



## A Case Study Camp Kerala Cashless



### Introduction

Camp Kerala has probably the best view of the Glastonbury Festival that one could wish for. Coupled with the top of the range accommodation Camp Kerala is the most comfortable way to enjoy Glastonbury. The standards of the food and drink are also exceptional with a degree of service second to none. However, the Camp Kerala team are always looking at how to improve the high level of service provided to their Guest's.

### Cashless Solution Requirements

This year a Cashless solution provided a simple and reliable way for Guests to order their food, drink and spa services.

The aim was to make the ordering far simpler and less obtrusive and at the same time streamlining the table waiting service. In addition, each transaction needed to be recorded to provide detailed reports after the Festival.

### The Cashless Solution

Wrist Marketing and Global Barcode, working closely with the Camp Kerala team, devised a solution where table waiting staff were issued with ruggedized 7" Tablets with Wireless and RFID Wristband Scanning capability.

The tablet was loaded with a Cashless system that provided staff with a simple and intuitive process for ordering a wide range of different drinks, food and spa services for both the main site and the VIP Interstage site located next to the Pyramid Stage.

When taking orders at the tables or by the bar all the waiting staff have to do is scan the RFID Wristband of a group Host or Individual and take the orders via the touch screen menu of the tablet.



The touch screen process has been developed by Global Barcode to exactly match the Camp Kerala requirements.



Once the order for an individual or group has been completed the system sends it to a printer at the drinks preparation or food preparation area.





Once the orders are completed waiting staff collect the order and deliver to the relevant table, individual or group as normal.

Every transaction is logged locally on a secure database and also sent off-site as a fallback for disaster recovery. The following information is captured by the scanning tablets

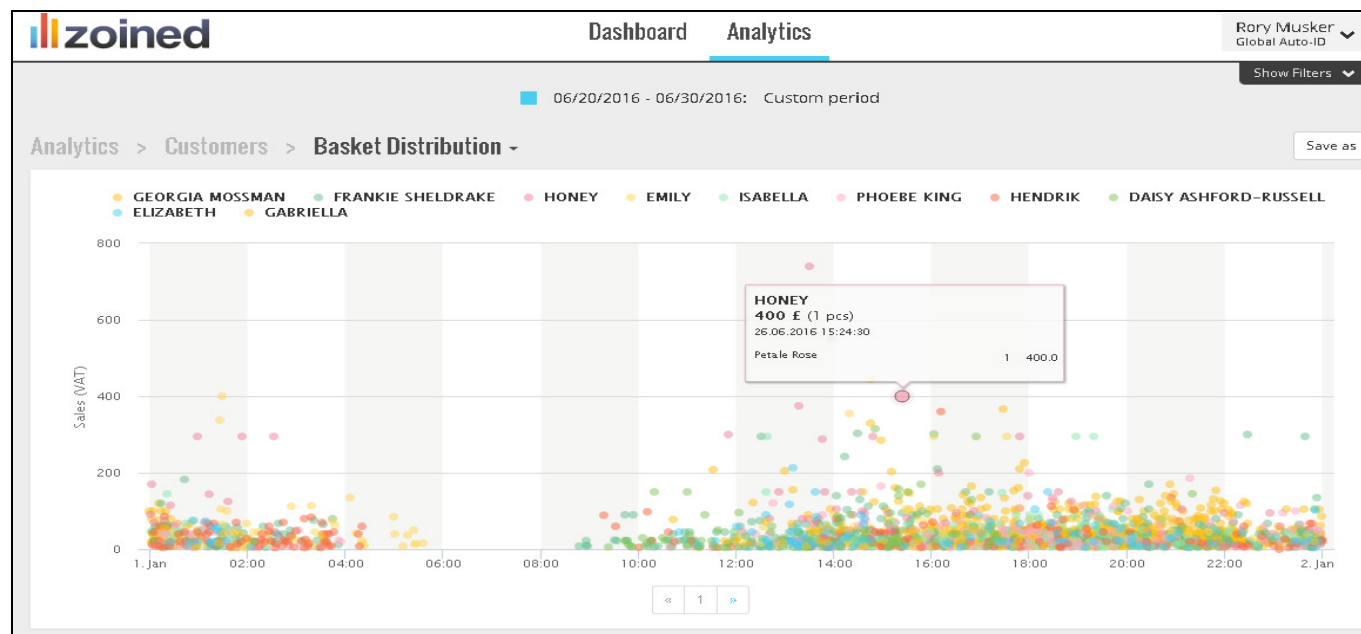
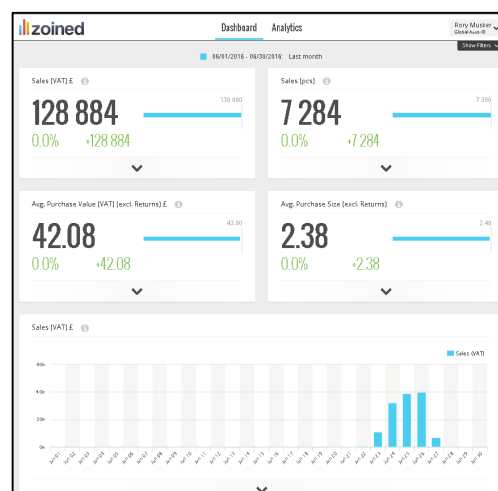
- Account Name
- When ordered
- Location
- Table Number
- Staff Name
- Device Number
- Product Category
- Product Name
- Size
- Unit Price
- Total Price

