenience unifies the entire store operations, from fuel pump management and food & beverage, to retail point of sale and back office



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## Solution Overview

Convenience stores of all types look for ways to reduce costs and streamline operations – all while ensuring guests' expectations are met and they have a great overall experience that earns their repeat business. More than just a place for customers to fill up their tank and grab a candy bar, convenience stores can be a destination place where customers feel recognized and are loyal to their favorite made-to-order foods and personalized rewards program.

As a result, more and more convenience store operators are turning to technology to help.

Amicis Lifestyle | Convenience is a cloud-based solution built on the powerful Microsoft Dynamics 365 Commerce platform that helps convenience stores streamline their operations from the fuel pump to the point of sale through to the kitchen and back office on a single unified commerce platform.

**Amicis Lifestyle Convenience and Microsoft Dynamics 365 Commerce provides convenience store operators with a complete solution that unifies the entire store operations.**

### Front of House

**Create the experiences your customers expect**

- Retail Point of Sale
- Self-serve Kiosk | Made to Order Food
- Fuel Pump Management
- Customer and Loyalty

### Kitchen Management

**Streamline workflows to your kitchen**

- Kitchen Display System
- Automated Kitchen Workflows
- Customer Order Ready Screens
- Kitchen Productivity Reporting

### Back Office

**Make fast informed decisions about your business**

- Real-time financial performance and analytics
- Centralized configurations
- Streamline processes across your business
- Automate your supply chain for improved inventory optimization

### Unified Commerce Platform

**Unify digital, in-store and back office operations**

- Gain operational efficiencies with a single solution
- Reduce costs and complexity with Microsoft's cloud platform
- Engage with deep insights provided by artificial intelligence

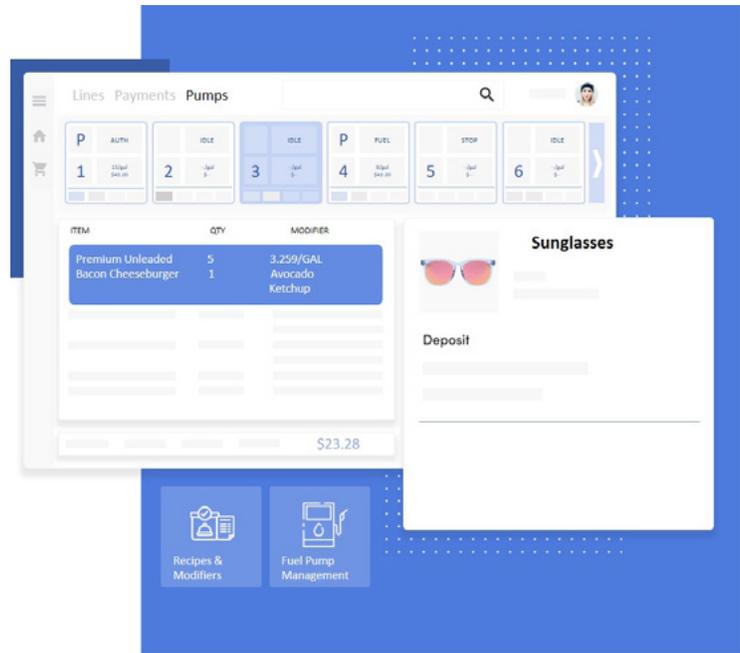
## Why Amicis Lifestyle | Convenience?

Ensure your convenience store has what it needs to run smoothly and efficiently. The [Amicis Lifestyle Convenience](#) solution offers the following features and benefits built on [Microsoft Dynamics 365 Commerce](#):

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### Key Features

- Full retail point of sale
- Fuel pump management
- Self-service kiosks, online ordering
- Menu and recipe management
- Kitchen management
- Inventory management
- Automated supply chain
- Real-time financial performance and analytics



