

Enhancing Customer Service Efficiency in Retail

No more guessing who's next



Effortless Queue Management for Your Service Counters



In today's fast-paced retail environment, efficient customer service is key to maximising satisfaction. The GaP Solutions Ezi Ticket System is designed to streamline customer flow, improve service accuracy, and enhance the overall experience at your deli, seafood, and other service counters.

Whether your store is large or small, Ezi Ticket offers a customisable and scalable solution that fits your needs.

Our Features



Multiple In-Store Configurations

Customise the system to fit your store's layout, with ticket units for specific zones such as Deli, Seafood, or other service areas.



Customisable Ticket Design

Print tickets can include your store's logo, zone names, and optional messages (e.g., promotions).



Sequential and Separate Numbering

Manage customer flow by separate or sequential ticket numbering across different zones.



Easy Programming

Quickly program ticket updates with user-friendly software.



Voice & Display Announcements

Automatically call the next ticket number through an external speaker and display it on overhead screens, keeping customers informed while staff stay focused on service. (Note: External audio output is required if the optional "Announcer" feature is used.)



Effortless Roll Replacement & Printer Access

Quickly replace ticket rolls with a front-loading printer design, minimising downtime and ensuring a smooth customer flow.

Our Benefits



Improved Customer Experience

Reduce wait times and improve service efficiency by managing queues effectively.



Increase Sales with Messaging

Print promotions or special offers directly on customer tickets to drive additional sales.



Seamless Integration

The system easily integrates with other GaP Solutions EM Cloud™ integrated cloud-based solutions, enhancing the overall service and management experience.



Tailored to Your Store's Needs

Customise ticket layouts, zone names, and numbering systems to match your specific requirements.





Configurations & Customisation

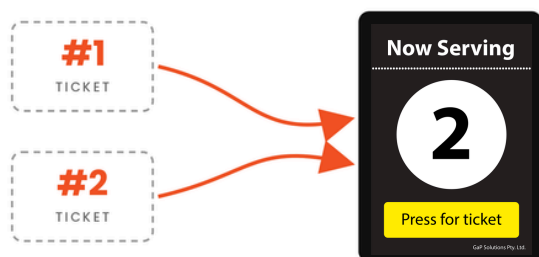
Flexible Zone Configurations

One system, configured around your counters. Ezi Ticket runs one unit or many, across any mix of departments- deli, seafood, meat, bakery with the numbering that suits how your store serves.

• Option A: One queue per department

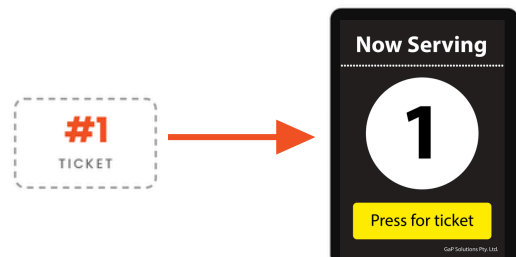
Each department runs its own ticket sequence. The deli can be serving #2 while seafood is on #1 - customers queue where they'll be served.

Best for: stores where each counter has its own staff and its own rush.



