

EM SCO - C

Self-Ordering Paypoint

Big on orders, small on counters.





Your counter takes the orders. Your team makes the food.

In quick service, the counter is the bottleneck: one team member taking orders is one team member not preparing them. The EM SCO Counter puts self-ordering and payment on the counter itself. Customers browse the menu, place their order, pay by card, and take a printed receipt, while your kitchen gets on with the food.

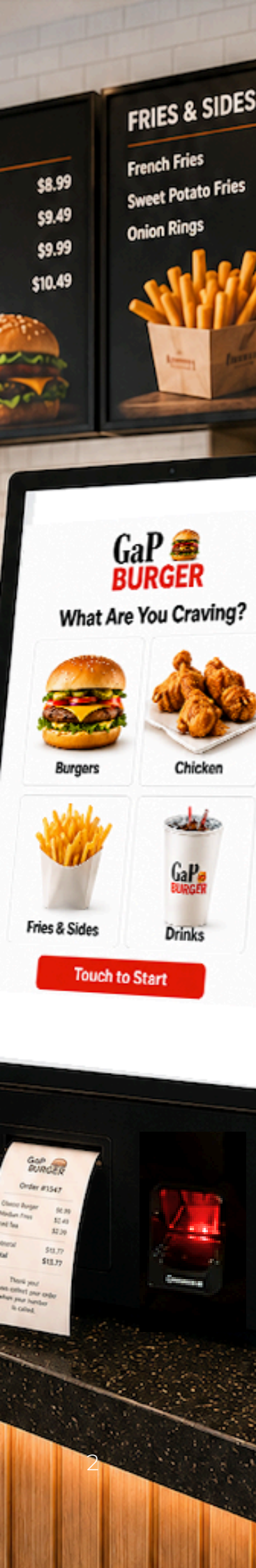
It's a complete paypoint in a compact footprint: a 21.5" touchscreen with integrated scanner and receipt printer, and your payment terminal mounted on a SpacePole arm exactly where customers reach for it. No pedestal eating your floor space. No tablet in a frame.

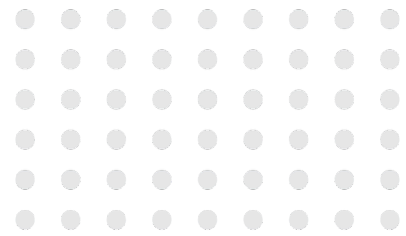
Everything a paypoint needs in one compact unit.

Powered by EM POSTM and connected to EM CloudTM, every kiosk order lands in the same live sales, stock and reporting environment as your counter POS, one system, one view, backed by GaP Solutions across Australia and New Zealand.



Did you know? At one of Australia's largest QSR chains, kiosks now take more than a third of in-store orders.





5 ways it pays for itself



1. Take more orders at peak

The lunch rush doesn't wait for the counter. A self-ordering paypoint takes orders in parallel with your staffed till - more orders per hour from the same counter, same team.



2. Bigger average orders

Kiosk ordering consistently lifts average transaction value by 15-25% in quick service. Customers order at their own pace, browse the full menu rather than the first thing they think of, and add the extras they'd skip if there were a queue behind them.



3. Put your team where the food is.

Every order the kiosk takes is staff time returned to preparation, quality and service. In a tight labour market, that's capacity you don't have to hire.



4. Orders arrive right the first time

Customers key their own choices and modifications, no mishears at a noisy counter, no re-makes, no refunds for wrong orders.



5. Fits the counter you already have

A compact footprint that sits on the counter or mounts to the wall. No pedestal, no floor space lost, no shopfitting required.



Self-ordering that runs on your EM Pos™, not beside it

The EM SCO Counter runs EM Pos™, the same software as your tills. Menus, prices, promotions and product changes flow from one place, so the kiosk is never out of step with the counter.

Menu built for food service

Full menu browsing with photos and categories, laid out the way customers actually choose to see it, tap it, and pay.

One view of the day

EM Cloud™ reporting shows kiosk and counter sales side by side transactions, products, peaks from any device.

Straight to the kitchen

Paid orders route directly to your kitchen printer or display, no rekeying, no lost dockets.

Grows with the ecosystem

Loyalty with Ezi Rewards, online ordering integrations, and multi-site reporting are part of the same connected EM environment when you're ready.

One connected retail system

The kiosk isn't a separate island of sales data. It shares stock, pricing and reporting with your POS and back office, so the day reconciles the way it should.

Everything a paypoint needs. Nothing it doesn't.

21.5" portrait touchscreen

Large, responsive and readable across the counter, guides customers from menu to payment to receipt in a clear, step-by-step flow.

Built-in thermal receipt printer

Order numbers and receipts print on the spot, fast, quiet, no ink cartridges. Customers take their docket and step aside; the queue keeps moving.

