



### **Menulog online ordering, pick up and delivery services**

We know restaurants are feeling the severe impact of the COVID-19 situation. Working closely with Wes and the team at R&CA, Menulog has developed a number of initiatives to stimulate demand through marketing, as well as drive more business to stores for pick up.

These initiatives are in addition to key health and safety measures implemented to help keep restaurants, customers and couriers safe.

#### **Halved commission on all pick-up orders**

- In order to stimulate in-store business as well as delivery, Menulog will halve all commission on pick up orders until further notice
- All 17,000 Menulog restaurants are welcome to utilise the pick up function
- Having launched Contactless Delivery both in restaurant and for customer deliveries, Menulog will continue to ensure pick up processes adhere to social distancing recommendations from health authorities

#### **\$3 million in marketing efforts dedicated to restaurant marketing**

- Over the coming months, Menulog will invest \$3 million to promote local restaurants open for pick up and delivery
- Social and digital programs will continue to drive orders for local businesses to keep cashflow coming

#### **Waiving all activation fees**

- There are no costs for any restaurant or other business to join the Menulog platform
- We have also increased resources to be able to onboard new businesses seeking support.

#### **Increased safety measures admit COVID-19**

Menulog has launched contactless pickups and deliveries to help everyone in its network maintain social distancing. Menulog has also provided additional delivery items, such as paper bag seals and additional merchandise, and created information hubs for partners with the most up-to-date guidance.

### **About Menulog**

Menulog is an Australian business that launched in Sydney more than 13 years ago. Our tenure in the market has allowed us to develop online ordering and delivery solutions to suit businesses of all shapes and sizes, servicing 87% of Australia & New Zealand and more than 2.6 million active customers. Backed by leading global hybrid marketplace, Just Eat, Menulog delivers local experience with global innovation, providing a unique opportunity for restaurants across Australia.

## Contact Menulog

Visit [www.menulog.com.au/info/partner-with-us](http://www.menulog.com.au/info/partner-with-us) or email [mdsenquiries@menulog.com](mailto:mdsenquiries@menulog.com).

## Benefits of working with Menulog

### 1. Data, Insight Self Service Tools

Menulog provides tailored data and insight on demand to restaurant partners, which is easily accessible via our proprietary in-store device - The Orderpad- web or mobile Apps.

The Menulog 'Partner Centre' is a one-stop-shop for managing your online business, which is available

Features include:

- Quick view of your restaurants orders and sales of the day
- Create and manage your own tailored offers and discounts
- View the current status of your restaurant
- Access to your restaurant's invoices and order history
- Place menu items offline / online depending on availability
- Place your restaurant offline and back online for the day
- Bid to place your restaurant on top of the search results on any suburb
- View customer reviews

### 2. Market-leading technology to support restaurant partners

Menulog technology provides all ordering technology (such as free websites, ordering devices, POS integration, customer communications and more) to more than 17,000 restaurant partners the opportunity to significantly expand their business through online ordering.

In 2018, Menulog Orderpads were introduced to restaurants to provide the latest and greatest in online ordering technology. Orderpads provide restaurants access to new tools to provide a superior customer experience and help streamline kitchen operations. New features such as 'On Its Way' notifications, and driver tracking provides greater confidence through better visibility of their orders from door to door.

### 3. Always On Support

In addition to the dedicated key accounts team, our solutions department is available around-the-clock to support in the case something goes wrong. Our policies and procedures

for addressing a range of potential issues are clear, transparent and aim to drive a fair resolution for everyone.

We also have 'feet on the street' across Australia with our Territory Managers. These dedicated teams visit restaurants face to face to help optimise their business, provide in-store items to help drive orders and assist with any questions owners might have.