
Welcome to ezCater

Solutions to help you grow and manage your catering business from customer acquisition through professional, reliable delivery. Scan the QR code to learn more about how ezCater orders work.

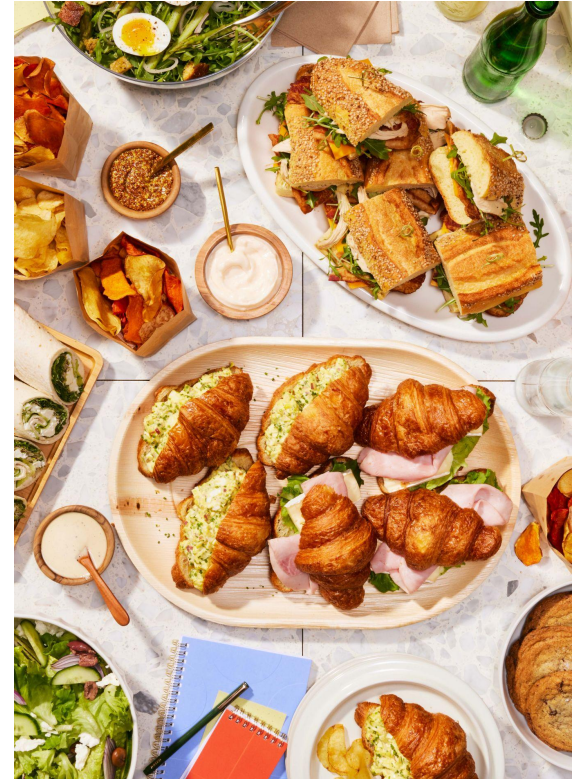
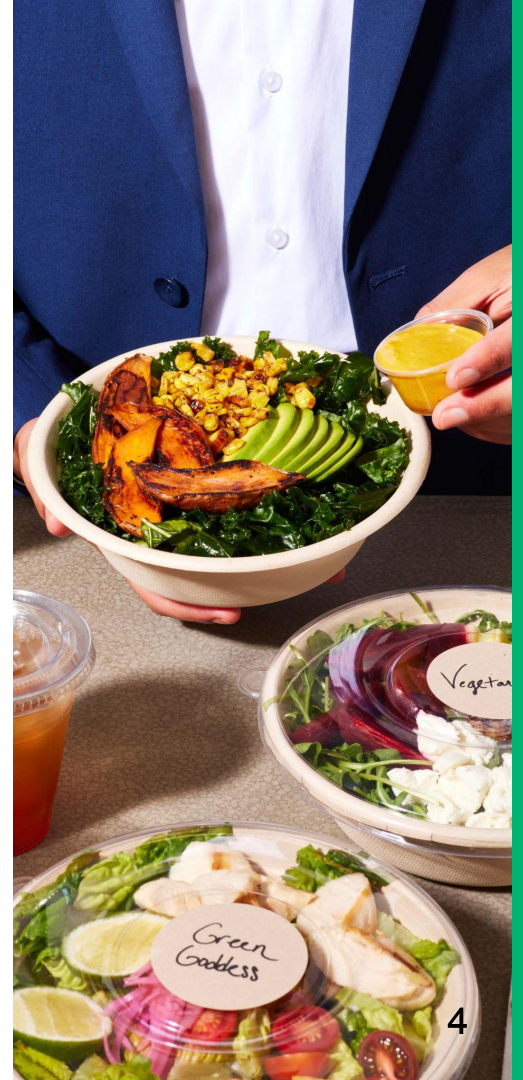


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8. Reporting & performance
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What is ezManage?



How to access ezManage

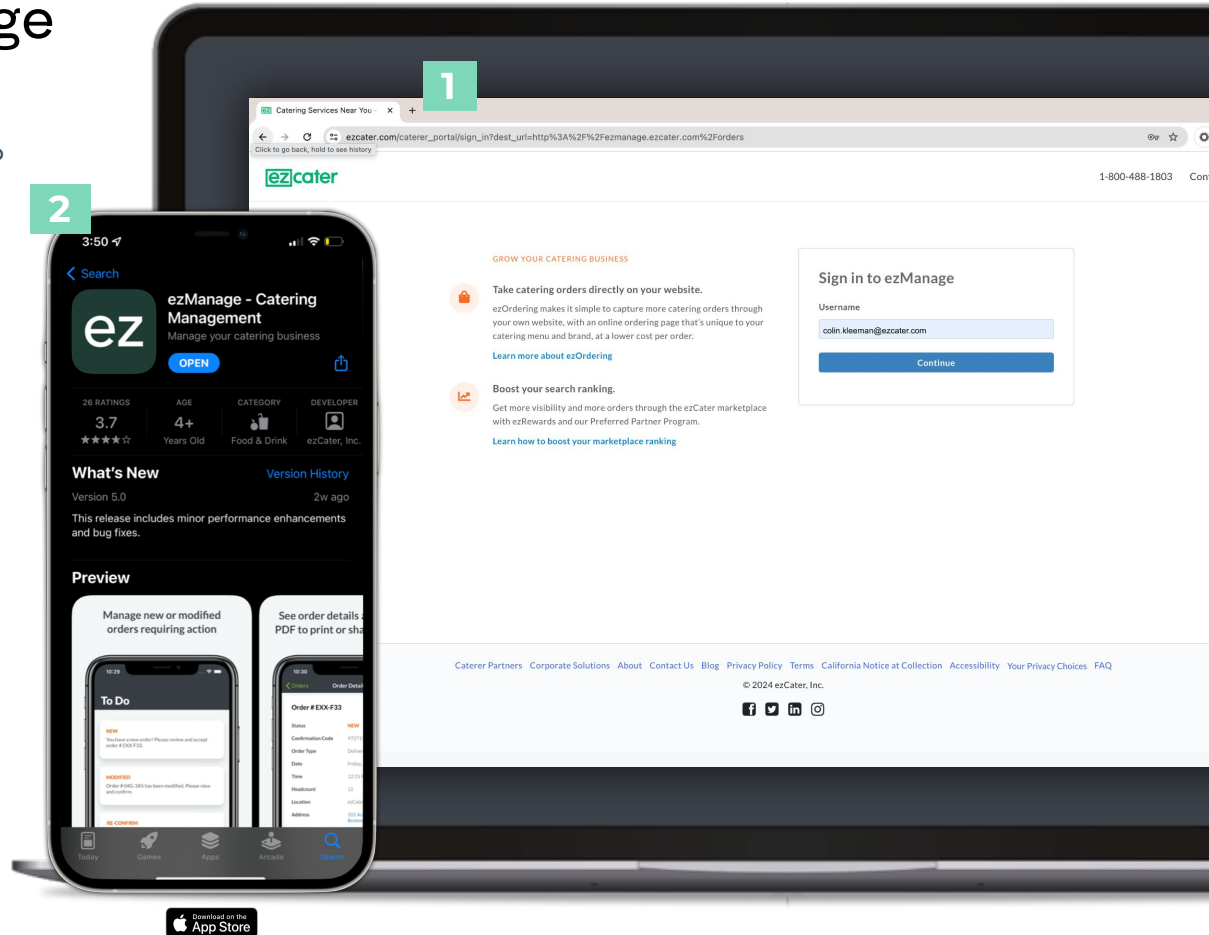
ezManage is homebase for all things ezCater. You can access your orders, monitor your operational metrics, edit your store settings, and much more. Access ezManage through a phone or computer, or download our [ezManage iOS app](#) on the Apple App Store.

1 Sign in at ezmanage.ezcater.com

2 On your Apple device open the **App Store**. Search for [ezManage - Catering Management](#) and download our app. Once you open the app, login with your ezManage credentials.



[Watch our 1 minute video on how to accept orders in ezManage](#)



Navigating ezManage

Orders: View and accept orders.

Operational Metrics: See where you stand against our operational standards.

Reliability Rockstar: View your reliability scorecard.

Payments: View and download detailed payment reports.

Marketing Tools: Increase your visibility on the marketplace by using our marketing programs.

Delivery Management: Manage your own in-house drivers, and track all of your ezDispatch deliveries.

Menus: View and request changes to your menu.

Reports: Create and download custom order reports.

Reviews: View all your customer reviews.

Settings: Update your store settings and parameters.

Training Resources: Review our quick training videos.

Chat: Reach an agent through chat.

24/7 support: Reach an agent by phone or visit the help center.

ez manage

Orders 1

Operational Metrics

Reliability Rockstar

Get More Orders

Payments

Marketing Tools

Promotions

Customer Management

Delivery Management

Menus

Performance

Reports

Reviews

Settings

Training Resources

Chat

24/7 Support

Colin Kleeman

Orders Change store All Stores

Upcoming Completed Rejected Canceled

To Do

5JE-GWM

New

Friday, March 15 at 11:45 am

ezcater

1862 Auburn Rd
Dacula, GA 30019

\$330.04

Accept

Today < >

March 2024

| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|---------------------------|---|---------------------------|-----|--|---------------------------|-----|
| 25 | 26 11:15 am - \$190.94 | 27 11:15 am - \$283.14 | 28 | 29 | 01 11:15 am - \$240.04 | 02 |
| 03 11:15 am - \$240.04 | 04 11:45 am - \$270.04 1:45 pm - \$190.94 | 05 11:15 am - \$240.04 | 06 | 07 10:15 am - \$240.04 11:15 am - \$240.04 | 08 | 09 |
| 10 | 11 | 12 11:15 am - \$240.04 | 13 | 14 11:45 am - \$330.04 | 15 | 16 |

Why is reliability important?

How ezCater defines reliability:

We define a **reliable order** as one that is delivered **on time, in full, and exactly as expected** by our customer.

What it means to our customers:

Our customers plan their events with the expectation that the food will arrive and be ready to eat at the time they requested. When orders are late, in minor situations it can cause frustration and in major situations, it can cost people jobs, clients, their reputation, and money.

Please review our [operational metrics](#) to understand how to be a high performing catering partner on the ezCater marketplace and attract repeat customers.



How do we measure your performance?

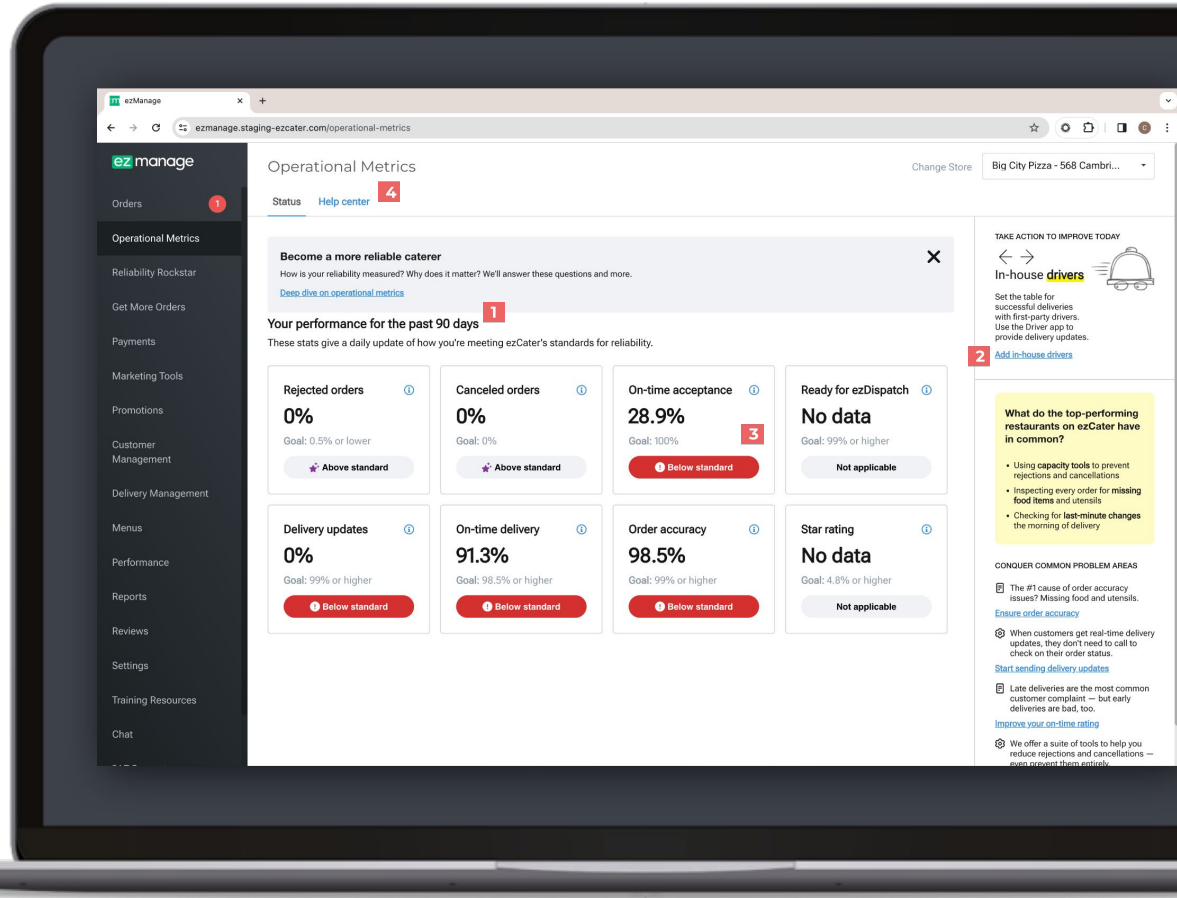
ezCater is deeply committed to reliability. Our customers rely on us to deliver their order in full, on time and exactly as ordered. Below are ezCater's Operational Metrics we expect our partners to uphold to ensure customer satisfaction and remain in good standing on the marketplace.

| Metric | Standard | How its calculated |
|--|---------------------------|---|
| On-time acceptance | ≤15 minutes | % of orders accepted within 15 minutes of order submission. (within business operating hours) |
| Order accuracy | ≥99% | Customer reported issues relating to accuracy: missing food, missing utensils, dietary requests not accommodated, special instructions not followed, food not edible, wrong delivery location, delivery instructions not followed, etc. |
| Delivery updates | ≥99% | Total % of orders that have an in-house driver assigned and delivery status updated vs. ezDispatch (api tracked orders) |
| Food Ready for ezDispatch | ≥99% | ezDispatch driver reported lateness issues: food is not ready by pick-up time on print-out.. |
| Avg star rating | ≥4.8 | Reviews from ezCater orders. |
| Rejection rate | <.5 % of orders | Rejected orders/total orders |
| Cancellation rate | <.1% | Canceled orders/total orders |
| On-Time delivery (self- delivery) | ≥99% | Issues relating to lateness reported by the customer. (self-delivery) |

Monitor your Operational Metrics

Review our **Operational Metrics** in ezManage to understand which metrics we take into account when ranking your location in the search results. Track how your store is doing on a 90-day rolling basis by logging into your ezManage account and clicking on the Operational Reporting tab.

- 1 Review your performance on a 90-day rolling basis and see where your store stand against our marketplace standards.
- 2 Review our tips for optimizing your settings to reduce order issues and rejections.
- 3 Quickly identify if you're above or below our standards and make improvements to ensure customer satisfaction.
- 4 Review the help center to see our best practices for reliability.



Reliability Rockstar

The Reliability Rockstar program **celebrates and highlights the most reliable and high-performing caterers** on the ezCater Marketplace. Get recognized for your terrific performance and help customers select you faster for high value orders.

Program Requirements:

- 6+ orders in 3 months
- 4.8 star rating (minimum)
- No cancellations
- 0.5% rejection rate
- 98.5% on-time deliveries

1 Open the **Reliability Rockstar** tab to view your ongoing monthly performance.

2 Use the store filter dropdown in the top right corner of the page to view each individual store's performance.

3 Check your ongoing performance often to ensure your store is on track to earning a Reliability Rockstar Banner.

The screenshot shows the 'ez manage' interface for a Reliability Rockstar account. The left sidebar contains navigation options: Orders, Reliability Rockstar (highlighted with a red '1'), Get More Orders, Payments, Rankings, Promotions, Customer Management, Delivery Management, Menus, Performance, Reports, Reviews, Settings, Training Resources, Chat, 24/7 Support, and Back to Admin. The main content area is titled 'Reliability Rockstar' and includes a store filter dropdown set to 'Colin's New York Deli - 151...'. A message states: 'Become a Reliability Rockstar next month! Your store did not earn a Reliability Rockstar this review cycle, but keep trying!'. Below this, a section titled 'Your ongoing progress' (marked with a red '3') explains that performance is reviewed monthly. It features four performance metrics: Rejected (0%, Goal: 0.5%), Cancelled (0%, Goal: 0%), On-time (98%, Goal: 98.5%), and Star Rating (4.84, Goal: 4.8 stars). A video player at the bottom right is titled 'Learn more about the Reliability Rockstar program' and includes the text 'Check out our videos and help center articles.'

Operational best practices

- **Be reliable and accountable**

- Make sure your staff has ezManage access and is setup to receive order notifications. (text, email, or push notifications).
- Be realistic about your parameters and order capacity- If a customer is able to place an order on the marketplace, its their expectation you're available. Please ensure your parameters are set up conservatively to start (> 24-hours) to ensure you have plenty of time to execute the order perfectly.
- Call us before rejecting or canceling an order, our customer service team is here work with you and the customer to find a solution!

- **Be responsive**

- Accept all orders within a 15-minute time frame to provide customers with a confirmation email and avoid automated phone calls to your store.
- Your average acceptance time is displayed on the marketplace so take pride in having a lightning fast average response-time.
- Please reconfirm all orders in the ezManage portal 24-hours before the event to confirm that the order on track. (automated phone calls will trigger if order is not reconfirmed).

- **Focus on order accuracy**

- It's the restaurant's responsibility to hand off the complete order to the correct driver. Make sure to confirm the 6-digit order number and use the kitchen print-out as a checklist and review with the driver that each item is provided.
- Ensuring the customer's food matches the item photos and descriptions on your marketplace listing will help with customer satisfaction. Make sure your item packaging matches the photos you've provided our menu team.
- If you plan to use ezDispatch, make sure to add pick-up instructions to assist the driver with finding your location, include where to park and who to call once they arrive.

- **Provide customer with delivery updates**

- Utilize ezDispatch to have customer text message updates sent automatically on every single order.
- If you plan on handling the delivery yourself, utilize our ezManage delivery management system to provide valuable SMS updates once the food leaves the restaurant, and again once the order has been delivered. Drivers can take a photo of the delivery which will be stored in ezManage along with time stamps of when the food was dropped off.
- Download the ezManage: Delivery Management app on both apple or android devices.

- **Be on-time**

- Orders after 9am are buffered by 15 minutes to take into account traffic and parking during rush hour. For orders you deliver yourself, the drop off time, and delivery contact will always be provided on the order print-out and in the ezManage delivery app so you know exactly who to ask for, and call once you arrive on-site.
- Assigning your own drivers to orders ensures they're getting text message reminders the morning of the delivery, so your own drivers never miss a delivery.
- Drivers can also scan the QR code on the kitchen print out to assign themselves and provide delivery updates once their on the way.