A1		Name										
	E	F	G	H	I	J	K	L	M	N	O	P
1	Account	Ordered	Location	Table	Staff	Device	Category	Product	Size	Quantity	Unit Price	Val.
71	Allot, Guest	24/06/2016 14:11	CK	1	PIRATE	192.168.128.201	Cocktails	Rum Freestyle	N/A	2	22.5	45
72	Allot, Guest	24/06/2016 14:11	CK	1	PIRATE	192.168.128.201	Beer And Cider	CK Survival Cider	N/A	1	8	8
73	Allot, Guest	24/06/2016 14:11	CK	1	PIRATE	192.168.128.201	Soft Drinks	Diet Coke	N/A	1	6	6
74	Allot, Guest	24/06/2016 14:16	CK	1	PIRATE	192.168.128.201	Cocktails	Spill the Beans	N/A	1	22.5	22.5
75	Allot, Guest	24/06/2016 15:19	CK	1	DAISY ASHFORD-RUSSELL	192.168.128.216	Food	Food	N/A	4	35	140
76	Allot, Guest	24/06/2016 16:02	INTERSTAGE	1	GEORGIA MOSSMAN	192.168.128.222	Soft Drinks	Coke	N/A	1	6	6
77	Allot, Guest	24/06/2016 16:02	INTERSTAGE	1	GEORGIA MOSSMAN	192.168.128.222	Soft Drinks	Lemonade	N/A	1	6	6
78	Allot, Guest	24/06/2016 16:02	INTERSTAGE	1	GEORGIA MOSSMAN	192.168.128.222	Soft Drinks	Fruit Juice	N/A	1	6	6
79	Allot, Guest	24/06/2016 23:46	CK	20	ELIZABETH	192.168.128.217	Soft Drinks	Diet Coke	N/A	1	6	6
80	Allot, Guest	24/06/2016 23:46	CK	20	ELIZABETH	192.168.128.217	Spirits	Grey Goose	Double	1	20	20
81	Allot, Guest	24/06/2016 23:46	CK	20	ELIZABETH	192.168.128.217	Mixers	Tonic Water	N/A	1	0	0
82	Allot, Guest	24/06/2016 23:50	CK	20	ELIZABETH	192.168.128.217	Soft Drinks	SML Spark	N/A	1	4	4
83	Allot, Guest	25/06/2016 12:19	CK	52	ELIZABETH	192.168.128.211	Cocktails	Spill the Beans	N/A	2	22.5	45
84	Allot, Guest	25/06/2016 23:34	CK	8888	FRANKIE SHELDRAKE	192.168.128.225	Soft Drinks	Diet Coke	N/A	1	6	6
85	Allot, Guest	25/06/2016 23:34	CK	8888	FRANKIE SHELDRAKE	192.168.128.225	Cocktails	Rum Freestyle	N/A	1	22.5	22.5
86	Allot, Guest	25/06/2016 23:34	CK	8888	FRANKIE SHELDRAKE	192.168.128.225	Cocktails	Vodka Freestyle	N/A	1	22.5	22.5
87	Allot, Guest	26/06/2016 13:56	CK	90	HENDRIK	192.168.128.208	Cocktails	Spill the Beans	N/A	1	22.5	22.5
88	Allot, Guest	26/06/2016 14:27	INTERSTAGE	1	GEORGIA MOSSMAN	192.168.128.224	Cocktails	Bloody Mary	N/A	1	22.5	22.5
89	Allot, Guest	26/06/2016 23:38	CK	90	GRACE	192.168.128.215	Cocktails	GRT #2	N/A	2	18	36
