ezCater Training Webinar

2025

Training Agenda

1 How is ezCater different?

2 Signing in, notifications, & accepting orders

3 Delivery Management

4 Live ezManage demo

5 Support and training resources

How is ezCater different?

Food for Work
- Food for scheduled meetings, events or lunch breaks
- 97% of orders are delivered
- Business catering is high stakes

Order Timing
- Orders typically fulfilled Monday-Friday
- 70% of orders delivered before 12 PM

High Value Customers
- $400 average order value serving 23 people
- 39% of customers are ordering at least once a week (2024)

24/7 Support
- 5-star, award-winning customer service available any time
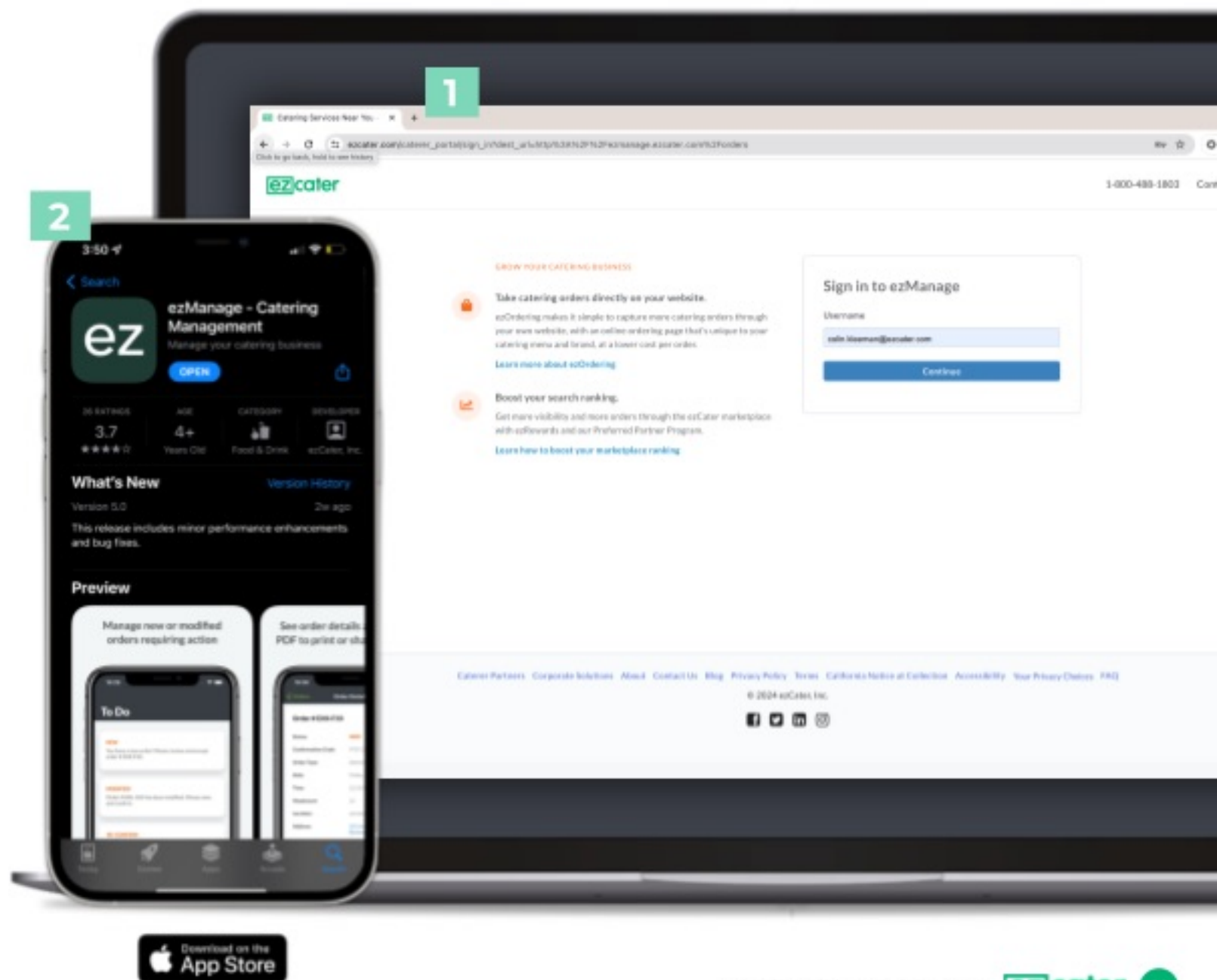- Speak with a live agent via phone, chat or email
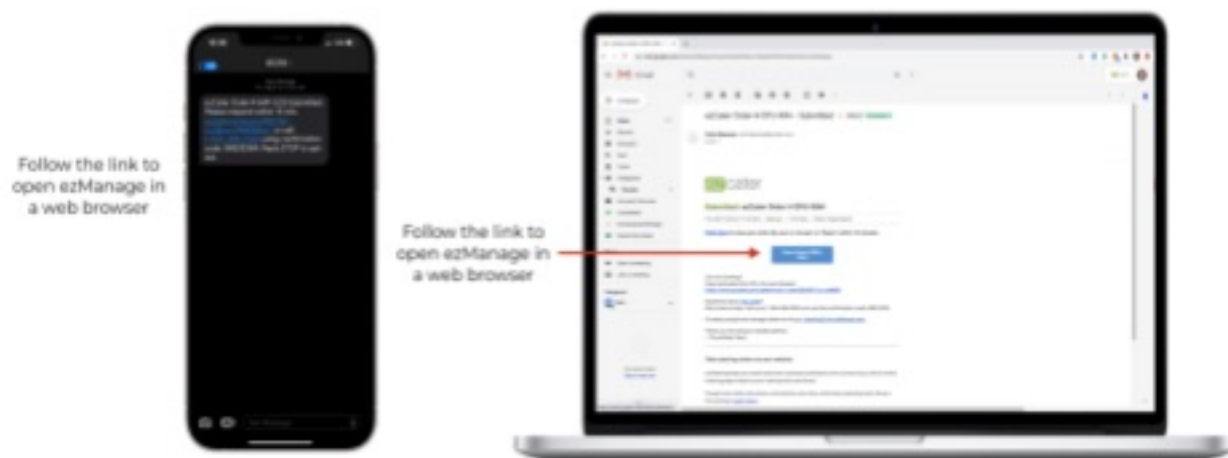
Accepting Orders

