



Welcome to ezCater

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About ezCater

As the world's largest marketplace for business catering, ezCater is the #1 solution for growing your catering business. We partner with over 60,000 restaurants and caterers that use our product suite to manage, analyze, and grow their catering business.

More Orders

When you join ezCater, you join a nationwide network of catering partners in 22,743 cities. We find hungry businesspeople and connect them with you.



We market the ezCater brand — using ads, emails, events, public relations, and more — to find businesspeople who need catering and get them to order.



We collaborate with enterprise partners to promote their own brand. This can include co-branded campaigns, featured blog posts, a feature on the ezCater website, and other joint solutions.

Operational Support

Our 5-star customer service team has your back. When customers need help, they talk to us. We make sure they're happy, and you get some relief from distracting phone calls.

Insights You Can Act On

Which marketing channels drive the most orders? What do customers say when reviewing you? Who are your top spenders? We give you fast access to the info that matters most.

Testimonials

Trish Giordano, VP of Marketing and Sales at Buca di Beppo:

ezCater has provided us a great channel to help us grow our catering business. At some locations, there are days we start cash-positive before even opening the doors thanks to these catering orders. ezCater's national reach and ability to connect us to the largest companies in the U.S. make them an indispensable partner for us and key to our growth strategy.

Steve Bradshaw, Store Manager for CenterTwist, Inc.:

The hardest part about building our catering business is marketing ourselves to the right people. ezCater solves this for us. Without doing anything (other than give them our menu), our catering options are visible to the right people and orders pour in. In one day we received three orders for just one store.

Michelle Matthews, Vice President of Franchise Sales at Dickey's Barbecue Restaurants, Inc.:

ezCater has expanded our customer base. I can guarantee that someone eating Dickey's at a catered event hasn't been to one of our stores before. The partnership is a "win-win." It's a marketing investment with guaranteed ROI, which you can't say about most marketing spend, like a billboard.

Solutions to Grow Your Business

ezCater Marketplace

Reach a massive pool of new customers.

ezOrdering

Take catering orders on your website.

ezManage

Manage all your catering orders.

ezDispatch

Get delivery support on demand.

ezCater Marketplace

Reach a massive pool of new customers.

The ezCater Marketplace is the bread and butter of ezCater — the nationwide network of 60,000+ caterers. For millions of businesspeople, it is the go-to site for catering.

Joining ezCater gives you a presence on this marketplace and brings your menu to a massive pool of potential customers.

ezCater puts our national brand and marketing footprint to work for you. Think of us as part of your sales and marketing team. We focus on bringing you orders, so you can focus on food.

Getting Started

You get orders.

Customers order from you through ezCater. You get order details by text, email, or fax. (You can view in [ezManage](#) too.)

You cook & deliver.

We remind you of orders the day of (day before for breakfast). You prepare and deliver the food like any other order.

You get paid.

ezCater sends you payment for your catering orders twice a month, less commission, by check or electronic transfer.

Pricing & Payment

No setup or monthly fees. It's completely free to list your business on the ezCater Marketplace, and there's no contract or obligation.

15% commission. For orders you accept, there's a 15% commission (does not apply to voluntary tips or taxes) and 2.75% credit card processing fee (does not apply to voluntary tips).

Twice-monthly payments. You receive payments for all your catering orders twice a month by check or direct deposit.

Works with ezManage

Sign in at ezmanage.ezcater.com to do more with the ezCater Marketplace.

Manage your orders: Go to ezManage > Orders.

Increase your ranking to get more orders: Go to ezManage > Rankings.

For details on how orders work, see the [Orders, Step-by-Step](#) section.

ezOrdering

Take catering orders on your website.

ezOrdering is a special version of your ezCater menu for your website. Customers get an easy way to order catering from you online. You get customer contact info and a low commission.

How It Works

We add a link to your website.

You don't need to lift a finger. We handle this for you.

Customers click it to order catering.

They see an unbranded version of your ezCater menu.

You get catering orders.

You pay a reduced commission and get full customer contact info.