ZONE 1 — DELI

OWN SEQUENCE, OWN NUMBERS



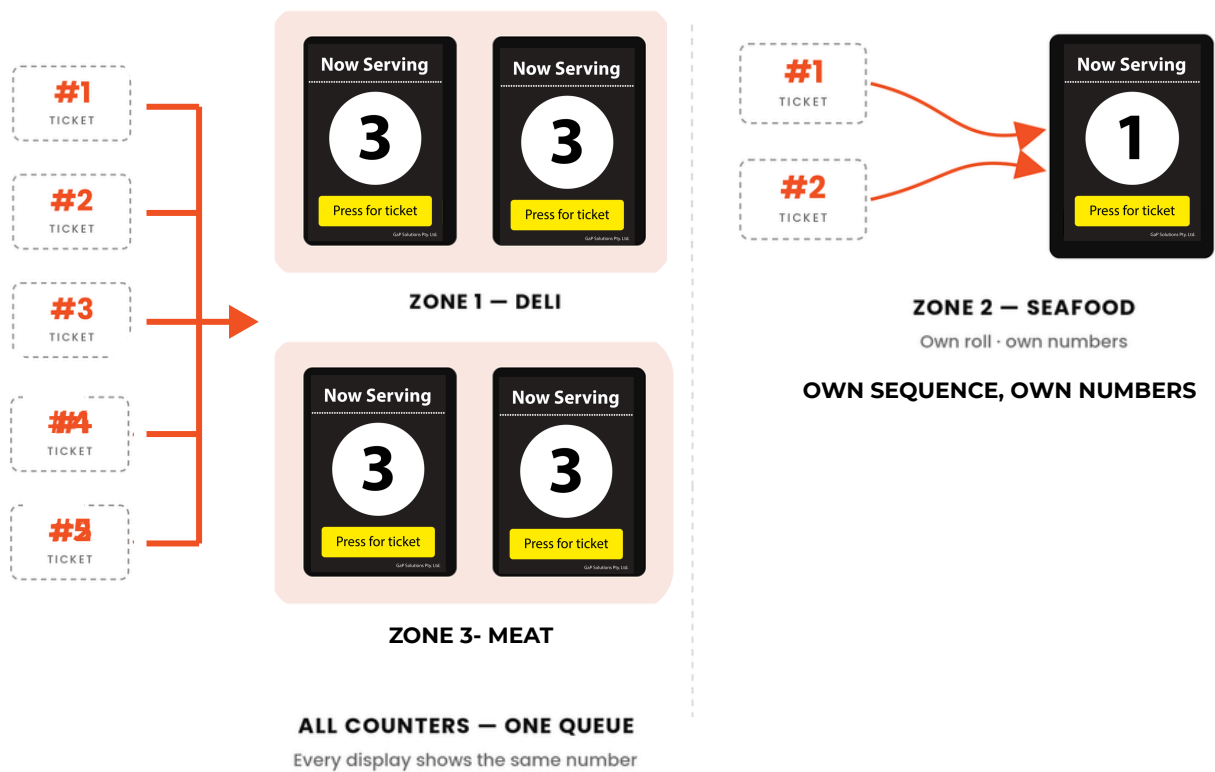
ZONE 2 — SEAFOOD

OWN SEQUENCE, OWN NUMBERS

• Option B: Shared queue across departments

Two or more departments share a single sequence, while others keep their own. Every shared display shows the same number, so one team can serve deli and meat customers in strict order.

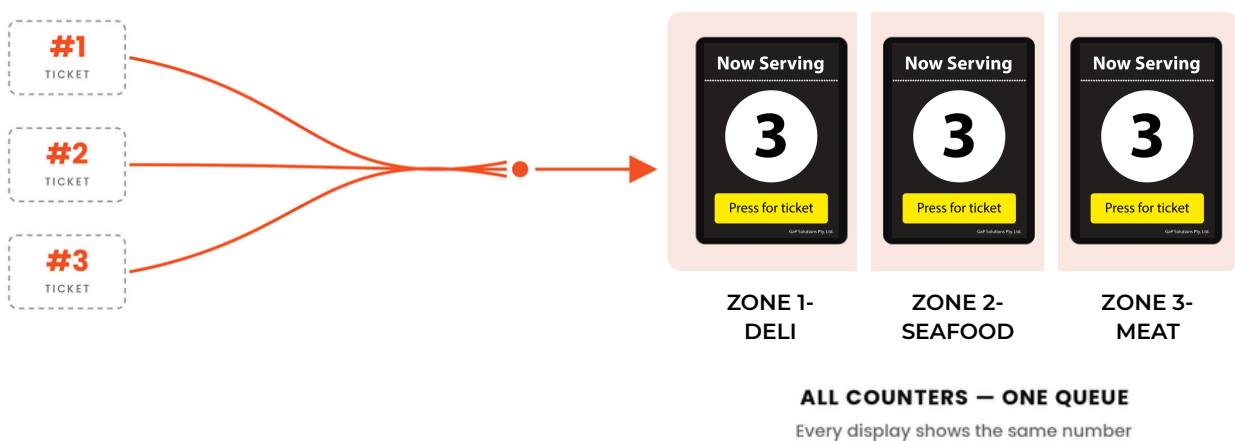
Best for: counters served by the same team, with a busy department (like seafood) kept separate.



