



Sysco[®] Synergy *Tech Suite*

ADVANCED ORDERING MODULE
INDEPENDENT SELF-ORDERING PORTAL
& SERVICE DASHBOARD



COMPLIMENTARY SYNERGY TECH SUITE PLATFORM FEATURES TO HELP YOU NAVIGATE COVID-19

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

'NEW' SELF-ORDERING PORTAL

Allows your independent residents who own a personal tablet or computer to place orders directly from the safety of their rooms.

For residents without a personal device, a staff member can quickly share what's on the menu and accept orders for several days in advance .

ADVANCED ORDERING MODULE

Visit your patients to take their meal orders up to 7 days in advance on a tablet or laptop computer.

Orders may also be placed via phone for those without a personal device or who require more limited engagement.

SERVICE DASHBOARD

View the service dashboard on a tablet or PC to quickly see which residents have ordered, who refused a meal and who still needs to place an order.

Closely monitor diet orders and allergy changes as well as all new admissions.



SELF ORDERING PORTAL

MEALSUITE
TOUCH

Welcome to My Meal Orders.
To select your meals, please verify your information below.

First Name

Last Name

Unique ID

What is my Unique ID?
Your Unique ID is a unique number that allows us to identify you.
If you do not know your ID, please contact the Food Service Department.

CONTINUE >

Welcome, Jane Doe

Allergies Mustard | **Live Location** 1st Floor – Room 901

Use the tabs below to select your meals for today and tomorrow. Please note the cutoff times for selecting meals.

Please order dinner by 4:00pm. If you do not select meal options we will auto generate a meal unless you select skip a meal below. **12 mins**

MAR 16 Breakfast Meal skipped	MAR 16 Lunch Meal selected	MAR 16 Dinner Order by 4:00pm	MAR 17 Breakfast Order by 7:30pm	MAR 17 Lunch Order by 11:00am	MAR 17 Dinner Order by 7:30pm
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Juices

125mL Grape Juice

ADD TO MEAL

Fruit

125mL Fresh Apple Slices

ADDED

REMOVE

Cereal

180mL High Fibre Oatmeal

ADDED

REMOVE

180mL Rice Krispies Cereal

ADD TO MEAL

Entree

60mL Scrambled Eggs

ADDED

REMOVE



ADVANCED ORDERING MODULE

←

Advanced Ordering - Dinner - March 19, 2020

🏠

🕒

🔍 Search By: ...

Name ▾

☐ Missing Orders Only

🔼

Briar, Michael
West Wing - 400

Colby, Aaron
West Wing - 400

Crews, Terri
West Wing - 400

Michael, Frank
South Wing - 300

Neptune, Larry
East Wing - 108


Night, Tammy
West Wing - 401

Smith, John
East Wing - 101

Stevens, Anabelle
East Wing - 102

Taylor, Teresa
South Wing - 301

Towns, Victoria



Taylor, Teresa

Regular/Puree/Regular

March 19, 2020
Emerald Dining Room -
Table 5
Breakfast ✓

March 19, 2020
Emerald Dining Room -
Table 5
Lunch ✓⚠️

March 19, 2020
Emerald Dining Room -
Table 5
Dinner ✗

Entree

1 #10scp P.Ginger Roast Pork

1 #10scp P.Baked Haddock

Starch

1 #10scp P.Fluffy Rice

1 #10scp P.Parslied Potatoes

PREVIOUS

REFUSE

SAVE

MEALSUITE
TOUCH

Advanced Ordering Configuration Guide

Congrats! Watch the Overview Next Steps Printer Setup Resident Setup Non-Select Setup Tableside Setup Menu & People Data Dining Areas In Room Dining Ordering & Service Times Cut Off Times Next Steps

Welcome!

We're glad you decided to use the MealSuite Touch Advanced Ordering System. Use of the Advanced Ordering system will provide you with many benefits, including the ability to:

- Visit your patients to take their meal choices up to 7 days in advance on a tablet or laptop computer. You may also collect orders over the phone.
- View the service dashboard to see which patients need an order placed, are on a new diet order or have been recently admitted.
- All orders are transmitted to your MealSuite system, enabling you to accurately predict your production requirements. Easily print your delivery tickets a few minutes before tray delivery begins to simplify operations.

