SPOON
(SUITEPOINT! ONLINE ORDERING NOW)

Retail generates a vital stream of revenue for many industries. Foodservice operators have several key objectives to uphold as they manage a thriving business, and the most prominent entails providing a high-quality experience while maintaining profitability. It may seem impossible to consolidate the many aspects (contactless ordering, cashless payment processing, account management, rewards program, etc.) of a modern retail establishment. However, with **SPOON (SuitePoint! Online Ordering Now)**, you *can* have it all!

ELEVATE CUSTOMER + EMPLOYEE SATISFACTION!

FEATURES

Password-protected
login with customer data encryption to keep personal information safe; users also see last login (date and time) for additional security

Interactive online ordering
enables order customizations and processes cashless payments

Retail account management
for billing; declining balance; payroll deduction/pay plans; standard; special; and gift cards

Order food for current meal period
or in advance for that calendar day

Offer a loyalty program
for on-site retail locations

Staff can access mobile ordering
from the organization's network

Add payroll terms and conditions
acceptance to the enrollment process

BENEFITS

Contactless ordering enhances point-of-sale safety and efficiency

Facilitates on-the-go account management with mobile-friendly application
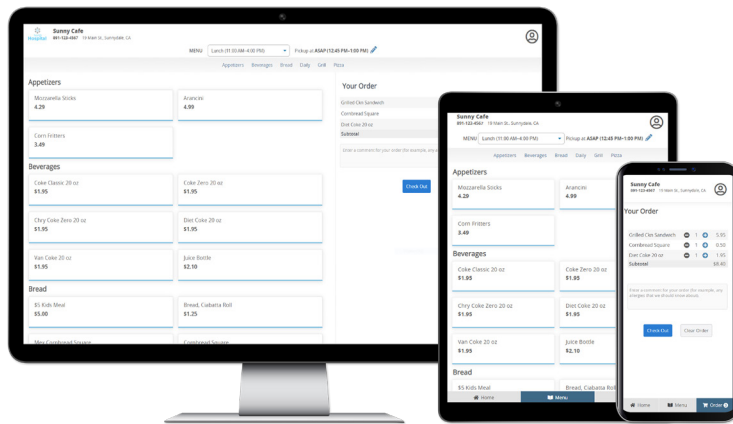
Empowers users to self-manage charge accounts

Maximizes throughput by decreasing slowness at checkout lines

Incentivizes customers while enhancing brand awareness

Generates retail revenue

A COMPLETE 3-IN-1 SOLUTION

With SPOON, patrons have the flexibility to view menus from participating retail locations, place orders, and pay for their meals using a smartphone, tablet, or desktop. SPOON's **interactive ordering solution** allows users to customize item quantity, add special notes, and view a recap of their final selections before making a cashless payment followed by an order confirmation with the estimated time for pick-up.

But wait – there's more! Robust **retail account management** (Account Connect) and **customer loyalty program** (CLP) features provide a complete retail experience by enabling staff to conveniently manage internal charge accounts and leverage rewards on retail transactions. SPOON's reward methodology through CLP is simple and consists of building a point per dollar (PPD) program in which points are accrued based on the total dollar value of purchases and rewards are earned after reaching a certain number of points. Essentially, the more purchases a customer makes, the more rewards they will earn towards discounts on applicable retail transactions!

REGISTER ACCOUNT	EARN POINTS	TRACK REWARDS	REDEEM REWARDS	VIEW POINTS	MANAGE REWARDS