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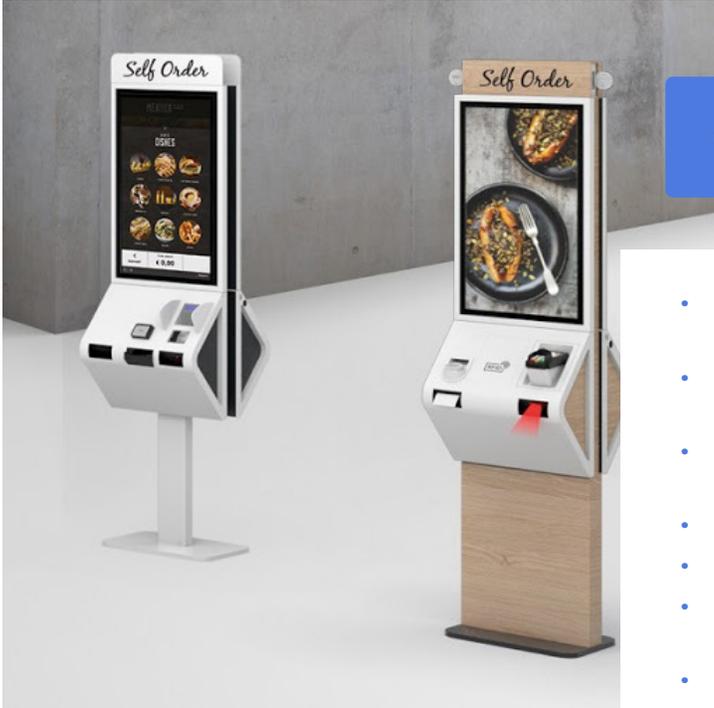
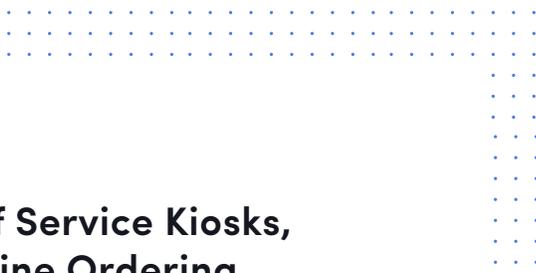
### Retail Point of Sale and Inventory Management

- Centralized configuration with screen layout that automatically populates POS and kiosk button grids
- Tailor POS and kiosk to display menus based on store, register and time period
- Manage by menu hierarchy, categories, availability, top sellers and more
- Manage and optimize inventory and automate your supply chain
- Real-time financial performance and analytics
- Conversational ordering workflow improves order speed, accuracy and customer experience
- User friendly interface, easy to use and train

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### Fuel Pump Management

- Fuel POS pump manager
- Pre-pay amount or volume
- Pre- and post-pay and pay at the pump
- Combine retail store purchase with fuel purchase
- Pump to pump transfer
- Fuel price management
- Under pump refund
- Pump control, pump status display and management
- Monitoring and diagnosis
- Pump diagnostic notifications



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## Self Service Kiosks, Online Ordering

- Puts quick and accurate food ordering and payment in the hands of your customers
- Centralized kiosk screen configuration that automatically populates button grids
- Tailor display of assortments or menus based on kiosk location and/or time period
- Easy online ordering for customer and order management
- Cross-sell and up-sell via curated lists
- Customer access to order history, store rewards, promotions, and product recommendations
- Engage and advertise to your customer when kiosk is idle with your own digital media library via kiosk media server

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## Menu and Recipe Management

- Centralized management of recipes, ingredients, combos, substitutions and modifiers
- Track inventory at the recipe and ingredient levels as modifications and substitutions are made at the kiosk or POS
- Nutrition values and allergens adjusted in real time by serving size at the POS or kiosk during the customer order
- Calculate price of menu offerings and assign different prices for modifiers and substitutions

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## Kitchen Management

- Configure kitchen workflows by category or product for automated order routing
- Route orders directly to KDS and customer order ready screens
- Capacity management (throttling) for incombng off-premise orders
- Metrics to collect and react to performance data like bottlenecks and labor inefficiencies

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Designed to help convenience stores unify their end-to-end operations to make fast, more informed decisions that drive growth

