

Butcher's

Solutions for sale of fresh meat and cold cuts



2 News

Spick and span!

The "Fischli" butcher's in Näfels, Switzerland

"That's easy: hygiene!" When asked why he went with METTLER TOLEDO's UC3 Value Line touchscreen models for his new scales, Hanspeter Fischli did not have to think for long. Even his mother offers her approval, telling us that he made the right choice.



UC3 Value Line

Näfels, Canton of Glarus, Switzerland. Early one Tuesday morning, the 4,000-strong community is slowly waking up. Yet there is already a lot of hustle and bustle right at the heart of the town at Bahnhofstrasse 1. The "Metzgerei Fischli" butcher's store is a regular stop on the morning shopping tour for many of the town's residents. Whether "Glerner Kalberwurst" veal sausage, a joint for roasting or "Chämi-Nusschinkli" ham, with home-made regional specialties from his own slaughter and cattle from the surrounding countryside, Hanspeter Fischli's store is always popular with customers. Quality and close proximity – these are the most important ingredients in the butcher's recipe for success. It is with traditional values such as these that the family business has been able

to thrive for four generations, fending off competition from supermarkets and discount stores. But there's more: several of Fischli's specialties go beyond the borders of the local Canton and find their way to destinations throughout Switzerland. "Kalberwurst" veal sausage and "Glerner Powerriegel" energy bars are, for example, enjoyed by a diverse clientele throughout the country and are regularly ordered for postal delivery.

PC network at the sales counter

Having excellent store displays and keeping everything spotlessly clean are a matter of course for Hanspeter Fischli, who pays attention to every detail in his store. It is no wonder then that he soon became dissatisfied with the old weighing technology he was using:



METTLER TOLEDO



For Hanspeter Fischli, a key advantage over classic keypads is that the smooth touchscreen interface is easy to clean and has no edges or ridges where dirt can collect. "Even the cable connections have been cleverly designed to maintain a hygienic workplace", explains Hanspeter Fischli.

"Service and maintenance were becoming increasingly problematic, batteries were failing, and I just felt it was time to replace the equipment." He then decided to go the whole hog. Having been using



four UC3-HT service counter scales in his sales room and one UC3-SPCT compact unit since November 2009, he now relies on UC3 Value Line touchscreen scales throughout. Master data maintenance and materials management run on the "CashMan Start Metzger" vertical market software from CashMan Solutions AG (Baar, CH), but Hanspeter Fischli uses METTLER TOLEDO cash register software for cashing up. So how satisfied are he and his staff with the new scales? Hanspeter Fischli smiles and corrects us, com-

menting that "actually they are not really scales at all, but rather computers" – adding in PC jargon that "everything is running reliably, both the equipment and the network. What's more, we have not had a single crash so far." But what about the staff? How did they react to the move from keypads to touchscreens? Employee Anna Kuoni, currently serving a customer, takes a quick break and laughs when commenting: "It really is fun being able to use such a modern piece of equipment." More fun at the workplace – this is another important point all too often forgotten in dry technical manuals. "We soon got used to the touchscreen. It really is easy to find your way around, and learning the system doesn't take long at all. Our colleagues also agree with this", adds Anna Kuoni. When you enter the store, the atmosphere really gives you a sense that the staff have fun at work. Business is open and friendly, and there is always time for smalltalk with customers.

Break time

Just before 11:00 am, things slow down for a few minutes. Hanspeter Fischli uses the break to describe his experiences so far with the Value Line weighing solution. "The interaction between the CashMan software, which we use to maintain our master data and run materials management, and the Value Line scales is perfect. We can transfer data back and forth between CashMan and the scales with no issues. This saves us a lot of time, as we don't have to make any duplicate entries. We are also keen to start using the delivery note function which the cash register software offers. We will then transfer master data, such as customer addresses for our delivery notes, directly into the cash register software", he adds, giving a practical example. Anyone traveling through Switzerland can also stop by "Metzgerei Fischli" for a snack and pay in euros. This is "no problem with the cash register software, as we have defined euros as a valid payment option alongside Swiss francs", explains Hanspeter Fischli. Besides tourists, construction workers also take advantage