Pricing & Payment

No setup or monthly fees. It's completely free to add ezOrdering to your website.

Reduced 7% commission. For orders you accept, there's a 7% commission (does not apply to voluntary tips or taxes) — and 2.75% credit card processing fee (does not apply to voluntary tips).

Twice-monthly payments. You receive payments for all your catering orders twice a month by check or direct deposit.

Works with ezManage

Sign in at ezmanage.ezcater.com to do more with ezOrdering.

Manage your orders: Go to ezManage > Orders.

View customer contacts and lists: Go to ezManage > Customers.

Promote your ezOrdering menu: Go to ezManage > Dashboard, and use the tools there.

For details on how orders work, see the [Orders, Step-by-Step](#) section.

ezDispatch

Get delivery support on demand.

No need to turn down valuable catering orders you can't deliver. Deliver the orders you're able to, and hand the rest off to ezCater's network of reliable delivery providers — vetted by us to protect your reputation.

We handle sourcing and recruiting delivery partners, training them on high-quality catering delivery, and managing the orders from start to finish.

How It Works

You request ezDispatch for an order.

We find a delivery provider for you.

You get a confirmation email.

It shows the delivery provider and pickup time.

The driver picks up the order.

Prepare it for pickup, and you're done!

Pricing & Payment

Order Subtotal	ezDispatch Fee
Up to \$300	\$30
More than \$300	10% of subtotal

1. Customers pay the delivery fee that you've chosen, which passes through to you.
2. You pay the fixed ezDispatch fee, and ezCater pays the delivery provider.
3. If the ezDispatch fee is less than your delivery fee, you keep the difference. If it's higher, you pay the difference.
4. Any optional customer gratuity goes to the delivery provider.

For details on how to use ezDispatch, see the [Orders, Step-by-Step](#) section.

ezManage

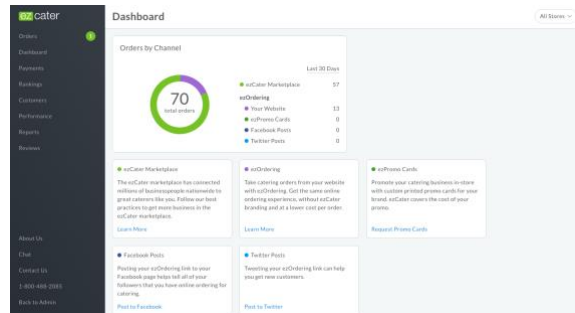
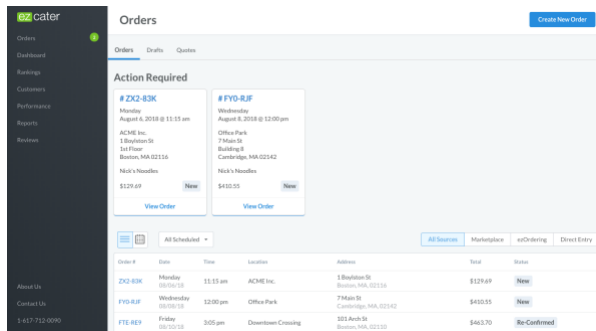
Manage all your catering orders.

ezManage gives you fast access to all aspects of your catering business: orders, reports, marketing tools, and more. You're busy, so ezManage helps you focus on the task at hand quickly and efficiently. It's all about keeping you confident and in control.

Direct Entry: With this optional feature, you can even add your in-store orders to ezManage for a complete view of your business. Create new orders, save draft orders, and email quotes that customers can approve and pay online. To enable Direct Entry, contact our partner solutions evangelist Kate Valyo at kate.valyo@ezcater.com.

Sign in at ezmanage.ezcater.com.

To create an account or get your username, contact (800) 488-2085 or support@ezcater.com.

