ADVANCED ORDERING MODULE
INDEPENDENT SELF-ORDERING PORTAL
& SERVICE DASHBOARD
Synergy Tech Suite is dedicated to helping you mitigate risks and offset staffing disruptions while maintaining the highest levels of dining services and family member outreach for your residents & patients during this period of limited communal dining and visitor restrictions. We are pleased to offer the following solutions to address the needs of both independent living and care communities while the COVID-19 outbreak is affecting your operations.

**‘NEW’ Self-Ordering Portal**
Allows your independent residents who own a personal tablet or computer to place orders directly from the safety of their rooms.
For residents without a personal device, a staff member can quickly share what’s on the menu and accept orders for several days in advance.

**Advanced Ordering Module**
Visit your patients to take their meal orders up to 7 days in advance on a tablet or laptop computer.
Orders may also be placed via phone for those without a personal device or who require more limited engagement.

**Service Dashboard**
View the service dashboard on a tablet or PC to quickly see which residents have ordered, who refused a meal and who still needs to place an order.
Closely monitor diet orders and allergy changes as well as all new admissions.
Self Ordering Portal
Advanced Ordering Module

Self-guided Configuration Tool
All orders are transmitted to your Synergy system, enabling you to accurately predict your production requirements and easily print your delivery tickets a few minutes before meal delivery begins. The Dashboard provides a heads-up display on a screen or tablet so you know the status of each person’s order and meal.
Family Portal

Allows Family Members to remotely view menus & monitor meal histories

• Menus are based on the resident’s specific dietary requirements, not just the regular menu
• Family members can view and monitor the resident’s order history for improved choices
• Access to the system is based on the permissions allowed by your community – the customized site will display your community’s logo
• Training & implementation teams will assist with menu change strategies and provide direct training and project management support to ensure a smooth and rapid launch.

• For complex set ups or multi-site communities that require additional assistance, we will provide extra service at discounted rates.

  • $700 CAN for up to 7 hours
  • $1,400 CAN for 15 hours
  • Hourly services at $100 CAN

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**Service Package Options**

1) **Complimentary Support Package**
   - Includes one (1) hour of **free** onboard training & support
   - Synergy Tech Suite Customer Success Team will ensure that you receive the guidance necessary to learn how to access the system, print tickets and answer any additional questions you may have.
   - Written and video training tools will be provided for your convenience *(as seen in insert)*

2) **Synergy Tech Suite Supported Package**
   - Training & implementation teams will assist with menu change strategies and provide direct training and project management support to ensure a smooth and rapid launch.
   - For complex set ups or multi-site communities that require additional assistance, we will provide extra service at discounted rates.
     - $700 CAN for up to 7 hours
     - $1,400 CAN for 15 hours
     - Hourly services at $100 CAN
This option can be programmed to automatically print tickets at a designated time prior to each meal service.

Simply requires a network connection, power source and receipt paper.

The tickets will be pre-cut so that you can simply sort and start production.

Discounted Price of $582.75 CAN per printer
Receipt Paper $49.99 CAN per box