How to access ezManage

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.

Reach out to partnersuccess@ezcater.com if you don't know your login credentials

New Order Notifications

Text & Email

iOS Push Notifications

Follow the link to open ezManage in a web browser

Follow the link to open ezManage in a web browser

ezManage push notifications will appear in Notification Center

View Order in ezManage App
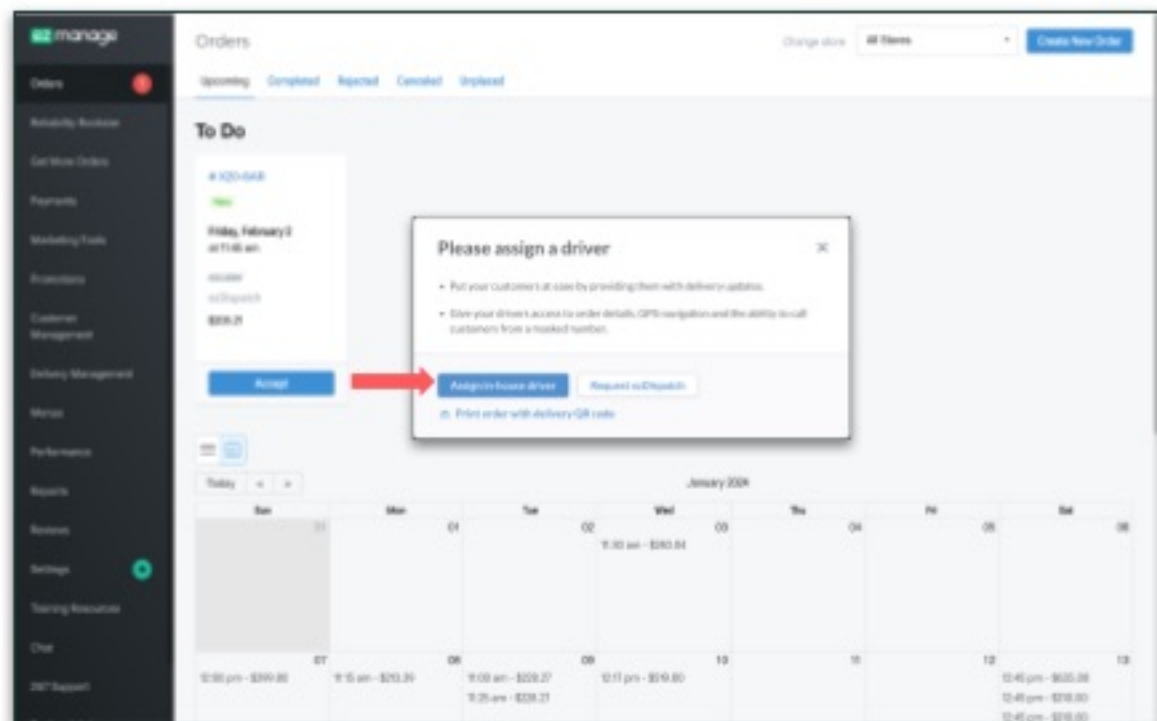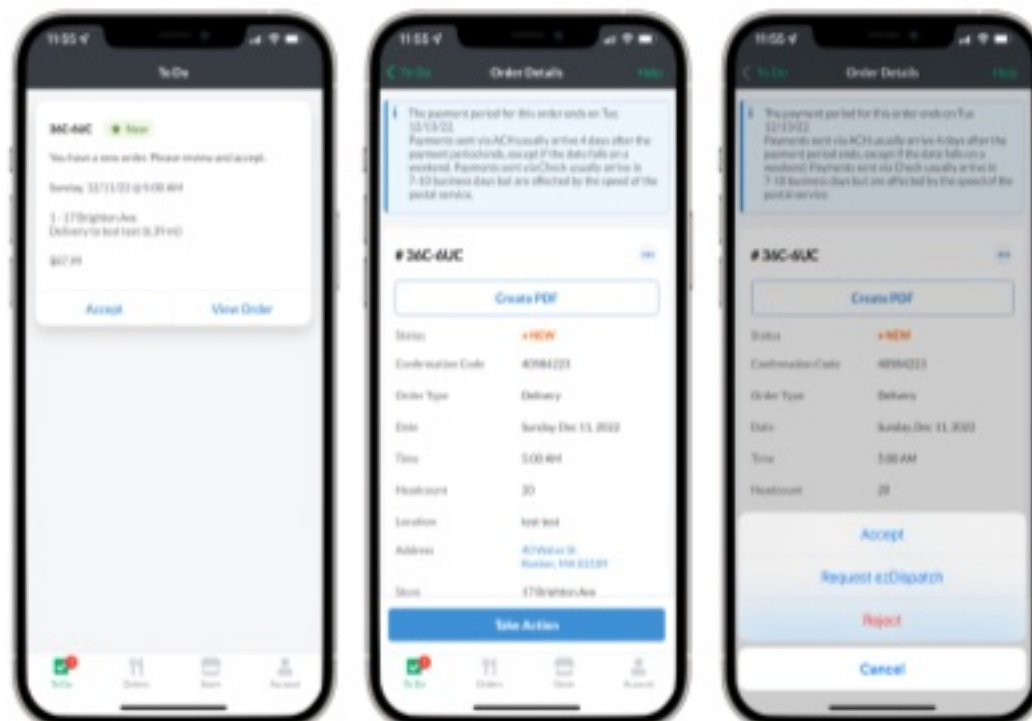
Follow the link in the text/email notification to your web-browser or the push notification which will take you to your app

View & Accept Order

ezManage on web-browser

ezManage iOs app

Please accept the order within 15-minutes to receive a boost in the search rankings, and avoid our automated phone calls.

