

# ORDERME

## FOR SAMTOUCH

Bringing Self Ordering technology to the hospitality industry.

SELF ORDERING FROM  
PERSONAL DEVICE



## INTRODUCTION

**SAMTOUCH ORDERME** is a professional customers "own device" ordering app.

Designed for the busy restaurant, bar or fast food environment, Samtouch OrderMe provides a safe and efficient solution for customers to place food orders on their own Android or IOS mobile device, either on premise or remotely.

As the hospitality industry continues to evolve during the current challenges, Samtouch Point of Sale solutions evolve to meet increased demands & flexibility required of the industry. Whether your core business is table service looking to incorporate a take-away service or a fast food business wishing to extend out to delivering meals to customers. The Samtouch portfolio of hardware and software has all the tools built-in to enable you service your customers in the most safe, efficient and cost effective way.

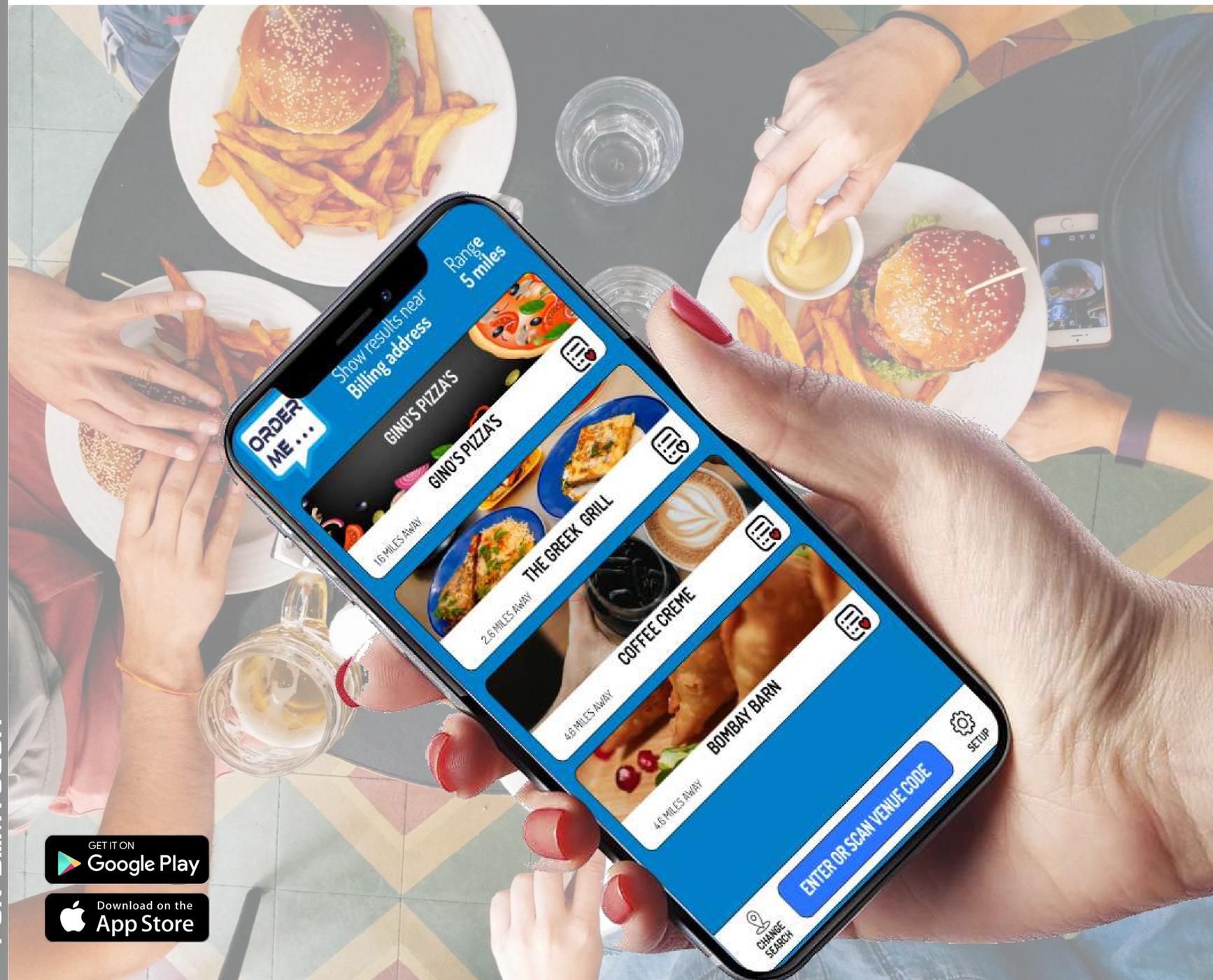
With Samtouch OrderMe all orders are automatically processed through your Samtouch Point of Sale system along with your traditional sales channel, saving time and reducing manual entry errors. In addition, if your system has kitchen order printers or kitchen video system all orders from OrderMe will be sent through the kitchen prep area automatically. Samtouch POS & Orderme is a full turnkey solution which handles all your sales channels effectively.

