



Getting Started Guide

2025



Welcome to ezCater!

Solutions to help you grow and manage your catering business from customer acquisition through professional, reliable delivery.





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- 2 ezManage web & iOS app**
- 3 Reliability & Best Practices**
- 4 Managing Orders**
- 5 Account Management**
- 6 Payments & Reporting**
- 7 Resources & Support**



Growth Solutions

Marketplace

Our online platform designed specifically for business catering that connects you with high-value corporate customers for meetings, events, and employee meals.

ezOrdering

A branded ordering experience on your website for your customers to place catering orders using a white-label version of our software.

ezCater Marketplace



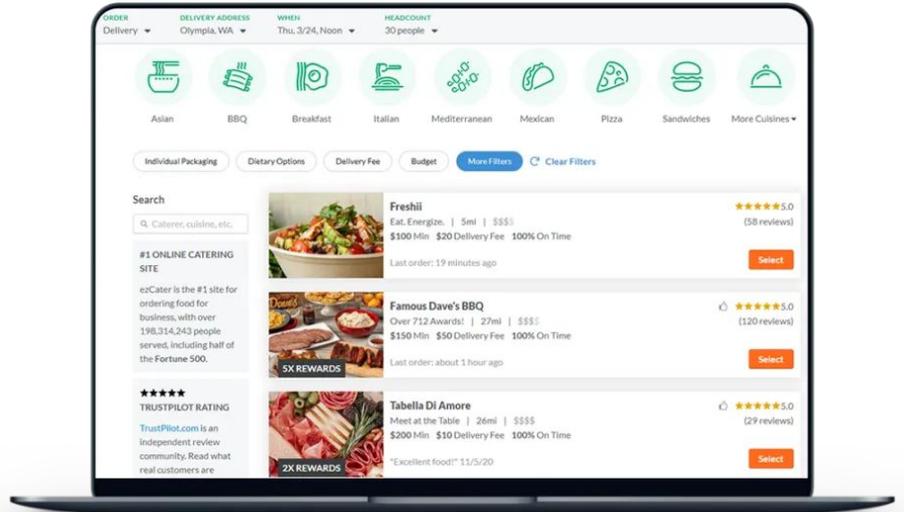
Powerful marketing channel helping you tap into a large and growing market



Large incremental orders (Avg. \$420) from customers that order frequently



70% of orders delivered before 12 PM local time



Scan or [click here](#) to learn more!



ezOrdering



Seamless catering ordering for customers directly through your website for a reduced commission



Create promotions to offer customers discounts when ordering through your site



Access to customer information for marketing and promotional purposes



Fully supported by our 5-star award winning customer service team



Scan or [click here](#) to learn more!

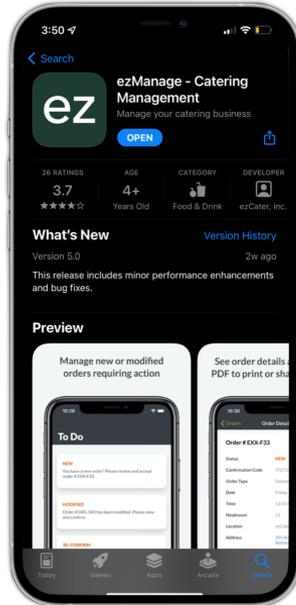


ezManage



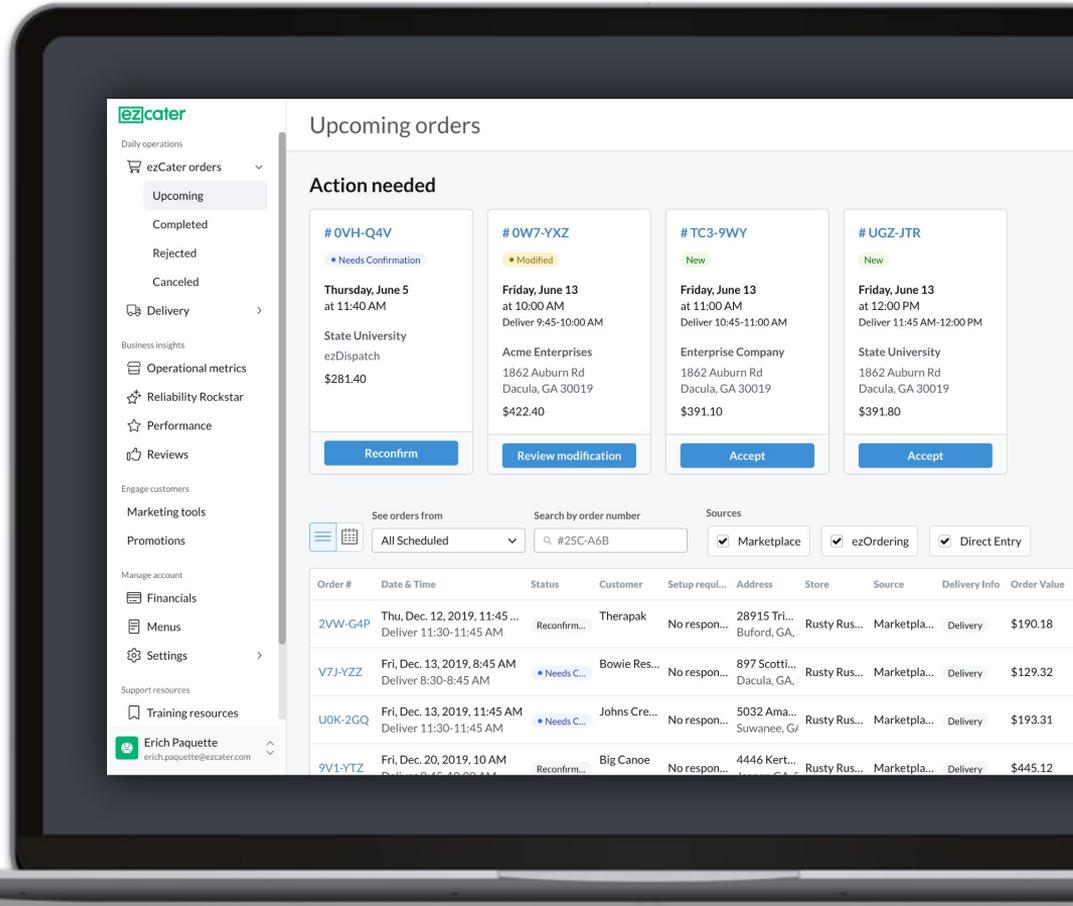
What is ezManage?

ezManage is homebase for all things ezCater. Manage your orders, user accounts and settings all in one place



Login to ezManage

- ezmanage.ezcater.com
- [iOS app](#)



Navigating ezManage

Daily operations

 ezCater orders 

Upcoming

Completed

Rejected

Canceled

 Delivery 

Deliveries

Drivers

ezDispatch

Reporting

ezCater Orders

- View, manage and accept new orders
- Review completed orders
- Keep tabs on cancellations and rejections
- Create order reports (completed/rejected tab)

Delivery

- Check delivery status on current orders
- Assign/change drivers on orders
- Create new delivery drivers
- Set preference for previously used ezDispatch partners
- Create reports for driver performance and tip allocation

Navigating ezManage

Business insights

 Operational metrics

 Reliability Rockstar

 Performance

 Reviews

Engage customers

Marketing tools

Promotions

Business Insights

- View your store's performance against our [Operational Metrics](#)
- Check your current eligibility for [Reliability Rockstar](#)
- See what ezCater customers are saying about their orders from you

Engage Customers

- Opt-in to marketing programs to increase your business' visibility
- Create promotions for customers that order directly through your website using ezOrdering

Navigating ezManage

Manage account

 Financials

 Menus

 Settings

Support resources

 Training resources

 Live chat

 24/7 support



Manage account

- View processed payments to your restaurants
- Submit menu updates and pricing changes
- Update your settings and parameters to help you stay reliable
- Provide ezManage access to your team members

Support resources

- Touch base with our 5-star *Customer Service* team anytime you need order assistance:
 - Phone, chat or email
- Access training videos on everything you need to know about ezManage and more

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

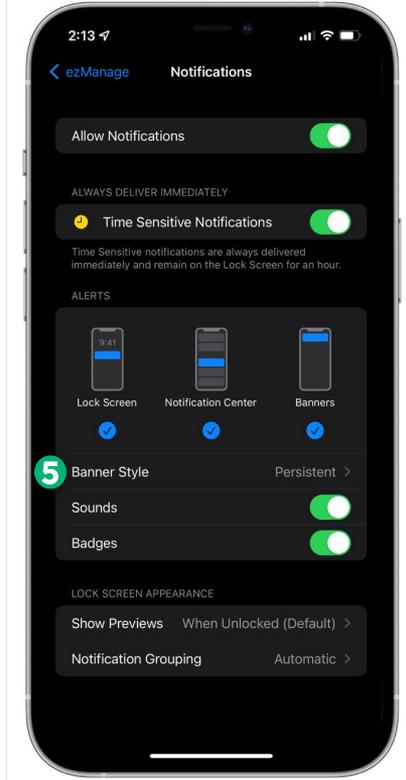
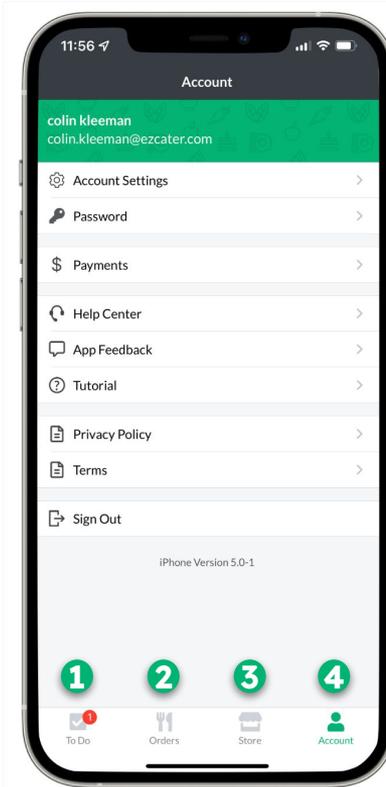
The **Store** settings tab allows you to view and edit all your stores settings and parameters, update marketing programs, and view your reviews.

