



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

ADVANCED ORDERING MODULE
INDEPENDENT SELF-ORDERING PORTAL
& SERVICE DASHBOARD

Sysco Synergy Tech Suite

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

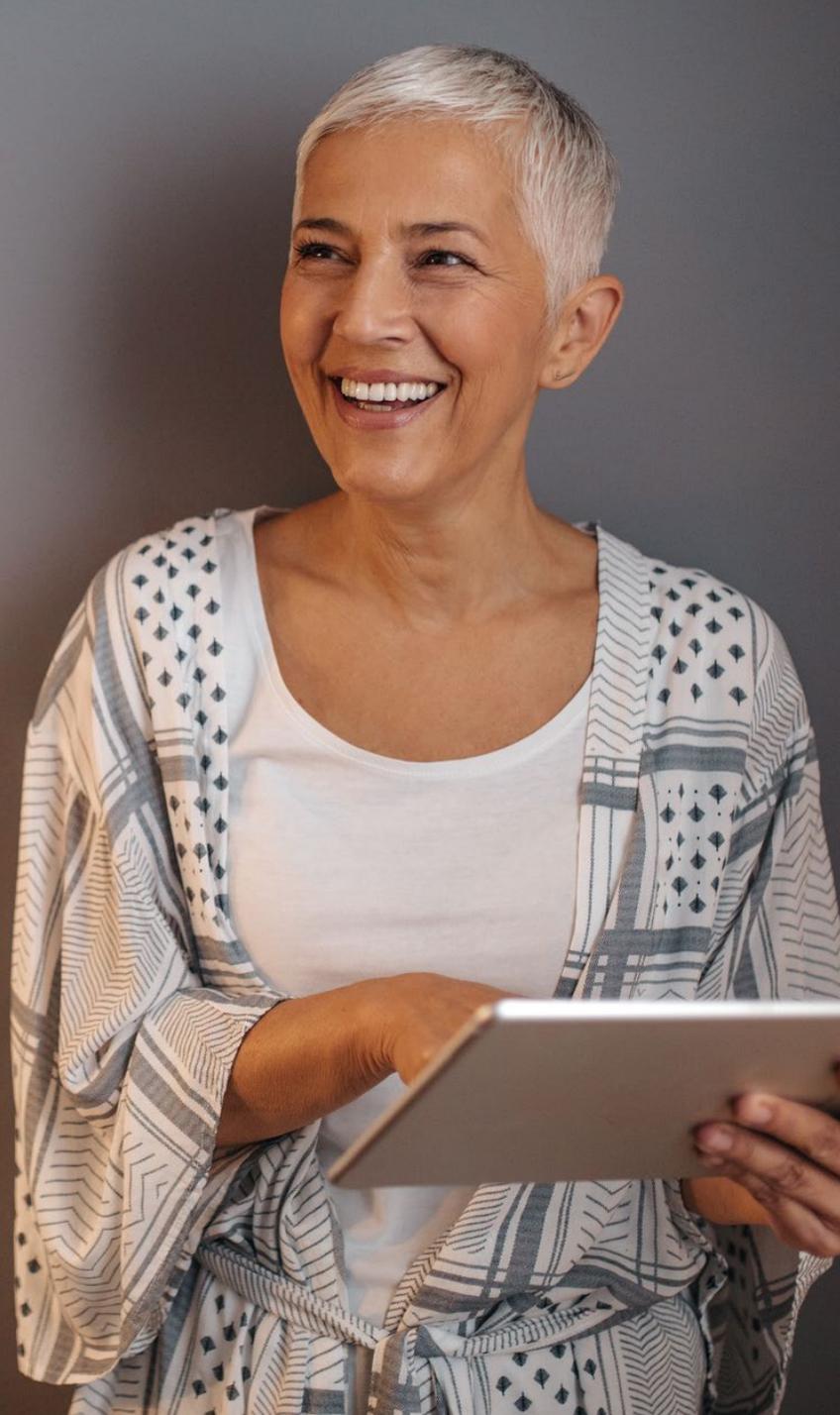
Visit your patients to take their meal orders up to 7 days in advance on a tablet or laptop computer.

