

Paytronix Catering

FlightPath additional service overview

Together we'll land this

Contents



By the end of this document, you'll be well-prepared to choose the Service option that best suits your needs.

- **Service options overview**
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Paytronix Catering Option 1 Overview

Customer Profile:

This service is designed for restaurant brands that are looking to implement an online experience that will grow their business and provide thoughtful guest experiences.

FlightPath Outcomes

Following your FlightPath, you will:



Have an online catering site tailored to your brand



Begin receiving catering orders in your store



Be ready to collect catering payments from your guests online



Be able to navigate the Paytronix system and leverage various catering features within the system



Have orders from ezCater sent directly to your POS



Manage your catering menu and orders all in one place

Customer Effort:

A typical FlightPath requires at least 40 hours effort from your team to go live with your new system.

Typical Duration

70% of our customers go live with their system in 6 weeks.

Optimal Duration

Customers with the capacity to complete their activities quickly take as little as 5 weeks from purchase to go-live.

Service Experience

This is a collaborative experience where you will be required to provide prompt feedback on system configuration to ensure the platform meets your requirements*

* Refer to the Service Summary slide for a detailed breakdown of your FlightPath

Each of our Service Packages delivers a tailored set of system functionalities, strategically crafted to align with your business needs and drive impact.

Configured Product features included in Paytronix Catering		
Feature	Summary	Option 1
Third Party Delivery	Paytronix offers a service that allows you to dispatch delivery orders to DoorDash Drive and / or Uber Direct for a flat per-order fee.	●
Negotiated Rates (Uber/Doordash)	If you have a lower negotiated rate with Uber or DoorDash for Third Party Delivery, Paytronix can pull in those rates.	●
Reporting & Analytics	Report on the data collected through your Online Ordering sales.	●
Additive Lead Times	Rules and settings configuration to ensure your kitchen stays on track and guests are provided with accurate quote times.	●
Guest Surveys	Collect feedback from your guests after they order to gather data on their experience.	●



Each of our Service Packages offers a curated suite of outcome-driven services, expertly designed to deliver the fastest possible return on investment (ROI).

Implementation Services Included for Paytronix Catering		
Service	Summary	Option 1
Welcome Call - Menu Pull & Store Creation, POS Settings Configuration, Lead Time & Catering Settings Review	Paytronix will provide an overview of the Online Ordering launch process and duplicate your existing sites as catering sites. We will discuss how lead times for catering orders should be calculated and when catering orders should be sent to the POS. We will provide training on how to configure these settings and if you have a preferred set-up we will provide additional guidance.	●
Menu Review & Finalization	You will review all items and modifiers on the menu synced from your POS to ensure that everything is ready to be guest facing. Your consultant will ensure everything is clarified and validated during this time.	●
Loyalty Requirements Gathering & Configuration	Paytronix can add tracking wallets for catering-specific orders so that you can market directly to your catering guests. Our teams will also discuss if there are any other catering-specific adjustments that you'd like made to your existing loyalty program.	●
ezCater Coordination & Testing	Once finalized, Paytronix will share your catering menu with ezCater and then complete order testing.	●
POS Lab Testing & Configuration Copy	We will work together to send a variety of test orders to your POS to ensure that everything is functioning as expected.	●
Online Ordering Configuration - QA Checks	Paytronix will meet internally to perform a QA check and ensure that your merchant is fully ready for go-live.	●
Go-live Preparation	Review plan for launch day and answer any outstanding questions before launch.	●
Launch Support	Paytronix will be available to support you through go live. We will work together to resolve any issues that come up through launch and keep a log of any issues that are not able to be resolved immediately.	●
Post Launch Review & Handover to Support	2 weeks after launch, we will complete a final review of the project and transition things to the Paytronix support team.	●



Alongside our standard Services Packages, we offer value-added services provided by our expert consulting teams. Explore how we can further support your success.

Additional Services Available for Paytronix Online Ordering (Included)		
Service	Summary	Option 1
Included additional Services	Each FlightPath includes a set number of additional services, you can purchase additional services beyond this if required.	2
Pizza Concept + Half-Toppings Functionality	For clients whose menus consist of at least 50% pizza and include half-topping options, this selection is required. *Half toppings are supported with 1st party ordering but are not supported with Marketplace Management.	●
Additional Concepts	For restaurants that have separate concepts as opposed to one unified brand.	●
Catering-specific loyalty tracking	Paytronix can add tracking wallets for catering-specific orders so that you can market directly to your catering guests. Our teams will also discuss if there are any other catering-specific adjustments that you'd like made to your existing loyalty program.	●

Additional Services (chargeable)		
Service	Summary	Option 1
2nd POS Integration	A second POS in addition to the primary POS this project is aimed at launching.	●
3rd Party Payment Gateway	Using a payment gateway outside of Paytronix Payments or Toast Payments. This applies to clients requiring additional payment gateway configurations alongside their existing standard ordering site setup.	●