- **Monitor your metrics and make ongoing improvements**

- Regularly access your ezManage account to monitor your operational metrics, check for order issues, rejections, cancellations, and read customer feedback in the reviews section.
- Aiming high when it comes to reviews will not only boost your credibility, but will also help boost your overall ranking in our search results, contributing to your overall success of the partnership.

ezDispatch best practices

- **Have the order ready by the specified pick-up time.**
 - The pickup time is listed on the ezDispatch confirmation email, the order details in ezManage, and on the kitchen print out.
 - Delays longer than 15-minutes may incur additional fees or result in a driver cancellation.
 - It is your responsibility to provide the driver with the complete order. Use the kitchen print-out as a checklist to ensure all items are packed.
 - **Always confirm the correct 6 digit ezCater order number (example: #123-XYZ) with the driver before handing over the order.**
- **Set pick-up instructions within your ezManage account.**
 - Adding your pick up instructions helps ensure the ezDispatch drivers know how to find your store, where to park, and what entrance to use when picking up an order.
 - Adding these instructions helps boost your on-time delivery and reliability scores, thereby helping to boost your search rankings on ezcater.com.
 - See our [Catering Partner Help Center](#) in ezManage for step-by-step instructions on setup.
- **Do not provide drivers with any equipment you want returned.**
 - Drivers will arrive with their own equipment
- **Review your store's delivery hours.**
 - Please make sure the driver can collect the order even if the pickup time is before your location opens to the public.
 - For example, if your delivery hours are set to begin at 11AM, customers can place orders for delivery at 11AM. This means the ezDispatch driver will need to arrive before 11AM (often as early as 10:15 AM) to ensure the order is delivered on time to the customer.
- **Call us if you need to make changes or require any support.**
 - Our team monitors all ezDispatch orders. If there's an issue we can't resolve, we will contact you.
- **please call 1-800-488-1803 immediately if:**
 - The pickup address has changed (must be at least 3 hours before pickup).
 - You can't prepare an order in time for pickup.
 - The delivery driver is more than 15 minutes late to arrive.

Preparing for success

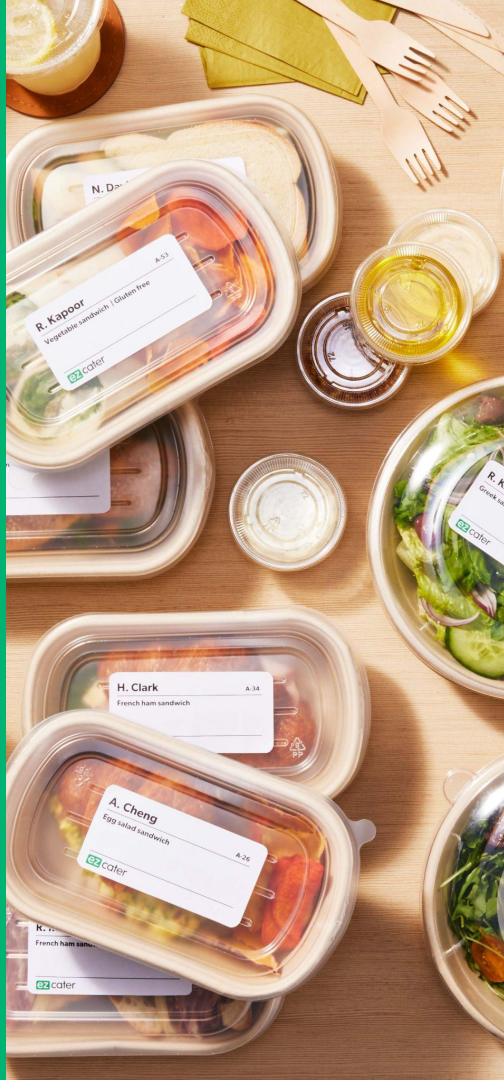
- ❑ **1. Did you create an ezManage account?**
 - Sign in at ezmanage.ezcater.com
 - [Watch our "What to expect from your first order?" Video \(1 min\)](#)

- ❑ **2. Double check the correct contacts are set up with ezManage access and notifications.**
 - The more staff that has access to ezManage the better! If you have additional staff that need to be added, open the **Settings** Tab and click the **Add New User** button and follow the steps to send an activation link.
 - You can receive notifications by text message, email, or push notifications and sound alerts if you have an iOS device.
 - **Do you use your own delivery drivers?** [Add your in-house drivers](#) to the **Drivers** section of the **Delivery Management** tab, so you can assign drivers to orders once are submitted to your ezManage portal.

- ❑ **3. Review your store parameters in the settings tab.**
 - Review and optimize your store's hours, daily capacity, and set your holiday closures to avoid unwanted rejections and cancellations.
 - Review your store's lead time and make adjustments to ensure reliability and customer satisfaction.
 - Watch our video on how to [optimize your settings to reduce order rejections](#).

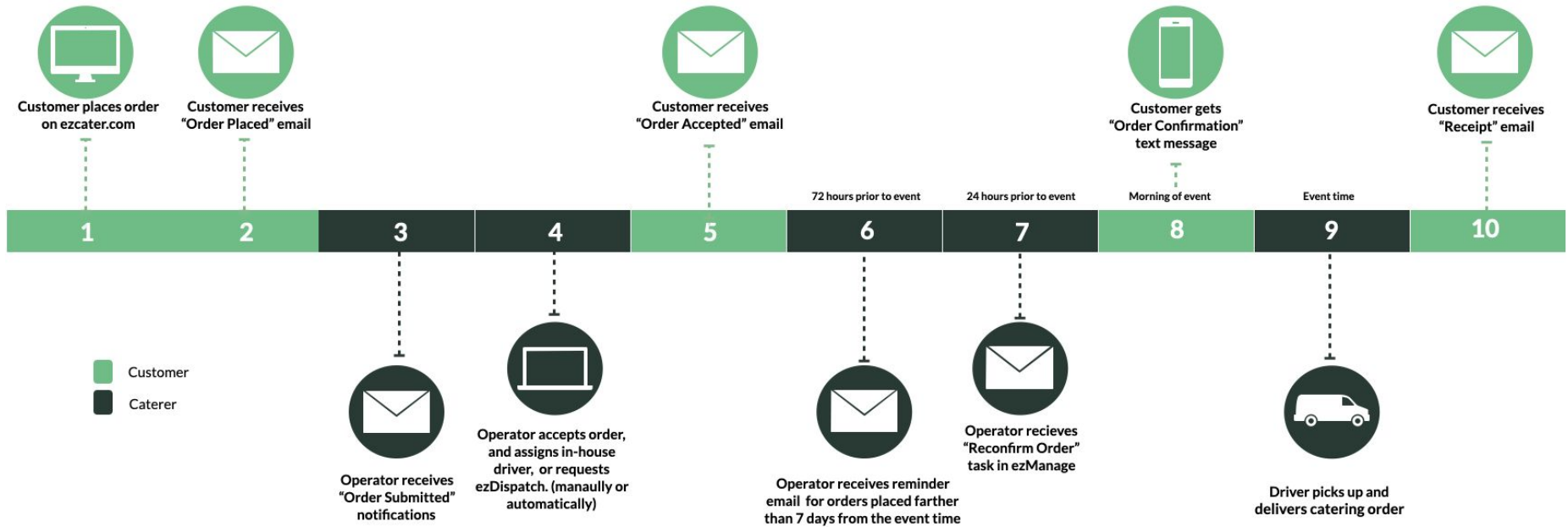
- ❑ **4. Review how to prepare and handle catering deliveries with your staff.**
 - Establish whether you'll be using your own drivers, ezDispatch, or a mixture of both.
 - To ensure order accuracy, use the kitchen print out to check off the items as you pack them.
 - We handle payment from the customer to you - ***no receipt or invoice is necessary upon fulfillment.***
 - **Always re-confirm the 6-digit order number with the guest(if takeout) or delivery driver to ensure order accuracy.**

- ❑ **5. Review our Operational Metrics.**
 - Review the 8 metrics that are monitored in ezManage and make updates to your operations to ensure customer satisfaction.
 - Monitor your stores canceled and rejected orders to ensure you're giving yourself the best chances for success.
 - Customers expect delivery updates, make sure you're providing updates if you're doing the delivery yourself. Signing up for automatic ezDispatch will ensure customers get updates on every single order.



Accepting orders

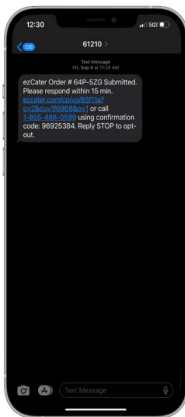
ezCater Order Flow



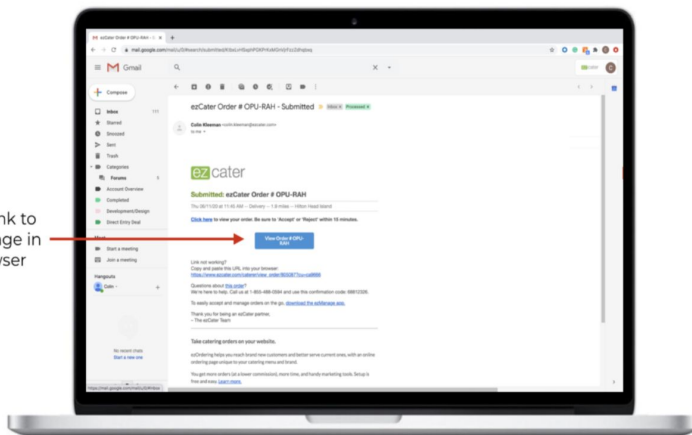
Order notifications

Text & Email

Follow the link to open ezManage in a web browser

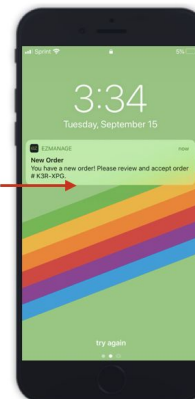


Follow the link to open ezManage in a web browser



iOS Push Notifications

View Order in ezManage App



Orders will be sent to ezManage as soon as the customer places their catering order. Please accept the order within 15-minutes to receive a boost in the search rankings, and avoid our automated phone calls.

Accepting orders

Web Browser

The screenshot shows the ezManage web interface. On the left is a navigation sidebar with categories like Orders, Reliability Rockstar, Get More Orders, Payments, Marketing Tools, Promotions, Customer Management, Delivery Management, Menus, Performance, Reports, Reviews, Settings, Training Resources, and Chat. The main content area is titled 'Orders' and has tabs for 'Upcoming', 'Completed', 'Rejected', 'Canceled', and 'Unplaced'. A 'To Do' section shows an order for 'Friday, February 2 at 11:45 am' with a total of \$205.21. A modal window titled 'Please assign a driver' is open, containing instructions and two buttons: 'Assign in-house driver' (highlighted with a red arrow) and 'Request ezDispatch'. Below the modal is a calendar for January 2024 showing delivery times for various days.

iOS App

The three screenshots show the iOS app interface. The first screenshot shows a 'To Do' notification for order #36C-6UC, stating 'You have a new order. Please review and accept.' with delivery details and a price of \$87.99. The second screenshot shows the 'Order Details' screen for the same order, including a 'Create PDF' button and a 'Take Action' button. The third screenshot shows the 'Order Details' screen with 'Accept', 'Request ezDispatch', and 'Cancel' buttons.

- 1. Login to ezManage or download our iOS App**
Order alerts sent by text message, email, or push notification.
- 2. Accept the order within 15-minutes**
If you do not confirm the order within 15-minutes our automated phone system will call your store to alert you of the new order.
- 3. Plan your delivery**
Assign an in-house driver, request ezDispatch, or get set up with automatic ezDispatch.
- 4. Re-confirm the order 24-hours before the delivery**
- 5. Deliver the order yourself, or utilize ezDispatch**
Provide customers with delivery updates by using our ezManage-delivery app.
If ezDispatch: Hand off the complete order by the pick up time, and confirm the 6 digit order number with the driver.

Viewing & printing orders

1 Click into an order to view the details. Any actionable tasks will appear in the top right corner of the order details page. Click the **Accept** button to confirm the order.

2 Under the delivery details section, you'll have the option to **assign an in-house driver**, or **Request ezDispatch**. If you're set up with automatic ezDispatch, a driver will already be assigned once the order has been submitted.

3 Use the **Print Order** button to print out the kitchen print out, you can choose to include the prices, driving directions, and item descriptions if necessary.

4 If you need to contact the customer to make a change or ask for more information, use the **Create Request** button, or reach out to our customer service team by using the **Chat** feature or **24/7 support**.

The screenshot displays the 'ez manage' web application interface for viewing an order. The browser address bar shows 'ezmanage.staging-ezcater.com/orders/115619597'. The page title is 'Order # YUF-TPG'. In the top right corner, there are buttons for 'Accept' and 'Reject', with a red '1' indicating the 'Accept' button. Below this, there are buttons for 'Print Order' and 'Download PDF', with a red '3' indicating the 'Print Order' button. The main content area is titled 'Order on Friday, December 2, 2022 at 11:45 am'. It shows a 'New' status, a 'Delivery' section with a '15 minute buffer', and a 'Customer Requested Delivery Time' of '12:00 pm'. The order details include a 'Confirmation Code' of '41044945', a 'Store' named 'The Falafel Palace' at '40 Water St, Boston, MA, 02109', and a 'Deliver to' address: 'ezcater, 40 Water St, Boston, MA, 02109 (4.1 mi)'. There are buttons for 'Assign In-house driver' (with a red '2') and 'Request ezDispatch'. Below this is a table of items:

| Qty | Item | Price |
|-----|---|----------|
| 3 | Hummus Tray @ \$85.00 Size: Large View more details | \$255.00 |
| | Tableware Include: Plates, Napkins, Utensils | \$0.00 |
| | Subtotal | \$255.00 |
| | Delivery Fee | \$25.50 |
| | Discount "Preferred Caterer Pr..." | -\$38.25 |
| | Discount "ezRewards Promo" | -\$12.75 |
| | 7.0% Sales Tax | \$17.85 |

To the right of the order details is a 'Request a change' section with a speech bubble icon and a 'Create Request' button (with a red '4'). Below this is the 'Customer Details' section, which includes the customer's name 'CollinTEST Kleeman', phone number '978-201-1633', and email 'colin.kleeman@ezcater.com'.

Understanding the Kitchen Printout

The kitchen printout will have all the necessary information for your staff to make the order on time and deliver it successfully. Customers expect delivery updates once the food is on the way, and again once the food is delivered. Have your drivers provide delivery updates by scanning the QR code and using our app.

If using ezDispatch...


Have the food ready by the Pickup Time to ensure our ezDispatch partner has optimal time to deliver the order.

The delivery partner responsible for delivering the order will be listed under the ezDispatch details section of the page.

It's the restaurant's responsibility to hand off the complete order to the ezDispatch driver. Use the printout like a checklist and make sure all items are provided.

Always confirm the correct 6 digit ezCater order number with the driver before handing over the order.

Self-Delivery

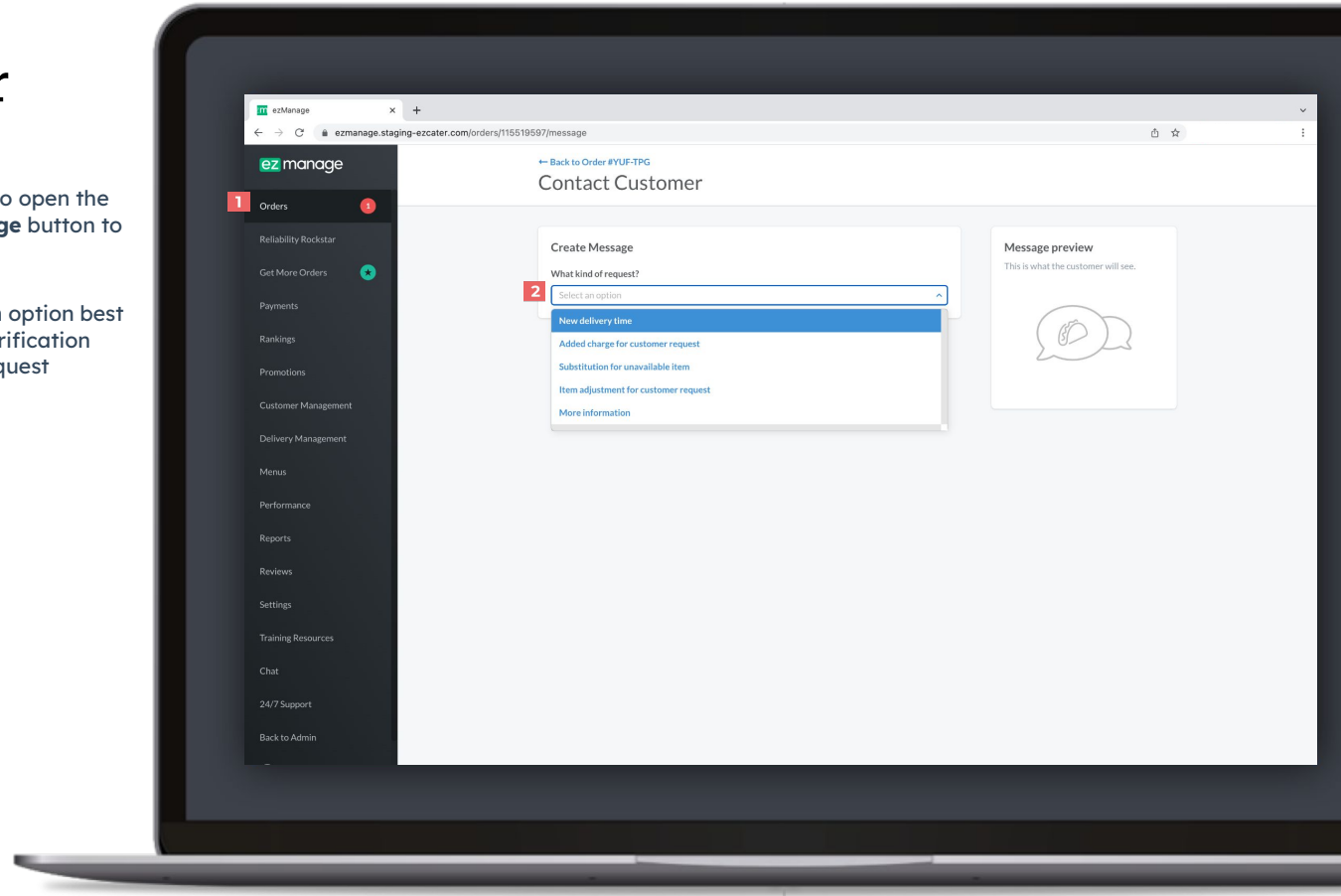
| ez cater | | HELP 1-855-488-3746 | FAX 1-866-847-1510 | EMAIL support@ezcater.com | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|--------------------------------|---|-----------------------|------------------------------|----|--------------------------------|----------|--|--|--------|-----------|--|----------|--------------|--|---------|----------------|--|---------|-------------------------------|--|---------|-----|--|---------|-------|--|----------|-------------------|--|----------|--|--|--|
| Order # XME-WCY for delivery on Thursday, February 15 at 11:45 AM | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | <p>Ready to deliver? Scan here to tell the customer their food is coming and unlock new delivery tools.</p> <ul style="list-style-type: none"> Simply click "Start Delivery" to notify the customer that you're coming. Need information? Click "Call Customer" to call them from a masked number. Need directions? You're about to access one-touch navigation. <p>Alternatively, text XMEWCY to 1-855-699-0552.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Order Details Date: Thursday 02/15/24 Time: 11:45 AM Store #2 - Rusty Location: Russell's B.B.Q. - 1882 Auburn Rd Location: Dacula, GA 30019 Headcount: 25 | | Delivery Details Deliver to: ezcater 1862 Auburn Rd S Dacula, GA 30019 On-Site Contact: ColinTEST Kieeman 978-123-4567 Distance from Store: < 1 mi Call the On-Site Contact for delivery questions. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <table border="1"> <thead> <tr> <th>Qty</th> <th>Item</th> <th>Price</th> </tr> </thead> <tbody> <tr> <td>25</td> <td>Hot Deluxe Breakfast @ \$12.00</td> <td>\$300.00</td> </tr> <tr> <td colspan="2">Tableware Include: Napkins, Plates, Utensils</td> <td>\$0.00</td> </tr> <tr> <td colspan="2">Sub Total</td> <td>\$300.00</td> </tr> <tr> <td colspan="2">Delivery Fee</td> <td>\$30.00</td> </tr> <tr> <td colspan="2">6.0% Sales Tax</td> <td>\$19.80</td> </tr> <tr> <td colspan="2">Sales Tax Remitted by ezCater</td> <td>\$19.80</td> </tr> <tr> <td colspan="2">Tip</td> <td>\$60.00</td> </tr> <tr> <td colspan="2">Total</td> <td>\$390.00</td> </tr> <tr> <td colspan="2">Caterer Total Due</td> <td>\$330.04</td> </tr> </tbody> </table> | | Qty | Item | Price | 25 | Hot Deluxe Breakfast @ \$12.00 | \$300.00 | Tableware Include: Napkins, Plates, Utensils | | \$0.00 | Sub Total | | \$300.00 | Delivery Fee | | \$30.00 | 6.0% Sales Tax | | \$19.80 | Sales Tax Remitted by ezCater | | \$19.80 | Tip | | \$60.00 | Total | | \$390.00 | Caterer Total Due | | \$330.04 | You will be paid by ezCater. Do NOT collect payment or tips on-site. PAID | | |
| Qty | Item | Price | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 25 | Hot Deluxe Breakfast @ \$12.00 | \$300.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Tableware Include: Napkins, Plates, Utensils | | \$0.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Sub Total | | \$300.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Delivery Fee | | \$30.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 6.0% Sales Tax | | \$19.80 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Sales Tax Remitted by ezCater | | \$19.80 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Tip | | \$60.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total | | \$390.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Caterer Total Due | | \$330.04 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

