

Created by industry professionals for industry professionals



**TAILORMAX**

Distinction achieved through industry expertise

Since 2002, Arbelsoft has established itself as a leading software firm specializing in the creation, distribution, and installation of POS Computer System packages and software that have been exclusively created for facilitating the operational management of dry cleaning businesses, shoe repair services, Laundromats and Tailoring Services.

**John Parker**, the CEO of Arbelsoft, has successfully operated numerous satellite stores in Manhattan for over 24 years. His dedication to serving the industry can be reflected by the longevity and success of Tower Cleaners, his current Dry cleaning enterprise, his membership in numerous industry associations and the countless number of innovations he has conceived for creating a versatile product line that has improved a wide range of businesses worldwide. Mr. Parker is a Professional Member of the Dry cleaning and Laundry Institute, a Member of the Textile Care Allied Trades Association, a Certified Environmental Drycleaner and Certified Professional Drycleaner since 1999, and has served as a board member of the NIE Insurance Advisory Committee from 2004 – 2008. Arbelsoft is a Dell Registered Partner, Certified Star Printer software partner, a Better Business Bureau Accredited Member with an A+ rating, and a supplier member of the SSIA, Shoe Service Institute of America. and PFA, Pedorthic Footwear Association.



## OUR MISSION



“Serving over 4800 clients internationally”

# Expertise



Experience offers many important lessons, especially when it comes to creating a product that can continuously service and improve your businesses. During a time span now exceeding 2 decades of working in the dry-cleaning sector, John Parker has learned and devised ways in which to tackle problems that can arise in day-to-day management and operations. To name a few, these include but are not limited to preempting garment loss, eliminating floating garments, streamlining tagging, rack assignments, delivery processes, managing customer requests, selecting accurate upcharges and order details, heightening communication between the headquarters and its satellite stores, managing garment sorting, employee attendance, and more. After the very first version of CleanMax was launched in 2002, the program was tested and debugged, but more significantly we were able to finesse our products from this trial period and address additional issues that one is likely to encounter as a business owner in the dry cleaning industry. Seven years later, we can say that we are confident that our product will better your business because have continued to constantly innovate and improve our products every step along the way.



We are proud to have delivered powerful management solutions to over 4800 businesses internationally. Most of all, we value the lasting impact that we have created for our clients and the value we can create for your business with tools that have been proven to render highly efficient operations, a greatly facilitated management process, increased oversight, minimized risk, and maximized profits.



At Arbelsoft, our clients come first. We will continue to uphold our firm dedication to you through constant innovation, creation, and improvement so that we can provide you with the best service possible. Our dedication has attracted thousands of customers globally and we would love to serve you! Come see what Arbelsoft is about and start experiencing the difference!

## “Greatly Facilitates Management”

**TailorMax** was designed to facilitate management for EVERY Tailor shop owner, regardless of how many stores you operate. In the retail industry, two of greatest obstacles business owners must overcome are barriers to exercising strong inventory control and tight cash control. Oftentimes, it is not a lack of management skills that makes this hurdle more difficult, but rather, a condition that can be accredited to a lack of the proper tools and technology. With TailorMax, whether you are on site or operating from home, you can view real-time details and indicating statistics of your business status for each location that you own,

monitor activity, communicate with any of your employees through our internal e-mail system, and diagnose problems as they occur. To name a few, these include the current volume of sales, employee attendance, employee payrolls, payment statuses, reports, cash flows, tickets ready by that day, overdue tickets, uncharged amounts, void tickets, and credits issued. TailorMax also offers a solution to managing your bills via integrated credit card processing for quick and simple batch charge processing. Once you introduce TailorMax to your business, it can become your most useful aide, manager, and consultant.

## “Accounts for the Complexities of your Business”

**TailorMax** is a POS Computer System designed specifically for Tailoring & Alteration businesses. You can also take advantage of Arbelsoft’s intersoftware compatibility so that if your business offers both Dry cleaning and tailoring & alteration services for example, you can use TailorMax in conjunction with CleanMax to accommodate for all offered services.

which can be expanded without limits. Finally the 4th tier is an up charge function which takes into consideration the material, the silhouette, the details, and the complexity of the garment being handled.

What differentiates TailorMax from CleanMax is the extremely specialized nature of alteration categories. TailorMax is constructed in 4 tiers that allow for you to really hone in on the details of each task you undertake, providing clear direction, enabling quick selection, and facilitating your work process.

