



The Next Generation Of Laundry Software

Smart tracking, automation, and analytics in one ERP system.



WWW.CARAMELSOFTWARE.COM



Catalog 2026

Smart & Accurate Ordering

SMART INTERFACE

Create orders in seconds with Caramel's flexible, one-page design. Add garments manually, by barcode/RFID, or through online requests — all without switching screens. This streamlined layout was shaped through real feedback from laundry professionals, making every action intuitive and fast.

DETAILED & DYNAMIC

Attach detailed service options such as cleaning type, ironing, or stain removal, along with garment attributes like fabric, pattern, and color. Caramel automatically adjusts pricing based on the selected options and related operations, ensuring precision and transparency. Add notes, defects, or customer requests with ease — everything stays linked to the right item for error-free processing.

SMART CAPACITY

Optimize your daily operations with Caramel's intelligent capacity planner. It automatically adjusts preparation and delivery dates based on workload, skipping holidays and preventing overbooking. Maintain smooth production flow and consistent delivery times — even during peak periods.



CUSTOMER NOTIFICATIONS

Keep customers informed at every step. Automatic SMS or email updates notify them about pickups, deliveries, and order readiness. Customers can view garment photos, track order progress in real time, make online payments, and review full order history. After delivery, they can rate their experience — helping your business continuously improve.

ERROR-FREE PICK-UP

- Staff can scan barcodes to instantly select the correct items.
- The system prevents mix-ups by ensuring garments can only be delivered to their rightful owner — any mismatch triggers an instant alert.
- Drivers are assigned automatically or manually, and their workload is tracked in real time.
- Each driver accesses the system using a personal barcode ID or RFID card, ensuring secure and fully traceable operations.



PHOTO DOCUMENTATION

Take photos of garments directly during check-in to highlight stains, damages, or specific spots. Images are automatically linked to the item, visible both to customers through their mobile app and to staff later during workflow processing — ensuring perfect clarity and accountability.



DELIVERY & SHIPPING

Caramel makes delivery and pickup seamless and organized. Assign delivery details per order, track shipments, and optimize driver routes using navigation apps like Google Maps. Drivers can view addresses, contact info, and item details, minimizing delays and errors.



Workflow

TIMING & CONTROL

- Caramel ensures every task follows its predefined workflow and required prerequisites.
- Each operation is time-tracked and monitored for repetitions, delays, or skipped steps.
- Actions can be paused, suspended, or undone when necessary — keeping workflows precise and controlled.

VISUAL & CONTEXTUAL

Technicians can view garment photos, notes, and special requests directly on their screen — preventing errors and improving accuracy. Visual and audio alerts keep staff aware of important instructions in real time.

BARCODE-DRIVEN EXECUTION

Perform or schedule operations instantly by scanning a barcode — no need for keyboards or touch screens. Tasks can be undone, canceled, or auto-triggered based on context.

EXPRESS & PRIORITY

Caramel automatically detects express and priority items, alerting staff in real time to ensure they are processed first. Smart notifications keep your team focused on urgent tasks, helping you deliver faster and exceed customer expectations.

SMART SPACE MANAGEMENT

Caramel's intelligent space management system automatically suggests the most efficient storage locations based on order grouping, garment type, and available capacity. This ensures garments are stored in optimal positions for quick retrieval and organized delivery.



QUALITY CONTROL

In Caramel, quality control isn't an afterthought — it's a built-in stage before garments are stored. Staff verify each item against photos and notes, ensuring stains or damages are properly handled. If an item fails inspection, it's flagged and automatically routed for reprocessing. At this stage, the final garment cover can be applied, and a barcode label with the customer's name and order details is attached. If a stain remains after cleaning, the system automatically adds an apology note to the label — keeping communication transparent and professional.

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Customers can follow every step of the process on their mobile app — from cleaning to final inspection — and receive an instant message or notification as soon as their garments are ready

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Management & Dashboard

ADAPTIVE CONFIGURATION

Every laundry operates differently, Caramel adapts to your workflow. Define your own barcode actions, operation sequences, and pricing rules to match your exact needs. Managers can customize dashboards, reports, and staff permissions for complete flexibility.



PERFORMANCE MONITORING

Caramel gives you full visibility and control over your entire operation.

- Track staff performance with precision — view total operations completed, active working hours, rejected and suspended items, and detailed activity logs.
- Monitor driver routes and deliveries in real time to know exactly how many garments each driver has handled.
- Quality control feedback highlights garments returned by customers or flagged due to missed inspections, helping identify recurring mistakes and training needs.



ACCOUNTING

Designed according to global accounting standards, Caramel includes every tool your business needs.

- Manage taxes, accounts, loans, fund transfers, and refunds effortlessly.
- Support for POS devices, online payments, and any third-party financial service is available through open APIs.
- From automated invoices to real-time synchronization, Caramel keeps your financial operations accurate, integrated, and fully under control.

DASHBOARD & ANALYTICS

Caramel's interactive dashboard delivers clear business insights at every level.

- Dynamic charts display revenue, expenses, and profit across daily, weekly, monthly, quarterly, and annual periods.
- Go beyond finances — track customer growth, new vs. returning clients, and visit frequency.
- Visualize order and item volume trends, and generate custom transaction reports filtered by date, status, or type.
- Detailed customer and vendor reports reveal outstanding balances, loyal clients, and those with delayed payments — giving you complete business intelligence at a glance.