ezDispatch Delivery

| ez cater | | HELP 1-855-488-3746 | FAX 1-866-847-1510 | EMAIL support@ezcater.com | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---------------------------------------|--|-----------------------|------------------------------|----|-----------------------------|----------|----|---------------------------------------|----------|--|--|--------|-----------|--|----------|--------------|--|----------|---------------------------|--|----------|-------------------|--|----------|-----------------|--|----------|----------------|--|---------|-------|--|----------|-------------------|--|----------|--|--|--|
| Order # MEQ-77C to be picked up by ezDispatch on Thursday, March 9 at 11:55 AM | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Order Details Date: Thursday 03/09/23 Store: Big City Pizza - 568 Cambridge St Location: Boston, MA 02134 Headcount: 50 | | ezDispatch Details Pickup Time: 11:55 AM Store: Big City Pizza - 568 Cambridge St Location: Boston, MA 02134 Delivery Service: DoorDash | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Payment Period For This Order Ends On: Tue 03/14/23. Payments sent via ACH usually arrive 4 days after the payment period ends, except if the date falls on a weekend. Payments sent via Check usually arrive in 7-10 business days but are affected by the speed of the postal service. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <table border="1"> <thead> <tr> <th>Qty</th> <th>Item</th> <th>Price</th> </tr> </thead> <tbody> <tr> <td>20</td> <td>Mac & Cheese Bites @ \$6.00</td> <td>\$120.00</td> </tr> <tr> <td>10</td> <td>Cheese Pizza @ \$22.00 Size: Large</td> <td>\$220.00</td> </tr> <tr> <td colspan="2">Tableware Include: Napkins, Plates, Utensils</td> <td>\$0.00</td> </tr> <tr> <td colspan="2">Sub Total</td> <td>\$340.00</td> </tr> <tr> <td colspan="2">Delivery Fee</td> <td>-\$34.00</td> </tr> <tr> <td colspan="2">Preferred Caterer Program</td> <td>-\$34.00</td> </tr> <tr> <td colspan="2">ezDispatch Charge</td> <td>-\$34.00</td> </tr> <tr> <td colspan="2">ezRewards Promo</td> <td>-\$17.00</td> </tr> <tr> <td colspan="2">7.0% Sales Tax</td> <td>\$23.80</td> </tr> <tr> <td colspan="2">Total</td> <td>\$312.80</td> </tr> <tr> <td colspan="2">Caterer Total Due</td> <td>\$245.76</td> </tr> </tbody> </table> | | Qty | Item | Price | 20 | Mac & Cheese Bites @ \$6.00 | \$120.00 | 10 | Cheese Pizza @ \$22.00 Size: Large | \$220.00 | Tableware Include: Napkins, Plates, Utensils | | \$0.00 | Sub Total | | \$340.00 | Delivery Fee | | -\$34.00 | Preferred Caterer Program | | -\$34.00 | ezDispatch Charge | | -\$34.00 | ezRewards Promo | | -\$17.00 | 7.0% Sales Tax | | \$23.80 | Total | | \$312.80 | Caterer Total Due | | \$245.76 | You will be paid by ezCater. Do NOT collect payment or tips on-site. PAID | | |
| Qty | Item | Price | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 20 | Mac & Cheese Bites @ \$6.00 | \$120.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 10 | Cheese Pizza @ \$22.00 Size: Large | \$220.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Tableware Include: Napkins, Plates, Utensils | | \$0.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Sub Total | | \$340.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Delivery Fee | | -\$34.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Preferred Caterer Program | | -\$34.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| ezDispatch Charge | | -\$34.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| ezRewards Promo | | -\$17.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 7.0% Sales Tax | | \$23.80 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total | | \$312.80 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Caterer Total Due | | \$245.76 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Request a change: Contact Customer

- 1 Open the Orders tab and click on an order to open the order details page. Click the **Request Change** button to open your communication options.
- 2 Open the drop down menu and select which option best describes your request, modification, or clarification and follow the instructions to submit the request directly to the customer for a response.



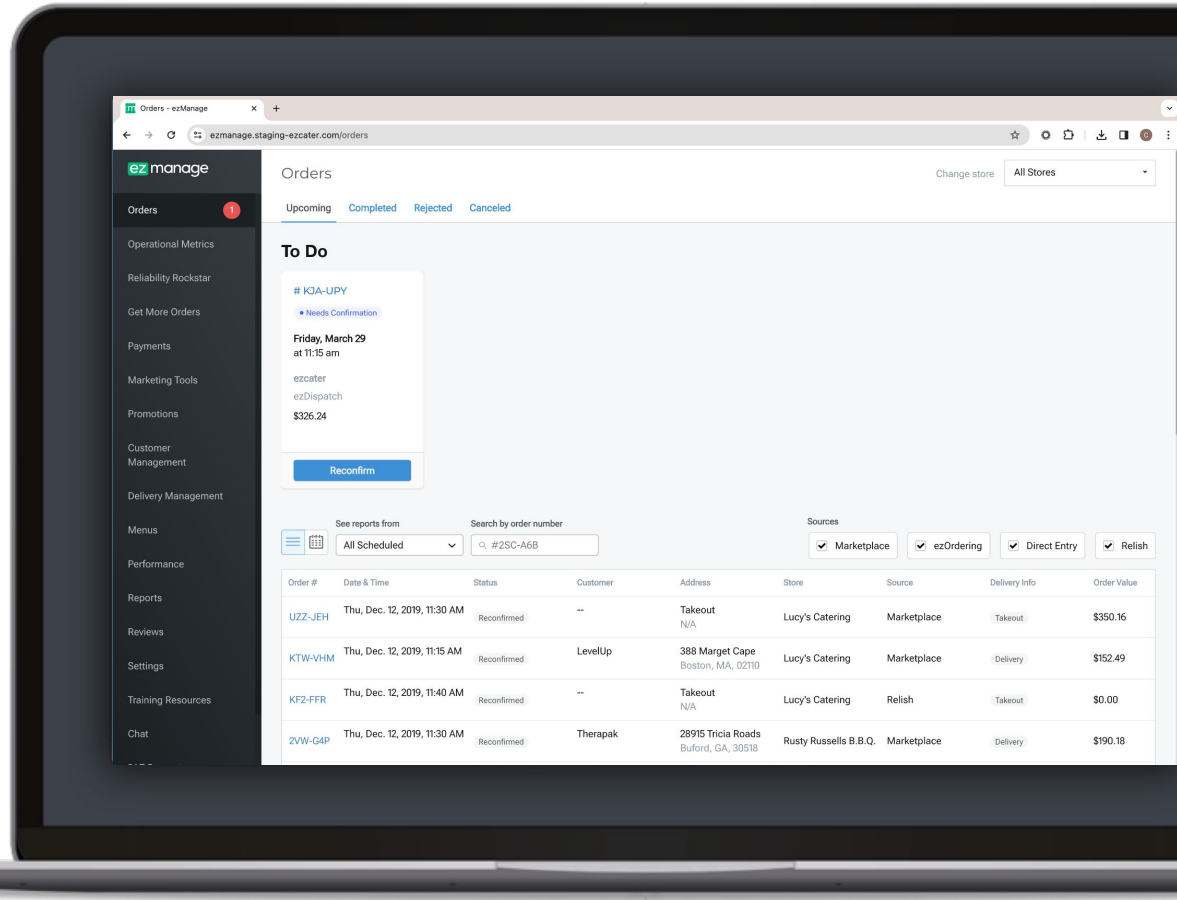
Reconfirm order task

What is Reconfirm Order?

After a caterer accepts an order, days, weeks or months can go by before the event date. For that reason, ezCater requires all caterers to reconfirm orders.

24 hours before the event time of an order, a "Reconfirm" action task card will appear in ezManage above their order list.

Caterers can then either Reconfirm right from the card, or can view the order from the order details page before Reconfirming. We'll send reminder emails, and automated phone calls closer to the event time if the order isn't reconfirmed in the portal.



Automated phone calls - Order Accept

Within eligible hours, Automated calls to the store will trigger if you have an *unaccepted order* unless certain conditions apply.

Caterer Accept Automated Phone Call Schedule

If an order has not been accepted by the caterer, our automated phone system will call as follows:

- 1st attempt: 15 minutes after submission
- 2nd attempt: 45 minutes after submission
- 3rd attempt: 1 hour 45 minutes after submission
- 4th attempt: 3 hours 45 minutes after submission.
- 5th-10th attempt: 2 hours intervals after the 4th attempt

After 10 unsuccessful calls, our automated phone system will stop and a task will be triggered for a live agent to get in contact with someone to confirm you're able to accept the order.

Eligible Hours (Caterer Time Zone)

- Monday-Friday, 6am-11pm
- Saturday, 10am-5pm
- Sunday, 2pm-9pm

The Automated system will not call if...

- It has already attempted once **and** the time is 11am-1pm or 5pm-7pm (i.e. lunch and dinner rush).
- The recipient is a store number **and** the time is 1hr+ before opening or after closing.
- The recipient is a manager/owner **and** the time is outside the contact's custom Twilio hours.

Automated phone calls - Reconfirm Order

Within eligible hours, Automated phone calls will trigger to Reconfirm the order unless certain conditions apply.

Breakfast Orders

Eligible Hours

- **Store Contacts**
 - Between 2 hours before store closing and 1 hour after on **the day before the order**.

Automated Call Schedule

If an order has not been reconfirmed by the caterer, our automated phone system will call as follows:

- Between 4 hours and 2 hours before the event, automated calls will attempt every 15 minutes.
- Between 2 hours before the event and the event time, automated calls will attempt every 5 minutes.
- After a total of 10 attempts, automated calls will stop and an ezCater agent will reach out to the store to get an acceptance on the order.

Non-Breakfast Orders

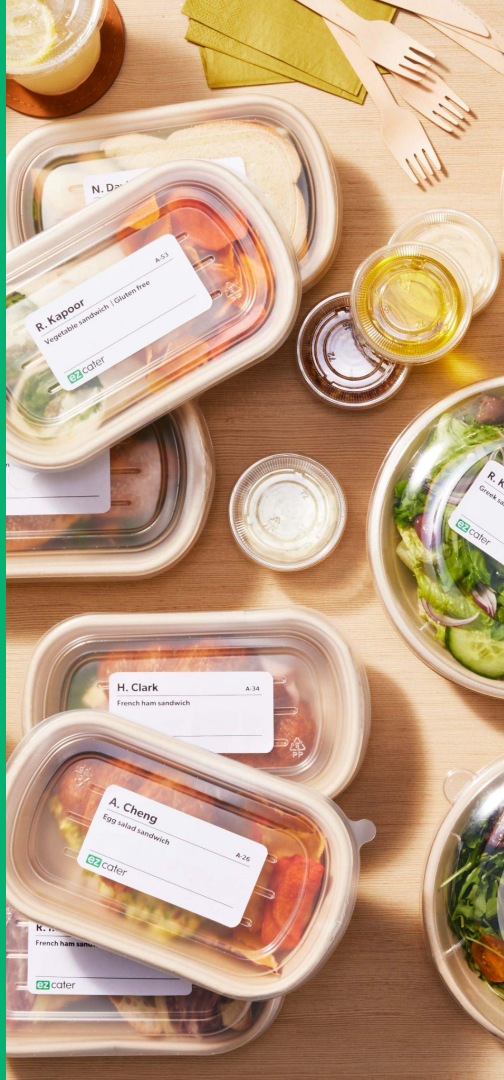
Eligible Hours

- **Store Contacts**
 - Between 3 hours before store opening time and 1 hour after closing time.

Automated Call Schedule

If an order has not been reconfirmed by the caterer, our automated phone system will call as follows:

- Between 4 hours and 2 hours before the event, automated calls will attempt every 15 minutes.
- Between 2 hours before the event and the event time, automated calls will attempt every 5 minutes.
- After a total of 10 attempts, automated calls will stop and an ezCater agent will reach out to the store to get an acceptance on the order.



Order support

ezCater Support

1 Open the **Training Resources** tab and scroll down to view our entire catalogue of ezManage training videos.

2 Use the **Chat** tab or **24/7 Support** tab to get in touch with our award winning customer service team, or visit our [Catering Partner Help Center](#).

Additional Support

(24/7 support): (800)488-1803 or support@ezcater.com

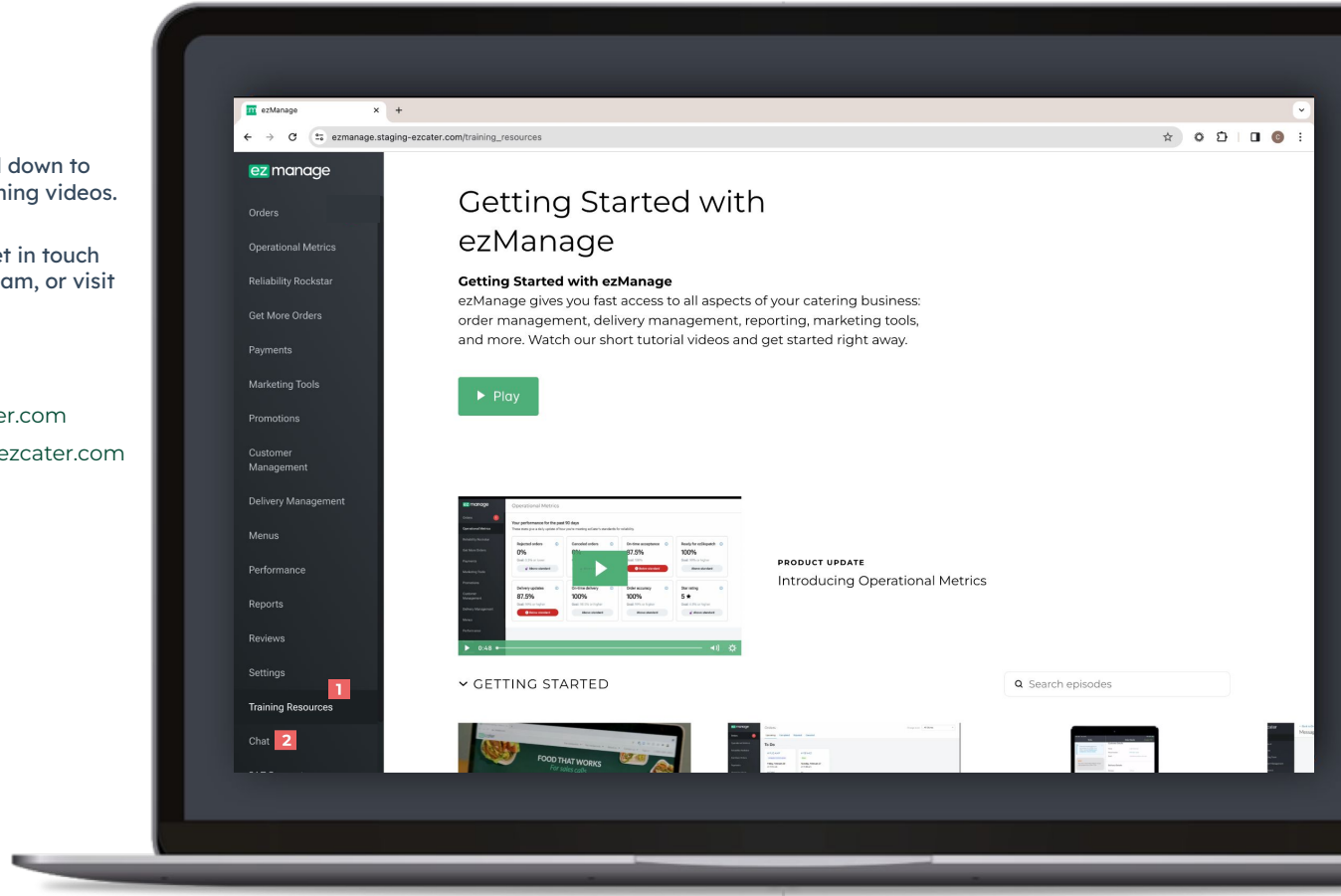
Account Changes/Assistance: partnersuccess@ezcater.com

Menu Updates/Questions: menus@ezcater.com

Photo Updates/Questions: photos@ezcater.com

Delivery: delivery@ezcater.com

Payment: getpaid@ezcater.com



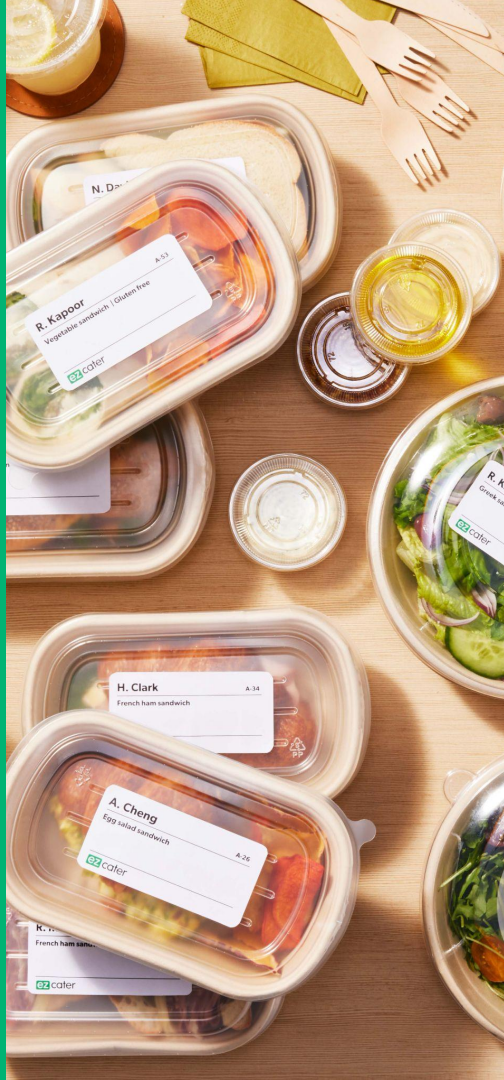
Menu Support: Requesting Updates

- 1 Click on the **Menus** tab.
- 2 To submit a menu request, please follow the instructions and fill out all required fields and click submit.
- 3 To view your menu in the ezCater Marketplace or request an update your photos, follow the links on the left side of the page.

The screenshot shows the 'Request Menu Updates' page in the ezmanage system. The browser address bar indicates the URL is `ezmanage.staging-ezcater.com/menus/173389`. The left sidebar contains a navigation menu with 'Menus' highlighted. The main content area is titled 'Request Menu Updates' and includes a sub-header: 'You can request menu updates by submitting the form below.'

