

FEATURE FOCUS

ALLERGEN COMPLIANCE

FEATURE OVERVIEW

IndiCater's Allergen Compliance feature is a new free of charge upgrade to the Recipe Costing tool. It provides a simple process which enables food service staff to respond to customer allergen queries, and identifies whether a particular dish contains one or more allergens.

The feature includes an additional option to complete an online Accreditation and Certification process. If a company chooses to exceed legislative requirements, tailored menu point of sale materials are available in order to respond quickly to customer queries. A default menu item allergen chart is also available.



GETTING THE ALLERGEN DATA

Suppliers for each client using Recipe Costing upload their catalogues to IndiCater (over 500 so far, more every day). Recently all suppliers have been sent a new catalogue template which includes fields for each of the required 14 allergens. Clients also have access to a manual allergen entry method where they can take and enter the data from the packaging for non catalogue suppliers.



The 14 Allergens are:

Celery, Cereals containing gluten, Eggs, Fish, Lupin, Milk, Molluscs, Mustard, Peanuts, Sesame seeds, Shellfish, Soya, Sulphur dioxide and Tree nuts.

RESPONDING TO CUSTOMERS

For clients already using Recipe Costing, the allergen data is automatically attached to each product in each recipe. It is essential that the supplier has uploaded the new combined Product and Allergens catalogue in order to do this.

In response to a customer query, the food service staff would either:

1. Dynamically search for the recipe at the point of service using a hand held device like a tablet
2. View the recipe on a computer screen
3. Print off all the recipes with allergen data using the recipe card PDF print option

CLIENT PROMISE

Everything we do at IndiCater is delivered by an experienced and knowledgeable team who understand your hospitality business.

We are happy to liaise direct with your suppliers to help them provide the allergen data you require.

WHAT INDICATER TOOLS ARE NEEDED FOR ALLERGENS

- Recipe Costing tool
- Supplier Catalogues uploaded to the IndiCater Portal (by suppliers and/or clients)
- Supplier Catalogue Template WITH Allergen fields

WHAT CLIENTS NEED TO CONSIDER

- Do you have catalogues from all of your suppliers?
- Will you need to manually create any catalogues on behalf of smaller suppliers?
- Have you checked your suppliers list against those already uploading their catalogues onto IndiCater?
- Do you want to notify your customers that you comply with Allergen legislation (see Q&A)?
- Are you aware that the system assumes the catalogue template contains the master data?

FREQUENTLY ASKED QUESTIONS

Q. I know I must comply with allergen legislation but I am not ready to get priced catalogues from our suppliers. Is there an alternative?

A. Yes, you can create catalogues containing un priced supplier products and not use the costing part of the tool.

Q. Can I get Accreditation which demonstrates to my customers that we comply with the legislation?

A. Yes, our partner provides Allergen Accreditation using an online tool to achieve this. The first year's subscription (per outlet) to this service is included in the subscription cost to Recipe Costing Premium.

Q. When do I need to be compliant?

A. 13th December 2014.

WHAT NEXT?

New to IndiCater?

Contact IndiCater Sales on
0333 2400470

Existing Customer?

Contact your Client Account
Manager and they can talk
you through the simple steps
required to activating
Allergens, and how to
subscribe to the Recipe
Costing tool