We designed TailorMax to ensure that you can have a great deal of freedom, flexibility, and ease. You can create an unlimited number of details for each of the main task specializations, and alter prices freely according to the particulars of your business.

The 1st tier allows for you to select the garment type. The 2nd tier indicates the task specialization with 10 preloaded categories, including button, Hem, Lining Seam, Sleeve, Tape, Waist, etc. which can be expanded to up to 30 different specializations. The 3rd tier lists various subcategories under each task specialization

### Security

- Portable & Remote Hosting Backup
- Back Office Data Replication
- TailorMax-Only Screen (CleanMax, LaundroMax as well)  
Blocks off all other programs for virus protection
- No System Down (NSD) Feature  
Secondary operating systems can immediate function upon primary OS corruption or failure.
- Biometric Recognition – Absolute Cash Control
- Credit Card Encryption to protect customer data by PA-DSS Certification
- Set employee specific cash register access rights  
Dual Cash Drawer Control Feature
- Whole or independent closing by an employee or shifts.

Building  
Better  
Businesses



# OUR STRENGTHS



## “Promotes Highly Efficient Operations”

One thing any business could benefit from is finding ways to save time wherever possible so that its employees can allocate their time into more profitable and efficient operations. TailorMax computerizes a majority of processes that would have been performed manually otherwise and also makes it extremely easy to trace orders, track the status of work-in-progress inventory, employee progress and efficiency, and manage your sales items stock. TailorMax can manage your work process by setting priorities to your workload, so that you can allocate tasks in the most time-efficient and cost-effective manner.

Our program can also expedite the process of taking customer orders and taking care of customer pickups because our features make it extremely quick and easy to locate inventory, which can free up further time so that you can serve more customers and decrease their waiting time. TailorMax is all about enhancing the efficiency of your operations. This is how we have built better businesses in the past, and this is how TailorMax can help you.

## “Maximizes Profits”

Time is money. Losses cost money and potentially your reputation. Extraneous supplies cost money. Operational inefficiencies cost money. Inaccurate upcharges cost money. All of these factors may be chipping away at your bottom line. Our customers have reported anywhere from a 15 - 20 % increase in profits after using our products. We'll tell you where these cost cuts and increases are coming from:

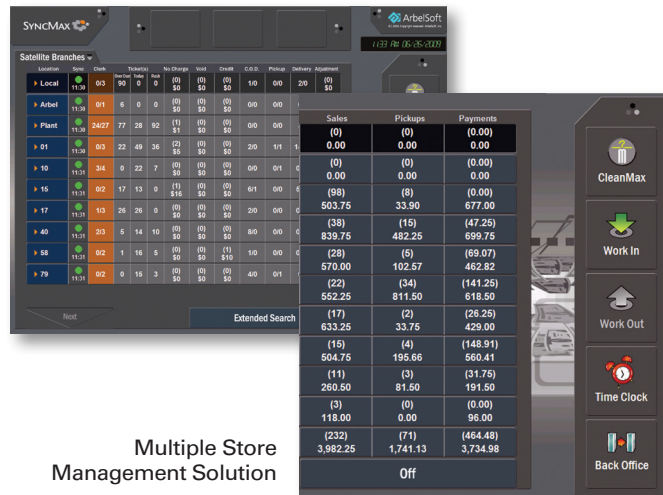
**TailorMax** offers an extremely safe inventory control and total inventory traceability to prevent losses, cash control to prevent theft, and the ability to diagnose when, where, and under whose supervision cash deficits have occurred. All of TailorMax’s security functions will increase employee productivity while creating a business environment of transparent and efficient operations.

TailorMax ticketing functions achieve a level of depth and precision that no other product can provide. This is an asset that will prevent your employees from making incorrect, overgeneralized or undervalued upcharges that do not align with your expenses. TailorMax will maximize your profits with less work.

### Facility

- All in One Computer with 15” Touch Monitor
- Compact Software Design: Handle numerous complex tasks on a single screen without volleying between screens
- Simultaneous execution of customer orders and sales of consumer goods
- One Consolidated Customer Ticket Always
- Prints customer ticket, store ticket & barcode stickers for inventory in one step
- Integrated Credit Card Processing
- Quick Inventory Scanning – UPC Codes or create your own SKU stickers directly
- Quick Scan - Inventory Locator
- Quick Info: View key statistics of your current business status from any location
- Job Progress Tracker, Employee Efficiency Monitor, Pending Tasks List
- Double Confirmation for Route delivery service
- Hide Rack location function
- Integrated Caller ID Feature

## “Gain Strict Oversight”



Multiple Store Management Solution

The **SyncMax** software is ideal for business owners operating large scale businesses with multiple store locations. SyncMax is a two way data transfer and communication system for the remote operation of satellite locations. The system is a perfect complement for TailorMax and specifically allows for you to track the delivery status at each of your stores in order to prevent garment loss.