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.



Reliability & Best Practices



Why Reliability?

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 things go wrong it can cause frustration and even 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.





Operational Metrics

Operational Metrics

	Goal	Calculation
Rejection Rate*	$\leq 0.5\%$	Rejected Orders / total orders
Cancellation Rate*	0%	Cancelled orders / total orders
On-Time Delivery* (self-delivery)	$\geq 95\%$	% of orders delivered within the delivery window
Order Accuracy	$\geq 99\%$	% of orders <u>without</u> customer reported issues
Ready for ezDispatch*	$\geq 95\%$	% of orders ready at scheduled pickup time
Delivery Tracking	$\geq 99\%$	% of orders where a driver is assigned and status updates are recorded
On-Time Acceptance	100%	% of orders accepted within the first 15 minutes (during operating hours)
Star Rating	≥ 4.8 stars	Average order rating from customer reviews

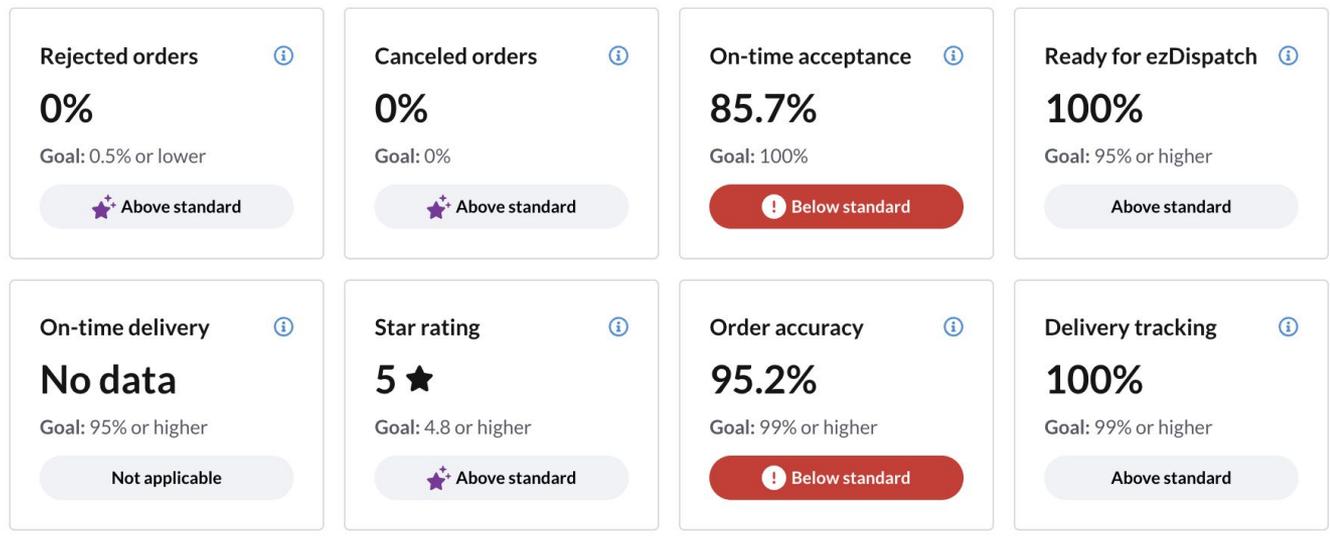
* = Falling below operational standards could lead to your store being paused

Operational Metrics Tab

In ezManage

Your performance for the past 90 days

These stats give a daily update of how you're meeting ezCater's standards for reliability.



See where you're doing well and anywhere you need to improve to help you get more orders

BONUS! Access our [Partner Learning Lab](#) in this section



Boost your expertise and drive results—access the [Partner Learning Lab](#) now!

Operational Accountability

Metrics that matter for satisfaction and success

ezCater's Operational Accountability program ensures our partners meet performance standards - delivering a consistently exceptional experience for our customers on every order.

We maintain operational accountability through specific standards for cancellations, rejections, on-time performance and food readiness. Locations that fall below these standards will be **paused** on our Marketplace

First Pause: Completion of a training course associated with your pause is required to resume activity on the marketplace.

Second Pause: Schedule a meeting with the Catering Partner Ops Team for support before resuming activity.

Third Pause: A third pause is cause for removal from the ezCater marketplace.

- *Note: Partners on third pause due to on-time performance may transition to ezDispatch to remain active on the platform.*

****Metrics are measured on a 90-day rolling basis****

Metrics for Accountability

Rejection & Cancellation Thresholds		
Store status	≤6 orders in 90 days	≥7 orders in 90 days
At risk: You will receive an email and a warning banner will appear in ezManage.	2 rejections Or 1 cancellation	5.01% - 29.99% rejection rate 3.01% - 9.99% cancellation rate
Store paused: Your store will be paused indefinitely until you complete the action associated with the number of times you have been paused.	3 rejections Or 2 cancellations	≥30% rejection rate ≥10% cancellation rate

- Rejections and Cancellations are the two biggest pain points our customers can face
- **Rejection** = an order turned away instead of being accepted
- **Cancellation** = an order first accepted and then cancelled prior to the delivery/pickup time
- Customer cancellations **do not** affect this metric

Metrics for Accountability

Ready For ezDispatch Thresholds		
Store Status	≤6 orders in 90 days	≥7 orders in 90 days
At risk: You will receive an email and a warning banner will appear in ezManage.	1 order prepared late (food not ready)	85-95% food ready
Store paused: Your store will be paused indefinitely until you complete the action associated with the number of times you have been paused.	≥2 orders prepared late (food not ready)	≤84.99% food ready



- Applies to orders where ezDispatch handles delivery
- Have food ready at specified pickup time
- Utilize [Food Ready for Pickup](#) tool to ensure accuracy

- Applies to you if you deliver yourself (and takeout orders)
- ezDispatch orders **do not** affect this metric
- Orders are considered on-time if delivered within the *delivery window*



On-Time Thresholds For Self Delivery		
Takeout orders will also be included in this metric		
Store Status	≤6 orders in 90 days	≥7 orders in 90 days
At risk: You will receive an email and a warning banner will appear in ezManage.	1 order not on time	85-95% on-time
Store paused: Your store will be paused indefinitely until you complete the action associated with the number of times you have been paused.	≥2 orders not on time	≤84.99% on-time

Reliability Rockstar

The Reliability Rockstar program celebrates and highlights the most reliable and high-performing caterers



Congratulations, you are a Reliability Rockstar!

ezCater marketplace customers will see this badge next to your restaurant through the end of the month.

[How the Reliability Rockstar program works](#)

Progress toward your next evaluation

To make sure we're highlighting our most reliable catering partners, we will review the last three months of your performance on a monthly basis.

Orders ⓘ

Deliveries ⓘ

Later in 2025: New standards for Rockstars

[Learn more](#) about accuracy & delivery metrics

17

Order volume

👍 Goal: 6

[All orders](#)

0%

Rejected

👍 Goal: 0.5%

[Rejections](#)

0%

Canceled

👍 Goal: 0%

[Cancellations](#)

100%

On-time

👍 Goal: 98.5%

[All deliveries](#)

95.2%

Order accuracy

👍 Goal: 99%

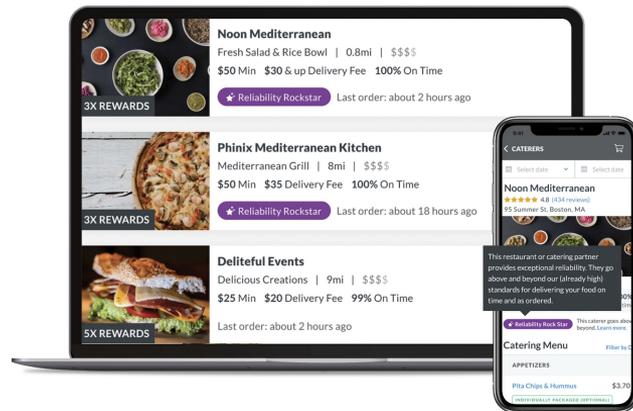
[See details](#)

100%

Delivery tracking

👍 Goal: 75%

[See details](#)



What you'll get:

- Increased visibility in search results
- *Reliability Rockstar* badge (as shown above)
- Appear in search filter for Reliability Rockstars



