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Infor POS OrderNow

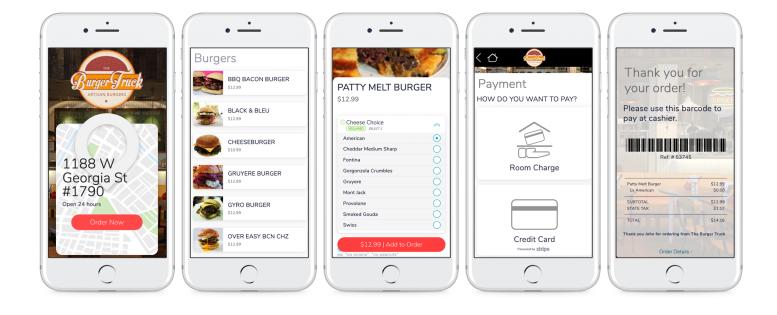## Serve guests in a new industry landscape

Infor® POS OrderNow is a guest-centric, web-based, and highly accessible solution for restaurants, food services, and a wide spectrum of hospitality organizations. OrderNow can help you engage with guests efficiently, safely, and profitably. OrderNow empowers users to interact with brand locations and websites to easily place orders, reduce the need for direct contact with staff, and feel in control of the process using their personal mobile devices.

Combining OrderNow's functionality with a range of features available from Infor POS (Point of Sale), the solution expands the possibilities for serving guests with technology-driven expectations. OrderNow is a robust and scalable way to retain and preserve revenues as the restaurant and food services industry enters a new era.

How does OrderNow work?

Because of its web-based, mobile design, OrderNow can provide a seamless experience for guests who want to remotely order meals and snacks. To activate its functionality, guests scan a specialized QR code—either displayed at a restaurant or concept location, on a brand website, or both. That means no app downloads are necessary, with no sign-up obligations to bar guests from entry.

With responsive design that's friendly to both iPhone® and Android™ platforms, guests can enjoy an intuitive and convenient way to easily place orders from anywhere, using their own devices. With no app to download, OrderNow can be quickly and easily adopted by your guests. For on-premises restaurant and food service ordering, the solution supports kiosk-style functionality on a bring-your-own-device basis, providing an alternative to counter-based ordering. In hotels and resorts, OrderNow supports full-service restaurant and room service ordering. All it takes is one scan of an exclusive QR code.

What are the key benefits of OrderNow?

Infor POS OrderNow empowers guests to take control of the ordering process. For restaurants of all kinds—as well as managed food services—that means expanding the possibilities to offer services, and to maintain and even increase revenues and profitability. OrderNow's intuitive and responsive web-based design enables guests to get what they want wherever they are. OrderNow greatly reduces friction and stress by redefining what a great guest experience can be.

With no app download required, OrderNow can be easily deployed to a wide variety of hospitality customers. Restaurants and food services organizations are enabled to be resilient as the industry landscape continues to shift. The benefits are increased order accuracy, higher average check totals, and greater customer satisfaction. As organizations continue to foster guest relationships, now and in the future, OrderNow can make order placement easy and safe.

OrderNow features:

- **User-centric design**: Accessible online or on a guest's device
- **Intuitive messaging and flow**: Clean UI, easily identifiable required fields, clearly indicated modifier options, confirmation messages to orient the user, and "five minutes until close" warning
- **Web-based**: No guest download requirements
- **QR code scan to activate**: On location or on customer website
- **Payment flexibility**: Credit card, pay later, room charge
- **No guest sign-up required**: All guests need to do is scan a QR code
- **Responsive design**: For mobile browsers
- **Easy onboarding**: For Infor POS customers with custom wizard

Take charge in a technology-driven era

OrderNow is an integral part of Infor POS (Point of Sale). OrderNow is a cloud-based, dynamic, and highly versatile point of sale solution designed specifically for hospitality industry segments. The platform enables organizations with a range of menu control capabilities, hardware options for terminals and kiosks, and data analysis functionality. As guest expectations evolve throughout the 2020s, OrderNow's compability with essential integrations can help you be ready to meet them.

For Infor Hospitality customers, OrderNow is embedded within the Hospitality Mobile Portal, where hotel patrons can make reservations, check-in/out, place orders, and have charges sent to their room—all from their personal mobile device.

OrderNow and Infor POS can help your organization flourish as the industry enters a new data and technology-driven era.

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