Delivery Management

ezcater 15

In-House Deliveries

Tools for your drivers to manage deliveries and provide tracking information

Drivers receive text notifications when they are assigned to deliveries and can follow the link to manage the delivery on a mobile web-browser
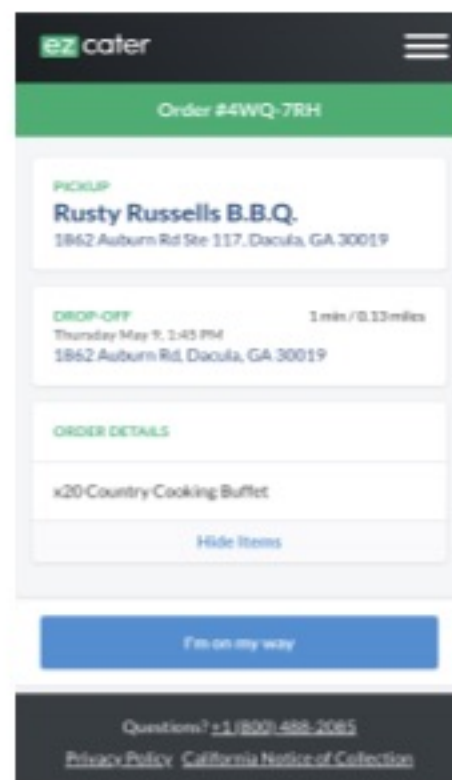
Drivers can view order/delivery information, access one-touch navigation, call the customer from a masked number and can provide delivery tracking
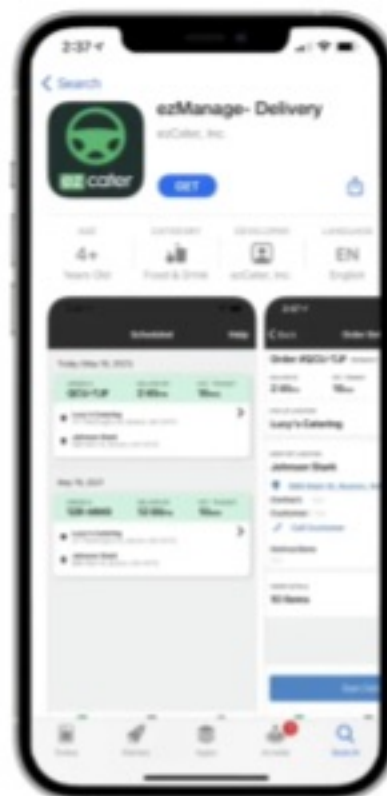
ezManage-Delivery app is also available in iOs app store and google play store
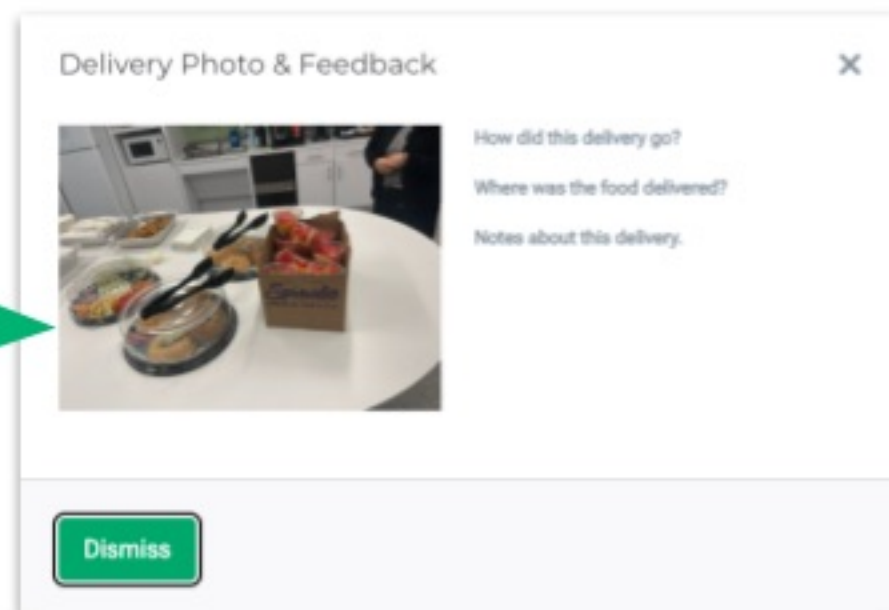
With the app, drivers can provide setup photos and feedback

ezDispatch Delivery

ezCater's Delivery Solution

- Nationwide network of reliable delivery partners able to handle delivery for you

- Deliver orders up to 20 miles away

- Accept more orders and prevent rejections/cancellations

- Grow your business without the need to hire more staff

How does it work?

- Utilize ezDispatch on-demand when you need it up to 90 minutes before event time

- Sign up for **automatic ezDispatch**
  - for all orders
  - for last minute orders

- Fee is $30 or 10% of subtotal if order > $300

- Delivery tracking provided on **all** ezDispatch orders

ezDispatch On-Demand

Delivery drivers readily available to deliver your order

Pricing & Payment

- Customer pays your established delivery fee

- You pay the ezDispatch fee:

    - Order subtotal up to $300 = $30 fee

    - Order subtotal > $300 = 10% of subtotal

- If ezDispatch fee > customer delivery fee, you pay the difference

- We pay the delivery partner and pass on any gratuities

- No signup or monthly fee

GROW YOUR CATERING BUSINESS
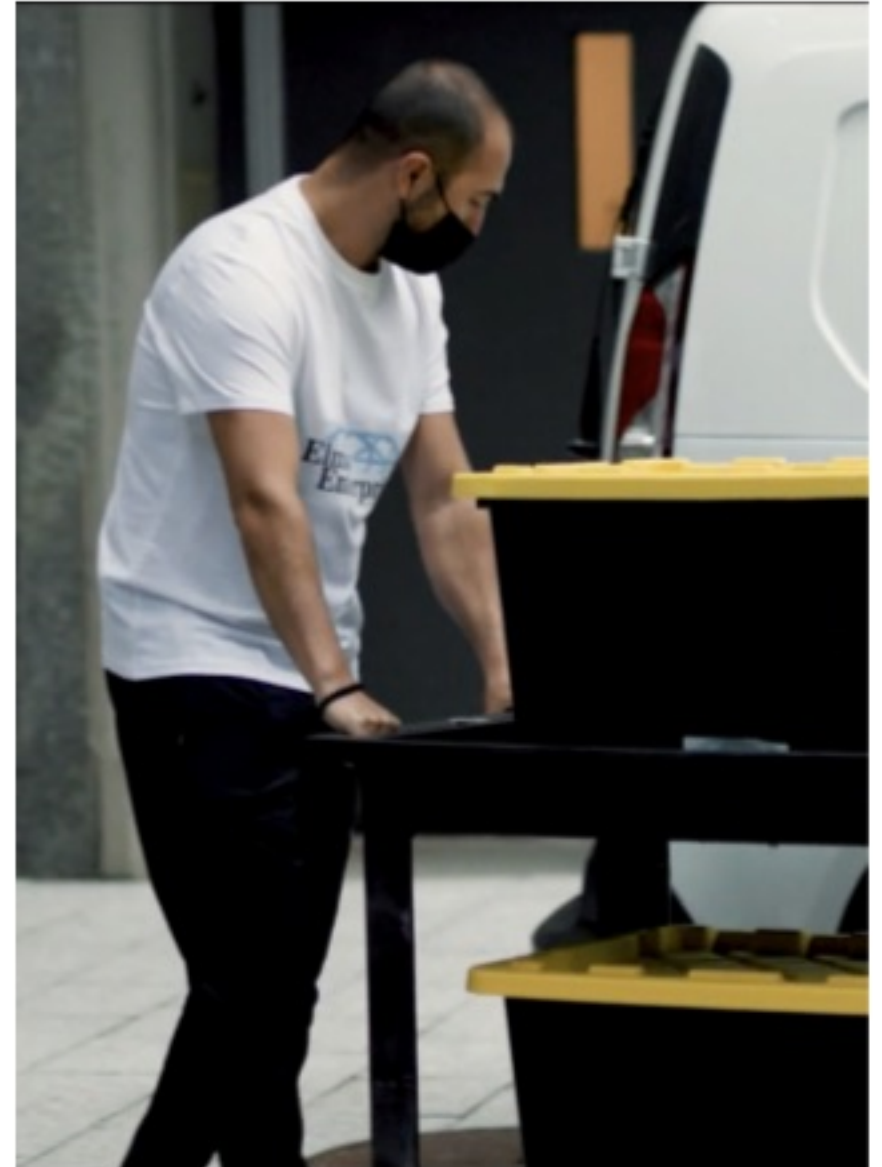
Automatic ezDispatch

How It Works

The customer places an ezCater order with your restaurant.	ezCater automatically matches the order with a delivery provider and emails you the details. You accept (or reject) the order.	The driver picks up the order at the scheduled time and delivers it to your customer.

- We automatically assign a delivery partner to all of your orders

- We match the customer-facing delivery fee to the ezDispatch fee

  - Customer pays you $30 or 10% of subtotal for delivery fee

  - We charge you $30 or 10% of subtotal to use ezDispatch

- We pay the delivery partner and pass on any gratuities

- No signup or monthly fee

ezDispatch

Professional catering delivery on demand.

Customer Service Support

On-Demand
You request ezDispatch.
We assign you a driver.

You receive
an order

Automatic
We automatically
assign you a driver.

You prepare
the order.

The driver
picks up
the food.

The driver
delivers the
food to the
customer.

Customers get delivery
status updates sent
directly to their phones

ezManage Live Demo

ezCater Best Practices

- **Be reliable and accountable**

- **Be responsive**

- **Focus on order accuracy**

- **Provide customer with delivery updates**

- **Be on-time**

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

Thank you!