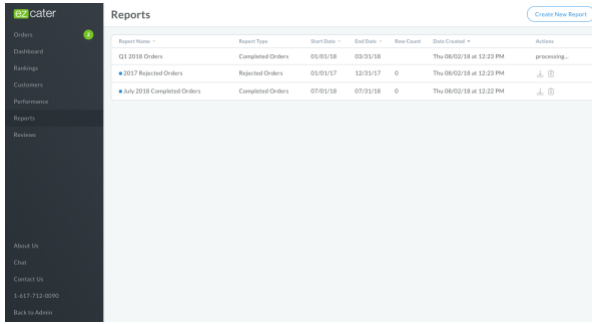


Orders

- Accept or reject new orders (or request ezDispatch if available in your area).
- Confirm updates to existing orders.
- Add offline orders with Direct Entry.
- See a list or calendar view of all your past and upcoming orders.
- Filter by source, store, and time period.
- View and print details of an individual order.

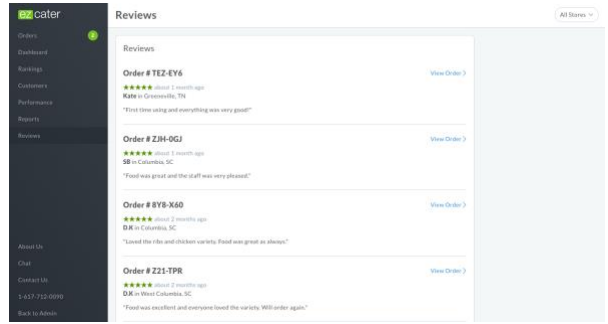
Dashboard

- See the source of recent orders.
- Add ezOrdering to your website.
- Promote your ezOrdering menu with social media and other marketing tools.



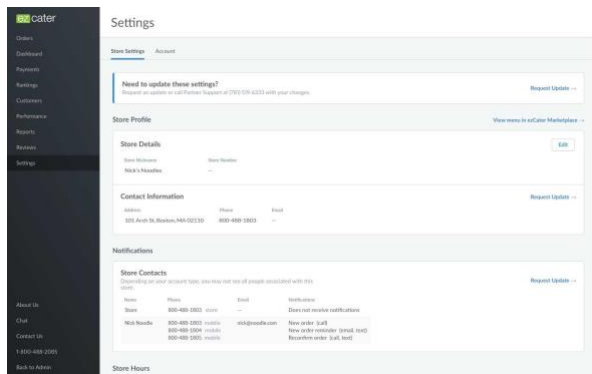
Reports

- Download detailed Excel reports of your completed or rejected orders.
- Customize the date range.
- Use the information to better understand your catering business and for forecasting.



Reviews

- Read reviews left by ezCater customers.
- View the original order details for each review.



Settings

- Change your ezManage username and password.
- View the current settings for your store.

Orders, Step-by-Step

Here's what happens when you get a new order from ezCater.

476 Boston Caterers

Up to 5x Rewards · Free online ordering

Discover all the flavors Boston has to offer. Order catering online from 476 local restaurants who can deliver to your meeting or event. Select a restaurant, view their menu, build and submit your order, and we'll handle the rest. No upcharges or cancellation fees.

[All Cuisines](#)

 Breakfast

 Sandwiches

 Hot Catering

 Mexican

 Pizza

More ▾

GOOD FOR SMALL GROUPS ⓘ



Show caterers that we recommend for small groups.

SEARCH

Caterer, cuisine, etc.

REWARDS



Shawarma Falafel

Authentic Lebanese Food · 0.6 mi · \$\$\$\$ · ⓘ

\$0 Minimum \$5 Delivery Fee 98% On Time

Last order: 15 minutes ago

 ★★★★★ 4.7
(655 reviews)

Select



Charlton Becker Catering

Local & Organic · 4 mi · \$\$\$

\$500 Minimum \$50 Delivery Fee 100% On Time

Last order: about 23 hours ago

 ★★★★★ 4.9
(25 reviews)

Select

1

A customer visits the ezCater Marketplace or your ezOrdering menu to place an order.



Submitted: ezCater Order # 2UV-IWK

Tue 04/25/17 at 10:45 AM -- Delivery -- 5.4 miles -- Boston

Please click to [view your order](#), and select 'Accept' or 'Reject' within 15 minutes.

