



Welcome to the Inktel Family!



Welcome!



Dear Operator,

We would like to officially welcome you to the Inktel family! We are excited that you have entrusted us with handling your important catering calls. We hope that you are just as excited as we are to start this partnership. There are some very important pieces of information that we have included in the packet you have received. This includes more information about Inktel and what we do, the Operator Participatory Agreement, Business Rules, important contact phone numbers and some FAQs.

The following documents should answer most of your questions that you may have about the onboarding process and what to expect.

We look forward to this partnership with you!

Thank you,

Inktel

Chick-fil-ASupervisors@inktel.com



Who is Inktel?



Inktel leverages over twenty years of experience delivering world-class customer service for brands across retail, ecommerce, consumer packaged goods, education, and restaurants.

As of 2022, we are handling catering calls for more than 450+ Chick-fil-A Restaurants.



- ✓ We are skilled in using the Chick-fil-A Catering Management Tool (CMT).
- ✓ Chick-fil-A Team Members are able to better care for guests in the restaurant by not having to take catering orders over the phone.



- ✓ Our Virtual Catering Assistants (VCAs) are dedicated to focusing on the catering needs of your guests. They can spend additional time with the guest and understand their needs when personalizing the order, which in turn, may increase your catering check average.



- ✓ 98% of Test Operators see Inktel as a viable option.
- ✓ 85% of Test Operators would recommend Inktel to other Operators.
- ✓ 91% of Test Operators are satisfied with Inktel services.

This data comes from the Operator feedback from May 2019.

Here are some things that are being said about our services:

“

It's a great service and has saved us man hours and increased catering through capturing potential lost calls.

- Mark Nicholson (The Ridge)

“

The cost of the service is very low compared to what it would have cost me to hire someone to answer our phones.

- Jesse Chaluh (59 & Kirby FSU)

“

The volume of calls to our restaurant has been reduced drastically and it's been great for us.

- Rolando Justiniano (Ft. Lauderdale FSU)

“

It has definitely prevented missed catering calls which otherwise would result in missed sales opportunities.

- Cliff Green (Martin Luther King DTO)

Inktel: Important Contact Information



In the event you need to get in touch with the contact center, please reach out to our team.

1st

1st Contact = your VCA Team Email distro
Chick-fil-ASupervisors@inktel.com

2nd

2nd Contact (if needed) = your VCA Supervisor
• LaShawn Lattery - Lashawn.Lattery@inktel.com

3rd

3rd Contact (if needed) = your VCA Account Manager
• Phone Number: (786) 482-4208

Some reasons
you may need to
contact us:



Store Closure
Bad Weather • Holidays
Emergencies



Catering Updates

Frequently Asked Questions

What are the hours of operation?

- 8:00AM – 9:00PM EST; Monday – Friday.
- 11:00AM – 4:00PM EST; Saturday.

What do I do if my restaurant closes due to inclement weather, remodel, etc?

- If your restaurant is closed for any reason, please send an email to Chick-fil-ASupervisors@inktel.com.
- Add DOP settings alert.
- Add to temporarily reroute calls back to your location within your phone tree.

Who do I send the signed Participatory Agreement to once it is signed?

- Please email your completed Participatory Agreement to Chick-fil-ASupervisors@inktel.com.
- You'll receive back a confirmation that we've received it.

When do I start routing calls after signing the Participatory Agreement?

- Once you submit your signed Participatory Agreement and Restaurant info, the VCA Team will provide you a unique phone number that can receive your Catering calls; as soon as you receive that phone number, you can begin forwarding your Catering calls to your unique number.
- If you need any assistance with setting your Catering calls to forward, please review the instructions for auto-attendant services, such as Grasshopper or Ring Central, included within this Welcome Packet.
- If you still need further assistance, please feel free to contact Mikki Hawkins at the CFA Support Center, Mikki Hawkins | Mikki.Hawkins@accesscfa.com | (678) 428-2663.

Who do I contact if I received an incorrect order?

- Please send an email to Chick-fil-ASupervisors@inktel.com and a member of our management team will assist.

What is the expected turn-around time when I send an email?

- Emails will be answered within 3 business days of being received, at the latest.
- If you ever need faster assistance than that, please feel free to reach out to us on our VCA hot line: (786) 482-4208.

Frequently Asked Questions

What holidays are we closed for?

- Only Thanksgiving & Christmas Day.
- The VCA team will be available our standard operating hours, 8:00AM – 9:00PM EST; Monday - Friday, on any other major holidays. This may be subject to change as instructed otherwise by CFA Support Center.

Can the VCA Team email or text message my Restaurant or Catering Leader when they have questions instead of calling our restaurant?

- Yes! You can opt-in to have our VCA Team email and/or text message your team before attempting to call for scenarios that are not urgent for a Guest or order execution.

An example of this type of scenario is when a Guest wants to modify an order which cannot be done through our Catering Management Tool, yet is not due within the next 2 hours.

- If we don't hear back from you via email or text message within 2 hours, we will still attempt to call the restaurant.
- Please note that when urgent situations arise that could impact a Guest or their Catering experience, we may still need to call your restaurant or Catering Leader right away.



Virtual Catering Assistant (VCA) Business Rules



In order to scale this service chain-wide, the VCA is unable to accommodate special agreements that you have established with unique catering guests and will adhere to the guidelines outlined below for all orders. For these catering guests, we recommend you consider providing another point of contact to maintain that special relationship.

LEAD TIMES

VCAs are aware of the lead times for Reheatable Nugget Trays, Chilled Grilled and Mac and Cheese and will communicate to guests accordingly.