Unlike other stand-alone food apps available on the market there are no commission charges.



### HOW IT WORKS FOR RESTAURANTS

- Customer scans your special 3D Code.
- App and menu installed to customer device
- Customer places order & pays
- Order is transferred to Samtouch POS
- If applicable order printed on KP prep printer
- Prepare food deliver to customers table



### ORDER AND PAY @ TABLE

OrderMe is an ideal solution for any restaurant, providing a safe environment for customers and staff members. Using their own mobile device, customers can browse your menu at their leisure, place their order and make payment.

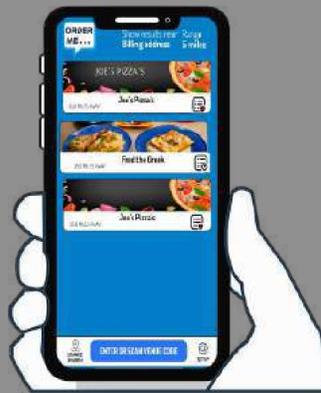
When a customer places and pays for their order, the order is automatically processed in your Samtouch POS solution and if required the order is printed on your bar & kitchen preparation printers



### BEER GARDENS

OrderMe is an ideal solution for any pub beer garden, providing a safe environment for customers and staff members. Using their own mobile device customers can browse your menu at their leisure, place their order and make payment.

When a customer places and pays for their order, the order is automatically processed in your Samtouch POS solution and if required the order is printed on your bar & kitchen preparation printers



### HOW IT WORKS FOR TAKE-AWAY'S

- Customer downloads App
- Customer locates venue by location
- Customer places order
- Customer selects collection or delivery time
- Customer pays for order and receives notification of order
- Order is transferred to Samtouch POS
- If applicable order printed on KP prep printer
- Prepare food await collection or deliver to customer



### TAKE-AWAY

OrderMe is an ideal solution for any Fast Food business. As a OrderMe user your business will be included in our directory list, so any potential customers looking to place a food order in you area will see you menu and could be a new customer. Insertion in the directory is inclusive in the Samtouch / OrderMe solution.

When a customer places and pays for their order, the order is automatically processed in your Samtouch POS solution and if required the order is printed on your bar & kitchen preparation printers



### DELIVERY

OrderMe is an ideal solution for any take-away business offering a delivery service. As an Orderme user your business will be included in our directory list, so any potential customer looking to place a food order in your area will see your menu and could be a new customer. Insertion in the directory is inclusive in the Samtouch / OrderMe solution.

When a customer places and pays for their order, the order is automatically processed in your Samtouch POS solution and if required the order is printed on the kitchen preparation printers.



### DIRECTORY LISTING

As an OrderMe user your business will be listed in our venue directory. When customers search within your area your business listing will be displayed giving you every opportunity to gain new customers. Customer's are able to list your venue as a favourite, so they can find it easily next time they are placing an order.



### VENUE OPTIONS

OrderMe is supplied with all venue sales channels as standard. Whether you are looking for Order @ Table, take-away or delivery channels they are inclusive as part of your system. Each channel can be enabled or disabled as required.



### PRICE LEVELS

Order @ Table service inevitably is priced higher than take away and delivery prices. Samtouch POS & OrderMe can be configured with up to six price levels per product and each sales channel can be preset with one of these price levels.