The form is divided into several sections:

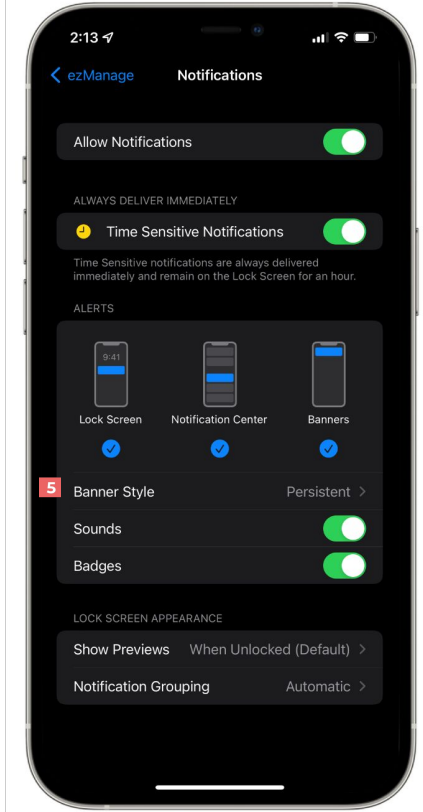
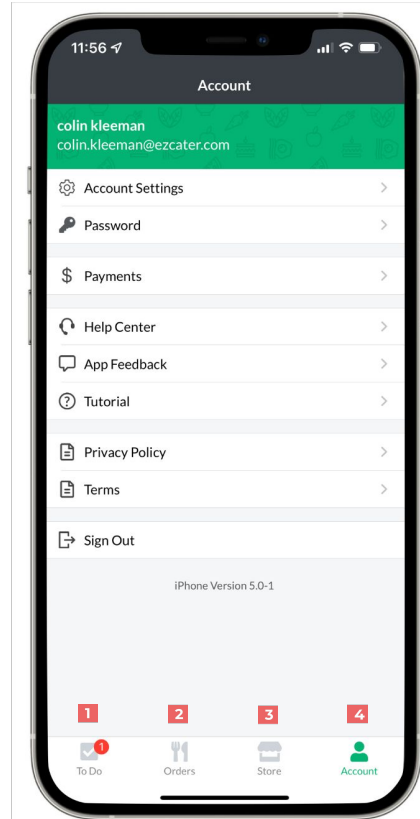
- Selected Store:** The Falafel Palace, 40 Water St, Boston, MA, 02109.
- Want to view this store's menu?:** Includes a link 'View menu in ezCater Marketplace --' (highlighted with callout 3).
- Want to update photos?:** Includes a link 'Request photo updates --'.
- Menu Update:** Contains a warning: 'If your update includes price changes or additions, due to our Equal-Price Guarantee, ezCater must match the requested prices to your website. If the requested prices do not match, there may be a delay in your update.'
- Full Name:** Jerald Herzog (highlighted with callout 2).
- Email:** contact-245887@example.com.
- Phone:** 555-555-5555.
- Will these updates apply to multiple locations?:** Radio buttons for 'Yes' and 'No' (with 'No' selected).
- Please select all the updates you would like to make to your menu below:** A list of checkboxes including 'Price changes (less than 5 items)' (checked), 'Price changes (more than 5 items)', 'Remove items' (checked), 'Add items (include description, serving size & price)', 'Change the serving size/minimum order size of an item(s)', 'Change description of an item', 'Replace current menu with new menu', and 'Other'.



ezManage iOS app

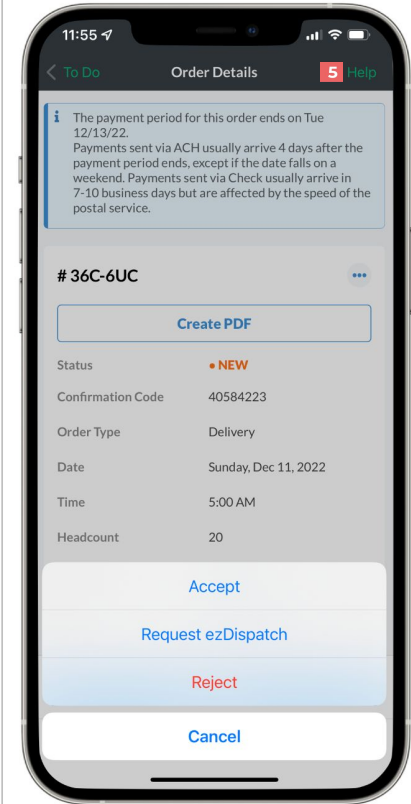
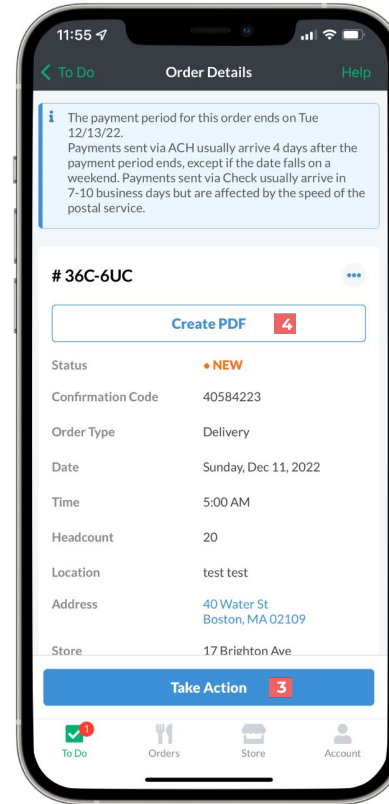
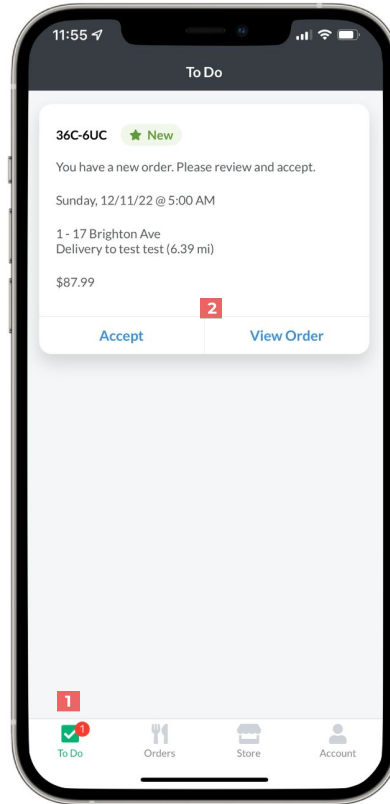
Navigating the iOS app

- 1** The **To Do** section allows you to view all your actionable tasks and accept orders with the click of a button.
- 2** the **Orders** tab allows you to view your entire catering operation. Use the drop down menu to sort through your orders.
- 3** The **Store** settings tab allows you to view and edit all your stores settings and parameters, update marketing programs, and view your reviews.
- 4** The **Account** tab allows you to view your account settings, update your notifications and view your payments.
- 5** Open your iPhone **Control Panel** and click on **ezManage** to edit your notification and banner preferences. We recommend turning on **sounds**, and setting your banner style to **persistent** to ensure you never miss an order.



Accepting orders

- 1 Click on the **To Do** tab on the bottom of the app to view all your actionable tasks.
- 2 click the **Accept** button from the **To Do** page, or click the **View Order** button, to pull up the order details to review before accepting.
- 3 If you view the order, click the **Take Action** button and accept the order and either assign an in-house driver or request ezDispatch.
- 4 Once you've accepted the order click the **Create PDF** button to print the order and hang it somewhere where your team will see it and prepare it.
- 5 If you need to communicate with the customer, use the **help** button at the top of the page.



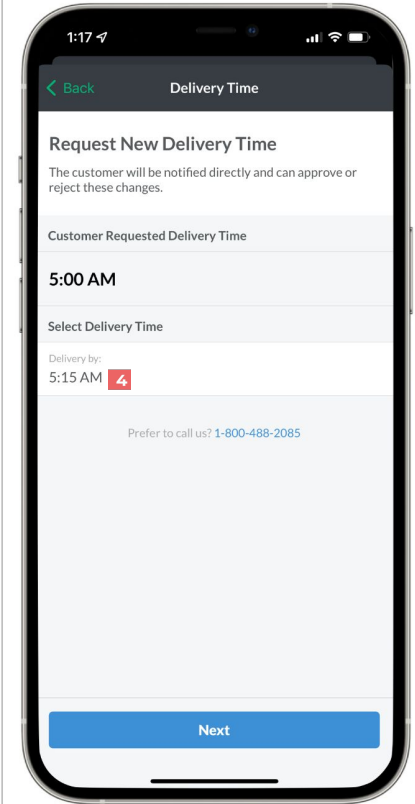
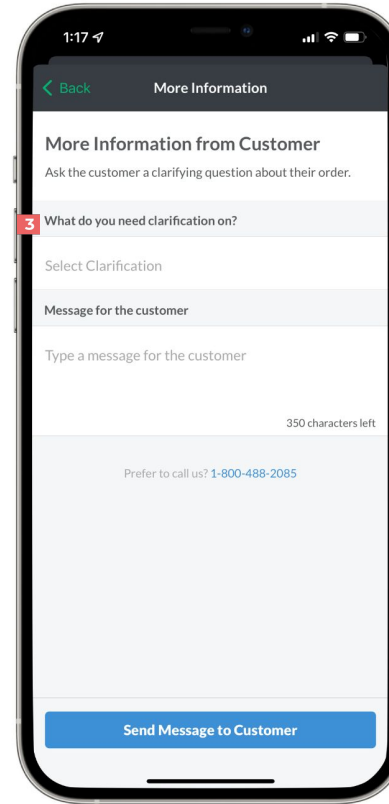
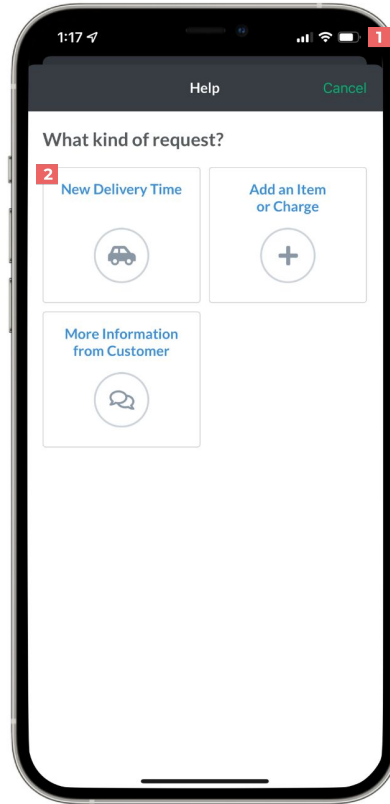
Request help from the customer

1 Click into an **order** and click the **help** button in the top right corner.

2 Select which type of request you would like to submit, and fill out any additional required details.

3 You can request more information to clarify any question you may have. Simply use the field to type your question and once you're ready click **Send Message to Customer**. You'll get a notification once the customer responds to your message.

4 If you're requesting a new delivery time, use the drop down menu to select your proposed delivery time, and click **Next**. If your customer does not answer within an adequate time frame our customer service team will step in to assist.

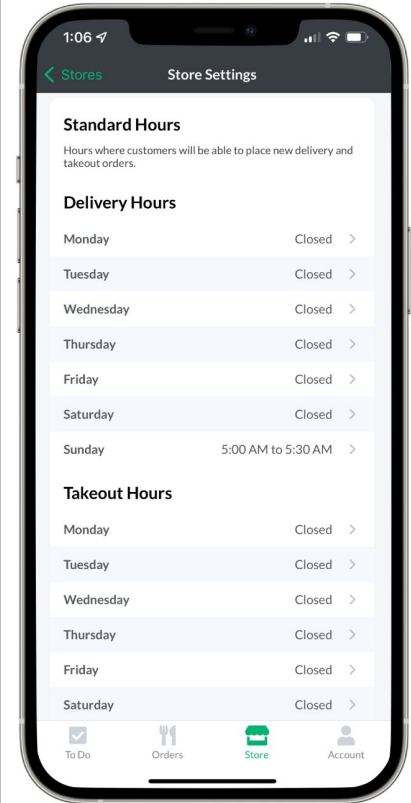
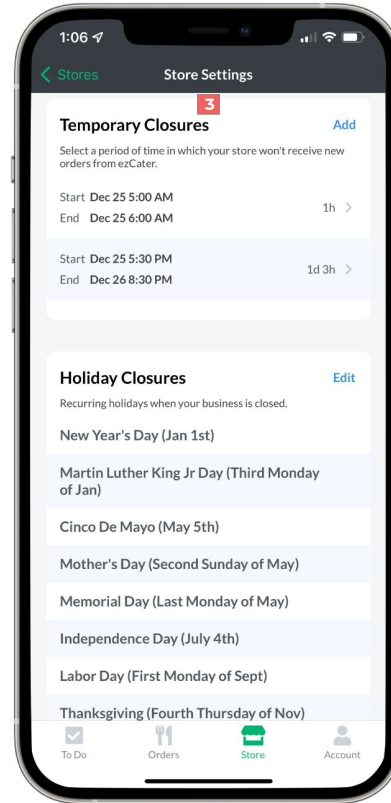
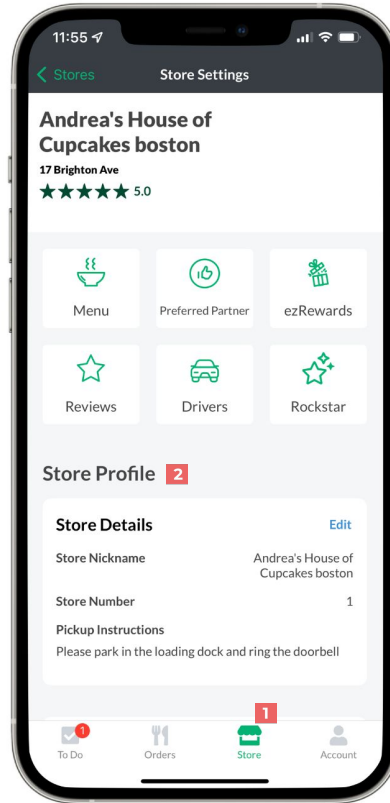


Store Settings

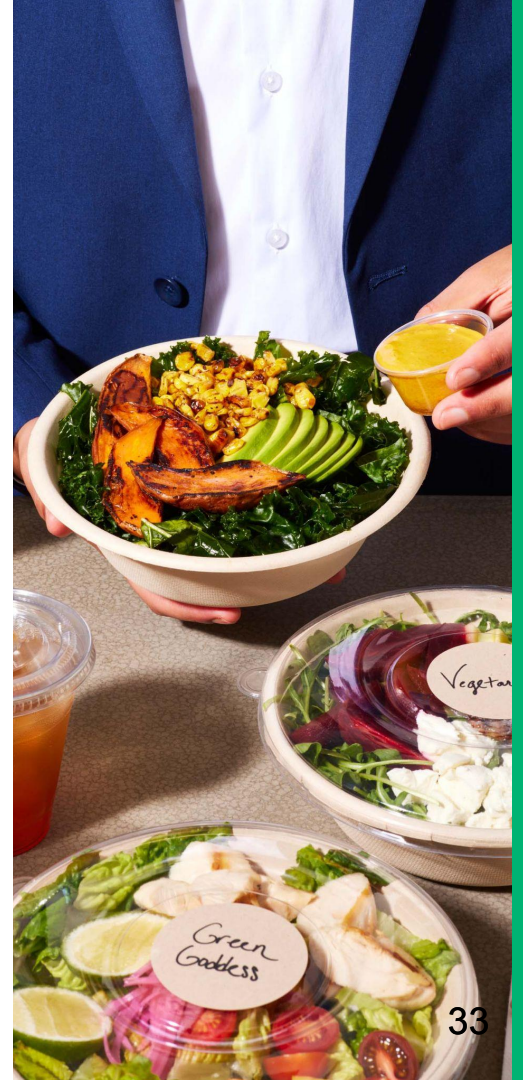
1 Click on the **Store** tab at the bottom of your app to open your store settings. Click the icons at the top of the page to edit your **Menu**, update your **Preferred Partner** program and **ezRewards**, view your **Reviews** and add **Drivers**. You can also monitor your reliability in your **Rockstar** tab.

2 Under the **Store Profile** section you'll be able to update your **Store Nickname** and **Number**, and add your store's **Pickup Instructions**.

3 If you continue to scroll down the page to the **Store Hours** section you'll be able to add **Temporary Closures**, set your **Holiday Closures**, and edit your **Store Hours** and **Lead Time**.