First thing's first, let's confirm we have the right information:

Account Name

Rich

Name

Barnes

Barnes

Email

rich.b@mealsuite.com

Phone

(800) 383-1999 x237

Self-guided Configuration Tool



SERVICE DASHBOARD

Meal Service Management									
Thursday March 19, 2020									
<input type="text" value="Search By ..."/>				Name ▾	SORT BY				
						ALERT	ORDER COMPLETED	PENDING ORDER	REFUSED
									NO ORDER
									A-Z Z-A
PATIENT	EVENT TYPE	BREAKFAST	LUNCH	DINNER	DIET ORDER	DELIVERY AREA	BUILDING	WING	ROOM
Briar, Michael					Regular/Regular/Regular	Emerald Dining Room	MealSuite Estates	West Wing	400
Colby, Aaron					Gluten Restricted/Regular/Regular	In Room	MealSuite Estates	West Wing	400
Crews, Terri					Regular/Regular/Regular	Emerald Dining Room	MealSuite Estates	West Wing	400
Gordon, Joseph					Regular/Regular/Regular	In Room	MealSuite Estates	West Wing	400
Green, Richard					Regular/Regular/Regular	Emerald Dining Room	MealSuite Estates	East Wing	105
Michael, Frank					Regular/Regular/Regular	Emerald Dining Room	MealSuite Estates	South Wing	300
Neptune, Larry	DIET ORDER CHANGED				Regular/Regular/Regular	In Room	MealSuite Estates	East Wing	108
Night, Tammy	REFUSED: NOT HUNGRY				Vegetarian/Regular/Regular	In Room	MealSuite Estates	West Wing	401
Preston, Marry					Regular/Regular/Regular	In Room	MealSuite Estates	East Wing	110

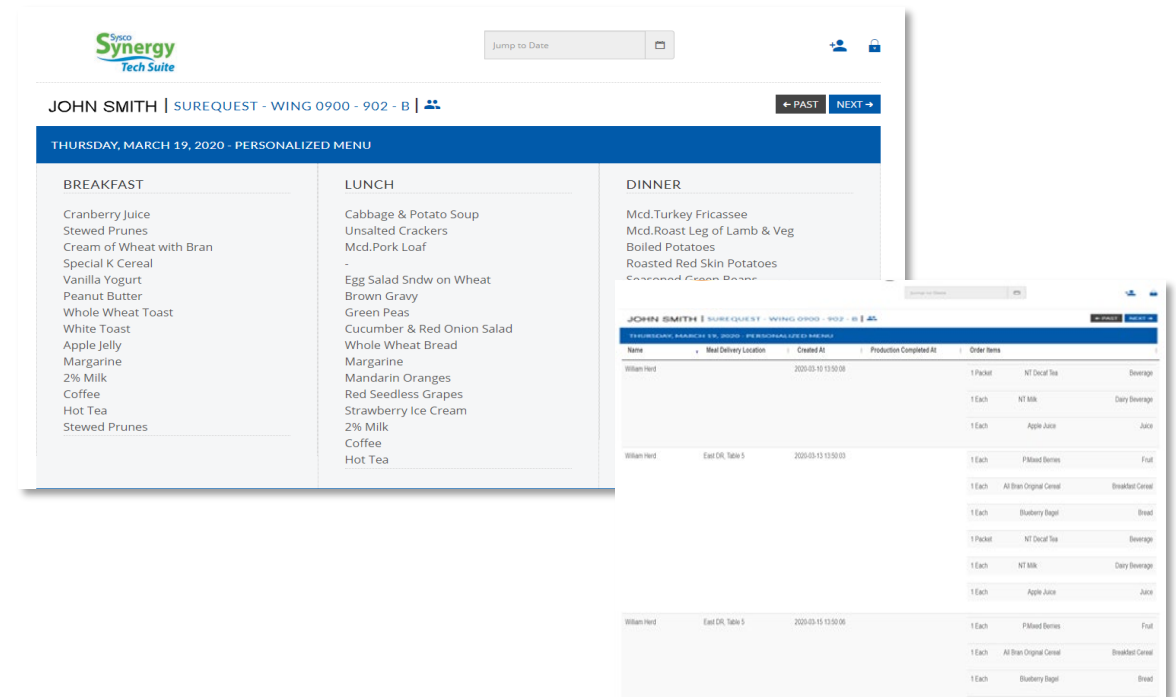
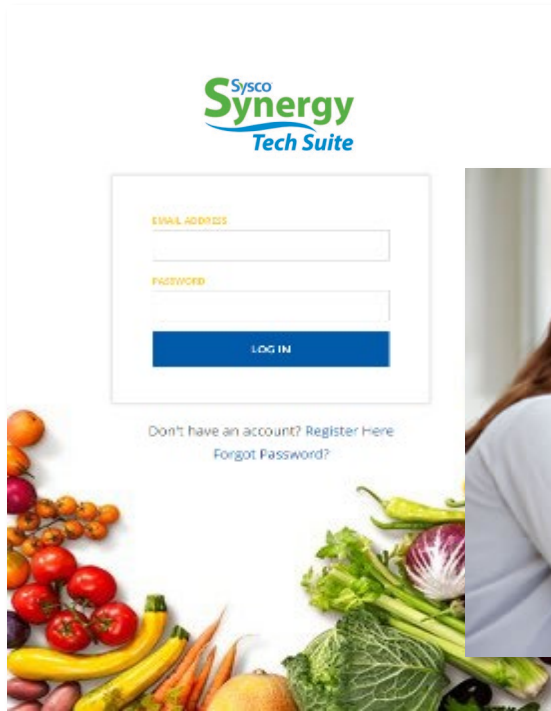
All orders are transmitted to your Synergy system, enabling you to accurately predict your production requirements and easily print your delivery tickets a few minutes before meal delivery begins. The Dashboard provides a heads-up display on a screen or tablet so you know the status of each person's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