ALERT! Read [here](#) about changes coming to the *Reliability Rockstar* program

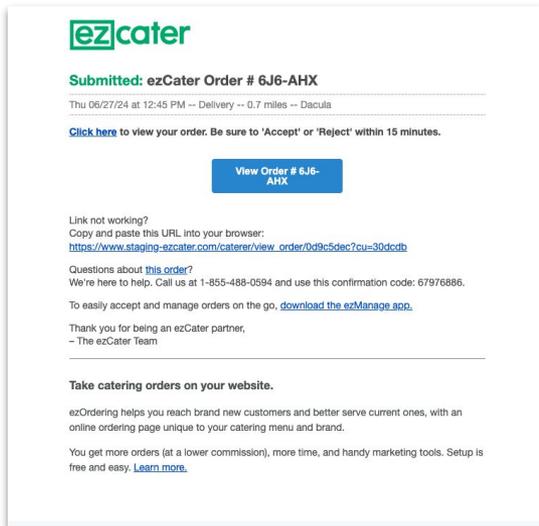
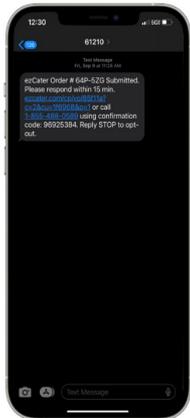
Accepting Orders



Order notifications

Text & Email

Follow the link to open ezManage in a web browser



iOS Push Notifications

ezManage push notifications will appear in Notification Center



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.

Accept the Order (web-browser)

Action Needed

65T-72E

New

Monday, June 16
at 11:00 AM
Deliver 10:45-11:00 AM

Monkey Business
1862 Auburn Rd
Dacula, GA 30019

\$391.10

Accept

Order Details

[← Back to Orders](#)

Order # 65T-72E Marketplace Accept Reject

[Download PDF](#) Print order

Order on Monday, June 16, 2025 at 11:00 AM

New Delivery

Headcount	Store	Customer requested delivery time	Delivery window
25 people	Rusty Russells B.B.Q., #1234 1862 Auburn Rd, Ste 117, Dacula, GA, 30019	11:00 AM	10:45-11:00 AM

Confirmation code [🔗](#)
67003058

Deliver to Assign in-house driver Request ezDispatch

Monkey Business Setup required
1862 Auburn Rd, Dacula, GA, 30019 (< 1 mi) Yes

Upon Delivery Ask For Phone
Erich Paquette 571-243-7924

Qty	Item	Price
25	Country Cooking Buffet @ \$12.50 ▶ View more details Meat: Country Fried Chicken Meat 2: Meatloaf 2 Sides: Green Bean Casserole, Mac & Cheese Bread: Cornmeal Muffins Dessert: Homemade Brownies Add: 25 x Potato Salad @ \$1.50	\$350.00
3	Gallon Sweet Tea @ \$6.00	\$18.00

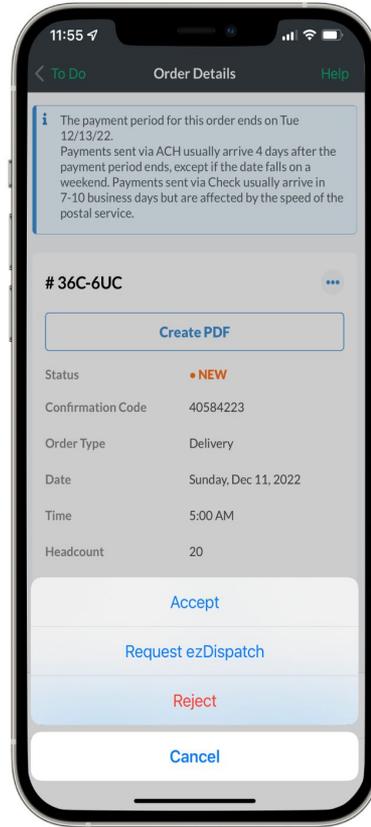
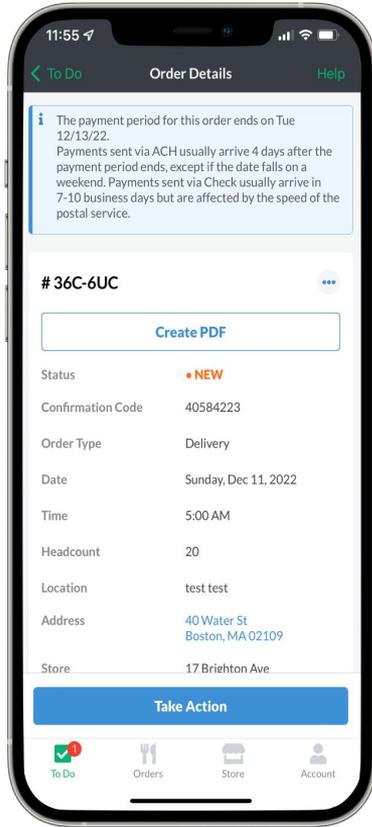
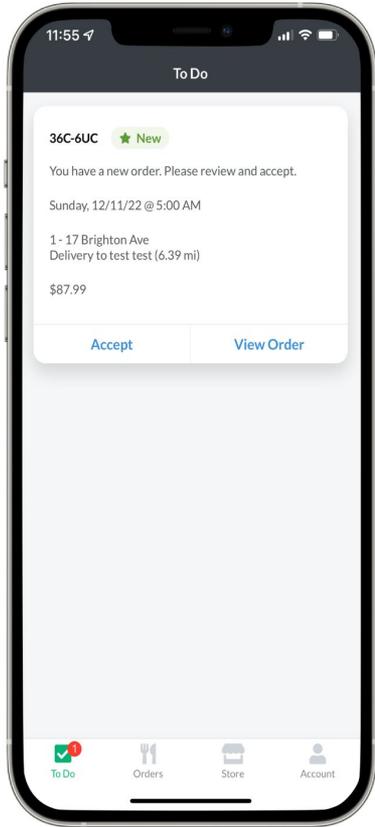
Request a change



You can specify the change or ask for more information.
The customer gets a message they can respond to directly.

Create Request

Accept the Order (iOS app)



Click here to download



Check out [this article](#) for a walkthrough on accepting orders in the app

Order Details View

Take Action

1. Accept the Order
2. Print or download the Order
3. Assign a Driver or Request ezDispatch
4. Send a message to the customer for questions or modifications

[← Back to Orders](#)

Order # 65T-72E Marketplace

1 [Accept](#) [Reject](#)

2 [Download PDF](#) [Print order](#)

Order on Monday, June 16, 2025 at 11:00 AM

New Delivery

Headcount	Store	Customer requested delivery time	Delivery window
25 people	Rusty Russells B.B.Q., #1234 1862 Auburn Rd, Ste 117, Dacula, GA, 30019	11:00 AM	10:45-11:00 AM

Confirmation code ⓘ
67003058

Deliver to

3 [Assign in-house driver](#) [Request ezDispatch](#)

Monkey Business
1862 Auburn Rd, Dacula, GA, 30019 (< 1 mi)

Setup required ⓘ
Yes

Upon Delivery Ask For Phone
Erich Paquette 571-243-7924

4 [Create Request](#)

Request a change



You can specify the change or ask for more information. The customer gets a message they can respond to directly.

Order Re-confirmation

ezCater orders are typically placed in advance, sometimes weeks or even months ahead of time. That's why we double check to make sure that everything is good to go for the next day.

Re-confirmation notes:

- Re-confirmation tasks will appear 24 hours before delivery time.
- Click “Reconfirm” on the task card (shown right) or when viewing the order details page
- If orders are **not** reconfirmed, our automated phone calls will reach out starting 4 hours before delivery

Action Needed

0M3-Y1V

• Needs Confirmation

Tuesday, June 10

at 12:00 PM

Deliver 11:45 AM-12:00 PM

J&J Enterprises

1862 Auburn Rd

Dacula, GA 30019

\$391.10

Reconfirm

Delivery Solutions



Available Solutions

Your options for managing delivery on your ezCater orders



Delivery Management

Manage deliveries with your own drivers by providing them tools to view order/delivery information and send updates to customers



ezDispatch

Use our trusted delivery partners to handle delivery for you. Three options available to help you optimize your operations



Delivery Integration

Integrate your existing delivery management system to ezCater with our Public Delivery API

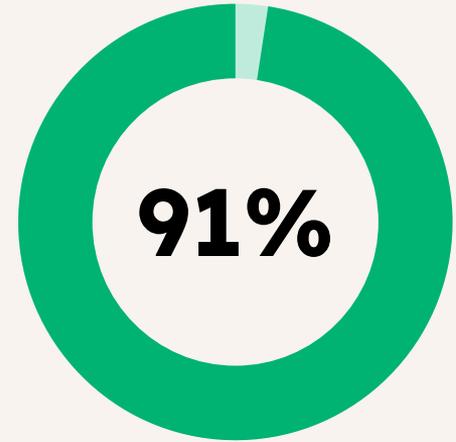
Customers want delivery tracking



Would like to have delivery tracking updates for all of their catering orders



Feel more confident when placing an order knowing they'll get delivery tracking updates



Feel less stress when delivery tracking updates are available

- **ORDERERS HIGHLY PRIORITIZE RELIABILITY & TRANSPARENCY FOR DELIVERY**



65%

Prioritize on-time arrival or arrival within 15 minutes before the event time

SURVEY DATA





Delivery Management

Delivery Management

Tools for your drivers

- Mobile app (iOS & Android) or web browser access to manage deliveries
- Track when order has left store and when delivery has been completed
- Order and delivery details including one-touch navigation and on-site contact information
- Ability to call customer from a masked phone number
- Option to provide photo of delivery setup (app only)

Tools for you

- Self-service training and onboarding portal to easily train your drivers
- Ability to manage your in-house drivers and assign them to deliver your ezCater orders
- Track driver performance with timestamps, driver feedback and photos.
- Create reports for tip allocation



Assign a Driver

In delivery section of order details

Deliver to [Assign in-house driver](#) [Request ezDispatch](#)

Hospital
1862 Auburn Rd, Dacula, GA, 30019 (< 1 mi) Setup required ⓘ
Yes

Upon Delivery Ask For Phone
Erich Paquette 571-243-7924

Upon accepting the order

Please assign a driver ×

- Put your customers at ease by providing them with delivery updates.
- Give your drivers access to order details, GPS navigation and the ability to call customers from a masked number.