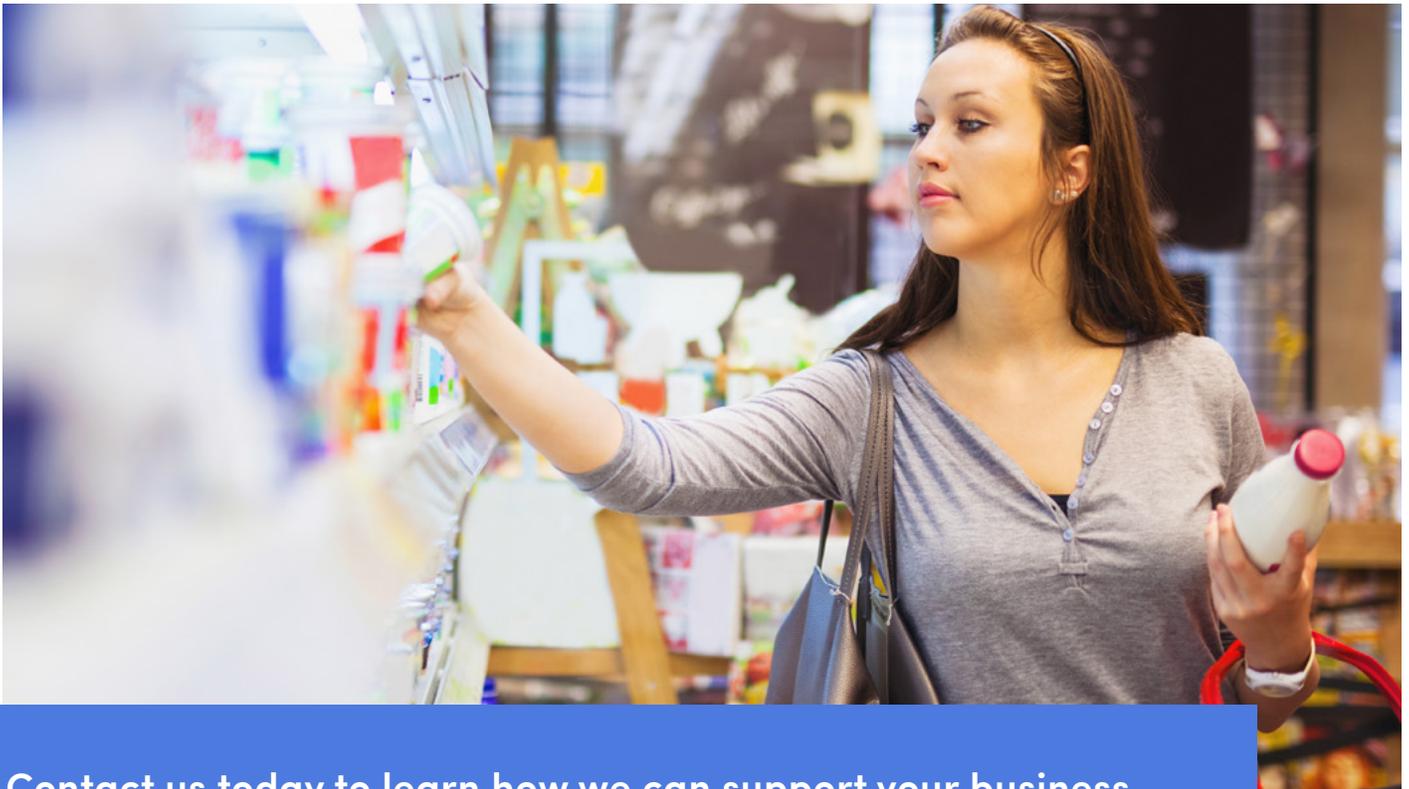




## Get the most from your software investment

Our solutions grow and adapt to new business needs as your customer demands change and new selling channels emerge. Having the right software in place is just part of the equation – you must be able to rely on expertise to guide the deployment of both the technology and the right processes to support it.

At Amicis Solutions, our Professional Services team has extensive experience serving businesses in the retail and hospitality industries. We bring knowledge of industry best-practices and a wide range of consulting services to projects of any size or level of complexity, and we support our customers comprehensively, with reliability and efficiency.



Contact us today to learn how we can support your business.

### About Amicis Solutions

We are the go-to provider of services and support for [Microsoft Dynamics 365](#), a best-of-breed combination of ERP and CRM functionality, for the retail and hospitality industries. Our clients in North America rely on us to help them get the most from their [Microsoft Dynamics 365 Commerce](#) investment. Our suite of best-in-class, fully integrated proprietary solutions are robust yet flexible and easy to use, enabling businesses to meet and exceed customer expectations – all while helping them streamline operations and eliminate unnecessary costs.

Learn how we can support your organization by visiting [www.amicissolutions.com](http://www.amicissolutions.com) today.

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