[View Order # 2UV-IWK](#)

If you have any questions about [this order](#), please call us at 1-800-488-1803. If the order link above does not work for you, please copy and paste this link into your browser:

https://ezcater.com/caterer/view_order/sksjdas=1kdnq

Thank you for being an ezCater partner,

– The ezCater Team

2

You get an order notification by your choice of email, text message, and/or fax.

You can also use the [ezManage app](#) for iPhone to get push notifications for new orders.

Accept

Request ezDispatch

Reject

3

You accept or reject the order (or request ezDispatch if available in your area) through the [ezManage site](#) or the [ezManage app](#).

You have 15 minutes to accept or reject an order before you receive automated phone calls asking for your response. If you still don't respond, we may reject the order on your behalf and give it to another catering partner.

Avoid rejecting orders.

It's always your choice to accept or reject orders, but your order acceptance rate affects your ranking on the ezCater Marketplace.

ezDispatch

If you requested ezDispatch:

- ezCater finds a delivery partner.
- You receive an updated confirmation email that shows the ezDispatch fee, delivery provider, and pickup time.
- You prepare the order for pickup, and the driver takes it from there!

ezDispatch Details		
Partner Tuya Logistics - Austin		
Qty	Item	Price
14	Pita Chips & Hummus @ \$2.95	\$41.30
15	Mediterranean Buffet @ \$11.95 proteins: Chicken, Grilled Steak add: 15 x Falafel @ \$2.25 Toppings: Red Cabbage Slaw, Cucumber & Tomato Mix, Spiced Chickpeas, Pickled Jalapenos & Carrots, Marinated Green Olives, Seasonal Veggies 3 sauces: Tzatziki, Roasted Red Pepper Sauce, Spicy Cilantro Sauce	\$213.00
	Tableware Include: Utensils, Plates, Napkins	\$0.00
	Subtotal	\$254.30
	8.25% Sales Tax	\$20.98
	Tip	\$0.00
	Total	\$275.28
	Caterer Total Due	\$249.91
	You will be paid by ezCater. Do NOT collect payment or tips on-site.	PAID

4

You get a reminder email the night before. Reconfirm within 15 minutes to avoid automated phone calls.

Reconfirm: Order # 2UV-IWK

Mon 07/30/18 at 11:00 AM -- Takeout

This order is scheduled for tomorrow. Review and [reconfirm this order](#) in ezManage.

[View Order # 2UV-IWK](#)

If you have any questions about these orders, please call us at 1-617-712-0090 using confirmation code: 46702994. If the reconfirm link above does not work for you, please copy and paste this link into your browser:

http://ec2-184-73-166-254.compute-1.amazonaws.com/caterer/view_order?cu=20928c&utm_campaign=reconfirm_email&utm_medium=email&utm_source=transactional

Thank you for being an ezCater partner,

– The ezCater Team

GROW YOUR CATERING BUSINESS

Take catering orders directly on your website.

Take catering orders from your website, without ezCater branding, and at a lower cost per order.

[Learn more about ezOrdering](#)

5

Prepare and deliver the order (or prepare it for pickup by the customer or ezDispatch).



Canceling an Order

If you need to cancel an order you've already accepted, call us at (800) 488-2085 right away.

Setup & Optimization

Get Started

Joining ezCater is easy. There's no contract, no sign-up fees, or obligation.

First you provide your information so we can create your account:

- Contact information
- Business information
- Payment information
- Delivery area, hours, and fees (you can set tiered fees by area and order minimum)
- Catering menu (prices must match your in-store prices)

Submit your information online at {Sign-up Link HERE!}

Within a few days, we contact you to finalize your registration and answer any questions you have. After that, you're live on ezCater!

Optimize Your Settings

Maximize your customer reach to increase your business on both the ezCater Marketplace and ezOrdering. Here's what we suggest for success.

Delivery Area: 10–15 miles

Offering delivery is recommended but not required.

Delivery Fee: \$10–\$20

Business customers expect delivery fees, but high fees could go over their target cost per head.