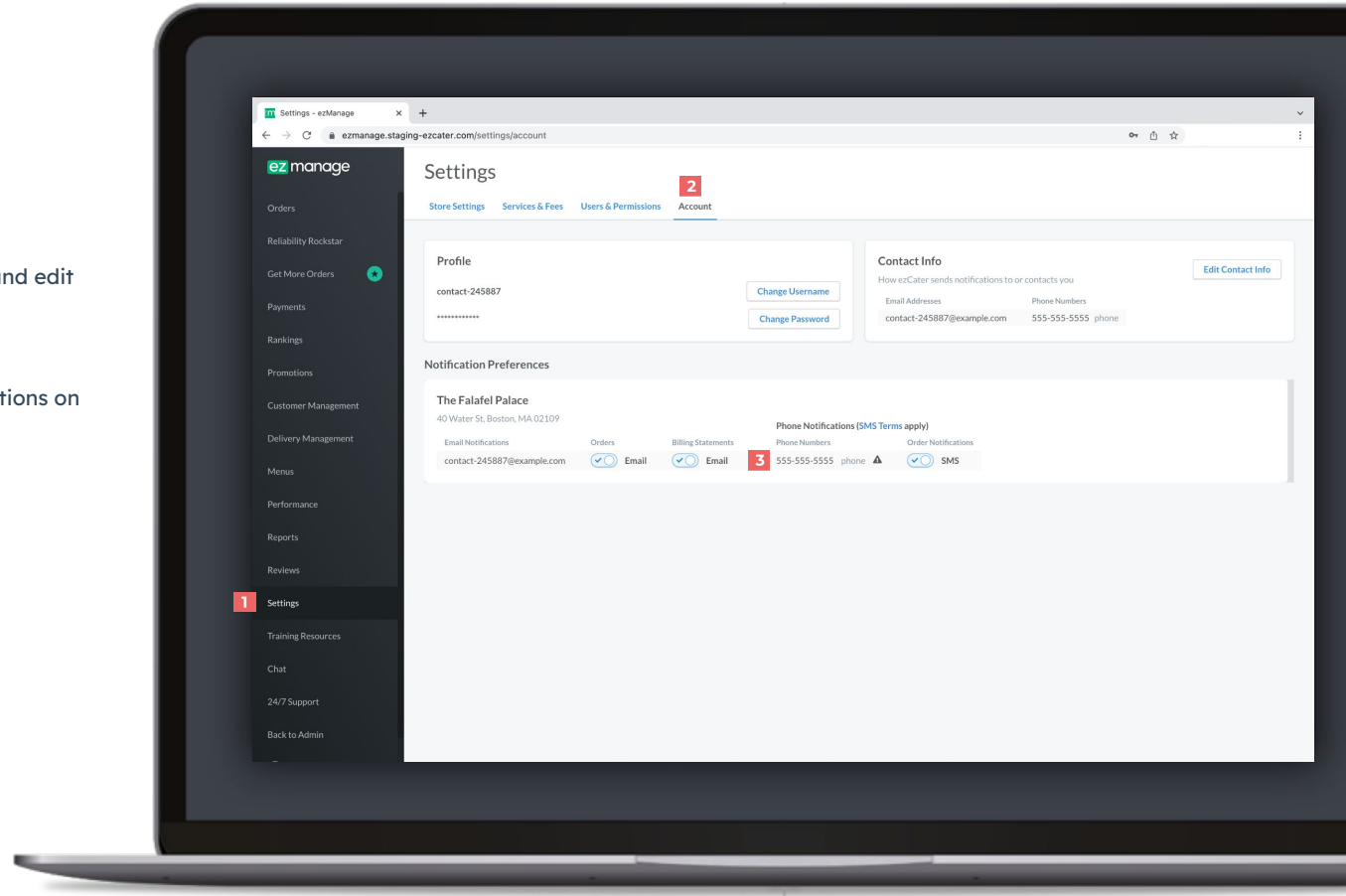


ezManage users & in-house drivers



Update order notifications

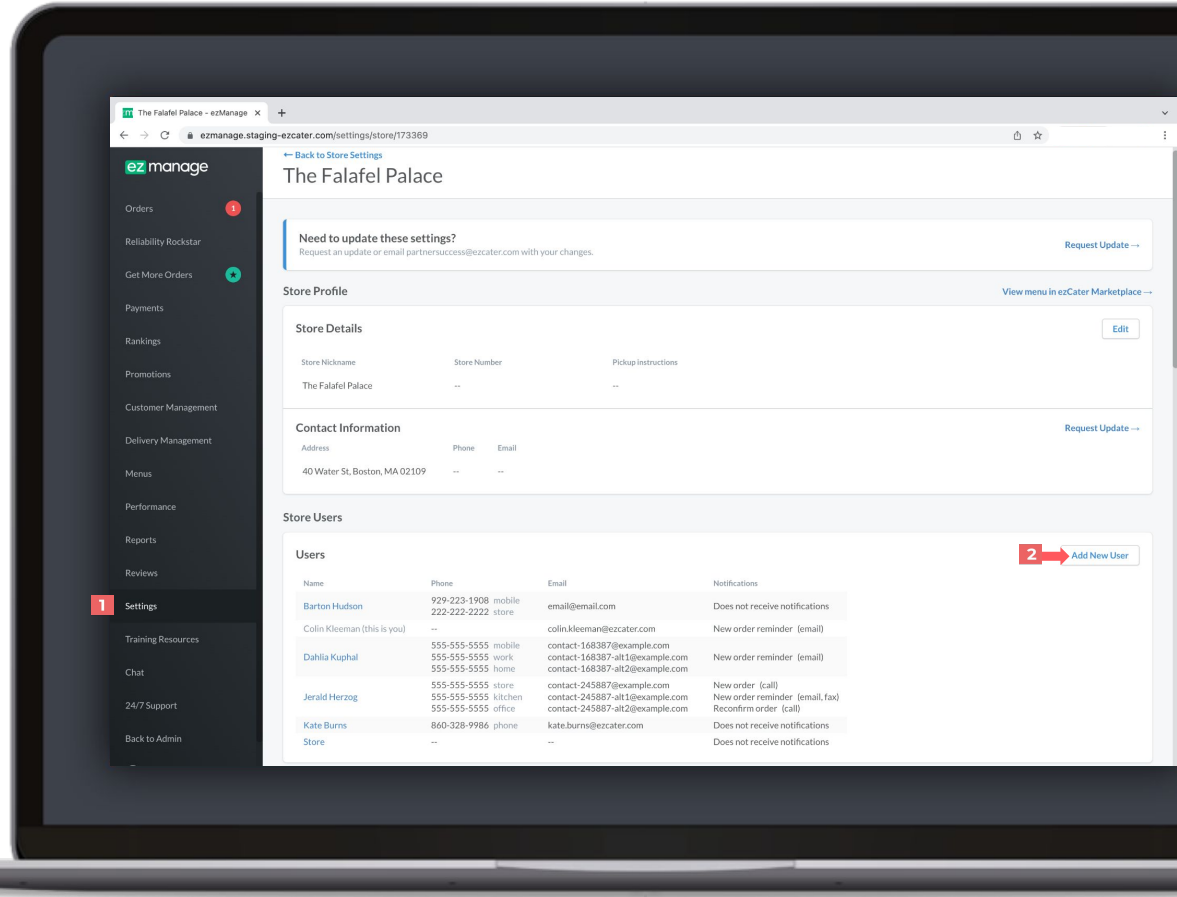
- 1 Open the **Settings** tab.
- 2 Click the **account** tab to open your profile and edit your notification preferences.
- 3 Use the toggle buttons to turn your notifications on and off.



Add new ezManage users

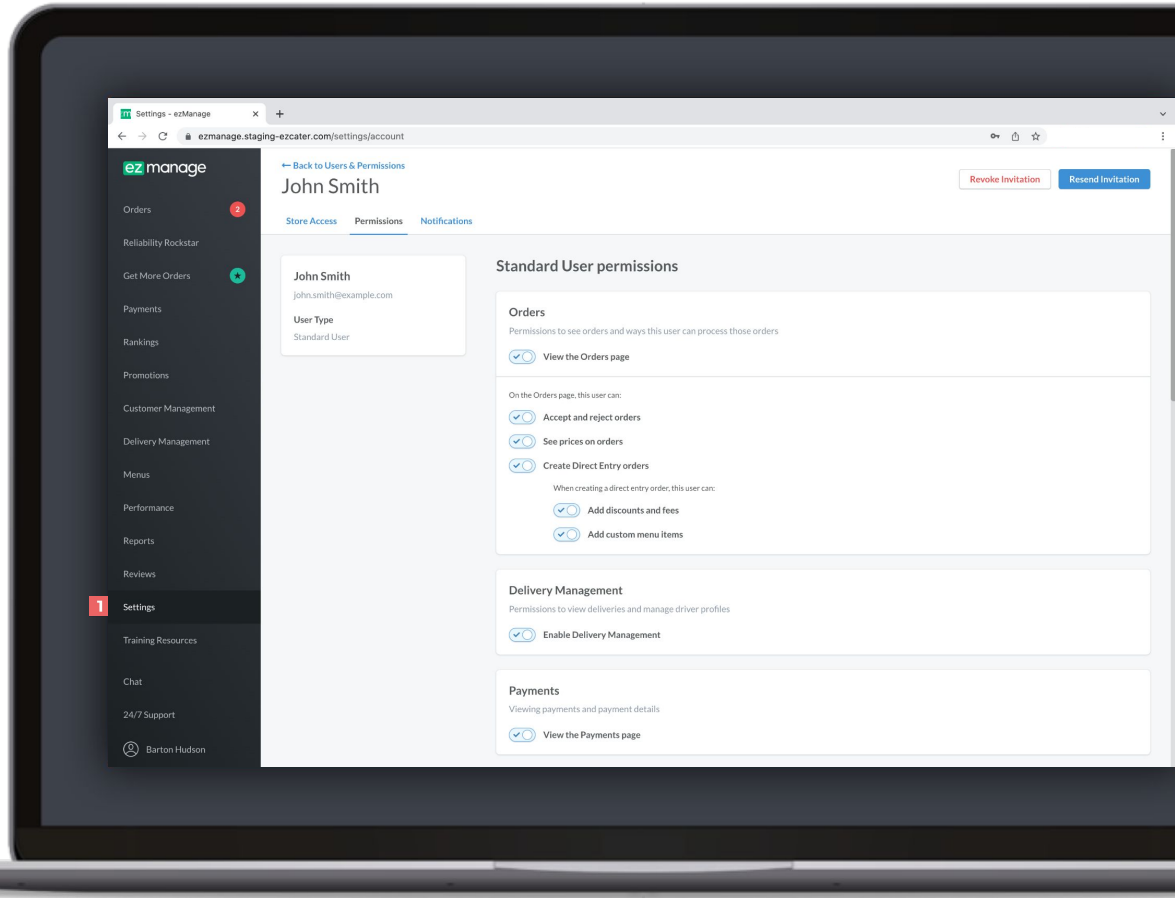
1 Open the **Settings** tab, select a store and scroll down to the **Store Users** section, or click the **Users & Permissions** tab at the top of the page.

2 Click the **Add New User** button and enter all the required fields. Once all the fields are completed you can click **Send Invitation**.



User permissions & notifications

- 1 Open the **Settings** tab, and click the **Users and Permissions** tab, or click directly into a user from the **Store Users** section.
- 2 Open the **Store Access** tab to update which stores the user can access.
- 3 Click the **Permissions** tab to update which tabs appear in each users ezManage portal.
- 4 You can also update your users notifications by clicking into the **Notifications** tab.

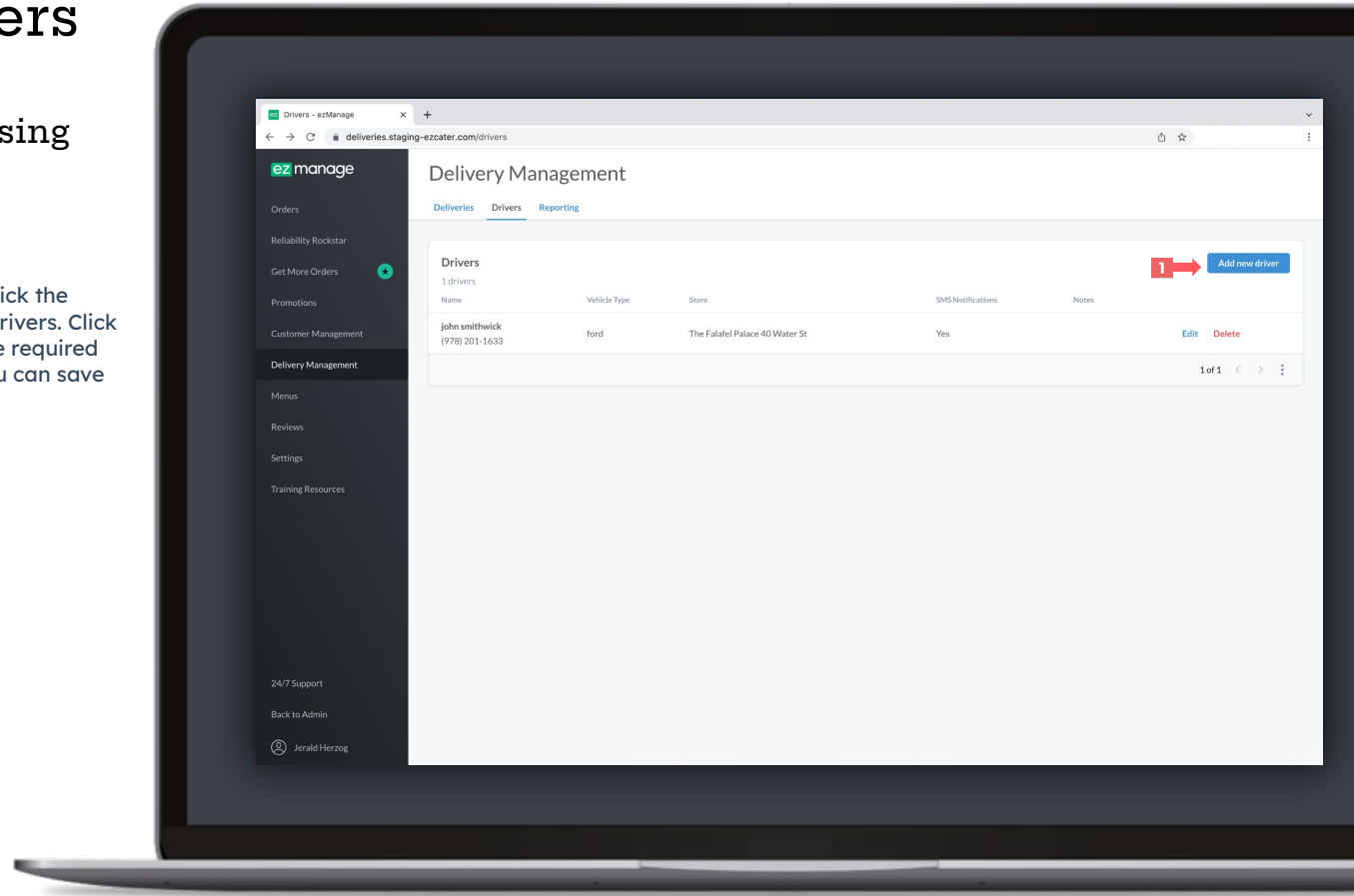


Add in-house drivers to ezManage

(only applicable for caterers using their own drivers)

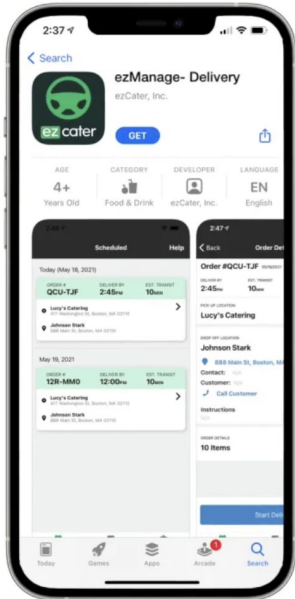
1

Open the **Delivery Management** tab and click the **drivers** tab to add and edit your in-house drivers. Click the **Add new driver** button and enter all the required fields. Once all the fields are completed you can save your driver.

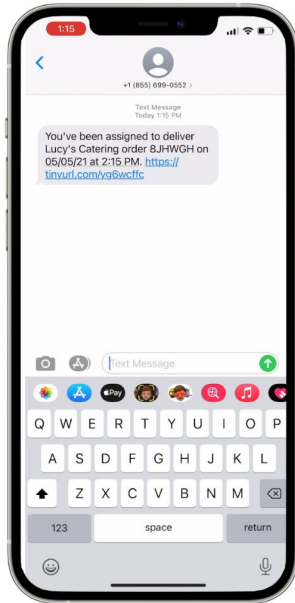


ezManage -Delivery app for drivers

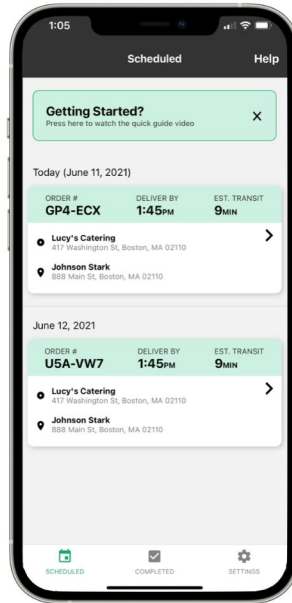
Have your in-house drivers provide customers with real-time delivery updates through text message.



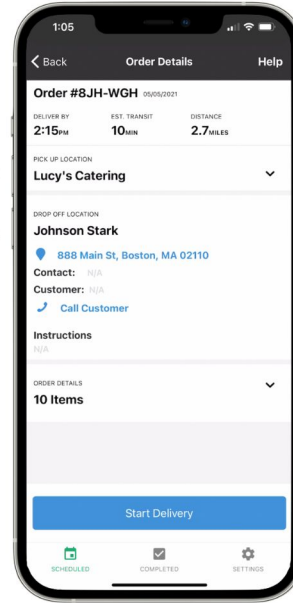
Download the app on the Apple App Store or Google Play.



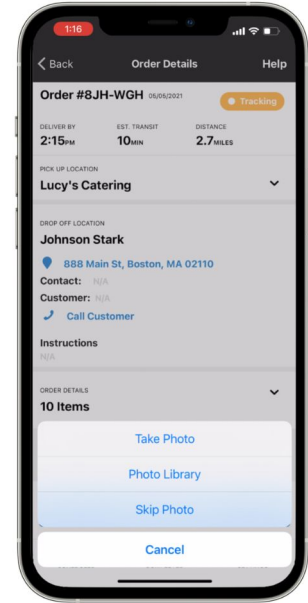
Drivers get text notifications when they're assigned to orders, and reminder notifications the day of the event.



Driver has access to order details, one touch navigation, delivery contact name and phone number and delivery instructions.

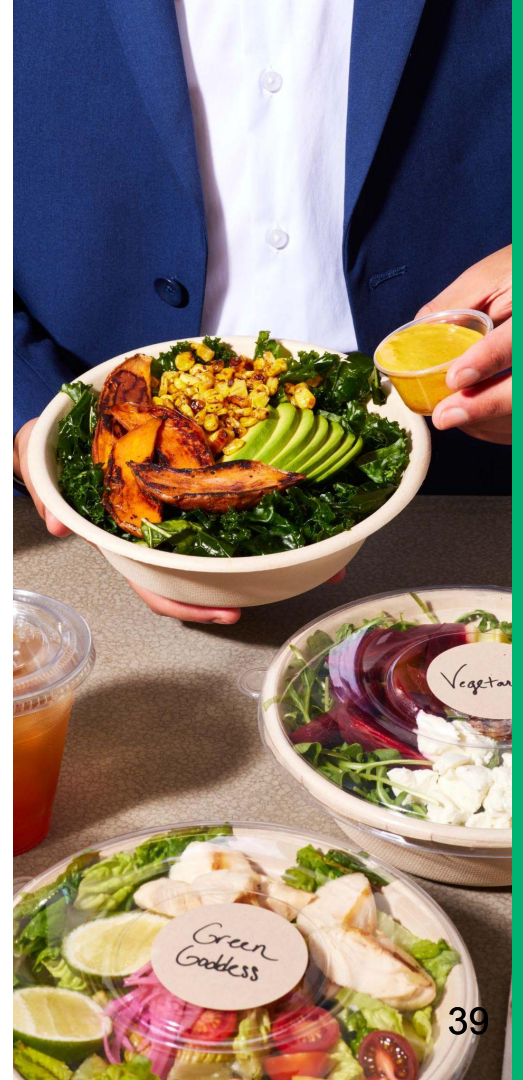


Real-time delivery updates are sent to the customer, once driver starts the delivery, and completes the delivery.



Drivers can provide setup photos once the order has been delivered successfully and completed.

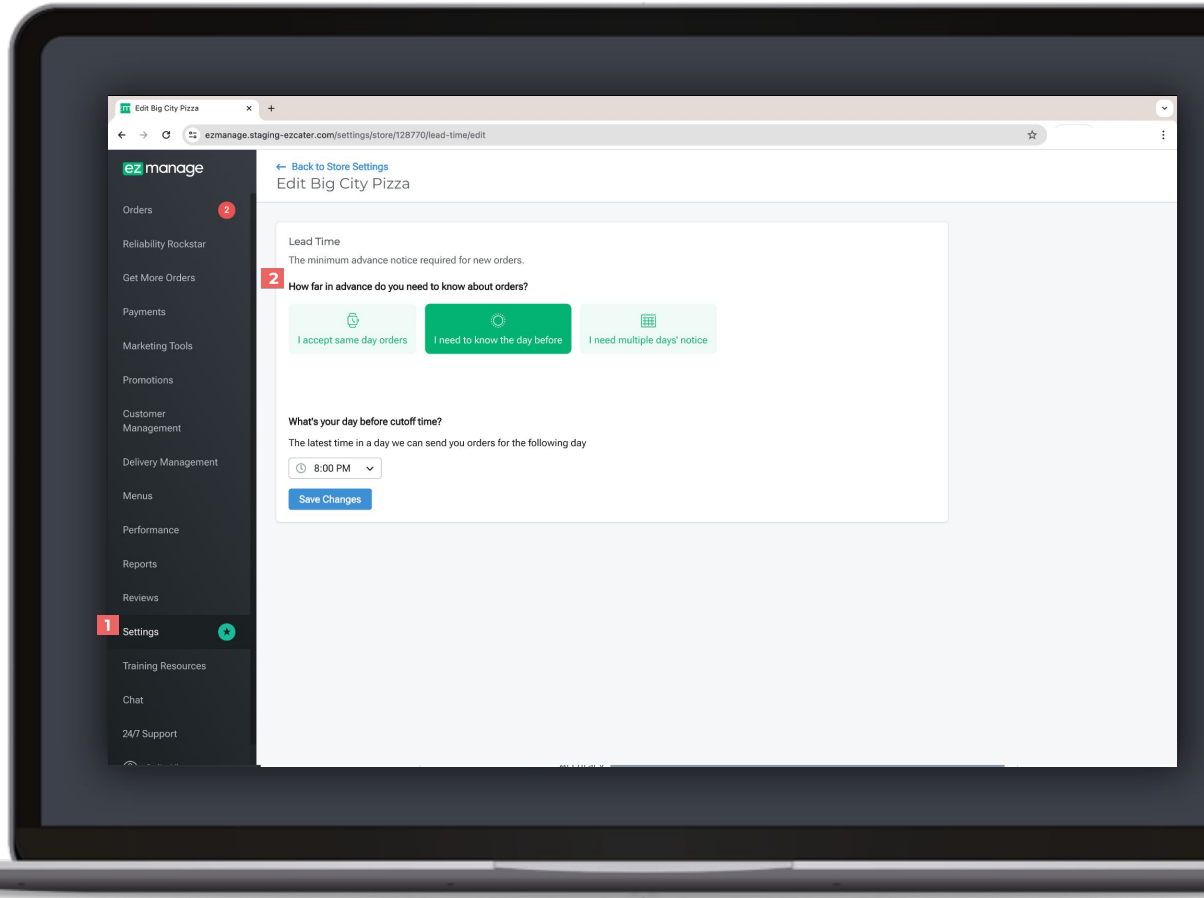
ezManage Settings & reliability tools



Update your Lead Time

1 Open the **Settings** tab, and select your store to adjust your Lead Time. Scroll down to the bottom of the page and click the Edit button on the Lead Time option.