## Multiple Store Management

The system promotes an effective business environment and provides invaluable insight into the day to day occurrences within your business such as employee attendance, overdue tickets, tickets ready by that day, uncharged amounts, void tickets, credits issued, collective c.o.d. payment amounts, the status of work-in-progress inventory, employee progress, and the number of adjusted payments. Additionally, you can view the status of all sales and payments and consolidate financial reports and statements for easy viewing or to make physical copies for future reference and / or distribution. Billing can be managed quickly and effectively through batch charge processing from anywhere in the world.

**SyncMax** uses real-time streaming for all data and information that passes through to the headquarters, hence empowering you with the ability to effectively & collectively manage your business from any location.



## Absolute Inventory & Cash Control

**TailorMax** provides tight cash control with accurate and easy inventory tracking features, closing statements, and accountability that allows for you to track sales statistics and cash flows between every employee shift. Furthermore, the program offers secure access rights you can preset for specific employees.

After each day, TailorMax creates a closing statement that indicates sales statistics and any cash surpluses or deficits. By keeping tabs on these closing statements daily, you can properly assess the trend of your business volume, and more importantly where, when, and under whose supervision cash deficits were created. These security measures are an invaluable resource to prevent cash leakage and heighten transparency so that you can take action whenever you detect inconsistencies or cash deficits. By minimizing your risk, while also preempting the other form of risk: inventory loss, you will be able to maximize the efficiency of your supervision and management capabilities.

## Intersoftware Compatibility

**TailorMax** software is compatible with other Arbelsoft programs including CleanMax, LaundroMax, and/or SyncMax (for multiple stores). So no matter what service in this sector that your business provides, Arbelsoft products will be able to accommodate your business needs.



We understand that there are a countless number of complexities that you must account for daily as a professional in the Dry cleaning industry. **CleanMax is the only** system on which tickets with garment type, color & patterns (up to 24 colors & 8 patterns), up charge, press only, and alteration options can be simultaneously processed and issued on the same screen without going back and forth between several screens. CleanMax also provides an option that lets you save customer preferences under their account, so that these details can provide crystal clear direction for perfect task execution every time. Customer satisfaction is the crux of any successful enterprise and CleanMax can help you achieve it.

CleanMax is not static. Your business is constantly evolving and changing, and a program that helps your business should be able to do the same thing. This is why CleanMax is set up in three different levels of intricacy where the first level is ideal for smaller stores where owners interact face-to-face with walk in customers, and the third level which supports



larger scale enterprises for handling pick up and deliveries and account receivable functions.

All Arbelsoft products are compatible with one another, so if your business supports both Dry cleaning and tailoring services, you can take advantage of both in a consolidated interface. TailorMax also supports automatic tag assignments, pre or post assignments, and both the Piece and Lot System with AssembleMax, own garment assembly system.

**CleanMax** provides a lot of accountability and oversight over your cash flow and your inventory. The program has a missing ticket search feature and a missing items feature which compiles a list of missing tickets and items immediately after scanning, so that you can track these garments down and minimize your business risk



## Employee Attendance & Payroll Control

Control and manage your employee attendance with a feature that accurately tracks employee attendance with a “Clock-In” and “Clock-Out” system. TailorMax can issue unique 3 digit passwords for each of your employees which they can use for checking in and checking out on each work day. TailorMax is also compatible with a magnetic strip card that your employees can scan, or a finger print reader that your employees can simply place their finger on the device for a super fast “Clock-in” and “Clock-out” process. Using these statistics, the system also provides an easy automatic payroll calculator.

## Procesamiento seguro de tarjetas de crédito certificado EMV

In October 2015, the merchant liability shift has made the previous methods of credit card transaction obsolete. In order to prevent disruption of services to our customers, Arbelsoft has worked closely with Ignite-Firstdata as well as terminal manufacturers to keep our customers up to date with the latest security measures and merchant processing standards. As before, customers will be able to process recurring billing to their customers as well as being able to accept the new EMV standard credit and debit cards.

Ignite-Firstdata has a global footprint of 6 million merchants, the largest in the payments industry. The company handles 45% of all US credit and debit transactions.