• Option C: One queue for the whole counter

Every unit serves the same queue. Customers take a ticket at any unit and are called to whichever counter is free next.

Best for: one long service counter with multiple serving points.



Customisable Ticket Example

Optional Elements	Example
Logo	GaP Solutions Logo
Header	"We have Don's Triple Smoked Leg Ham on special for \$12.99/kg"
Zone Name	DELI
Ticket Number	62
Date and Time	Thursday, 22 October 2024 11:33am
Footer	"Thank you for shopping with us"

Note: The header and footer support rich text formatting, including font style, bold, italics, underline, and text alignment for personalised messaging.



Hardware Specifications

GaP Solutions Ezi Ticket Counter Top Unit Technical Specifications

Component	Details
Display	10.1 inch interactive digital signage
Receipt Printer	Rongta Tech- ACE H1 Paper Width: 72mm Receipt Rolls
Frame	Black Powder Coated Steel
Optional Components	Amplifier and Speaker System for “Next In Line” Queue Announcement Second Operator-Facing Display (For Independent Use Without Ezi-Scale System)
Internet Connection	2m Ethernet Cable

Physical Specifications

Component	Details
Base Dimensions	180mm x 130 mm
Overall Height	400 mm
Weight	Approximately 7.5 kg

Installation Requirements

Component	Details
Power	1 x 230-240 Volt 10 Amp General Purpose Power Outlet
Network	1 x Cat5/Cat5e/Cat6 RJ45 Network Connection Stable
Surface Requirements	flat surface capable of supporting the weight of the unit
Audio Output	External audio output is required if the optional “Announcer” feature is used.

Why Choose Ezi Ticket?



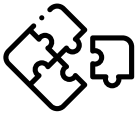
Optimised for Efficiency

Handle high customer volumes with ease.



Customisation at Your Fingertips

Configure tickets to meet your branding and operational needs.



Part of a Broader Suite

Ezi Ticket integrates seamlessly with other GaP Solutions products, making it the perfect addition to your service counters.



Ezi Integration: The Complete Retail Solution

From grocery stores and butcheries to fishmongers and everything in between, whether you operate a single shop or multiple locations, our integrated suite of hardware and software solutions is designed to streamline your entire retail operation. With EM Pos™ and EM Cloud™ at the core, you can easily connect our wide range of devices, including Ezi Scales, Ezi Labeller, Ezi Ticket, Ezi Rewards, label printers, scanners, EFTPOS terminals, and receipt printers, creating a seamless, modern retail ecosystem.

Ezi Scales & Ezi Rewards Integration

- **Encourage Loyalty:**

Integrate Ezi Scales with Ezi Rewards for a fully customised loyalty program, reward returning customers, track spending, and increase repeat purchases.

Ezi Ticket for Queue Management

- **Organised Customer Flow:**

Add Ezi Ticket to your Ezi Scale setup for efficient customer queueing and streamlined order-taking.

- **Engaging Customer Experience:**

Print branded advertisements on tickets, plus optional “now serving” voice announcements, keeping customers informed and engaged.

EM Cloud™: The Centralised Retail Management System

- **Real-Time Data & Reporting:**

Access up-to-the-minute data filtering and reporting from any location, eliminating the need for outdated back-office systems.

- **Seamless Configuration:**

Easily integrate EM Cloud™ with EM Pos™ systems, Ezi Scales, Ezi Ticket, Ezi Labeller, receipt printers, and payment devices for a fully connected solution.

- **Automated Scale Updates:**

EM Cloud™ works with Ezi Scale to convert and distribute all your PLU data-sending product information directly to your scales without manual intervention.



Experience the Benefits

Reduce Costs

Save Time

Serve More Customers



Contact GaP Solutions

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