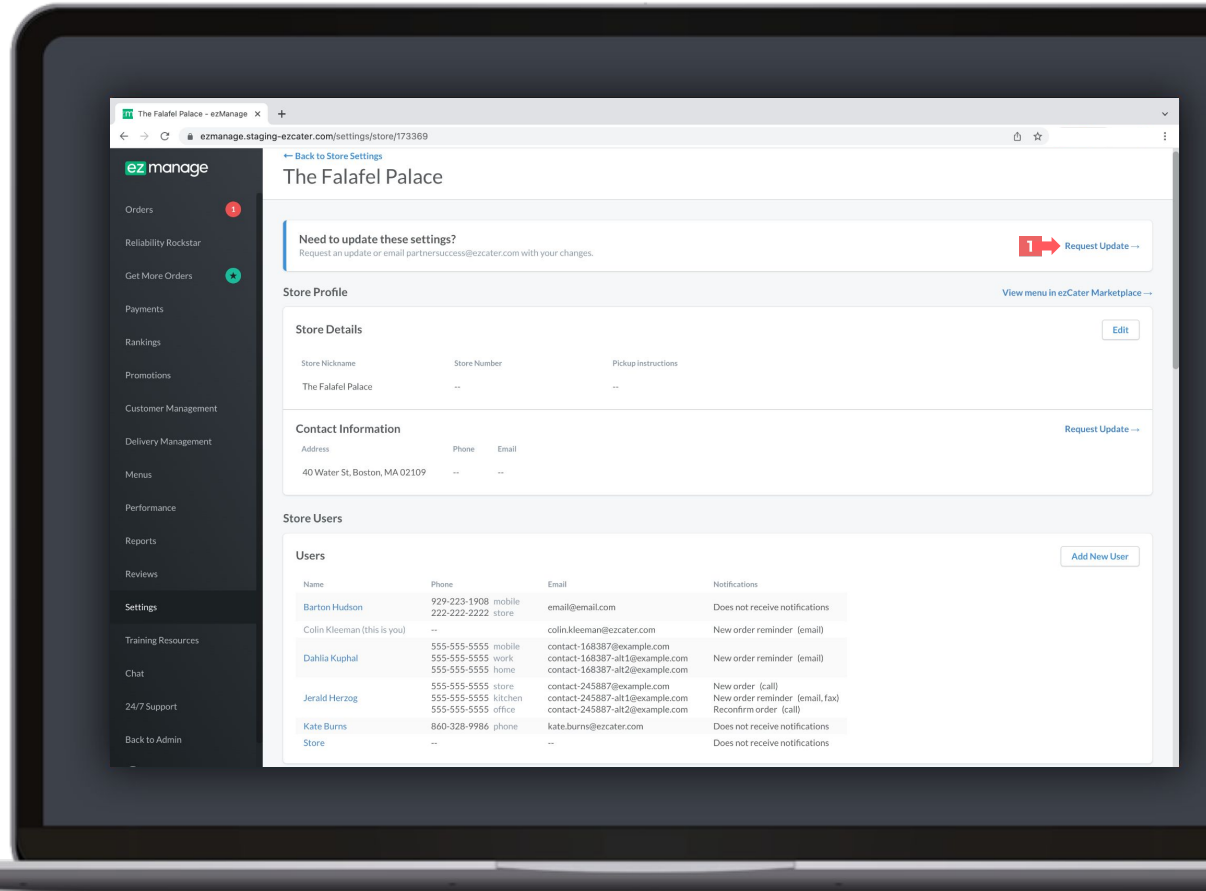
2 Select how much advance notice you need in order to prepare the order to the best of your ability. We recommend a ≥ 24 -hour lead time until you get the hang of fulfilling larger catering orders.



Update your Delivery Parameters

1

Need help updating your delivery settings, but don't see a self service tool in your portal? submit a request by following the **Request Update** link and filling out the form.



Update your Operating Hours

1 Click on the **Settings** tab and scroll down till you see the **Store Hours** section, and click the **Edit** button.

2 Use the toggle buttons beside each day to set your operating hours.

3 Use the **Copy** button to quickly update all days of the week.

***If you are set up with automatic ezDispatch you will need to submit a request to update your hours of operation. Follow slide 37 to request an update.**

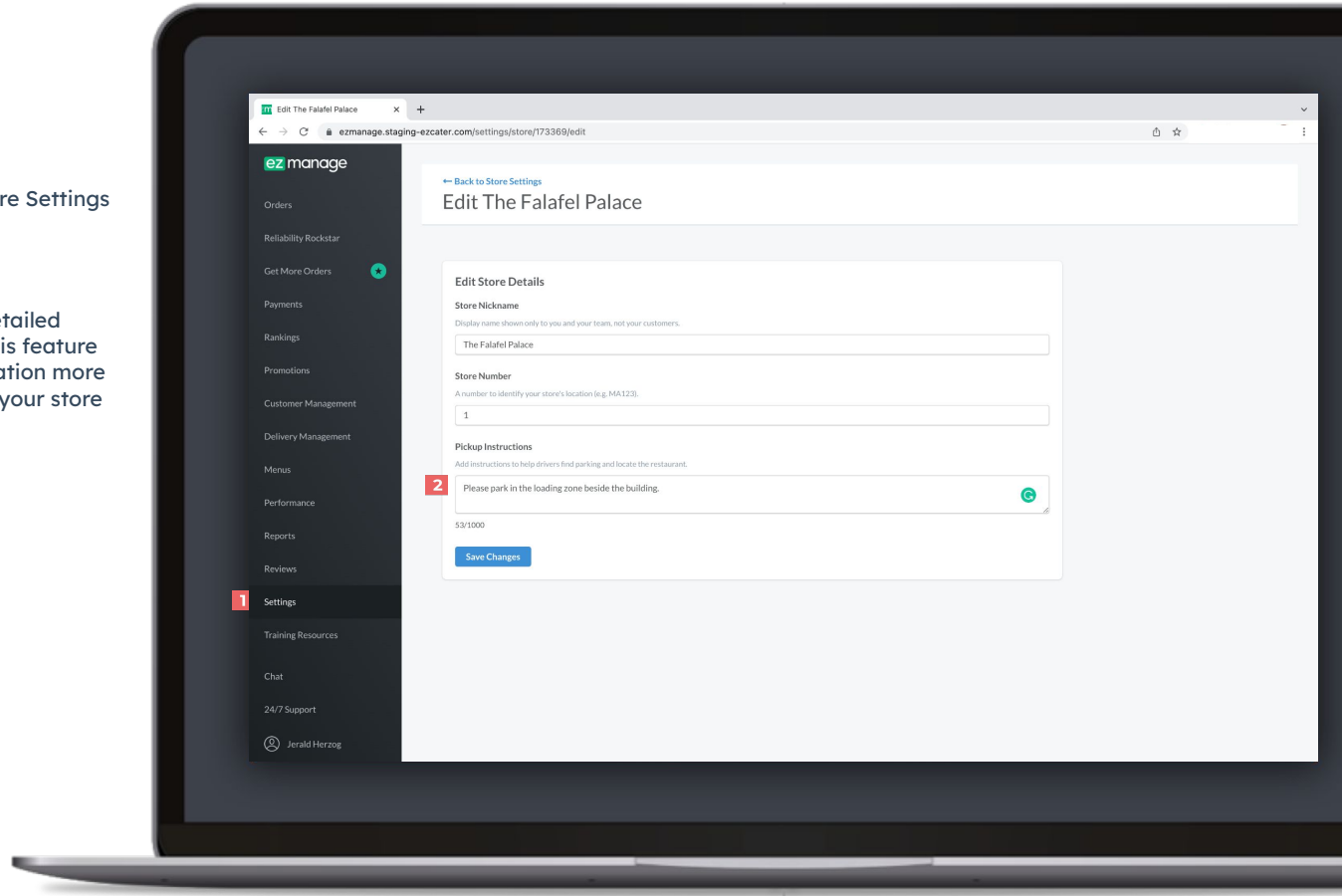
The screenshot shows the 'Edit Lucy's Catering' page in the ezmanage system. The left sidebar contains a navigation menu with 'Settings' highlighted and a red '1' next to it. The main content area is titled 'Edit Lucy's Catering' and has a 'Back to Store Settings' link. Below the title is the 'Operating Hours' section, which includes a description: 'Hours you are able to prepare delivery and takeout orders.' Underneath is the 'Delivery Hours' section, which is highlighted with a red '2'. It contains a table of days with toggle buttons and time range selectors. A red '3' is placed next to a 'Copy' button. At the bottom of the section is a 'Takeout Hours' toggle set to 'Same as delivery hours' and a 'Save Changes' button.

| Day | Status | From | To | Action |
|-----------|--------|---------|----------|--------|
| Monday | Open | 8:00 AM | 11:00 PM | Copy |
| Tuesday | Open | 8:00 AM | 11:00 PM | |
| Wednesday | Open | 8:00 AM | 11:00 PM | |
| Thursday | Open | 8:00 AM | 11:00 PM | |
| Friday | Open | 8:00 AM | 11:00 PM | |
| Saturday | Open | 8:00 AM | 11:00 PM | |
| Sunday | Open | 8:00 AM | 11:00 PM | |

Update Pickup Instructions

1 Click on the **Settings** tab and locate the Store Settings section, and click the **edit** button.

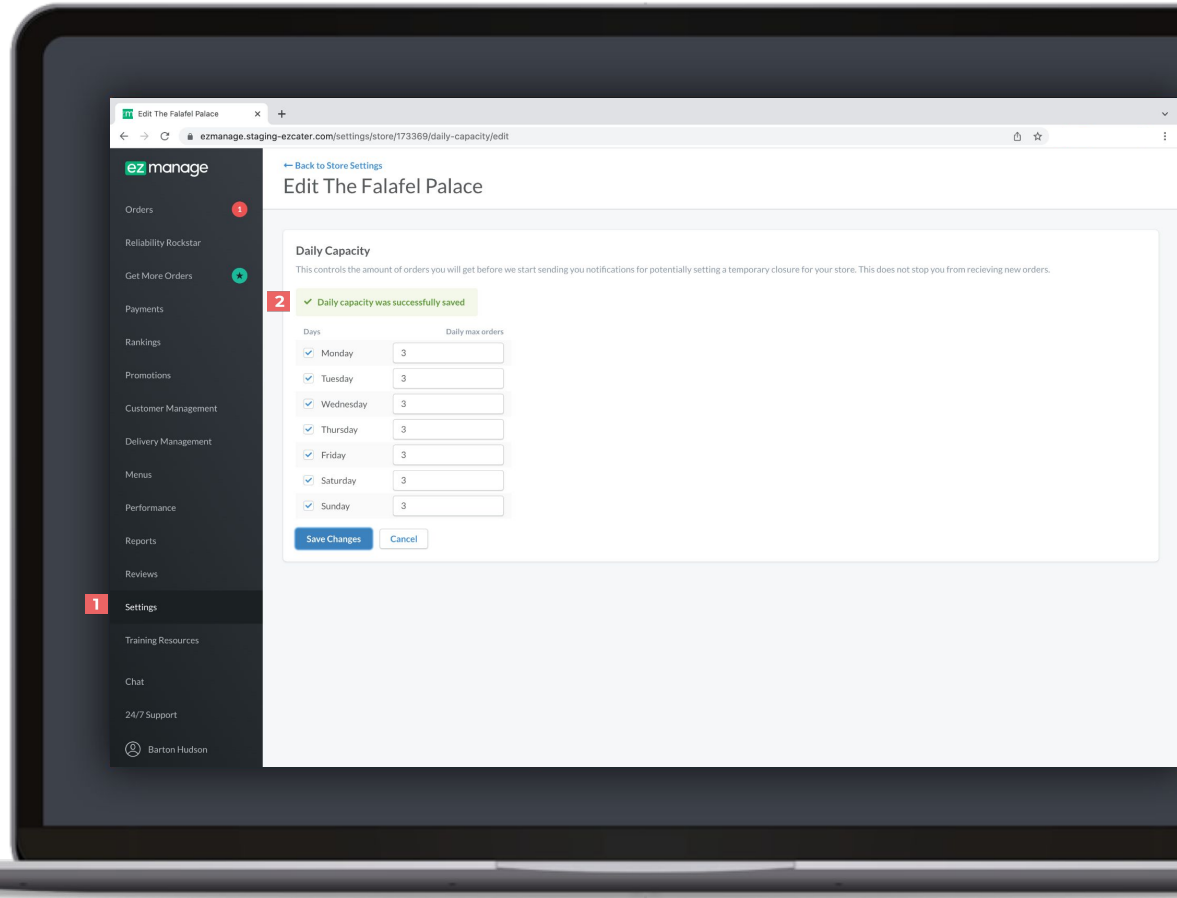
2 Use the **Pickup Instructions** field to add detailed notes to display to your driver on arrival. This feature will help the ezDispatch driver find your location more efficiently. Click **Save** once you've updated your store settings.



Update your Daily Capacity

1 Open the **Settings** tab, Select a store and scroll down to the order capacity section and click the **edit** button.

2 Use the check boxes to turn your daily capacity on and off. Use the drop down to select how many orders your store can handle on a daily basis before we alert you that you've reached your limit. Once you've updated your settings click **save**. *Your order capacity will be default to 3 orders per day, open your settings tab to update your daily capacity.

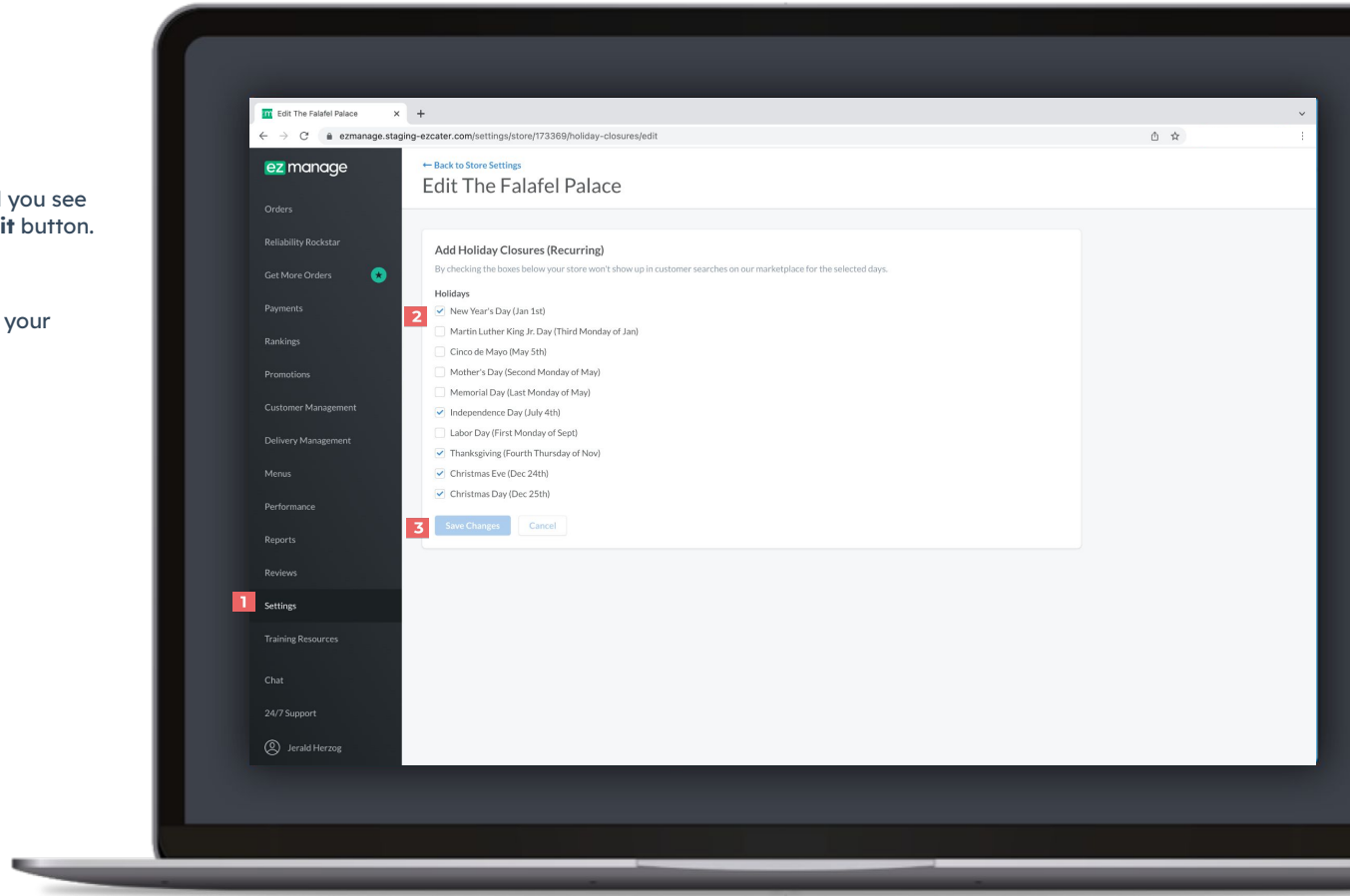


Update your Holiday Closures

1 Click on the **Settings** tab and scroll down till you see the **Holiday Hours** section, and click the **Edit** button.

2 Use the check boxes beside each day to set your operating hours.

3 Once you're closures are set, click **Save..**



Add a Temporary Closure

1 Open the **Settings** tab, Select a store or multiple and scroll down to the temporary closures section and click the **edit** button.