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

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: Taylor, Teresa
Regular/Puree/Regular

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 - 105
- Night, Tammy West Wing - 401
- Smith, John East Wing - 101
- Stevens, Anabelle East Wing - 102
- Taylor, Teresa South Wing - 301
- Towns, Victoria

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



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			

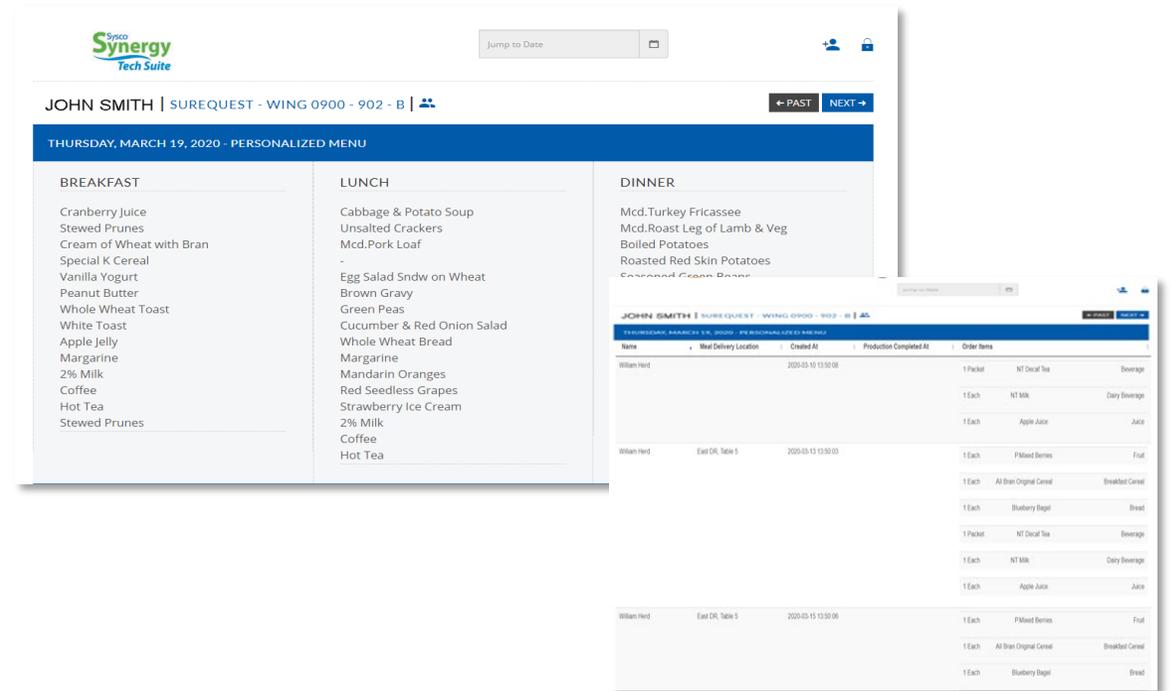
All orders are transmitted to your Synergy system, enabling you to accurately predict your production requirements and easily print your delivery tickets a few minutes before meal delivery begins. The Dashboard provides a heads-up display on a screen or tablet so you know the status of each person's 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
Juices	
125 mL	Cranberry Juice
Fruit	
125 mL	Pineapple Tidbits
Breakfast Cereal	
180 mL	Cream of Rice
Entree	
30 mL	Peanut Butter
Bread	
1 Each	G-F Banana Muffin
Condiment	
1 Each	Margarine
Beverage	
180 mL	Coffee
Dairy	
250 mL	2% Milk
Please serve 2 ketchup packets.	
Allergy: *AllergenShellfish	

Colby, Aaron	
West Wing 400 A	DOB : Jun 09, 1937
Gluten Restricted/Regular/Regular	
In Room	03-18-20 Wed Lunch
Entree	
1/2 Each	G-F Salmon Salad on Bun
Gravy	
1/2 .	-
90 mL	G-F LS Vegetable Broth
Vegetable	
62 1/2 mL	Mixed Green Sld w/Italian Drsng
Dessert	
62 1/2 mL	Mandarin Oranges
Beverage	
90 mL	Coffee
Please serve 2 ketchup packets.	
Allergy: *AllergenShellfish	

Colby, Aaron	
West Wing 400 A	DOB : Jun 09, 1937
Gluten Restricted/Regular/Regular	
In Room	03-18-20 Wed Dinner
Entree	
90 g	Baked Chicken Thigh
Starch	
125 mL	Parisienne Potatoes
Vegetable	
125 mL	Steamed Broccoli
Bread	
1 Slice	G-F Whole Grain Bread
Dessert	
1 Each	G-F Carrot Cake
Beverage	
180 mL	Coffee
Condiment	
1 Each	Margarine
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

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MEAL SUITE