Hygiene at the counter helps establish trust

Freshness, cleanliness and hygiene are the most important criteria when selling fresh meat and cold cuts. The quality of fresh products, attractive presentation of the products and keeping the sales area immaculate – these are the key criteria customers look at when selecting their butcher. Robustness and hygiene go hand in hand on the UC3-Line scales from METTLER TOLEDO. Indeed, all scales in the UC3-Line are trimmed for functionality and simple cleaning, comply with high IP degrees of protection, and are resistant to dust and water. The metal housings are resistant to salts and fatty acids, as well as cleaning solutions and disinfectants. The data interfaces are angled downward, which protects them from accidental exposure to moisture. The chromium steel weighing cell is hermetically sealed to protect it from all external influences.



Seamless integration: at the "Metzgerei Fischli" butcher's store, master data maintenance and materials management both run on Swiss vertical market software, while METTLER TOLEDO cash register software is used for cashing up. Data transfer between the two systems works perfectly, which saves both time and unnecessary duplicate entries.

of this offer. Is it also possible to pay by debit card? Of course, this is also no problem at "Metzgerei Fischli". "As well as the cash register, we have also connected the scanner to our cash register scales. We use this, for example, to scan pre-priced packaged articles arranged at the counter", explains Hanspeter Fischli. When all is said and done, we have just one more question for the friendly butcher: is there anything that he misses from the old weighing system? He thinks for a moment and then says: "No, nothing I can think of, although I do have a small suggestion

in case we ever need to do a software update. If we could create a dedicated touch field interface for seasonal goods, which I could then drag to the top menu level when needed, that would really be the icing on the cake. These might, for example, be barbecue products in summer or typical dishes for special occasions such as Christmas. But otherwise I am absolutely delighted with the product."

You can find further information on the UC3 Value Line online:

► www.mt.com/retail-valueline



A brief portrait

Working to the maxim of "quality rather than quantity", Helen and Hanspeter Fischli are today the fourth generation of their family to run the butcher's store on the main street at the heart of Näfels in Switzerland. They dispatch their "Glarner specialties" throughout Switzerland to both private customers and bulk purchasers such as hospitals, hotels and company canteens. Alongside sales at their store and corporate clients in the Canton of Glarus, another key pillar is their catering service for special occasions.

You can find further information on the "Metzgerei Fischli" butcher's store on the Internet at: www.fischli-metzg.ch

UC3 cash register software

Weighing and cashing up from a single source

Pay with cash today and on account tomorrow? A 15% discount and monthly billing for the company account? What can you do if your customers need more cold cuts? Just say "yes!" – with the UC3 touchscreen scales plus cash register software these are no longer an issue.



With the launch of the UC3 Value Line in summer 2009, METTLER TOLEDO significantly lowered the investment hurdle for use of touchscreen scales at the meat counter. Anyone that used to look on with envy at how quickly and easily their supermarket competition could clean their scales can now afford themselves this small luxury.

In terms of simplicity and intuitiveness of use, the UC3 Value Line is right at the top of the pile. But there's more: "specialist butcher stores can now extend their scales to become fully functioning cash registers at the sales counter", explains Lena Wolf, product manager at METTLER

TOLEDO. This allows staff to cash up where they serve – with an integrated, full-scope, uniform high-performance solution. With the UC3-Line range of scales plus cash register software, anyone who otherwise finds technology confusing can get everything they need – including on-site servicing – from a single supplier, their familiar METTLER TOLEDO dealer.

The real deal

The UC3-Line plus cash register software reduces your workload and keeps your customers happy, as the cash register functions of the UC3 cash register software offer you the flexibility to cater to your customers' special wishes in terms

of payment and delivery conditions. You can decide freely which payment options you wish to offer, from classic cash payments, through payment with loyalty or debit/credit cards, right up to ordering on account via delivery note for bulk and company accounts. Even combined payments are possible, with cash down payments made when placing orders and balance clearing on collection – for example paying by card.