2 Select a time frame and date range and save your closure.

The screenshot displays the 'ez manage' interface for 'Big City Pizza - ezManage'. The left sidebar contains navigation options: Orders (1), Operational Metrics, Reliability Rockstar, Get More Orders, Payments, Marketing Tools, Promotions, Customer Management, Delivery Management, Menus, Performance, Reports, Reviews, Settings (1), Training Resources, and Chat. The main content area is titled 'Incoming order management' and includes several sections:

- Daily Capacity Target** (Edit): A table showing daily order limits. A note states: 'If you're new to ezCater, set a low number at first to avoid having to reject or cancel orders.' Below the table, it says: 'Tell us how many orders you can handle each day. When you hit your daily limit, we'll send you a notification, giving you the choice to set a Temporary Closure. We won't stop new orders automatically.'
- Holiday Closures** (Edit): A section for marking business days as closed. A note says: 'Once you set a holiday, you'll be marked as closed every year unless you remove the setting.' Below, it lists recurring holidays: New Year's Day (Jan 1st), Martin Luther King Jr Day (Third Monday of Jan), Cinco De Mayo (May 5th), Mother's Day (Second Sunday of May), and Memorial Day (Last Monday of May).
- Temporary Closures** (2, Edit): A section for scheduling temporary closures. A note says: 'You can schedule a temporary closure for any reason, for as little as a 15-minute period.' Below, it says: 'Select a period of time in which your store won't receive new orders from ezCater. No temporary closures scheduled.'
- Standard Hours** (Request Update →): A section for business hours. A note says: 'It's a good idea to revisit this section periodically to make sure it's up to date.' Below, it says: 'Your normal business hours (updates are permanent). ezDispatch is active for all delivery orders. Customers will be able to receive orders within the delivery hours listed below. Delivery partners may need to pick up the food before your earliest delivery time.'

| Days | Daily max orders |
|-----------|------------------|
| Monday | 1 |
| Tuesday | 1 |
| Wednesday | 1 |
| Thursday | 1 |
| Friday | 1 |
| Saturday | 3 |
| Sunday | 3 |

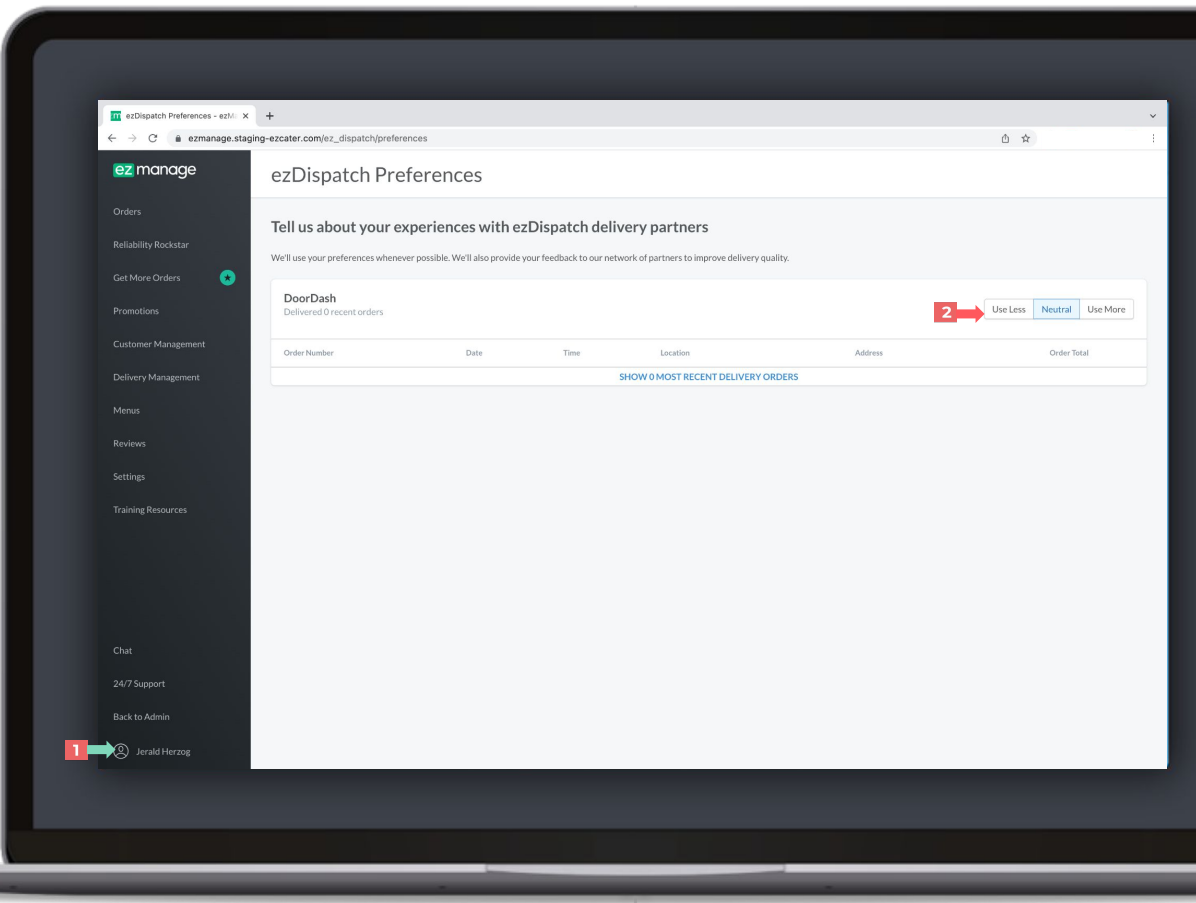
| | Delivery | Takeout |
|-----------|---------------------|---------------------|
| Monday | 11:00 am – 11:00 pm | 11:00 am – 11:00 pm |
| Tuesday | 11:00 am – 11:00 pm | 11:00 am – 11:00 pm |
| Wednesday | 11:00 am – 11:00 pm | 11:00 am – 11:00 pm |

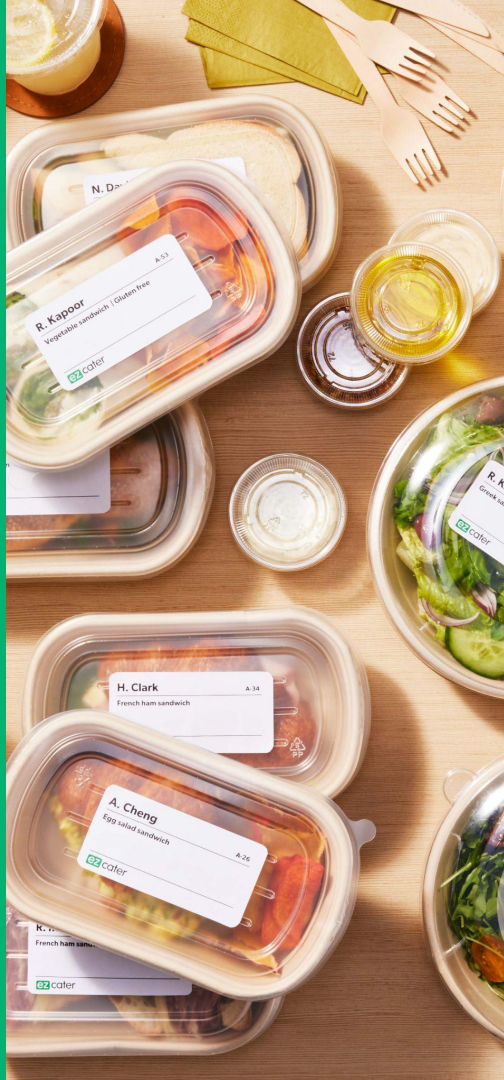
Update your ezDispatch settings

(Only applicable for caterers who have utilized ezDispatch)

1 Click on your name in the bottom left corner of the screen and select **ezDispatch Settings** to open your delivery partner preferences.

2 Use the toggle buttons beside each delivery partner to select your usage preferences.





Reporting & performance

View your payments

1 Click on the **Payments** tab to view all your store payments in a list view.

2 Click into a payment to view the detailed breakdown of your payment. If you hover your mouse over the blue info bubbles you'll see how we've calculated the totals.

3 Scroll to the bottom of the page to **download the CSV order report** to open in excel.

The screenshot displays the 'ez manage' web application interface. The browser address bar shows 'ezmanage.staging-ezcater.com/payments/3289996'. The page title is '12/04/19 Payment Details'. A sidebar on the left contains navigation links: Orders, Reliability Rockstar, Get More Orders, Payments (highlighted with a red '1'), Rankings, Promotions, Customer Management, Delivery Management, Menus, Performance, Reports, Reviews, Settings, Training Resources, Chat, and 24/7 Support. The main content area features a 'Payment Breakdown' table with the following items:

| Item | Amount |
|---------------------------------|-------------|
| Food Total | \$8,290.49 |
| Delivery Fees | + \$801.43 |
| Commission | -\$1,363.83 |
| ecOrdering Orders | \$0.00 |
| Direct Entry Orders | \$0.00 |
| Relish Orders | -\$118.96 |
| Marketplace Orders | -\$1,244.87 |
| Sales Tax | + \$341.82 |
| Tips | + \$651.16 |
| Payment Transaction Fee | -\$239.54 |
| Adjustments | \$0.00 |
| ezDispatch Charges & Misc. Fees | \$0.00 |
| Marketing Spend | -\$1,508.96 |
| Preferred Partner Program | -\$1,131.69 |
| ezRewards Program | -\$377.27 |
| Promotions | \$0.00 |

Summary information on the right side of the page:

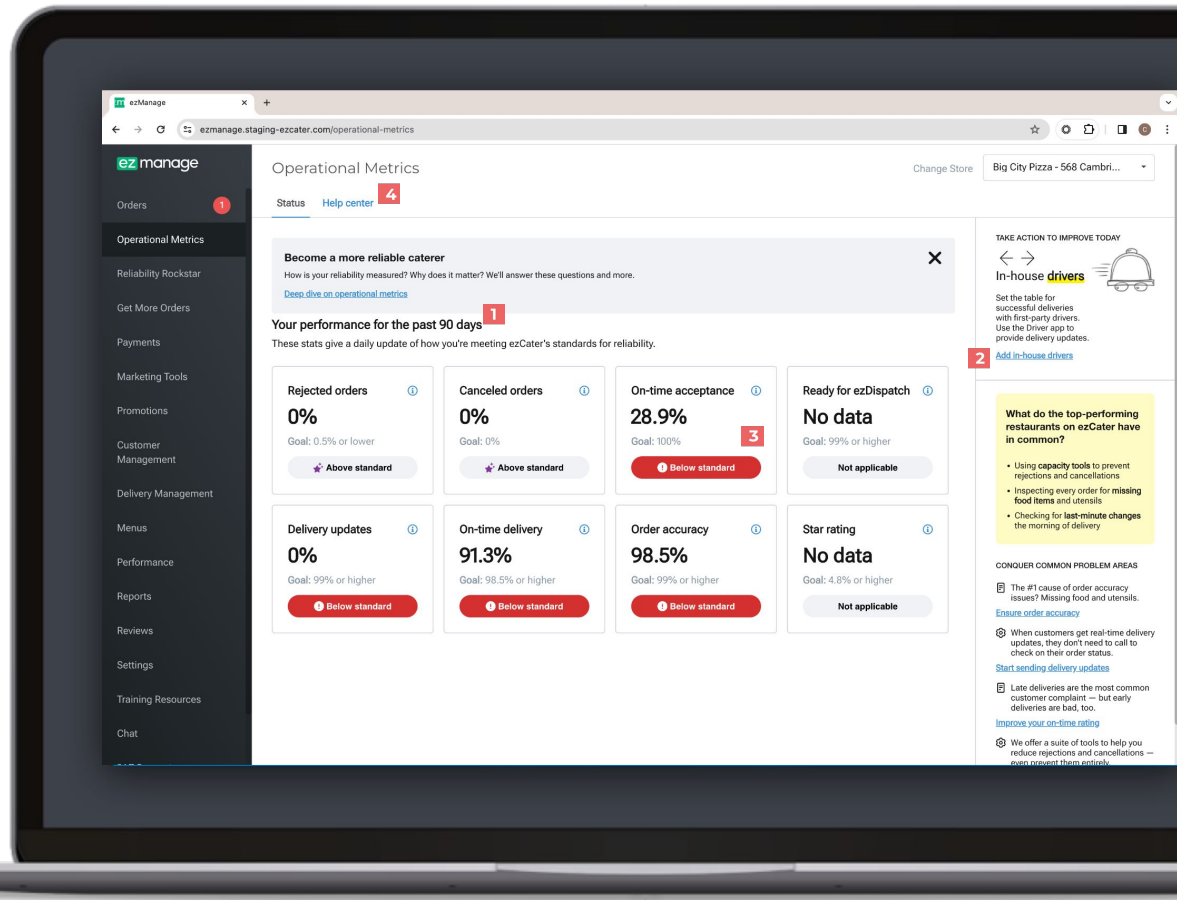
- Paid by ezCater: \$6,972.57**
- Payment includes orders from 11/16/19 - 11/30/19
- Payment sent on 12/04/19
- Payment method: ACH
- Payment recipient: The Falafel Palace (The Falafel Palace), 40 Water St, Boston, MA 02109

Red callout boxes are placed on the interface: '1' on the Payments sidebar item, '2' on the Commission row in the breakdown table, and '3' on the Promotions row in the breakdown table.

Operational Metrics

Review our Operational Metrics to understand which metrics we take into account when ranking your location in the search results. Track how your store is doing by logging into your ezManage account and clicking on the Operational Reporting tab.

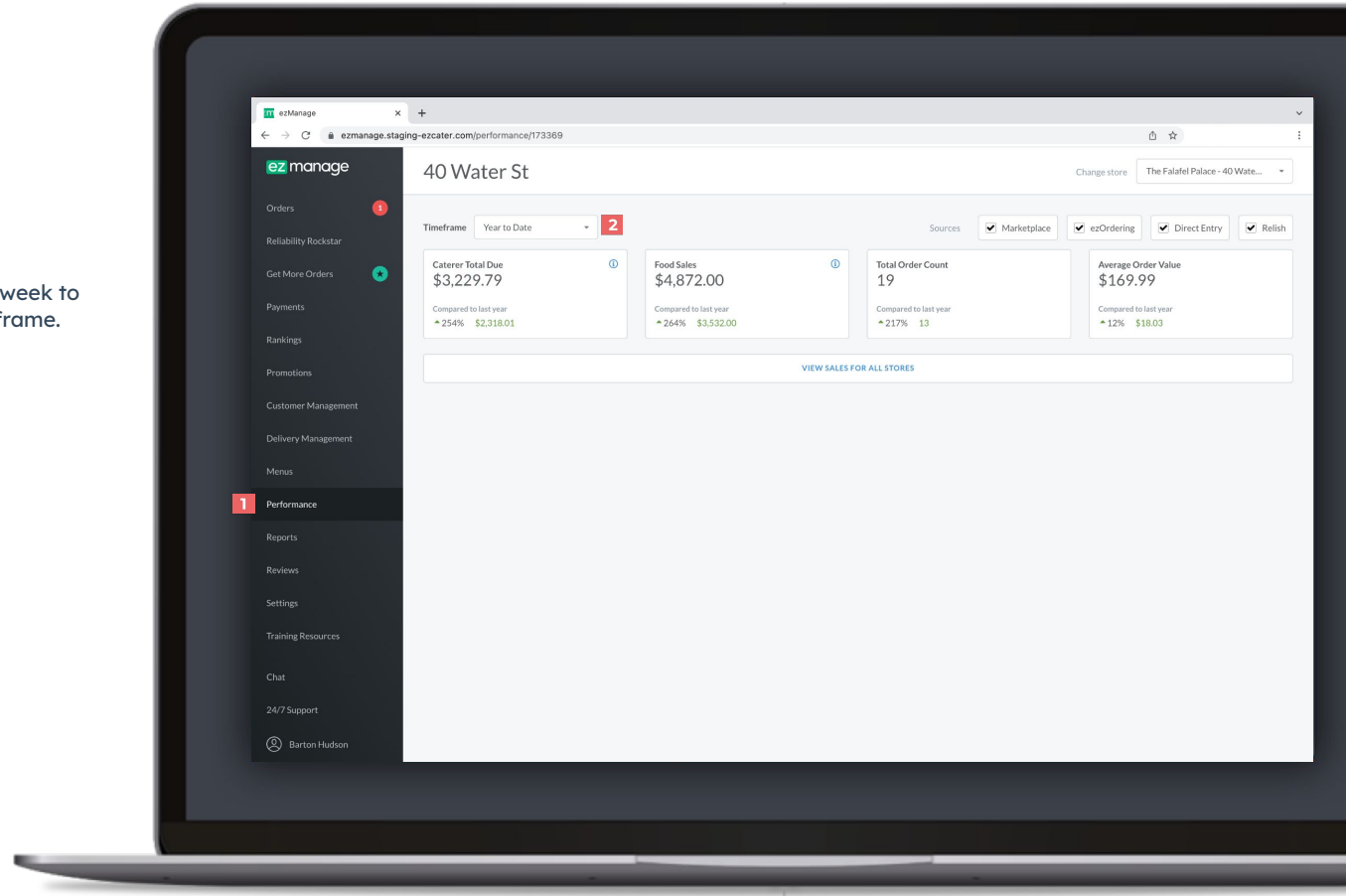
- 1** Review your performance on a 90 day rolling basis and see where you stand against our marketplace standards.
- 2** Review our tips for optimizing your settings to reduce order issues and rejections.
- 3** Quickly identify if you're above or below our standards and make improvements to ensure customer satisfaction.
- 4** Review the help center to see our best practices on reliability.



View your Performance

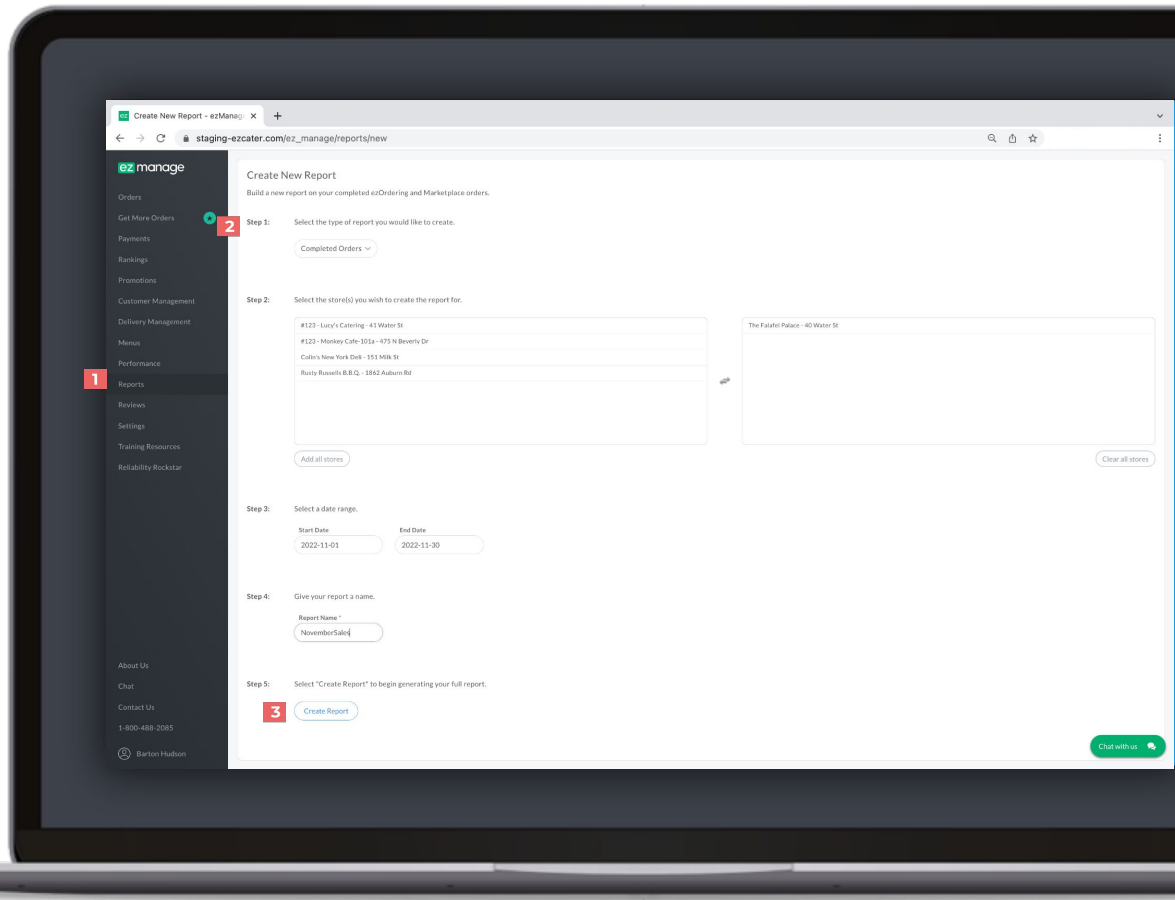
1 Click on the **Performance** tab.