[Assign in-house driver](#) [Request ezDispatch](#)

[Print order with delivery QR code](#)

Deliveries Tab

#V3T-ZX3
Rusty Russells B.B.Q. 1862 Auburn Rd

Location
Car Dealership
1862 Auburn Rd
Dacula, GA 30019 0.13 miles

Time
2:30 PM EDT

Total	Tip
\$312.50	\$62.50

Time	Total	Tip
2:30 PM EDT	\$312.50	\$62.50

[Assign in-house driver](#)

[Request ezDispatch](#)

Assign a Driver

Assign driver for Order #V3T-ZX3

Search drivers...

- Alejandra Church** select an existing driver
Nissan Rogue
- Brendan Martin**
Kia Soul
- Charlie Outlaw**
cyber truck, Driver Login Pending
- colin kleeman**
honda
- Marshall Thompson**
Subaru Outback (Silver)
- neal singleton**
gt40, Driver Login Pending
- Pat White**
- Ryan Nicholas**
Bentley, Driver Login Pending
- Sean Kleeman**
- Shannon Haun**
Subaru/Crosstrek
- Tyler Hathaway**
Volvo 240, Driver Login Pending

+ Add new driver Create new driver

Assign driver Cancel

Assign driver for Order #V3T-ZX3

Enter your driver's information below. The driver will receive a link to update the delivery status, allowing customers to receive updates throughout the delivery.

First Name Last Name

Driver Phone Number Make/Model/Color

Store

Rusty Russells B.B.Q. 1862 Auburn Rd

Save and Assign Driver Cancel

Assign a Driver - Printout

ez cater

Order #X5P-G4U
Hospital
Tuesday, May 20
Deliver at 11:00 AM EDT
(Delivery window 10:45-11:00 AM)

EZCATER SUPPORT
1-855-488-3746
EMAIL
support@ezcater.com
STORE
#1234 - 1862 Auburn Rd
Dacula, GA 30019
HEADCOUNT
25

DELIVERY DETAILS

DELIVER TO
Hospital
1862 Auburn Rd
Dacula, GA 30019

UPON DELIVERY ASK FOR
Erich Paquette

PHONE #
571-243-7924

SETUP REQUIRED
Yes

DISTANCE
< 1 mi

Scan this when you start the delivery

Send the customer real-time updates about this delivery. It'll make their day a little less stressful – and yours, too.

NON-FOOD ITEMS

QTY	ITEM	NOTES	PRICE	✓
	Tableware			
	• Please include: Cups, Napkins, Plates, Utensils		\$0.00	<input type="checkbox"/>

ITEMS

QTY	ITEM	NOTES	PRICE	✓
25	Country Cooking Buffet @ \$12.50	• Description: Includes your choices of 2 meats, 2 sides, bread & dessert, salad, sweet tea, and unsweetened tea. Served with cups, ice, plates, and utensils.	\$350.00	<input type="checkbox"/>
	• Meat: Country Fried Chicken			
	• Meat 2: Meatloaf			
	• 2 Sides: Green Bean Casserole, Mac & Cheese			
	• Bread: Cornmeal Muffins			
	• Dessert: Homemade Brownies			
	• Add: 25 x Potato Salad @ \$1.50			
3	Gallon Sweet Tea @ \$6.00		\$18.00	<input type="checkbox"/>

Sub Total \$368.00

Order #X5P-G4U | Page 1 of 2

Driver scans QR code to self-assign



Driver follows provided link

ez cater

Please add your name

We only ever use your name in case we need to communicate with you, or the customer. This just makes the process a little easier for everyone and you only need to do it once.

First Name

Last Name

Assign myself to the order

We may send you informational and transactional text messages such as delivery information. [Terms apply.](#)

Questions? +1 (800) 488-2085

[Privacy Policy](#) [California Notice of Collection](#)

© ezCater, Inc.

Driver enters their info to self-assign

Assign a Driver

1

Once assigned to an order, the driver receives a text alert

Thursday 1:42 PM

You've been assigned to deliver Rusty Russells B.B.Q. order 4KZ794 on 04/20/24 at 12:00 PM. https://dm_staging-ezcater.com/s/75c3iwydws

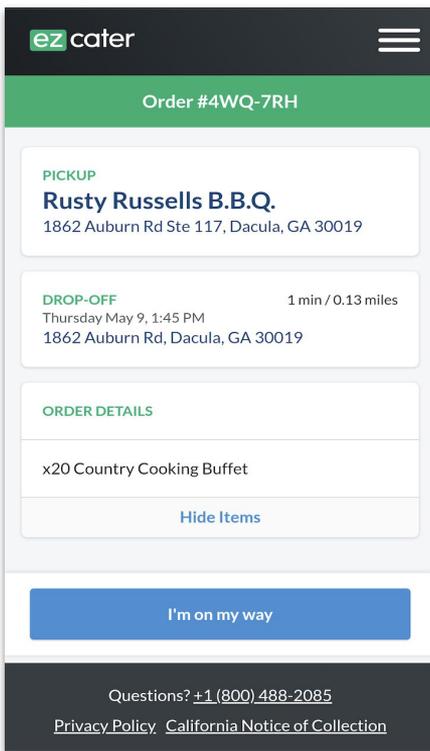


The screenshot shows the ez cater mobile app interface. At the top, the logo 'ez cater' is on the left and a menu icon is on the right. Below the logo, the order number 'Order #4WQ-7RH' is displayed in a green bar. The main content area is divided into sections: 'PICKUP' for 'Rusty Russells B.B.Q.' at '1862 Auburn Rd Ste 117, Dacula, GA 30019'; 'DROP-OFF' for '1 min / 0.13 miles' at 'Thursday May 9, 1:45 PM' and '1862 Auburn Rd, Dacula, GA 30019'; and 'ORDER DETAILS' showing 'x20 Country Cooking Buffet' with a 'Hide Items' button. At the bottom, there is a blue button labeled 'I'm on my way'. The footer contains contact information: 'Questions? +1 (800) 488-2085' and links for 'Privacy Policy' and 'California Notice of Collection'.

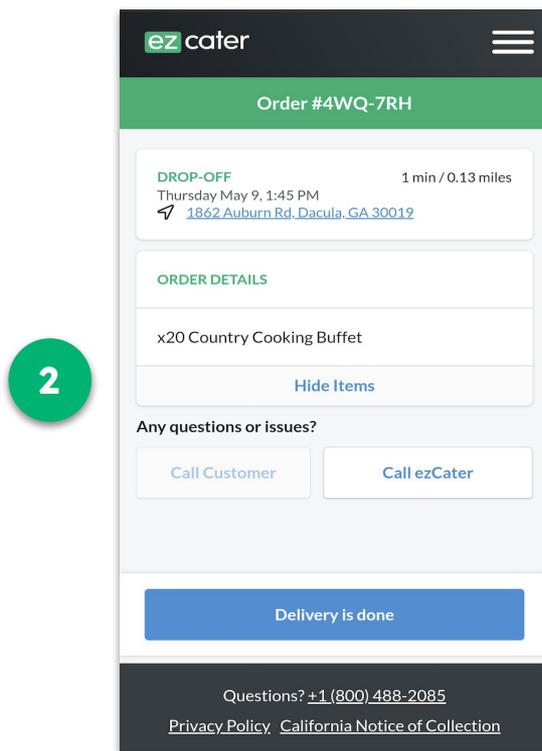
2

Driver follows the link to manage the order

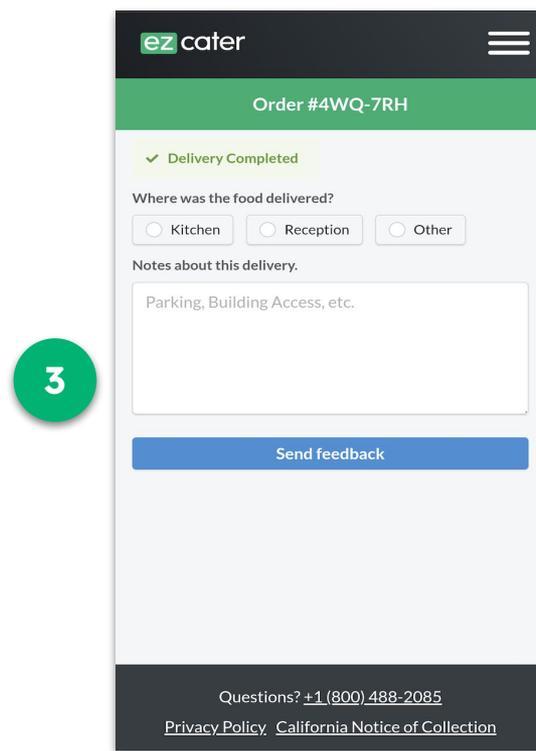
Driver Workflow



Driver can view the delivery address and order details and select "I'm on my way" when they begin delivery