Because it's you! Repeat and local business is important. And nobody wants to lose their good reputation in the area because of just a few cents. The UC3 cash register software offers you the freedom to specify customer-based and situation-based pricing structures – for example if a local club or fire department is celebrating an anniversary and need more food quickly or if a school or village fête is being held in the neighborhood. Would you sometimes like to give a few percent off or offer a bulk discount? Do you sometimes discount individual products and on other occasions offer across-the-board reductions on everything? You are in charge and you make the decisions. The UC3 cash register software certainly won't get in your way.

Accurate billing

Final revenue statements, cash statements and cashing up – whether itemized

per individual cash register, per branch or per employee: the freely configurable reporting system in the UC3 cash register software helps you maintain a clear overview, and not just of fast moving items or slow sellers. "The most effective approach to customer management, involving maintenance of contact details, delivery addresses, telephone numbers and contact names, is to simply use the software", stresses Lena Wolf. "Anyone who uses our UC3-Line scales at the service counter will find the UC3 RTT-A cash register terminal the perfect addition for cash register workplaces."

You can find more information on this at:

► www.mt.com/retail-UC3Kassensoftware

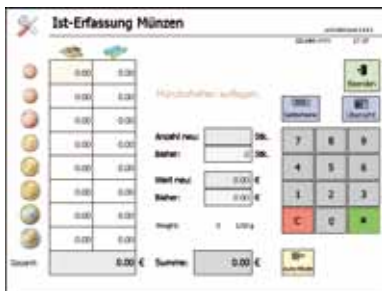


Scales as a training terminal

EU Directive No. 852/2004 requires that food producers train their staff in all matters of food hygiene. So why not use the high-end PC scales in the UC3 Professional and Advanced Line from METTLER TOLEDO for eTraining sessions? Here, freely programmable HTML pages with training materials including animations, graphics or videos – for example on questions in and around food hygiene – can be uploaded to the scales. Staff can then call up this additional information on the scale display outside opening hours to learn more.

The EU Hygiene Directive

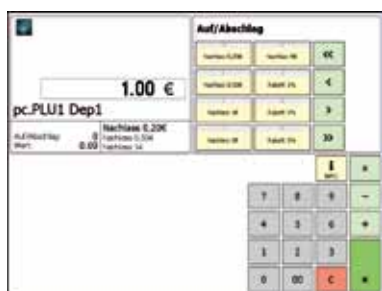
2009 was an important year for butchers, as the transitional period for EU approval expired at the end of the year. As such, all meat-processing enterprises needed to comply with the hygiene package valid throughout Europe by 01 January 2010. And even now, after successfully gaining approval, enterprises cannot afford to accept any compromises in terms of hygiene. With the modern PC scales in the UC3-Line, METTLER TOLEDO has the perfect solution for those who otherwise dread the compulsory cleaning. Unlike laborious cleaning of tiny control buttons, cleaning the touchscreen on UC3 scales is both fast and hygienic. As such, the UC3-Line makes it even easier for butchers to comply with the strict EU Directives.



Finish your work faster and get home earlier! The optional "money counting" function allows you to weigh the coins and enter the bank notes you have collected when you close your store in the evening.



Lightens the load on busy days: advance orders are easy to set up, edit and cancel using the UC3 cash register software. Even prepaid advance orders are not a problem.



Customer-friendly and flexible: the UC3 cash register software won't put up a fight if you wish to set up customer-based or situation-based pricing.



► www.mt.com/retail-UC3

The highly versatile UC3-RTT-A You decide what you want to do!

Looking for a weighing platform or cash register software? Not here. And yet the UC3-RTT-A is still a genuine all-rounder. So is it a cash register or set of scales? Well actually, it is both!



