



Success360 |  Player Engagement

 OrderIt

Serve up a truly VIP experience

Increase service efficiencies with food and beverage orders directly from the EGM Pathway.

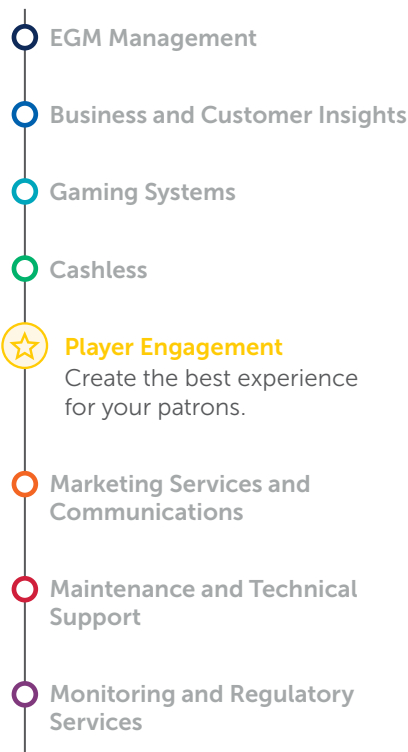
Currently available in New South Wales.



Success360

Success360 is our unified approach to better business. It's how MAX helps Australia's pubs and clubs achieve success every day.

Our solutions strengthen your gaming operations and deliver value to every part of your business. We've got everything you need, all in the one place.



Provide an exceptional level of customer service at your EGMs

OrderIt provides you with a streamlined approach to customer service across your gaming floor. Free up your floor staff so they can focus on providing the best in-venue experience possible.

Exclusive to the Metropolis gaming system, OrderIt allows players to be in full control, with a quick and easy way to order food and beverages directly from their EGM via Pathway. Players can order whenever they like, all from the comfort of their EGM.

Orders are managed digitally, to help drive efficiency and provide improved accuracy. Once an order is placed, it is sent to Service Call, which acts as a bump screen. Service Call also displays the status of the order as it progresses through, allowing staff to easily identify orders that are ready for delivery.



Reduce costs associated with printing and updating menus



Provide a more comfortable gaming experience for your patrons



Free up floor staff, to focus on customer service



Order status tracked and updated in real-time using Service Call



Easily capture product preferences and purchase patterns



The only solution that allows players to order multiple items at the one time

Easy for your players to use, seamless for your staff to manage

With no additional hardware or infrastructure required, OrderIt is the most comprehensive and robust EGM ordering platform available.

Players can order from any EGM they choose to play at, without having to wait for staff to attend to them to take their order.



1. Player places an order using OrderIt via the Pathway touchscreen menu.



2. Order is then sent to Service Call, containing player information and EGM location.



3. Venue staff fulfil order, updating the status using Service Call, until ready for delivery.



4. Order is delivered directly to the player at the EGM, all while they continue to play.

Stand out from the crowd

Now more than ever, it's important that you differentiate from your competition, and being able to deliver exceptional customer service is a key step towards achieving this. OrderIt can help provide your venue with a competitive advantage and help you stand out from the crowd.

The most comprehensive and robust EGM ordering platform available

With additional functionality set to be unlocked as part of Phase 2 delivery from mid-2022, now is the time to offer OrderIt to your patrons and let them play in style.

Phase 1

- Patrons can self-order complimentary items via OrderIt on Pathway.
- Up to five items can be added to the cart per order.
- Modifiers can be associated to menu items, such as sugar or extra ice.
- The order is sent to Service Call, a Metropolis application displaying active orders and order status.
- Venues can load up to three menus, with eight items per menu.
- Item images can be displayed on Pathway menu.

NOW AVAILABLE

Phase 2

- No limits on items or number of menus available.
- Paid items can be ordered and paid for using member's bonus points.
- Functionality for member pricing and tier discounts.
- Additional configuration options eg. select complimentary items for members only.
- Patrons will be notified of their order status - order placed, order being made, order on the way.
- Reporting on response times between order states, items ordered and breakup by payment type.

COMING SOON

➤ Contact our team today:

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