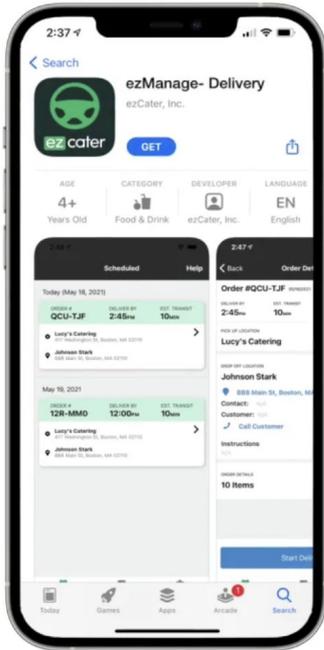


Then driver will have access to one-touch navigation, the ability to call customer from a masked phone number and contact us for assistance

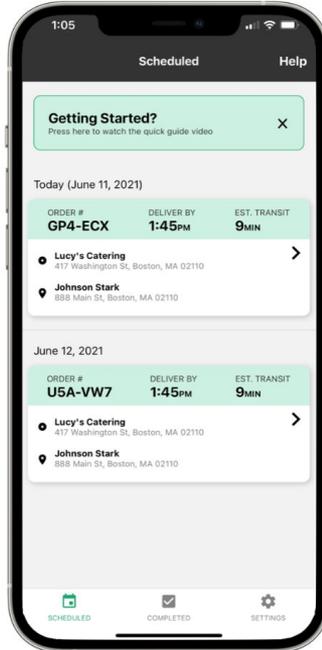


After selecting "Delivery is done" drivers can provide feedback on this screen

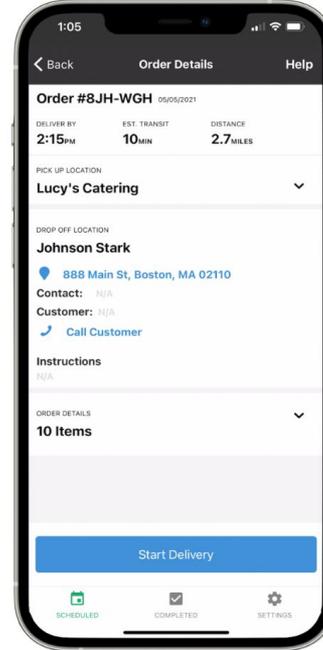
ezManage - Delivery App



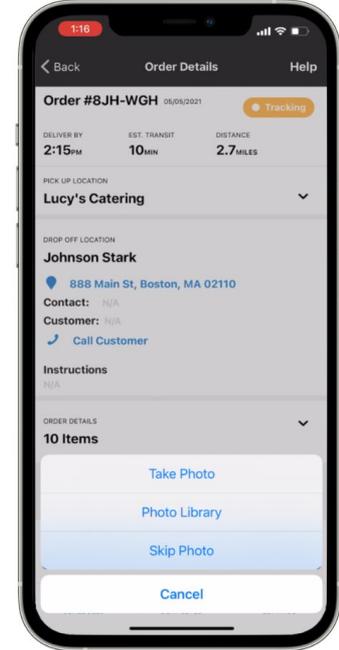
Download the app on apple app store or google play store



Real-time delivery updates are sent to the customer - once driver starts the delivery and when they complete the delivery



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



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

Delivery Driver Notifications

Thursday 1:42 PM

You've been assigned to deliver Rusty Russells B.B.Q. order 4KZ794 on 04/20/24 at 12:00 PM. <https://dm.staging-ezcater.com/s/75c3iwydws>

Saturday 8:00 AM

Good morning! Please follow the link to view your scheduled deliveries for today. <https://dm.staging-ezcater.com/s/l3pacjph8z>

Saturday 12:05 PM

Confirm ezCater order 4KZ794 is on the way to 40 Water St. Use the app <https://dm.staging-ezcater.com/s/o739najhma>

Have you completed the ezCater order 4KZ794 at 40 Water St? Confirm in the app <https://dm.staging-ezcater.com/s/93mq2u7obo>

- Driver is assigned to an order
- 8:00 AM day-of scheduled deliveries
- Reminder to start delivery 10 min prior to customer event time
- Reminder to update delivery 5 min after customer event time

Tracking Deliveries

Deliveries Tab in ezManage

Order No.
#TYJ-342

Customer requested delivery time ⓘ
11:00 AM CST

Store
Test Store

Delivery window ⓘ
10:45 AM CST - 11:00 AM CST

Location
CB JENI Homes
Suite 300W
5501 Headquarters Dr
Plano, TX 75024

Setup required
Yes

Driver
Erich Paquette
(555) 555-5555

Customer Contact
Jennifer Sample
(555) 555-5555

Total	Tip
\$1043.55	\$0.00

Status

Delivery completed

- ✓ **Picked up from restaurant**
Completed 10:46 AM CST
- ✓ **Arrived at drop-off location**
Completed 10:51 AM CST
- ✓ **Food delivered**
Completed 11:03 AM CST

[View Photo & Feedback](#)

[Hide completed delivery information](#)

Delivery Photo & Feedback



How did this delivery go?
Where was the food delivered?
Notes about this delivery.

Dismiss

Manage Drivers

Drivers Tab

1. Add new drivers to your fleet
2. Edit existing drivers

First name
Erich

Last name
Paquette

Driver phone number
To change the driver phone number, please delete the existing driver profile and add a new driver with the updated information.

Vehicle make/model
2011 Honda Pilot Grey

Store
Rusty Russell's B.B.Q. 1862 Auburn Rd

Notes

Save Driver Cancel

ezcater

Daily operations

- ezCater orders
- Delivery
- Deliveries
- Drivers**
- ezDispatch
- Reporting

Business insights

- Operational metrics
- Reliability Rockstar
- Performance
- Reviews

Engage customers

- Marketing tools
- Promotions

Manage account

- Financials
- Menus
- Settings

Support resources

- Training resources

Erich Paquette
erich.paquette@ezcater.com

Drivers

13 drivers

1 Add new driver

Name	Vehicle Type	Store	SMS Notifications	Notes		
Alejandra Church (305) 778-1231	Nissan Rogue	All stores	Yes		Edit	Delete
Brendan Martin (508) 942-2170	Kia Soul	All stores	Yes		Edit	Delete
Charlie Outlaw (774) 242-7377	cyber truck	All stores	Pending ⓘ		Edit	Delete
colin kleeman (978) 201-1633	honda	All stores	Yes		Edit	Delete
Erich Paquette (203) 499-7187	2011 Honda Pilot Grey	All stores	Yes		Edit	Delete
Marshall Thompson (712) 326-9767	Subaru Outback (Silver)	All stores	Yes		Edit	Delete
neal singleton (502) 905-8956	gt40	All stores	Pending ⓘ		Edit	Delete
Ryan Nicholas (508) 254-8025	Bentley	All stores	Pending ⓘ		Edit	Delete
Sean Kleeman (978) 201-1555		All stores	Yes		Edit	Delete
Shannon Haun (818) 923-3472	Subaru/Crosstrek	All stores	Yes		Edit	Delete
Test Driver (617) 515-1351		All stores	Yes		Edit	Delete
Tom Smith						

2

Driver Reporting

Reporting Tab

1. Choose report parameters
2. View report
3. Export data to spreadsheet

The screenshot displays the ezCater Reporting interface. On the left is a sidebar with navigation options: Delivery, Deliveries, Drivers, ezDispatch, and Reporting (highlighted with a green box). Below these are sections for Business insights, Engage customers, Marketing tools, Manage account, and Support resources.

The main reporting area is titled "Reporting" and includes two filter dropdowns: "Time: Last week" and "All stores". A large green circle with the number "1" is positioned over these filters, with arrows pointing to them.

Below the filters is a "Reporting" section featuring a circular progress indicator at 100% and a summary card titled "18 of 18 Deliveries Assigned to a Driver". The card states: "In the last 1 week, every delivery order was assigned a driver. This makes you a top-performing partner with deliveries." To the right of this card is a video player showing a person at a counter, with a play button overlay. Below the video is a text box: "Assign a driver in seconds. When delivering orders, easily assign a driver from the Orders page or following instructions on the order print-out."

Below the summary card is a "Deliveries" section with a sub-header "18 deliveries". A large green circle with the number "2" is positioned over this section. To the right of the table is a large green circle with the number "3" and a link "Export Data".