In working hand in hand with Ignite-Firstdata, we have procured guaranteed rates with a base of 2.2% ~ 2.8% including fees, with the rates being adjusted based on monthly volume. Customers can rest assured with the belief that their business interests are taken care, safeguarded by Arbelsoft and Ignite-Firstdata.



## Software

- ShoeMax-Standard
- ShoeMax-Full
- SyncMax
- Back Office (Replication)
- Other Software

- CleanMax
- LaundroMax
- ShoeMax
- Integrated Credit Card processing - First Data

### Optional Features

- EMV Terminal
- Apple Pay
- Google Wallet
- Samsung Pay
- Caller ID
- Auto Dialer
- PC Camera
- Finger Print Reader
- Barcode Printer
- Customer Pole Display
- SoundMax
- A/R Module
- Scale for Shipping

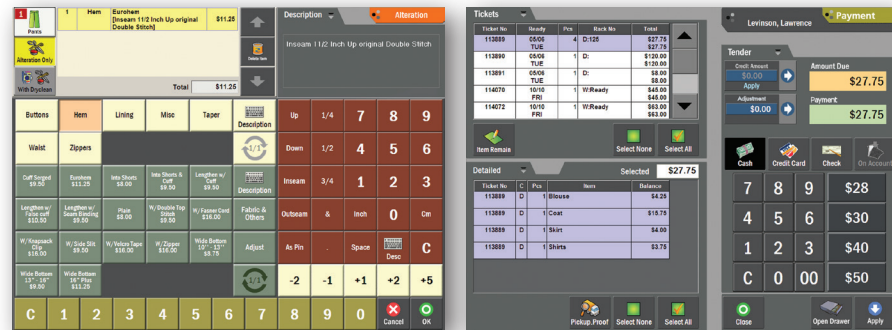
## Reliability

- Durable Hardware from entrusted Brands, Dell, Microsoft, ELO, Star, Zebra, Motorola, Metrologic, Datalogic, WASP, Honeywell, DigitalPersona, Verifone, Logitec.
- Rapid responsive and durable software construction.
- Secure tracking functions for every transaction.
- Accurate Closing Statements & Sales Summary.
- Flexibility & Customization, Match any size & processing
- Microsoft SQL database.
- Data replication for consolidated report.
- Portable and remote hosting backup.
- Credit Card data encryption.
- TailorMax-only screen for virus protection & prohibited date change.
- Real time data streaming for multiple store management.

**Quote Account**, Allows for you to make price estimations for new customers without having to create extraneous customer accounts in circumstances that the customer declines the estimated price. Once the customer accepts the price, the account can thereafter be created, and all quote details will automatically be transferred over to the newly created account.

### Quick Selection: Split or Standard Ticket Printing

The Automatic split feature simultaneously prints one ticket and one tag for each garment. The customer ticket will always be consolidated as a single ticket.



- Auto Recognition of All Customers
- Customer Evaluation
- Customer Alert and Memo Functions
- Customer Transaction History
- View Ticket Status at a glance
- Brands, Material, Instant memos
- 6 Different Pickup options
- Unlimited new item & price group creation
- Employee efficiency tracking tool
- Personalized and customizable icons
- Detailed price tables
- Flexible price alterations
- Consolidate ticket using with CleaMax



**Accurate & precise job description feature (i.e. Hem 2& 1/2 inch inseam + Additional Memos):** TailorMax enables you to describe your order as accurately as possible with our additional memo capabilities. You can create special memos about job conditions, the condition of the material you are handling, or a personal free form memo. You can also select from a multitude of different brand name specifications and add other brand names that your business typically handles for quick

and easy selection in the future.

**Hold (Pending) or Future Price Feature:** Uncertain alteration charges, instant up charges, taxes, discounts, and price adjustments can be easily processed with this feature.

**Instantly Changeable Ticket Generation Option:** This option applies for split or standard ticket printing. The split feature simultaneously prints one ticket and one tag for each garment. The customer ticket

always be consolidated as a single ticket.

**Operations:** You can easily track the work process and view which employee has worked on which job specification to evaluate their job performance in the case of customer claims or complaints in the future. This can also be used to com-

pensate employees in an incentive based compensation system. You can evaluate employee efficiency by reviewing the level of progress achieved by each of your employees such as the number of hems completed by John, or the number of sleeves shortened by Mary, etc.

## Extensive Marketing Tools

**Coupons:** Arbelsoft offers various types of coupons for any occasion such as a holiday discounts, an anniversary sale, etc. Additionally, coupons can be applied for specific terms or by any percentage that you would like. Coupons can also be applied or printed out while issuing a ticket.