UC3-RTT-A
Terminal with optional cash register drawer

So how does it work? The answer's easy: you decide for yourself how you wish to use the versatile UC3-RTT-A in your own butcher's store. "The UC3-RTT-A terminal is the first choice for anyone looking for a high-performance cash register terminal for the service counter or cash register area. The terminal fits in perfectly with the UC3 environment, both visually and in terms of functionality", explains Klaus Weber, product manager for the UC3-Line at METTLER TOLEDO. "The open architecture and use of interfaces based on PC standards ensure seamless inte-

gration into goods management systems and existing IT infrastructures." Visually appealing and ergonomically excellent: positioning for the cash register drawer. "Anyone wishing to add a cash register drawer to the device will have a consistent image together with our UC3-Line touchscreen scales, as all devices reach the same height and all customer displays are at the same level." This perfectionism ensures a uniform image and accurate results for customers. The displays are available either as black & white or color units, permanently mounted or revolving.

As is the case with all UC3-Line devices, the UC3-RTT-A cash register terminal is operated using the touchscreen. The menu navigation and assignments of the touch fields can be freely chosen, and the fast and precise reactions of the user interface make work easy and precise. "Rather than a weighing pan, the RTT-A cash register terminal offers a large tray. And all important tools such as a scanner, stapler and even a pen are close at hand", explains Klaus Weber. Anyone using the cash register terminal for weighing will find the interface for connecting an external weighing platform well protected on the underside of the terminal. This also underlines the impressive versatility offered by the units. "The UC3-RTT-A terminal is also excellent for use as a high-performance weighing solution

to display prices or weigh incoming goods at specialist butchers", adds Klaus Weber, highlighting other useful applications.

Let's now finally take a look at the sales counter. Here we find our prepackaged cold cuts, to which we have attached labels with our company logo. The barcode is quickly scanned on the UC3-RTT-A cash register terminal and that's it. Would you like to pay by cash, card or voucher? You can choose whatever payment options you wish to offer your customers. And what's more, staff working on your UC3-RTT-A cash registers will enjoy even greater convenience and performance with the UC3 cash register software. UC3-RTT-A is available immediately.

You can find further information on the Internet at:

► www.mt.com/retail-UC3Terminal

Working like clockwork!

METTLER TOLEDO launches Fitness Check

Are you keen to make sure your METTLER TOLEDO scales are in tip-top condition ready for the spring and summer season? Then why not make use of the Fitness Check direct from the manufacturer?



Now is the time to make provisions: with the Fitness Check, specialist butchers can proactively reduce the risk of malfunctions or even failures of their weighing technology.

Many butchers and meat processors do not have a service contract for their METTLER TOLEDO scales. This is surely the best possible indication of the trust that customers have in their equipment. However, while our units are generally very reliable, we feel obliged to say that customers without a service contract risk facing severe losses of revenue and profit, should unexpected malfunctions or even sudden failures occur. In the worst case, all sales may even come to a standstill.

Specialist butchers can themselves make an active contribution to minimizing risks of this nature. How? The answer's easy: regular care & maintenance and timely replacement of components prone to wear will keep scales in top condition – and with the METTLER TOLEDO Fitness Check users can now get assistance direct from the manufacturer. The following provides an overview of what the METTLER TOLEDO Fitness Check includes.

Which scales is the Fitness Check available for?

METTLER TOLEDO offers the Fitness Check for all scales in the UC3-Line, bC, LP2 and LP/Mira ranges.

What does the Fitness Check involve?

The Fitness Check includes a comprehensive functional inspection and a check of the condition of METTLER TOLEDO scales directly on site. METTLER TOLEDO service staff make any necessary adjustments and perform any necessary cleaning work – for example cleaning the print head. They also offer tips and advice during the Fitness Check, should additional service and maintenance work be recommendable to extend the life cycle of the scales in question.

How much does a Fitness Check cost and how can I order one?

The Fitness Check is billed separately for each of the scales inspected. A standard price applies for all scale types. For further details or to order an inspection, please contact your local METTLER TOLEDO office directly and mention that you are interested in a "Fitness Check".

Where can I find further information?

Your local METTLER TOLEDO office will be happy to answer any other questions you may have on the Fitness Check via the contact details provided (see reverse).



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