90	Allot, Guest	26/06/2016 23:38	CK	90	GRACE	192.168.128.215	Soft Drinks	Ginger Ale	N/A	1	6	6
91	Self	24/06/2016 23:25	CK	20	ELIZABETH	192.168.128.202	Cocktails	Vodka Freestyle	N/A	1	22.5	22.5
92	Self	25/06/2016 17:39	INTERSTAGE	1	GEORGIA MOSSMAN	192.168.128.222	Soft Drinks	Diet Coke	N/A	1	6	6
93	Self	25/06/2016 17:52	INTERSTAGE	204	GEORGIA MOSSMAN	192.168.128.223	Wine	Peyrasol Rose	Glass	1	10	10
94	Self	25/06/2016 18:07	INTERSTAGE	1	GEORGIA MOSSMAN	192.168.128.224	Spirits	Elyx Vodka	Double	1	20	20
95	Self	25/06/2016 18:07	INTERSTAGE	1	GEORGIA MOSSMAN	192.168.128.224	Wine	Peyrasol Rose	Glass	1	10	10
96	Self	25/06/2016 21:41	INTERSTAGE	204	GEORGIA MOSSMAN	192.168.128.224	Wine	Peyrasol Rose	Glass	1	10	10
97	Self	25/06/2016 12:39	CK	99	GRACE	192.168.128.213	Hair	Wash & Blow Dry	N/A	1	37	37
98	Self	24/06/2016 18:42	CK	16	FRANKIE SHELDRAKE	192.168.128.216	Spirits	Spinnith Camp Kerala	Double	1	20	20
99	Self	24/06/2016 18:42	CK	16	FRANKIE SHELDRAKE	192.168.128.216	Mixers	Slim Tonic Water	N/A	1	0	0
100	Self	25/06/2016 01:46	CK	55	HONEY	192.168.128.218	Wine	Pouilly Fume	Glass	1	5	5



After the Festival individual accounts are sent out for payment with each line item documented. In this way each product or service purchased can be audited and cross referenced.

Detailed analysis of the system is provided by Zoined so that every product and service sale can be measured for inventory planning, staff performance review and financial analysis for 2016 and as a benchmark for subsequent years.



## The Result

The Cashless System performed as required with every transaction logged on the central database. A local Hotel sent a party of Guests to Camp Kerala who were all issued with an RFID Wristband. This meant that Camp Kerala was able to send the Hotel a detailed invoice that they could in turn charge each individual guest. This could not have been accomplished previously with such a degree of accuracy or accountability. There were some errors associated with assigning products with the correct guest but this was attributed to Staff Training issues.