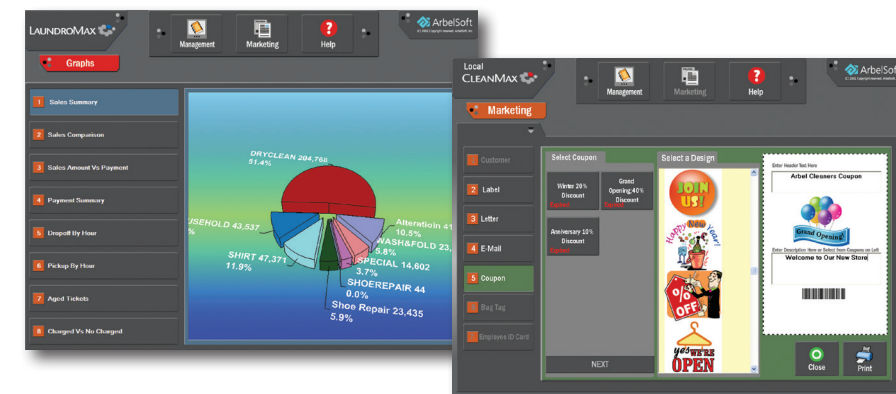
**Most Valuable Customer Search:** Our customer revenue level indicator & ranking feature allows for you to easily identify your most valuable customers. The feature uses color codes and blocks, symbolizing a default \$50 a month per block. You can customize the value of each block, view more detailed customer informa-

tion, or compare their value ranking to other customers.

**E-mail:** Linked to the report feature. Publish fully customizable notifications, coupons, letters, guides, greetings, reports etc to your customers in order to further your marketing campaign. Option of narrowing your target audience to a group of your choice.

**Store Discounts:** Applying store discounts for specific people, groups, categories or during special events for a set term.

**Addresses & Labels:** Cut costs by directly printing stored customer addresses onto your brochures. Never again do you have to waste time and energy manually affixing mailing labels onto your brochures.



## Flexibility & Customization

- Unlimited number of subcategories for the most accurate descriptions
- Can be used in combination with SyncMax and/or CleanMax
- Easily adjustable & customizable price setup
- System Level Controller – Simple, Intermediate, Advanced
- Set employee specific access rights
- Personalize your ticket style, marketing

flyers, newsletters, coupons, etc

- Compatible with foreign currencies
- **Store:** Store hours, Ticket message, Security settings,
- **System:** Time Card, Rack Assignment, Drop Screen Variation
- **Customer:** Level Meter, Ranking Setup, Phone Number & Address Setup
- **Charge & Discount:** Prepayment, membership, referral, mileage plan, Additional storage, store.
- **Ticket & Tag:** Format adjustment, Extra ticket printing

## Hardware

### Work Station

- All in One Computer or Dell Desktop Computer
- 15" ELO Touch Screen Monitor
- EMV Terminal
- Epson Invoice printer
- Posiflex Cash Drawer

### Office Touch Station

- All in One Computer or Dell Desktop Computer
- 15" ELO Touch Screen Monitor
- Epson Invoice Printer
- Brother or HP Report Laser B&W Printer

### Office Non Touch Station

- Dell Desktop Computer
- 19" Flat Screen LCD Monitor
- Brother or HP Report Laser B&W Printer
- SyncMax (For Multiple Store Management)

### Multiple Store Server for Data Replication

- Up to 24 Satellite stores: Dell Power Edge T300 Server Quad core Intel Xeon 2.5 GHz 4GB Memory with 2012 Microsoft SQL database

- Up to 48 Satellite stores: Dell Power Edge T300 Server Quad core Intel Xeon 2.5 GHz 8GB Memory with 2012 Microsoft SQL database

- Up to 96 Satellite stores: Dell Power Edge T300 Server Quad core Intel Xeon 3.165GHz 16GB Memory with 2012 Microsoft SQL Database

### Peripherals

- Printers
- Epson Thermal Invoice printer
- Zebra TLP 2824 Barcode Printer for Heat Seal Tag

- Barcode Scanners
- Motorola DS 9208 1D/2D UPC Code
- Metrologic MK 9540
- Motorola LI 4278 Cordless
- Motorola MT2000 Cordless Memory
- Motorola DS3508 1D/2D

# OUR VALUES



At Arbelsoft, our clients' interests come first. We strive to establish a successful precedent in everything that we do so that we can ensure that we provide you with the best products and services.