Customer Portal

SMART ORDERING

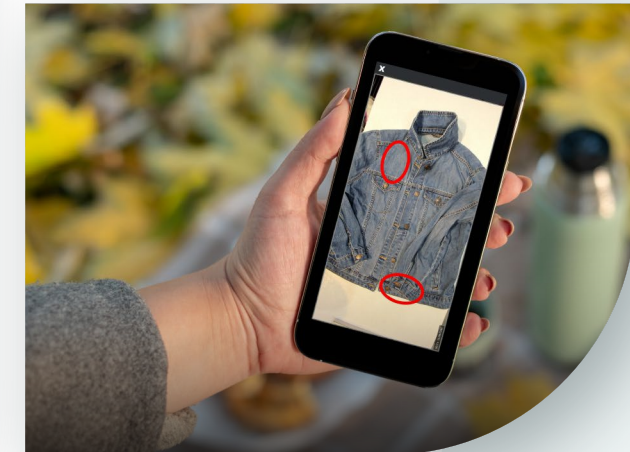
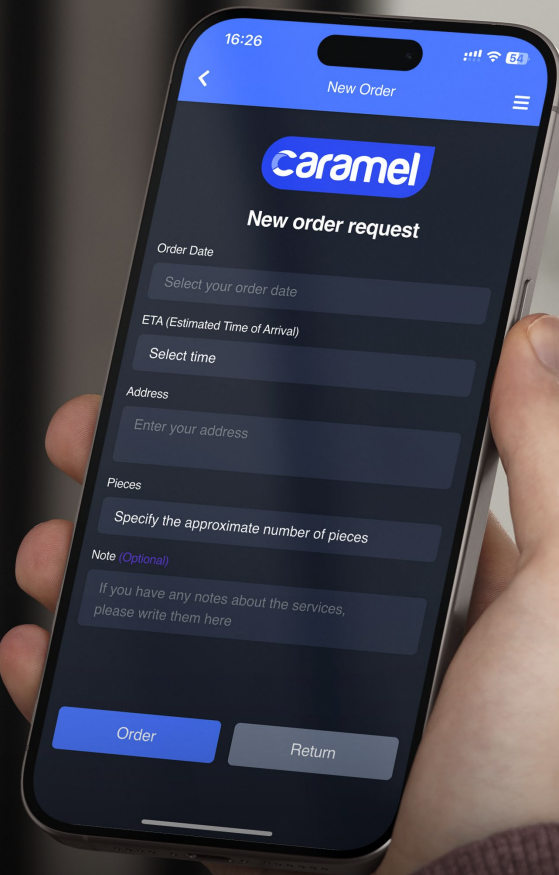
Caramel's CRM system allows customers to place and track their orders online with ease. They can view order details, invoices, and make online payments securely.

- The system intelligently limits ordering to specific zones and available times, ensuring realistic pickup and delivery scheduling.
- Order and preparation dates are dynamically calculated based on real-time capacity data from the core system.
- Driver apps (currently in development) will connect seamlessly for delivery updates and route management.

HYBRID CONNECTION

Caramel supports a hybrid deployment model where the core software runs offline on local servers, while the CRM operates online.

- Both systems communicate through a secure, intelligent bridge that ensures real-time data exchange without exposing sensitive information.
- All core business data remains fully protected within your local network — only temporary customer and order data are stored online to enable remote access and updates.



FEEDBACK & ENGAGEMENT

After receiving their orders, customers can rate services, leave comments, and share photos or videos directly with management. This interactive feedback system strengthens customer relationships and helps maintain service quality.

In the future, these ratings will feed into Caramel's AI engine to analyze satisfaction trends — identifying the most effective cleaning materials, preferred staff, and areas for improvement. Every interaction, from chat to review, stays organized and easily accessible within the CRM.

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COMMAND BARCODES

Caramel's command barcodes let employees perform operations instantly with a single scan.

Each barcode can be programmed to trigger specific actions or workflows — from marking garments as cleaned to updating delivery status. Commands can be executed individually or in batches, making repetitive tasks faster and error-free.

Employees don't need any computer skills — no keyboard, no mouse. With simple barcode scans, supported by clear visual and sound cues, they can complete every step confidently and accurately.

This unique technology, developed exclusively by Caramel, transforms the way laundry operations are performed and managed.

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GARMENT BARCODES

Garment barcodes come in two types: single-use and reusable. Single-use labels are ideal for items like shoes or scarves, while reusable fabric tags can be sewn directly onto garments. These durable tags withstand over 40 washes without fading and allow every item to maintain a complete service history. When a returning garment is scanned, it's automatically added to a new order — no need to recreate details manually.



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Barcode & RFID System

MACHINE BARCODES

Machine barcodes link every operation to the exact equipment used. By scanning a washer, dryer, or press, Caramel records when and where each process occurred — enabling full traceability. The system tracks machine usage rates, helping schedule maintenance and ensuring balanced workload distribution.



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STORAGE LOCATION BARCODES

Assign storage locations quickly and precisely with location barcodes. Shelves, conveyors, and racks can each carry a unique barcode, allowing instant allocation during quality control or storage. Entry and exit gates are also barcode-enabled, tracking item movement and physical location in real time. Like command barcodes, assignments can be applied individually or in batch mode.



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