Date	Order #	Driver	Event Time	Delivery Completed	Distance	Tip
6/17/2025	#5UW-6X2	ezDispatch	12:00 PM EDT		0.18 miles	\$73.60
6/17/2025	#5Y0-4X8	ezDispatch	11:00 AM EDT		0.18 miles	\$73.60
6/17/2025	#XK7-K6U	Erich Paquette	10:00 AM EDT	10:03 AM EDT	0.18 miles	\$79.60
6/16/2025	#PPK-9FX	Erich Paquette	12:00 PM EDT		0.18 miles	\$73.60
6/16/2025	#65T-72E	ezDispatch	11:00 AM EDT		0.18 miles	\$73.60
6/16/2025	#2ZP-009	Erich Paquette	10:00 AM EDT	10:00 AM EDT	0.18 miles	\$79.60
6/13/2025	#UGZ-JTR	Erich Paquette	12:00 PM EDT		0.18 miles	\$73.60
6/13/2025	#TC3-9WY	ezDispatch	11:00 AM EDT		0.18 miles	\$73.60



ezDispatch



ezDispatch Delivery

What is ezDispatch?

- Nationwide network of reliable delivery partners able to handle delivery for you
- Deliver orders up to 20 miles away (most metros)
- Automatically provides delivery tracking to customers
- Our partners include:
 - Elmas Enterprises, Dlivrd, Deliver That, Zifty, Falcon Express, and more

How does it work?

- Delivery partner is assigned to an order
- We tell you who the partner is and what time they'll be on-site for pickup
- Hand over the order to the driver in full and on-time
- We handle delivery and all customer communications
- Gratuities are passed directly to delivery partner
- Check out our [ezDispatch Best Practices!](#)

ezDispatch:

Delivery you can trust



Reliable, on-time deliveries

Through feedback, we've tightened up our model to prevent early deliveries, excessive buffer times, and late deliveries.



Routing choice & accountability

Weekly adjustments to partner volume are made based on metro-specific performance to ensure orders are picked up and delivered with the highest reliability.



Support & communication

All driver-related fulfillment issues are communicated back to our delivery partners and trends are tracked to continuously improve their ezDispatch performance.

Delivery partners you can trust

- ezDispatch works with the best partners to provide exceptional customer service from pickup to drop off.
- Our delivery partners provide time-stamped delivery updates for both you and the customers.



We've got you covered

Once the delivery is handed off to the driver, ezCater manages the entire delivery process, including issue resolution.

ezDispatch Options

Leveraging our third-party partners for delivery



On-Demand

Request a driver when you can't deliver yourself on any orders under 20 miles away.
Available up to 90 minutes before delivery



Automatic

Have a driver automatically assigned to every ezCater order so you can focus on what you do best - making amazing food



Configurable

Have a driver assigned automatically for any orders under a certain lead time to remove the stress of last minute orders

ezDispatch On-Demand

How it works:

- ✓ Request a driver up to 90 minutes before the delivery time for any orders up to 20 miles away
- ✓ Delivery partner will be assigned and order will be updated with pickup time
- ✓ Prepare and package the order by the specified pickup time
- ✓ Mark the order “Ready for Pickup”
- ✓ Confirm the 6-digit order number with the driver and hand it off for delivery

Pricing & Payment

- Customer pays you your established delivery fee
- We charge you the ezDispatch fee
 - Order subtotal up to \$300: **\$30** flat fee
 - Order subtotal > \$300: **10%** of subtotal
- **You are responsible for any difference between customer’s delivery fee and ezDispatch fee**
- Customer tips pass-through to delivery partner
- No signup or monthly fee to request

Automatic ezDispatch

How it works:

- ✔ Customer places an order and we automatically match a delivery partner
- ✔ When you receive the order you'll see which partner is assigned and the scheduled pickup time
- ✔ Prepare and package the order by the specified pickup time
- ✔ Mark the order "Ready for Pickup"
- ✔ Confirm the 6-digit order number with the driver and hand it off for delivery



Automatic ezDispatch Pricing

Definitions:

Delivery Fee

Fee paid by the customer, to the restaurant

ezDispatch Fee

10% of the food subtotal, with a minimum of \$30.

Delivery Commission

Delivery fees are subject to commission based on the order source (ie. Marketplace is 15%).

Effective Cost

ezDispatch fee always = customer delivery fee. Therefore effective cost = **commission rate x delivery fee.**

Example Marketplace order

When using ezDispatch for all your orders, we match the customer-facing delivery fee to the cost of ezDispatch

Food Subtotal	\$200.00
Delivery Fee (Paid by your customer)	+\$30.00
ezDispatch Fee (Paid by you to ezCater)	-\$30.00
Delivery Commission (15% for Marketplace)	-\$4.50
<hr/>	
Effective cost paid for ezDispatch	-\$4.50

The ezDispatch cost is always 10% of food subtotal (minimum \$30)

**** All customer tips are passed directly to the delivery partner ****

Configurable ezDispatch



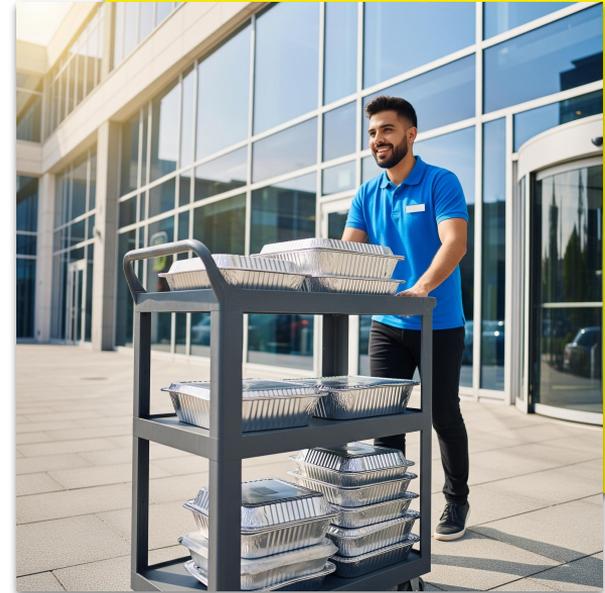
You can now configure automatic ezDispatch for any orders under a specific lead time.



Example configuration: *Any orders placed less than 8 hours in advance will use ezDispatch for delivery.*



Reach out to Partner Success to set up your configurable setting:
partnersuccess@ezcater.com



Food Ready for Pickup Tool

What is it?

Mark ezDispatch orders “ready for pickup” and advise how many packaged items the driver can expect

Why Use it?

- Increase transparency & reduce disputes
- Faster hand-offs, fewer delays
- Better financial & operational control

How to Use it

- 1 Download PDF **Print order** **Mark ready for pickup**
- 2 Scan QR Code in popup **or** on order printout
- 3 Complete the mobile workflow 



ez cater
#UC9-UAC marked ready at 11:55AM

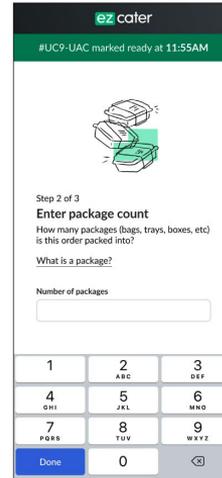


Step 1 of 3
Order ready for pickup
To complete this process, please continue to the next two steps:

- Add a package count
- Take a photo

What is this for?

Next



ez cater
#UC9-UAC marked ready at 11:55AM

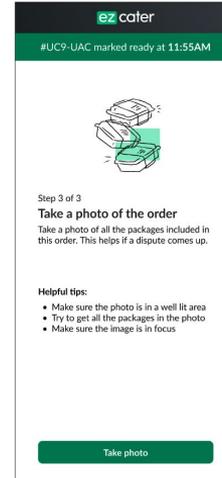


Step 2 of 3
Enter package count
How many packages (bags, trays, boxes, etc) is this order packed into?

What is a package?

Number of packages

1	2	3
4	5	6
7	8	9
Done	0	<



ez cater
#UC9-UAC marked ready at 11:55AM

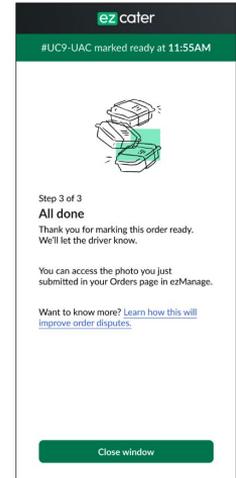


Step 3 of 3
Take a photo of the order
Take a photo of all the packages included in this order. This helps if a dispute comes up.

Helpful tips:

- Make sure the photo is in a well lit area
- Try to get all the packages in the photo
- Make sure the image is in focus

Take photo



ez cater
#UC9-UAC marked ready at 11:55AM



Step 3 of 3
All done
Thank you for marking this order ready. We'll let the driver know.

You can access the photo you just submitted in your Orders page in ezManage.