Order Minimum: \$150 or lower

87% of orders are fulfilled by partners with a \$150 or lower minimum.

Lead Time: 3–12 hours

72% of orders are fulfilled by partners with a less than 12 hours lead time.

Update your settings.

Sign in to ezmanage.ezcater.com and choose Settings. If you rather speak to someone, you can call (617) 874-5182 weekdays 9 AM to 5 PM Eastern, or email partnersuccess@ezcater.com.

Increase Your Ranking

Part of your ranking on the ezCater Marketplace is driven by how well you serve customers: performance: a high order acceptance rate, prompt responses to orders, positive reviews, on-time delivery, and more.

View your store performance.

Sign in to ezmanage.ezcater.com and choose Rankings.

You also have two optional marketing programs at your disposal to directly and instantly boost your ranking. The marketing spend you elect for each can easily pay for itself in the increased business you get.

Catering partners who take advantage of both ezRewards and the Preferred Caterer program get an average of 30% more orders. You can adjust or stop both programs instantly, any time you like. Try it out and see what works for you.

ezRewards

Customers love earning ezRewards points on their orders. When choosing a catering provider, they can see and filter by ezRewards in search results. Offering more ezRewards makes you more attractive to customers and increases your ranking.

Set your ezRewards level.

Sign in to ezmanage.ezcater.com, choose Rankings, and choose 2% – 5%.

Preferred Caterer

Catering partners rated 4 stars or higher qualify for our Preferred Caterer program. You can bid a percentage of food totals to increase your rank. You also get a green thumbs-up, our stamp of approval. It sets you apart, showing customers that we highly recommend you.

Once you qualify, you can instantly adjust your Preferred Caterer level anytime in ezManage.

Set your Preferred Caterer level.

Sign in to ezmanage.ezcater.com, choose Rankings, and choose 2% – 20%.

Get Paid

ezCater processes payment twice a month: once for orders fulfilled in the first half (1st to 15th), once for the second half (16th to end of month). You can choose to receive payment by check or direct deposit. Allow 4 business days from the payment date for direct deposit, 7–10 business days for checks.

View payment details and dates, and enroll in direct deposit.

Sign in to ezmanage.ezcater.com and choose Payments.

Questions about payment?

Email getpaid@ezcater.com.

Update Your Menu

Add or remove items, or update your pricing. (Prices must match your current in-store prices.)

Send us your up-to-date catering menu.

Email menus@ezcater.com and include your current catering menu (link or attachment).

Frequently Asked Questions

What does it cost to use ezCater?

There are no signup fees, monthly fees, or per-transaction fees.

You pay a commission only on orders you accept. The commission is 15% for ezCater Marketplace orders, 7% for ezOrdering orders (does not apply to voluntary tip and taxes). There's also a 2.75% credit card processing fee (does not apply to voluntary tip). If you've opted in to ezRewards or the Preferred Caterer program, marketing spend for those are also deducted.

You receive 100% of voluntary tips. You also receive sales tax on applicable orders and agree to forward all taxes correctly and in a timely manner to all appropriate agencies.

Can customers modify their orders?

Yes. Customers can edit their order online up to 24 hours before the event. When they do, you're prompted to accept or reject the modified order. If a customer wants to make a change within 24 hours, we contact you to see if you can accommodate the change.

If a customer happens to contact you directly to change an order, that's okay — just let us know so we can charge the customer the correct amount.

How do I temporarily adjust my availability for new orders?

You can request a temporary closure to accommodate for holidays, capacity, etc. To do so, sign in to ezmanage.ezcater.com and choose Settings > Temporary Closures > Request Update.

How can I contact ezCater?

Our insanely helpful support team is standing by! Here's how to reach us.

Orders:	support@ezcater.com	(800) 488-2085
Your Account:	partnersuccess@ezcater.com	(617) 874-5182
Payment:	getpaid@ezcater.com	
Menu Updates:	menus@ezcater.com	

Find more answers in the Catering Partner Help Center.
Visit ezcater.com/helpcenter.