Integrated barcode scanner

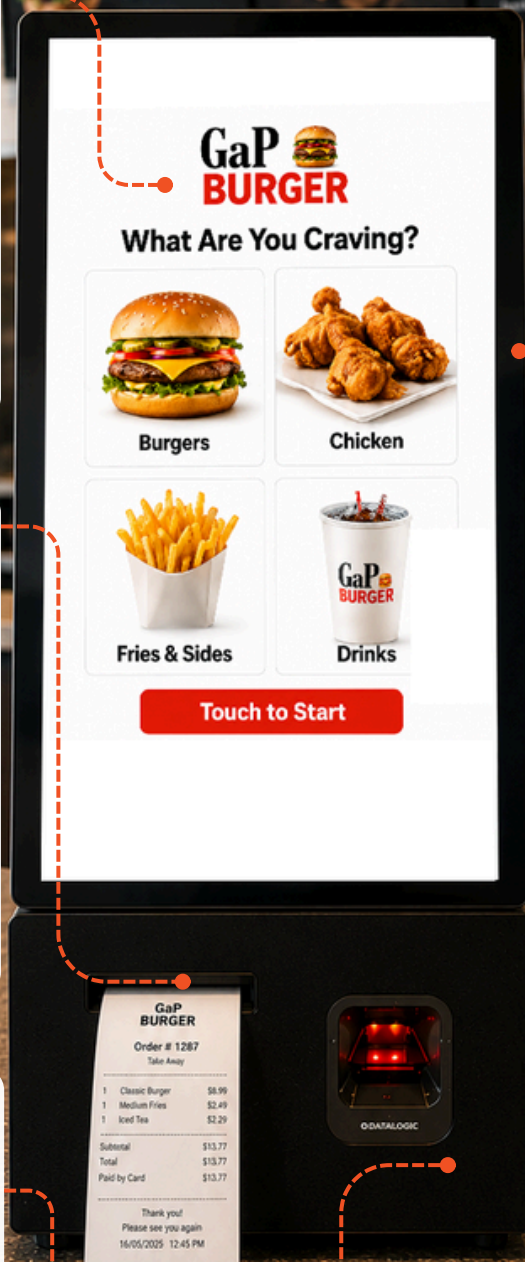
commercial 1D/2D scanner built into the body, scan packaged items, loyalty cards and voucher codes, including barcodes shown on a customer's phone.

Commercial-grade build

A purpose-built retail unit designed for continuous trade, not consumer hardware adapted for the job.

Your payment terminal, your acquirer

The pinpad mounts on a SpacePole arm at the side of the unit, positioned at the right height and angle for customers to reach, and easy for your team to keep clean and serviceable. Because the terminal isn't sealed inside the kiosk, you keep your existing bank and payment provider, and the pinpad can be swapped or upgraded without touching the kiosk. No forced change of acquirer. No locked-in payment ecosystem.



Specifications

Included Components

- 21.5" portrait touchscreen display (EM Pos™ software)
- Integrated 1D/2D barcode scanner, with mobile screen scanning
- Built-in thermal receipt printer
- Payment terminal mount: SpacePole SCO arm (pinpad supplied to suit your acquirer)
- RGB LED status indicator

Technical Specifications

Processor	Intel® Core™ i3-1215U / i5-1235U
Operating system	Windows 11
Memory	4GB / 8GB / 16GB DDR4
Storage	M.2 SATA / PCI-E — 128GB / 256GB / 512GB
Display	1920 × 1080 (16:9), PCAP 10-point multi-touch
Connectivity	10/100/1000 Mb Ethernet, Wi-Fi
Audio	2 × internal 5W speakers
Operating conditions	0°C – 40°C, 20% – 90% RH
Dimensions	300+160 (incl. pinpad arm) × 180 × 760 mm (W × D × H)
Weight	24kg
Camera	A customer-facing camera

Mounting options

Counter mount	Sits on any service counter; ideal beside the till or at a dedicated order point.
Wall mount	Zero counter space; suits tight shopfronts, food courts and order-ahead pickup points.

One partner. Not three vendors.

A kiosk is only as good as what's behind it. Assemble a tablet, an ordering app and a payment provider from different vendors and you inherit three support numbers, three contracts and gaps between all of them.

The EM SCO Counter comes as one accountable solution: hardware, EM Pos™ software, payments integration, installation, staff training and a 24/7 help desk, from one Australian retail technology partner with more than three decades behind the counter.

Your customers expect it. 2 in 3 Australian consumers prefer self-service when they're in a hurry, and 94% of in-person card payments are already contactless. The EM SCO Counter meets them where they already are.

2 in 3 

Australian consumers prefer self-service when they're in a hurry

94% 

of in-person card payments are already contactless.



Implementation



24/7 Help Desk



Technical Service



Training



Australia & New Zealand

Put a paypoint on **your counter**

More Orders | Bigger Baskets |
Faster Service



Contact GaP Solutions

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