Want to know more? [Learn how this will improve order disputes.](#)

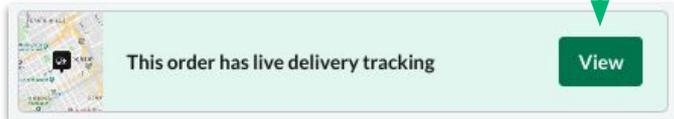
Close window

Tracking ezDispatch Deliveries

View real-time GPS tracking of
your driver on ezDispatch orders:

- On order details page or in *Deliveries* tab.
- Starting **15 minutes** before pickup time, through fulfillment to the customer

Click the link to access live tracking



ez Live Delivery Tracking

ORDER ID # A16-E92

Carmen has delivered your order

Confirmed Picking up Picked up En route **Delivered**

DELIVERED AT:
12:43 PM CDT

YOUR DRIVER:
Carmen

RESTAURANT	DESTINATION
Sample Caterer 123 Sample Way Sampleton, XX 12345	Sample Business 456 Sample Road Sampleton, XX 12345

DROPOFF INSTRUCTIONS:
meet at main entrance off of Lake Dr.

How did delivery tracking work? [Let ezCater know.](#)



Delivery Integration

Delivery Public API

What is it?

- Use our Public API to connect your Delivery Management System (DMS) with ezCater
- Bi-directional syncing: receive order data and share delivery tracking/status updates with ezCater
- Give ezCater customers real-time updates regarding their delivery orders
- Keep ezCater support in the loop so they can best assist you and customers



How to Integrate

- 1 Create a technical user
- 2 Generate your API token
- 3 Connect to Public API
- 4 Configure event subscriptions
- 5 Sync delivery events and tracking
- 6 Test and go live



Read [this article](#) for a full walkthrough

Account Management





Financials

Selling Fees & Payment

Example Order

Food and beverage total	Subtotal	\$443.74
Customer facing delivery fee set by location	Delivery Fee	\$44.37
Sales tax paid by customer	7.35% Sales Tax	\$35.88
Sales tax remitted in <u>certain states</u>	Sales Tax Remitted by ezCater	-\$35.88
	Tip	\$88.75
Total		\$576.86
2.99% (subtotal + delivery + tax)	Payment Transaction Fee	-\$14.41
(subtotal + delivery fee)	Commission	-\$73.22
Caterer Total Due		\$489.23

[Click to learn more about tax remittance](#)



Commission:

- 15% Marketplace | 7% ezOrdering

Payment Transaction Fee:

- 2.99%



Payments sent weekly on Tuesdays via ACH direct deposit



Billing cycle: Monday-Sunday

Viewing Payments

Financials Tab

- View previously processed payments
- Each location receives a separate payment
- Click into each payment for a full breakdown and a list of orders from the billing cycle

Open payment details

Recipient	Amount	
Rusty Russells B.B.Q. #1234 (Rusty Russells B.B.Q.) 1862 Auburn Rd, Ste 117, Dacula, GA 30019	\$5,017.76	View Details

Payment Breakdown

Food Total	\$5,567.00
Delivery Fees	+ \$300.00
Commission ⓘ	- \$853.68
ezOrdering Orders	- \$23.10
Direct Entry Orders	\$0.00
Relish Orders	\$0.00
Marketplace Orders	- \$830.58
Sales Tax ⓘ	+ \$304.62
Tips	+ \$326.18
Payment Transaction Fee ⓘ	- \$169.73
Adjustments ⓘ	\$0.00
ezDispatch Charges & Misc. Fees ⓘ	\$0.00
Marketing Spend ⓘ	- \$456.63
Preferred Partner Program	- \$193.75
ezRewards Program	- \$262.88
Promotions ⓘ	\$0.00
Total for all orders ⓘ	+ \$5,017.76
Paid to you separately by ezCater ⓘ	- \$5,017.76
Paid by ezCater	\$5,017.76

Creating Order Reports

Create Order Reports via Completed/Rejected tabs

See orders from: Last 90 Days (dropdown) | Search by order number: #25C-A6B (input) | Sources: Marketplace (checked), ezOrdering (checked), Direct Entry (checked) | [Generate Report](#) (button)

Order #	Date & Time	Customer	Setup required	Store	Source	Issues	Rating	Order Value
4X5-WPR	Tue, Jun. 10, 11 AM (10:40 AM pickup)	State University	Yes	Rusty Russells B...	Marketplace	--	No review	\$281.40

Create Payment Order Report when viewing a payment in Financials tab

Paid by ezCater: \$5,017.76

Orders in this Payment | [Download Order Details](#) (button)

Order #	Date	Location	Address	Order Source	Paid by ezCater
3C8-Y1A	11/18/19	Athens Area Urology	815 Ryan Islands Athens, GA, 30606	Marketplace	\$385.73
5TV-49Q	11/19/19	roper pump company	20911 Reichert Street Commerce, GA, 30599	Marketplace	\$159.11

Click [here](#) to download a sample report

Watch [this video](#) to see how to view payments in your ezManage!





Account Updates

Menu Updates

Menus Tab

- Submit menu updates and pricing changes using the available form
- View your live menu
- Submit photo updates for your menu items

Menu Support

- Email our menus team: menus@ezcater.com
- Check out our [Menu Onboarding Guide](#)



Please be sure to include your store information, request details (including serving sizes & prices), and a link or PDF of your menu

Settings Updates

Store Settings

Lead Time Edit

The minimum advance notice you require for new orders.

Accepts same day orders?
No

Advance notice for orders
24 hours

Click to edit your setting

⚠ 35% of orders have lead times of 24 hours or less
We recommend avoiding requiring multiple days' notice to maximize how many orders you get.

Request updates via [account update form](#)

Request store updates

Account

- Reset password
- Update contact info
- Set notification preference

Users & Permissions

- Create/deactivate users
- Set permissions/privileges
- Set notification preference

Additional Support

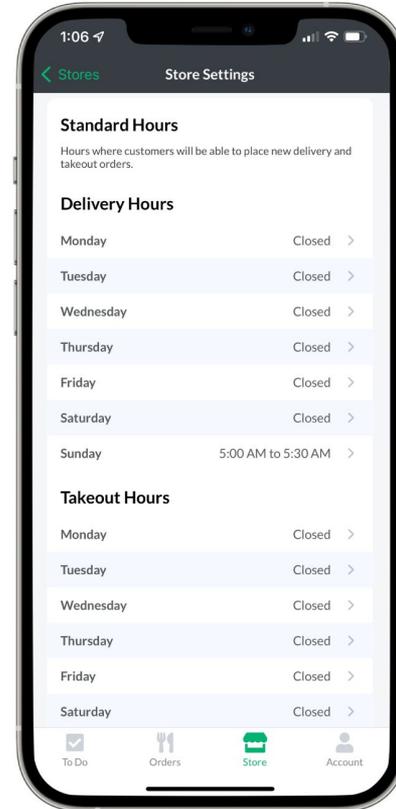
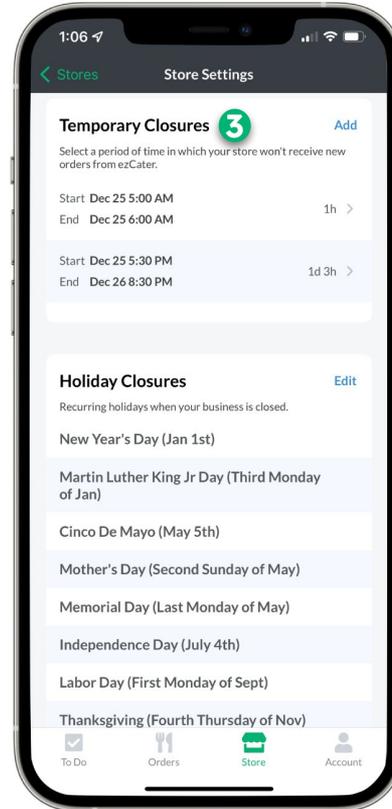
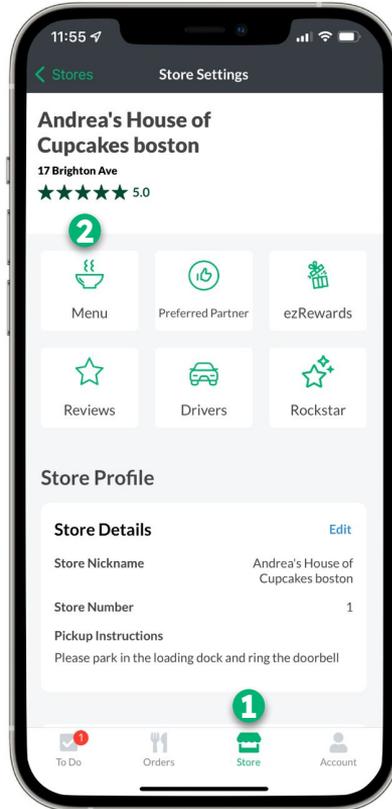
- Email our Partner Success team:
partnersuccess@ezcater.com

Settings Updates (iOS)

1 Click **Store** tab to open Settings

2 Select an icon to edit **menu**, view **reviews**, update **Preferred Partner**/ezRewards, and more

3 Scroll down on Settings menu to update **store hours**, temporary/holiday **closures** and **lead time**



Recommended Settings



Users & Notifications:

- Provide ezManage access to anyone responsible for managing orders.
- Ensure that notifications are turned on for text/email for each user



Lead Time:

- 12-24 hours
- Choose day before cutoff time instead of # of hours from delivery to avoid late night orders for next day.