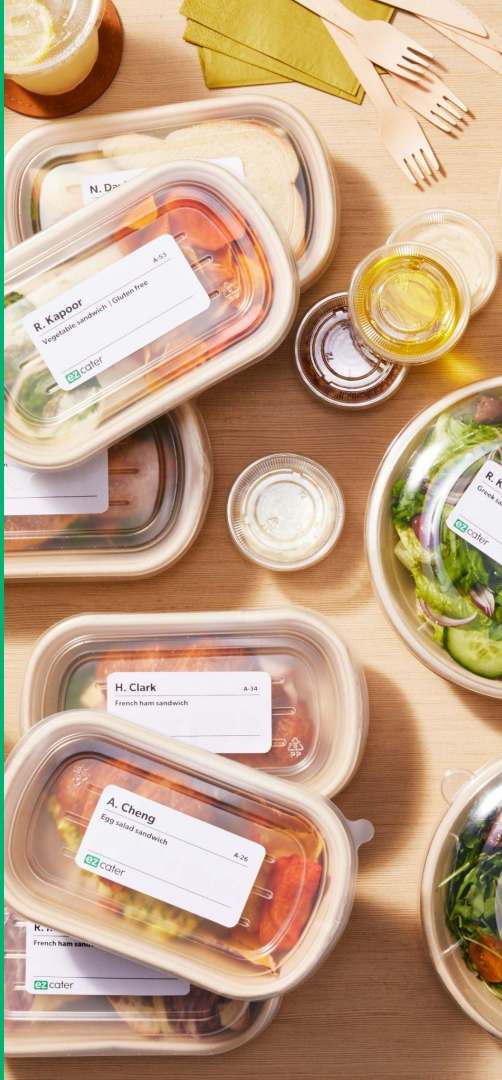
2 Use the timeframe drop down to update to week to date, month to date, and year to date timeframe.



Create a custom order report

- 1 Click on the **Reports** tab.
- 2 Go down the page and follow the 5 simple steps to create an order CSV.
- 3 Once you're ready click the **Create Report** button.





Accounting guide

How do you get paid?

You receive payments for catering orders weekly. Your payments will be sent to you by direct deposit.

ezCater processes payments every Tuesday for the previous week's billing cycle. Our billing cycles run from Monday to Sunday. Please allow 1-2 business days for direct deposit.

You can view [your payment history](#) and details in [ezManage](#).

If you have additional questions, please email partnersuccess@ezcater.com.

[Watch this quick video](#) to see how to view your payments within ezManage.

ezCater Commission

How does Commission work?

You pay a standard commission for orders you accept from the ezCater Marketplace, and a reduced commission for orders that come through ezOrdering from your website.

This commission powers the 5-star customer service team supporting your orders, the technology to manage your catering business, and our demand sales team helping you find the highest value catering buyers. It also fuels the marketing and SEO that brings you more Marketplace orders.

| | |
|--------------------|-----|
| Marketplace orders | 15% |
| ezOrdering orders | 7% |

Applies to meal subtotal and delivery.

Payment Transaction Fee

Payment transaction fee

You pay a fee for ezCater to process all your catering payment transactions. (does not apply to voluntary tips)

We recently raised our rate from 2.75% to 2.99% as of november 2022. Visa, MasterCard, and Amex all increase their rates at least annually; sometimes 2 times a year. Since we set the fee in 2009, major payment companies have increased their fees 20 times. They had paused increasing these rates during the last two years of the COVID-19 pandemic; however, some payment companies have significantly raised their rates and others are expected to follow.

All orders

2.99%

Applies to meal subtotal, delivery, and tax.

Optional: PPP Marketing Programs

Optional: Marketing Programs

By paying more through [Preferred Partner and ezRewards](#), you can get more orders from the ezCater Marketplace. These fees are investments to increase your order volume. You only pay if they get you more orders, and you can adjust your settings at any time.

Preferred Partner

Up to 20%

Applies to meal subtotal, only on Marketplace orders.

Optional: ezRewards Customer Loyalty

Optional: Marketing Programs

By paying more through [Preferred Partner and ezRewards](#), you can get more orders from the ezCater Marketplace. These fees are investments to increase your order volume. You only pay if they get you more orders, and you can adjust your settings at any time.

ezRewards

Up to 5%

Applies to meal subtotal, only on Marketplace orders.

Optional: ezDispatch Pricing

Optional: ezDispatch

If you choose, you can use [ezDispatch](#) to hand off delivery of an order to our network of professional, reliable delivery providers.

Orders up to \$300

\$30

Orders of \$300+

10%

Applies to meal subtotal. You keep your own delivery fee that was paid by the customer.

Order Breakdown with ezDispatch

| | | | |
|-------------------------------|----------------|---|--|
| Subtotal | \$100.00 | ← | The total amount of food & drink. |
| Delivery Fee | \$30.00 | ← | Customer-facing delivery fee set by the location. Automatic ezD requires matching the ezD pricing structure. |
| ezDispatch Charge | -\$30.00 | ← | Partner-facing charge: \$30 minimum or 10% orders > \$300 ezdispatch charge applied when driver is requested. |
| 7.0% Sales Tax | \$7.00 | ← | Sales Tax collected from the customer. |
| Tip | \$0.00 | ← | If ezDispatch is requested, voluntary tips will be passed on to the delivery driver. |
| <hr/> | | | |
| Total | \$107.00 | | |
| <hr/> | | | |
| 15% Commission | -\$19.50 | ← | (food total + delivery fees) * commission rate |
| 2.99% Payment transaction fee | -\$4.09 | ← | 2.99% fee charged for processing the payment. |
| <hr/> | | | |
| Caterer total due: | \$83.41 | ← | (Food total + delivery fees + sales tax + voluntary tips) - (Commission, Payment transaction, marketing programs) |

Commission = \$19.50

15% of \$130 (meal subtotal & delivery)

Payment Transaction Fee = \$4.09

2.99% of \$137 (meal subtotal, delivery & tax)

After commission and credit card fees, you'd get \$83.41 for this order.

You receive payment for orders weekly. [Learn more about payment.](#)

Tax Remittance

How is sales tax collected and remitted?

This article will help you understand how state-by-state “marketplace facilitator” laws impact you.

Many states have new tax laws for marketplace facilitators – like ezCater. Each state defines “marketplace facilitator” differently, but generally it is a marketplace that facilitates sales of goods between sellers and customers. Where these laws apply to us, they may shift the responsibility of remitting state sales tax from you (the seller) to us (the marketplace).

In all states where ezCater orders are taxable, we *collect* taxes as we always have. This hasn’t changed. You are still responsible for remitting all locally administered taxes. ezCater payments to you will continue to include these taxes.

In some states, as of June 1, 2020, we will also *remit* taxes on your behalf. ezCater payments to you will no longer include these taxes. [See state-by-state details.](#)

Creating a CSV report

An order CSV report can be created in the **payments tab** or from the **Reports tab** and will have everything you need to view your full payment breakdown. Use the different tabs to create CSV reports for any payment period by clicking into a payment, or create a report with a custom time-frame using the Reports tab.

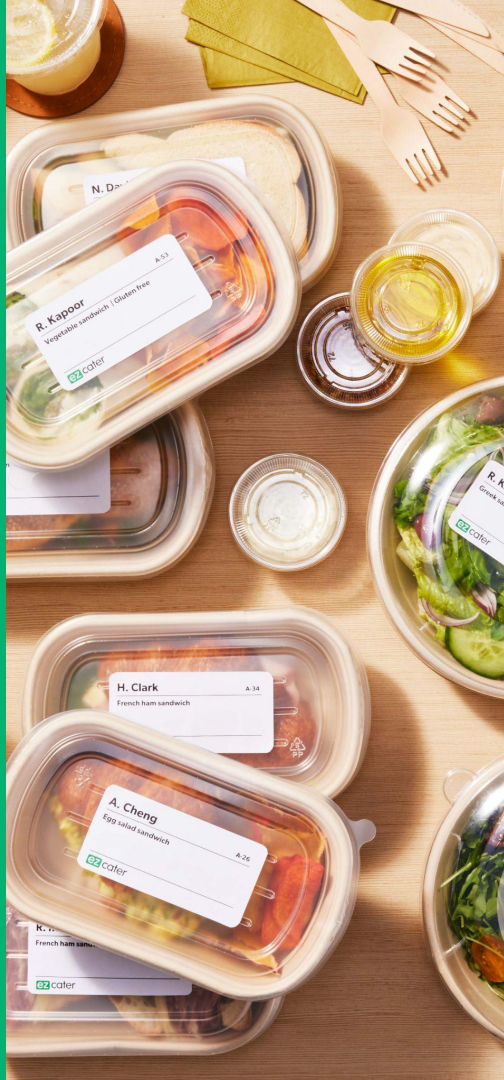
The next page will have definitions for each column and show you how we've come up with these numbers. You can also click the link below to view a sample report or visit the next section to see how to access your accounting information within ezManage.

[Click to view and download Sample CSV Report](#)

| Order Number | Location | Street Address | City | State | Zip Code | Store Number | Store Name | Caterer Name | Event Date | Submitted At | Food Total | Promotion | Delivery Fee | Comm |
|--------------|----------|--|------------------------|------------|----------|--------------|-----------------|---------------------------|---------------------|---------------------|------------|-----------|--------------|--------|
| 1 | YKJ-6YW | Delta Tau Delta | 31939 Freddy Drive | Boston | MA | 2115 | The Falafel Pal | The Falafel Palace (The F | 11/17/2019 6:30 PM | 11/16/2019 5:52 PM | \$263.00 | \$0.00 | \$26.00 | (\$4 |
| 3 | YZUJ-3GF | Harvard Statistics Department | 922 Donnelly Locks | Cambridge | MA | 2138 | The Falafel Pal | The Falafel Palace (The F | 11/18/2019 12:30 PM | 11/14/2019 1:23 PM | \$345.00 | \$0.00 | \$34.50 | (\$5 |
| 4 | VKC-TJH | Codiak BioSciences | 55084 Torp Key | Cambridge | MA | 2139 | The Falafel Pal | The Falafel Palace (The F | 11/19/2019 9:30 AM | 11/18/2019 10:15 AM | \$128.75 | \$0.00 | \$12.88 | (\$2 |
| 5 | FEY-VHC | CGIS Knafel Building (Department of Govern | 8212 Cyrus Pike | Cambridge | MA | 2138 | The Falafel Pal | The Falafel Palace (The F | 11/19/2019 11:45 AM | 11/20/2019 11:43 AM | \$173.50 | \$0.00 | \$17.35 | (\$2 |
| 6 | TEF-HVT | Fenway Health/AIDS Action Committee | 945 Volkman Landing | Boston | MA | 2119 | The Falafel Pal | The Falafel Palace (The F | 11/19/2019 11:45 AM | 11/14/2019 2:31 PM | \$497.50 | \$0.00 | \$49.75 | (\$8 |
| 7 | VZW-4TA | designLAB | 2364 Kuhn Lodge | Boston | MA | 2210 | The Falafel Pal | The Falafel Palace (The F | 11/19/2019 5:10 PM | 11/18/2019 5:10 PM | \$160.00 | \$0.00 | \$16.00 | (\$2 |
| 8 | P06-CTH | Club Soda | 840 Zeniak Via | Boston | MA | 2111 | The Falafel Pal | The Falafel Palace (The F | 11/20/2019 11:40 AM | 11/22/2019 11:26 AM | \$114.50 | \$0.00 | \$0.00 | (\$1 |
| 9 | EXW-Y84 | Albino | 6225 Mallo Skisway | Boston | MA | 2109 | The Falafel Pal | The Falafel Palace (The F | 11/20/2019 11:45 AM | 11/18/2019 4:10 PM | \$275.00 | \$0.00 | \$27.50 | (\$4 |
| 10 | UZE-VZ8 | Mount Auburn Gastroenterology | 39401 Valentine Lodge | Cambridge | MA | 2138 | The Falafel Pal | The Falafel Palace (The F | 11/20/2019 11:45 AM | 11/20/2019 10:25 AM | \$185.00 | \$0.00 | \$18.50 | (\$3 |
| 11 | AX2-Y4Y | Alumni Ventures Group | 14310 Dino Villages | Boston | MA | 2109 | The Falafel Pal | The Falafel Palace (The F | 11/20/2019 12:15 PM | 11/20/2019 11:04 AM | \$83.00 | \$0.00 | \$8.30 | (\$1 |
| 12 | 0K6-9TM | Building NS1 | 9572 Rachel Radial | Cambridge | MA | 2139 | The Falafel Pal | The Falafel Palace (The F | 11/20/2019 4:45 PM | 11/20/2019 9:42 AM | \$165.00 | \$0.00 | \$16.50 | (\$2 |
| 13 | 34K-SHV | General Assembly: Boston | 5681 Pat Grove | Boston | MA | 2111 | The Falafel Pal | The Falafel Palace (The F | 11/20/2019 10:56 AM | 11/20/2019 10:56 AM | \$247.00 | \$0.00 | \$24.70 | (\$4 |
| 14 | G64-153 | Alpha Delta Phi | 4628 Brett Bypass | Cambridge | MA | 2139 | The Falafel Pal | The Falafel Palace (The F | 11/21/2019 10:00 AM | 11/21/2019 1:20 AM | \$130.00 | \$0.00 | \$13.00 | (\$2 |
| 15 | Y08-V1G | Sequinus Inc. | 373 Kimberley Knolls | Cambridge | MA | 2139 | The Falafel Pal | The Falafel Palace (The F | 11/21/2019 11:00 AM | 11/20/2019 4:40 PM | \$460.00 | \$0.00 | \$46.00 | (\$8 |
| 16 | LH4-XE9 | Club Soda | 56955 Graham Glen | Boston | MA | 2210 | The Falafel Pal | The Falafel Palace (The F | 11/21/2019 12:00 PM | 11/14/2019 4:15 PM | \$143.50 | \$0.00 | \$0.00 | (\$2 |
| 17 | 0P8-UCP | Tosson Medical Education Center - HMS | 5334 Keebler Port | Boston | MA | 2115 | The Falafel Pal | The Falafel Palace (The F | 11/21/2019 12:30 PM | 11/18/2019 2:47 PM | \$1,050.00 | \$0.00 | \$105.00 | (\$17 |
| 18 | HW4-9MQ | Ainytam | 5581 Brad Rapids | Cambridge | MA | 2142 | The Falafel Pal | The Falafel Palace (The F | 11/21/2019 4:45 PM | 11/21/2019 3:46 PM | \$148.75 | \$0.00 | \$14.88 | (\$3 |
| 19 | 04U-EXT | Northwest Building | 857 Star Views | Cambridge | MA | 2138 | The Falafel Pal | The Falafel Palace (The F | 11/22/2019 11:15 AM | 11/22/2019 11:15 AM | \$30.00 | \$0.00 | \$3.00 | (\$0 |
| 20 | 94P-FKV | Foundation Medicine | 506 Bernhard Lights | Boston | MA | 2210 | The Falafel Pal | The Falafel Palace (The F | 11/22/2019 11:15 AM | 11/21/2019 4:14 PM | \$238.75 | \$0.00 | \$23.88 | (\$3 |
| 21 | 7UY-9ZC | Medford Skilled Nursing | 446 Corey Wall | Medford | MA | 2155 | The Falafel Pal | The Falafel Palace (The F | 11/22/2019 11:30 AM | 11/22/2019 10:25 AM | \$150.75 | \$0.00 | \$15.08 | (\$2 |
| 22 | JY1-8P1 | Club Soda | 9812 Wildermain Brooks | Cambridge | MA | 2139 | The Falafel Pal | The Falafel Palace (The F | 11/22/2019 12:00 PM | 11/14/2019 4:39 PM | \$169.49 | \$0.00 | \$16.95 | (\$3 |
| 23 | P8P-CGX | McGovern/Power Institute | 44376 Borer Junction | Cambridge | MA | 2139 | The Falafel Pal | The Falafel Palace (The F | 11/22/2019 4:15 PM | 11/22/2019 11:10 AM | \$927.50 | \$0.00 | \$93.75 | (\$14 |
| 24 | FAT-CCX | MIT Building W97 | 353 Mina Extensions | Cambridge | MA | 2139 | The Falafel Pal | The Falafel Palace (The F | 11/23/2019 3:45 PM | 11/18/2019 1:50 PM | \$228.75 | \$0.00 | \$22.88 | (\$3 |
| 25 | 09Q-HEA | Countryway Library | 297 Winthuser Loaf | Boston | MA | 2115 | The Falafel Pal | The Falafel Palace (The F | 11/24/2019 4:45 PM | 11/22/2019 2:59 PM | \$272.50 | \$0.00 | \$27.25 | (\$4 |
| 26 | Y3Z-FAG | Hubspot | 80774 Kovasek Dale | Cambridge | MA | 2141 | The Falafel Pal | The Falafel Palace (The F | 11/25/2019 11:45 AM | 11/25/2019 10:28 AM | \$154.50 | \$0.00 | \$15.45 | (\$2 |
| 27 | 9U4-R7T | Cerevel | 44753 McDermott Isle | Boston | MA | 2116 | The Falafel Pal | The Falafel Palace (The F | 11/26/2019 11:15 AM | 11/15/2019 1:57 PM | \$367.50 | \$0.00 | \$36.75 | (\$4 |
| 28 | R4U-T08 | Club Soda | 4283 Weisnat Mountain | Boston | MA | 2210 | The Falafel Pal | The Falafel Palace (The F | 11/26/2019 11:50 AM | 11/18/2019 11:22 AM | \$113.00 | \$0.00 | \$0.00 | (\$1 |
| 29 | IM1-7H8 | Club Soda | 782 Don Falls | Waltham | MA | 2451 | The Falafel Pal | The Falafel Palace (The F | 11/27/2019 12:00 PM | 11/27/2019 2:24 PM | \$205.50 | \$0.00 | \$0.00 | (\$3 |
| 30 | ZW1-F4X | Chewy | 87702 Faye Falls | Boston | MA | 2210 | The Falafel Pal | The Falafel Palace (The F | 11/28/2019 1:15 PM | 11/28/2019 12:19 PM | \$196.00 | \$0.00 | \$19.60 | (\$3 |
| 31 | GW9-4HX | Indochino Boston | 229 Brook Islands | Boston | MA | 2116 | The Falafel Pal | The Falafel Palace (The F | 11/30/2019 11:45 AM | 11/19/2019 12:10 PM | \$93.75 | \$0.00 | \$9.38 | (\$1 |
| 32 | 4V1-6P9 | JonesLopore Home | 34366 Will Mountains | Winchester | MA | 1890 | The Falafel Pal | The Falafel Palace (The F | 11/30/2019 5:30 PM | 11/30/2019 4:42 PM | \$264.00 | \$0.00 | \$26.40 | (\$4 |
| 13 | Total | Count 31 | | | | | | | | | \$9,290.49 | \$0.00 | \$901.43 | (\$158 |

CSV report column definitions

| Column | Definitions |
|-------------------------------------|--|
| L: Food Total | Subtotal of food & drink. |
| M: Promotion | Total dollar amount redeemed through a brand-funded promotion. |
| N: Delivery Fee | Customer-facing delivery fee set by the restaurant. |
| O: Commission | (food total + delivery fees) * commission rate "varies per order source" |
| P: Sales Tax | (Food total + delivery fee) * (Sales tax) collected by ezCater and passed through for you to remit. |
| Q: Sales remitted by ezCater | (Food total + delivery fee) * (Sales tax) Sales tax collected by ezCater to be remitted by ezCater |
| R: Tip | Voluntary tips given by the customer. |
| S: Payment transaction fee | 2.99% fee charged to process the ezCater payment. |
| T: Adjustments | Discounts or credits made to an ezCater order on your behalf by an ezCater agent. |
| U: Discounts | Discounts or credits made to an ezCater order on your behalf by an ezCater agent. |
| V: Misc Fees | ezDispatch charges paid by the caterer as well as automatic gratuities, packaging fees, etc. |
| W: Preferred Partner Program | Program to boost your placement and get more orders. 2% - 20% additional commission. |
| X: ezRewards | Program to incentivise customers with rewards points. 2% - 5% additional commission. |
| Y: Caterer total due | (food total + delivery fees + sales tax) - (Commission, Payment transaction, marketing programs) + (voluntary tips) |



Questions?

Email partnersuccess@ezcater.com or sign up for our [training webinar](#).