FAMILY PORTAL



ALLOWS FAMILY MEMBERS TO REMOTELY VIEW MENUS & MONITOR ORDER HISTORIES

- Menus are based on the resident's specific dietary requirements, not just the regular menu
- Family members can view and monitor the resident's order history for improved choices
- Access to the system is based on the permissions allowed by your community – the customized site will display your community's logo





SERVICE PACKAGE OPTIONS

1) COMPLIMENTARY SUPPORT PACKAGE

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

2) SYNERGY TECH SUITE SUPPORTED PACKAGE

- Training & implementation teams will assist with menu change strategies and provide direct training and project management support to ensure a smooth and rapid launch.
- For complex set ups or multi-site communities that require additional assistance, we will provide extra service at discounted rates.
 - \$700 CAN for up to 7 hours
 - \$1,400 CAN for 15 hours
 - Hourly services at \$100 CAN

Colby, Aaron West Wing 400 A DOB : Jun 09, 1937 Gluten Restricted/Regular/Regular In Room 03-18-20 Wed Breakfast	Colby, Aaron West Wing 400 A DOB : Jun 09, 1937 Gluten Restricted/Regular/Regular In Room 03-18-20 Wed Lunch	Colby, Aaron West Wing 400 A DOB : Jun 09, 1937 Gluten Restricted/Regular/Regular In Room 03-18-20 Wed Dinner
<u>Juices</u> 125 mL Cranberry Juice <u>Fruit</u> 125 mL Pineapple Tidbits <u>Breakfast Cereal</u> 180 mL Cream of Rice <u>Entree</u> 30 mL Peanut Butter <u>Bread</u> 1 Each G-F Banana Muffin <u>Condiment</u> 1 Each Margarine <u>Beverage</u> 180 mL Coffee <u>Dairy</u> 250 mL 2% Milk	<u>Entree</u> 1/2 Each G-F Salmon Salad on Bun <u>Gravy</u> 1/2 - 90 mL G-F LS Vegetable Broth <u>Vegetable</u> 62 1/2 mL Mixed Green Sld w/Italian Drsg <u>Dessert</u> 62 1/2 mL Mandarin Oranges <u>Beverage</u> 90 mL Coffee	<u>Entree</u> 90 g Baked Chicken Thigh <u>Starch</u> 125 mL Parisienne Potatoes <u>Vegetable</u> 125 mL Steamed Broccoli <u>Bread</u> 1 Slice G-F Whole Grain Bread <u>Dessert</u> 1 Each G-F Carrot Cake <u>Beverage</u> 180 mL Coffee <u>Condiment</u> 1 Each Margarine
Please serve 2 ketchup packets. Allergy: *AllergenShellfish	Please serve 2 ketchup packets. Allergy: *AllergenShellfish	Please serve 2 ketchup packets. Allergy: *AllergenShellfish

PRINTING OPTIONS

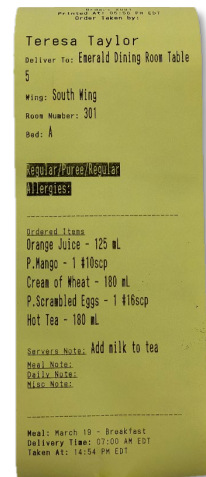
1) PRINT AT NO COST USING YOUR CURRENT LASER JET PRINTERS

- Log in to your Synergy system 30-40 minutes prior to meal service and print tickets for the current meal.
- Then just cut the tray cards to separate them, or you can purchase perforated paper for easier separation.

2) PURCHASE A 'STAR MICRONICS PRINTER' FROM SYNERGY TECH SUITE

- This option can be programmed to automatically print tickets at a designated time prior to each meal service.
- Simply requires a network connection, power source and receipt paper.
- The tickets will be pre-cut so that you can simply sort and start production.

Discounted Price of \$528.75 CAN per printer
Receipt Paper \$49.99 CAN per box





Sysco **Synergy** ***Tech Suite***

CONTACT US

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MEAL SUITE