Store Hours:

- Opening delivery time no later than 11 AM



Capacity Limit:

- Set a limit for how many orders you can handle in a day
- Recommended: 3 orders per day



Temporary/Holiday Closures:

- Set a closure when you're not available to avoid rejections/cancellations
- Set yourself open/closed for annual holidays



Delivery Fee:

- ezCater average delivery fee is 10% of subtotal
- Match ezDispatch fee to cover your costs when requesting help with delivery



Order Minimum:

- \$50-\$75 (no minimum for takeout)



Delivery Radius:

- Recommended: 10-15 miles
- Specific to store and metro



Marketing Tools



Preferred Partner Program

- Must have > 4.0 star rating to qualify
- Bid 2-20% of order subtotal to boost your ranking in the marketplace
- Higher ranking = more visibility = more orders
- Use the estimator tool to see where your location lands in the search for specific delivery addresses 
- Goal should be visibility on first page of search results (first 36 results)

Estimator Tool

Set your Preferred Partner level

None

Increase search ranking to be found (and chosen) by more customers

PPP gets you the most views possible when people search for caterers.

With a 4-star rating or higher, you can bid up to 20% of your food total. You only pay for orders you receive.

 Estimate the impact of different bids [Add delivery address](#)

To test the possible impact of PPP spending, enter local delivery addresses in the estimator.

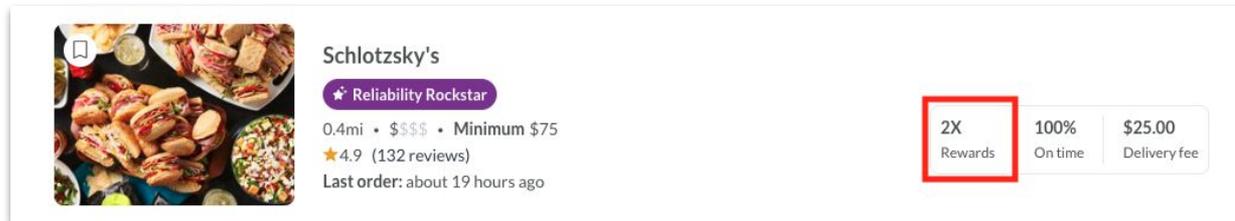
Results below are estimates. Actual results may vary based on the customer and exact search inputs.

Address	Current Ranking	Estimated Change	
243 Rowe Corners, Dacula, GA 30019	236	0	
Dacula, GA 30019	259	0	
161 Pipeline Rd, Dacula, GA 30019	276	0	
1862 Auburn Rd, Dacula, GA 30019	236	0	
3103 Hog Mountain Rd, Dacula, GA 30019	238	0	

ezRewards

Loyalty points that customers earn when placing orders and submitting reviews. These points can be redeemed for \$ towards future orders or can be cashed out for Amazon® gift cards.

- All catering partners are eligible to enroll in the program
- Additional spend per order of 2-5% (based on subtotal) will provide a 2-5x multiplier on ezRewards for the customer, making it a great incentive to order from you!
- Get a banner on your search results showing the bonus ezRewards you're offering
- Show up when customers use the ezRewards filter in the Marketplace



Schlotzsky's

★ Reliability Rockstar

0.4mi • \$\$\$\$ • Minimum \$75

★ 4.9 (132 reviews)

Last order: about 19 hours ago

2X Rewards 100% On time \$25.00 Delivery fee

How Customers Redeem

ezCater Order Credit



Amazon Gift Cards



Support & Resources



Self-Service Order Requests

Connect with customers to ask questions or request modifications

1

Request a change



You can specify the change or ask for more information. The customer gets a message they can respond to directly.

[Create Request](#)

2

Create Message

What kind of request?

Select an option

- New delivery time
- Added charge for customer request
- Substitution for unavailable item
- Item adjustment for customer request
- More information

3

Create Message

What kind of request?

Added charge for customer request

What item would you like to add?

Add an existing item from my menu

Add an off-menu item

What do you want to add?

Item name

How much does it cost?

10.00

How many items?

1

Reason for addition?

e.g. customer asked for extra bread

Message for the customer

Hello. There's an added item for your request. Please let us know if this is okay. Thank you.

How to submit:

1. Create a Request by clicking the button on the Order Details page
2. Select a topic from the drop down menu to message the customer
3. Fill out the form and preview your message before sending

24/7 Support

Our Customer Service team is available every minute of the day via phone, chat and email

24/7 Support in ezManage

24/7 Support

- Phone
1-800-488-2085
- Chat
Talk to us now
- Help Center
Answers to frequently asked questions
- Email
Send us a message

Close

Click [here](#) to access our Help Center

ezcater

Share some basic info and we'll connect you with a live customer service agent.

What is your full name? *

How can we help you today? *

Your Question

Start Chat

Problem with your order? Call 1-800-488-1803 or report the issue.

Send us a Message

[← Back to 24/7 support](#)

Name

email

message

Send Message

Don't Send



Additional Resources

Resources

[Signup for a free Training Webinar](#)

[Download our Catering Insights Report](#)

[Catering Partner Help Center](#)

[Training Video Library](#)

[Partner Learning Lab](#) (ezManage access required)

[Sign in to ezManage](#)

[Download ezManage iOS app](#)

Contact

Order Support: (800) 488-1803 or support@ezcater.com

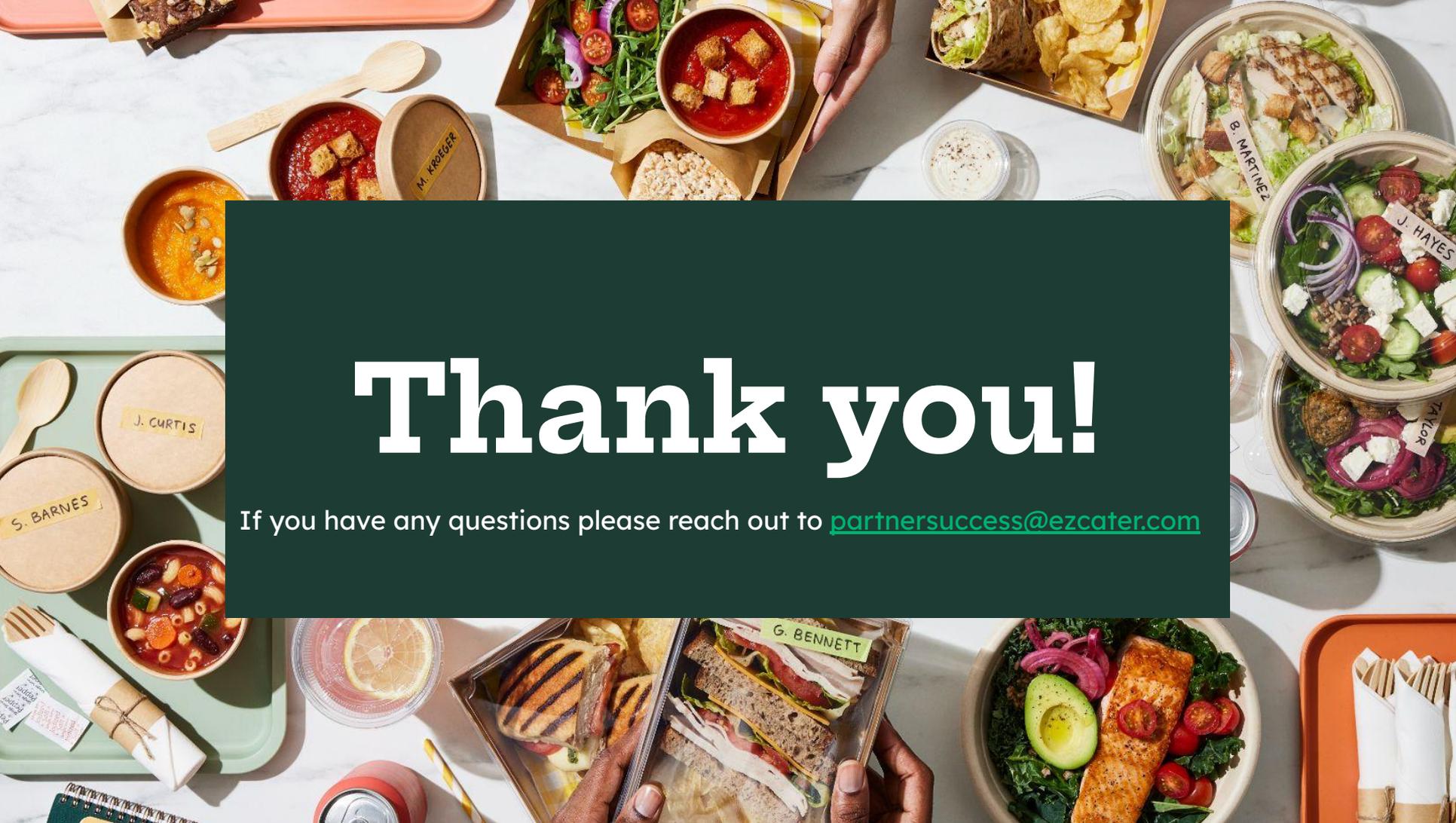
Account/Payments: partnersuccess@ezcater.com

Menus: menus@ezcater.com

Photos: photos@ezcater.com

ezDispatch: delivery@ezcater.com

API support: api_support@ezcater.com



Thank you!

If you have any questions please reach out to partnersuccess@ezcater.com