### PRODUCT MENU

Some products may only be offered for sale on certain sales channels (i.e Order @ Table). OrderMe provides you with the flexibility to include or exclude items from different channels or include items in multiple product groups. (I.e Starters and main course)



### PRODUCT OPTIONS / EXTRAS

Ordering from your menu is easy with lead-thru product options. This gives you the opportunity to upsell extras or promote specials that you wish to sell. Implemented correctly, product options can significantly increase your ave spend per head.



### COOKING INSTRUCTIONS

Cooking instructions are part and parcel of the order process, ensuring orders are cooked to your customer's exact requirements. Cooking instructions can also be used for drinks such as spirits to ask questions such as a: Do you require Ice?



### OPENING HOURS

For maximum flexibility you can configure different opening times per sales channel. For example your take-away service may start at 6pm but your table service may start at 6:30pm. Closing times may also be configured differently for each sales channel.



### ORDER FULFILMENT

For take-away and delivery orders you can configure the number of orders that can be procured within a specified time. For example; you could configure the system to handle 20 take-away orders per time range and in addition handle only 4 delivery orders within the same time range.



### PRODUCT PRODUCTION

Individual item fulfilment time is great where you are limited to the number of items you can prepare in a set time. For example: Your pizza oven capacity only allows you to prepare 15 pizzas per hour. Once capacity is reached any orders including pizza's will move onto the next available time slot.



### ADVANCED ORDERS

Customers can book take-away & delivery orders days in advance depending on how you have configured your system. OrderMe will monitor the orders that are pending and depatches them to Samtouch for processing as required. This advanced feature ensures you dont have to keep a manual list of orders required in the future.



### FOOD ALLERGIES

Each product can be assigned with one of the 14 allergens. This will be indicated on the product information screen. Note: If an ingredient is assigned an allergen this will be populated through to the product information.



### SECURE PAYMENTS

Card payments can be securely taken via your customers own personal device. All payments use the highest level of 3D security. Card details can be saved on your customers device for repeat orders, especially useful in pub environments.



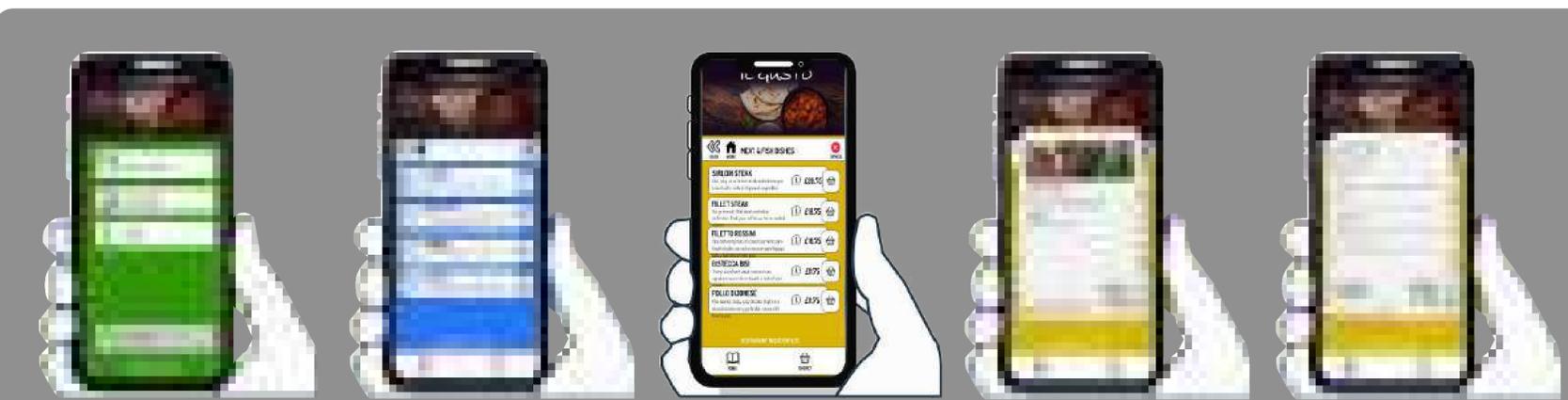
### 0% COMMISSION

Online ordering platforms will typically charge up to 20% commission on every transaction you make. However, with OrderMe there is no commission fees.

