



# HOSPITALITY ORDERING FOR

## CONTRACT CATERING & FM

The Hospitality Ordering module provides a complete online system for managing hospitality services in single or multiple locations. Clients using this module typically manage serviced offices, conference centres, outside catering businesses, or work within a facility that has significant meeting and conference room space. The module provides an online platform for customers to place an order and includes all of the processes needed for a hospitality team to manage that order internally.

IndiCater is a secure password protected system offering clients and users alike peace of mind



Clients control the precise level of access that their system users have to the various module features

**24/7**

As a web based system Hospitality Ordering can be accessed and used 24/7



Licensed for use on a monthly basis - additional IndiCater modules can be added at any time in bite-size stages

**“I NEEDED A SOFTWARE SOLUTION THAT GAVE ME FLEXIBILITY. INDICATER GAVE ME THAT IN ABUNDANCE”**

Gordon Vaughan - site Customer Experience Manager, Sodexo



**Third Party Applications**

IndiCater modules can be seamlessly linked to 3rd party applications such as SAP, Sage, J D Edwards, Snowdrop, TISSL, Centegra and more.

Data can be IMPORTED into IndiCater from EPoS and Cashless systems and EXPORTED into accounts and payroll systems

### Key module features

- Menus and tariffs changed at the click of a button
- Approve or reject orders with reasons
- Payment by credit card, electronic invoice or charged to cost centre
- Automated kitchen production and delivery schedules
- Allergens and special diets highlighted
- Customer order status view
- Optional pre set delivery times
- Create special promotions
- Room booking feature
- Sports booking feature
- Retail shop feature
- Comprehensive reports



## Taking a closer look...

Hospitality Ordering can be tailored and branded and its use protects the bottom line. Everything that is ordered is captured and processed through the system eliminating errors, reducing waste and speeding up payment timelines. Customers have access to a simple, easy to use system which is accessed via the web using tablets or other hand held devices and encourages trading up or taking advantage of ever changing special offers and promotions. Menus and tariffs can be changed with ease and adjustments made in line with product prices, seasonality and availability.

**NEW!** Room Booking, Sports Booking and an Online Retail Shop option is now available as part of Hospitality Ordering or as a stand alone tool.

### Reports and exports

Where internal recharging for hospitality services is not appropriate, a default Shopping Basket has been integrated with Sage Pay which allows for secure online payments to be made using credit or debit cards. Sage Pay is configured with a client's own Merchant Account number and provides direct access for managing credits and reviewing data transactions for bank reconciliations.

Hospitality Ordering can be integrated with other payment systems if required.

For clients using additional IndiCater modules such as Finance and Flash Reporting, all sales are seamlessly shown in the Income and Reporting sections, and can be exported to any accounting application.

## WHAT PEOPLE SAY ABOUT US

"The application to detail and flexibility of the IndiCater project management and technical team when working with our business and technical staff made the initiative a success"

**Richard Baxter - Head of IT, ARAMARK**

## Real Time Reports

Kitchen Production Schedules

Delivery Schedules

Sales by date, cost centre, and location

Cancelled Orders

Customer Invoicing

Customer Feedback

KPI Summary



## You may also like...

### Virtual Deli!

Popular with busy café and quick service operations, Virtual Deli is an online pre order and pre pay application which helps to reduce queue times, optimise sales, and integrates with Sage Pay.