We pride the professional quality of our work. We promote an organizational culture that emphasizes the importance of the quality of our relationships with clients and not the quantity of relationships bridged. By fostering these values in every employee we hire into our company, we are confident that success and customer satisfaction will continue to follow us as a firm. Our primary assets consist of our human resources and our reputation. If we diminish the quality of the first asset, we are

undermining our reputation as a whole. We will never compromise the quality of our employee credentials. Therefore for every employee that we do invite to join our team, we place a high level of trust in their intelligence, competency and expertise and that they will always act in your best interest.

We encourage our employees to constantly initiate creative and innovative new solutions for you, especially as newer forms of technology that can improve our software become available. You will always be the first to enjoy our new innovations and software updates because we want our products to enhance your business to the fullest of its capabilities.



## LIVE DEMO

If you want to learn more about LaundroMax or any of our other products, you can schedule an appointment for a live demo as made possible via [www.showmypc.com](http://www.showmypc.com). Our live demo is a wonderful opportunity for you to see and experience our interface and have all of your questions answered. We will also walk you through our program at first, and give you your own time to explore the program on your own.

Request an appointment today at

[www.arbelsoft.com/solutions/livedemo.php](http://www.arbelsoft.com/solutions/livedemo.php)

## LIVE TRAINING

Arbelsoft products are very user friendly, and our customers have found is extremely quick and easy to accustom themselves to using its features. However, we are always there for our clients and pay special care and attention to new users who are in the process of familiarizing themselves with our program. Our program can enhance your business, and we want you to be able to utilize the product to the fullest of its capabilities. If you happen to have any additional questions about specific features or if you would like to learn more about a certain process, we would be happy to give you live training.

[www.arbelsoft.com/support/livetraining.php](http://www.arbelsoft.com/support/livetraining.php)

## AVAILABLE DOWNLOADS

- Software Installation Guide
- System Connection Guide
  - User Manual
- Software Downloads
  - Software Updates
  - Software Upgrades
- Drivers for Arbelsoft Standard
- Drivers for Compatible Hardware

## CUSTOMIZATION

If there are any program requests specific to your business or some sort of feature that you would like that is not on the software you currently own, we can create a custom made addition to any version of any Arbelsoft software you are currently using. Simply contact us with the specifics of your request so that we can make sure your software is the most accommodating of your needs.

### Support Hours

Mon - Fri 9:00 AM to 5:30 PM EST  
Weekend and Evening: A customer has Service ID

## PASSWORDS

We use a password system to protect your security. **All passwords:** Initial Activation Passwords, Store Information Passwords, Annual Passwords, Monthly Passwords, Update Passwords and Upgrade Passwords can conveniently be received or retrieved from our website!

## Services

Customer Satisfaction is our top priority. We have experienced a rapid growth in popularity due to customer referrals by those who were impressed with the quality, reliability, and promptness of our customer service.

Although our system has been designed to be extremely user friendly, we would like to provide you adequate resources so that you can become comfortable with using our products as quickly as possible. Refer to our list of available downloads, which are full of tools we have created to help our customers.

Our employees are always ready to assist you!

### Initial Training

We provide free initial training for all of our customers where we can walk you through all the features of our program and make sure that you are comfortable with them.

- Help you customize your system so that it meets your demands
- How to use every one of our features
- How to set up your system
- How to utilize and install hardware
- Specialized training for multiple store operations
- Answers to your questions & uncertainties
- Instructions that have been tailored to your managers and other key personnel

### Customer Care Plan

#### BENEFITS

- Trouble shooting in case of technical difficulties
- Technical assistance via telephone, internet, E-mail.
- Remote Hosting Data Backup Service
- Loaner Hardware
- 24/7 Supports

#### SILVER EDITION

- Free Software update & Support

#### GOLD EDITION

- Free Software update
- Hardware Maintenance Labor
- Loaner Hardware

#### DIAMOND EDITION

- Free Software Update
- Hardware Maintenance Parts & Labor
- Loaner Hardware

less work, more profits

**CLEANMAX**  
WE UNDERSTAND DRYCLEANING



 **ArbelSoft**  
The world leading retail softwares

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**LAUNDROMAX**   
MASTER PIECE OF LAUNDROMAT SOFTWARE

**SHOEMAX**   
THE PROFESSIONALS RIGHT CHOICE

**SYNCMAX**   
MULTI LOCATION MANAGEMENT SOLUTIONS