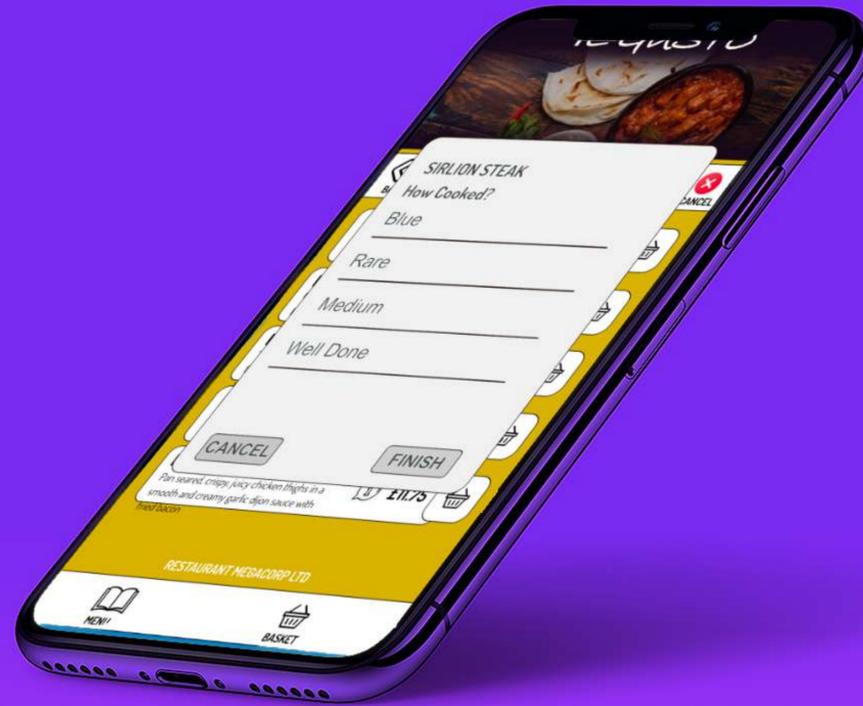


### FULLY INTEGRATED SOLUTION

OrderMe is fully integrated with our own Samtouch Point of Sale and Samtouch backoffice solution. All sales and order operations are consolidated through a single platform ensuring your best practise operation is maintained.



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Images are a reproduction and may differ from the actual app

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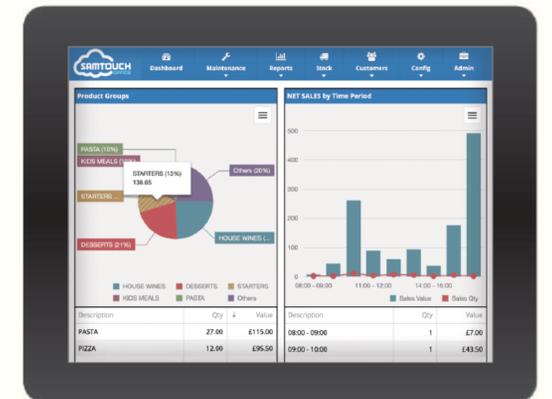


### SAM4S S360 POS TERMINAL

Orderme works in conjunction with SAM4S POS hardware and our very own Samtouch Point of Sale software solution. This full turnkey solution offers 100% compatibility between hardware, software and customer devices ensuring your system meets the heavy demands of the hospitality industry. With over 200 solutions supplied monthly you can be assured that the flexibility of Samtouch POS will meet your operational needs.

### SAMTOUCH OFFICE

Samtouch Office brings together traditional Point of Sale hardware and software with our OrderMe customer app for Google / IOS devices. Samtouch Office can be used anywhere you have an internet connection and this is where you control all your product maintenance, stock inventory, reporting and OrderMe customer settings.



### SAMTOUCH ORDERPAD

Samtouch Orderpad completes the varied order solutions available through your turnkey system. Orderpad utilises the PAX A920 credit card terminal and allows waiters to take orders at the table or in the beer garden and take payment at the same time. Orderpad offers a more personal touch where all your clientele are not familiar with app type solutions.