Delivery

- The VCA team will reference your delivery lead time that is specified in your Digital Operations Portal (DOP). This lead time is reflected in the Catering Management Tool (CMT).
- The VCA team will also adhere to the delivery radius limits specified within your DOP settings.

Pickup

- The VCA will submit pickup orders with a lead time of 1 hour or more.
- If the order is less than 1 hour out but is less than \$100 AND does not include prep items (i.e., nuggets, minis), the VCA will submit the order as pay later.

Example:

- *Medium Nugget Tray in 31 minutes = order submitted with no call to restaurant.*
- *Small Nugget Tray & Small Fruit Tray in 31 minutes = call to the restaurant for approval (due to prep item).*
- The VCA will always call your restaurant for approval if the order is less than 30 minutes out.

CAPACITY MANAGEMENT

(PICKUP ORDERS/DELIVERY ORDERS ALLOWED PER 15 MINUTES)

To ensure our VCA team members are placing orders accurately for each location, our team members will be taking ControlPoint/DOP settings in the Catering Management Tool (CMT) into consideration when submitting orders.

TAX EXEMPT ORDERS

If a guest mentions they are tax exempt, the catering specialists will include notes in the special instructions field and advise the guest to email their tax exemption form to your location's email address we have on file. We will also alert them to bring their tax exemption form during time of pick-up.

Virtual Catering Assistant (VCA) Business Rules



DISCOUNTING ORDERS

If the guest requests a discount on an order, the catering specialist will submit the order as a Pay Later and write 'Guest requested discount' in special instructions.



Virtual Catering Assistant (VCA)

Monthly Cost From Inktel



HOW IS MY VCA MONTHLY COST CALCULATED?

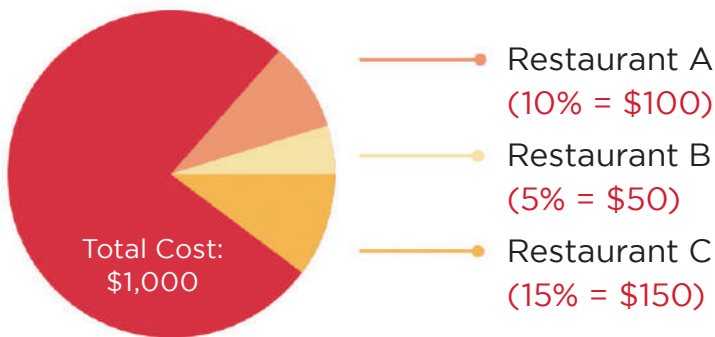
- The full costs for Chick-fil-A overall is first calculated based on 2 things:



- The total is then percent allocated to each individual Operator based on the portion of the total phone minutes that were spent with their Guests.

EXAMPLE SCENARIO TO ILLUSTRATE BILLING MODEL:

- Inktel's total cost for all Chick-fil-A Restaurants handled = \$1,000.
- During that month, there were 500 total hours spent on Inktel phone lines from Chick-fil-A calls.
 - Of those 500 total hours, 50 hours were from calls routed into the VCA from Restaurant A.
 - So, Restaurant A accounted for 10% of the total phone hours accrued.
- Accordingly, Inktel would allocate 10% of the total costs for that month to Restaurant A.
- That means Restaurant A's cost = $\$1,000 * 10\% = \100 .



**By pooling our resources together this way, we're able to offer each Operator a level of efficiency far greater than they'd be able to achieve with only the call volume coming to their single location.*

WHAT IS MY EXPECTED MONTHLY VCA COST?

- The monthly cost will vary based on the amount of calls received for your restaurant each month.

**Your Restaurant's monthly catering call volume can be seen through your IVR (e.g., Grasshopper, RingCentral) Dashboard or Reports.*

Catering Calls/Mo	Avg. Operator's Monthly VCA Cost
>140	\$526
90 - 140	\$285
40 - 90	\$168
<40	\$63

Virtual Catering Assistant (VCA) Monthly Cost From Inktel



Once enrolled, Inktel will email you monthly invoices as PDF attachments.

Our preferred method of receiving payments is ACH (electronic transfer) to our bank account.

Following this page are copies of documents that may be helpful for your review and for remitting payments for your VCA services:

1. Inktel's W-9.
2. Bank Routing Instructions.
3. Copy of Voided Check.
4. VCA Monthly Invoice Sample.

If you prefer, you may also pay for your services by mailing physical checks here:

8200 NW 33rd Street | Suite 100
Doral, FL 33122
Attention: Inktel Accounts Receivable

Please be sure to reference your Restaurant name, Restaurant number, & the applicable invoice on all checks.

Alternatively, you may also pay by credit card by contacting Inktel's Accounting Department each month at (305) 523-1100 and dialing "6". For your security, we recommend that you not leave messages nor send any credit card or personal information via email. As a best business practice, Inktel will not request this information from you via email, and we will not store your credit card information on file.





November 13th, 2017

Via Electronic Mail

Re: Updated Banking Information

To Whom It May Concern:

Thank you for your continued business.

This letter is to provide you with new banking information for electronic payments processed to Inktel Contact Center Solutions LLC from your business. Please note the following changes effective immediately:

ACCOUNTHOLDER:	Inktel Contact Center Solutions LLC
FEIN:	45-3962355
BANK NAME:	City National Bank
BANK ADDRESS:	25 West Flagler Street Miami, Florida 33130
ROUTING NO. FOR ACHs:	066004367
ROUTING NO. FOR WIRES:	066004367
ACCOUNT NO.:	1954816871
SWIFT CODE:	CNBFUS3M

Kindly forward remittance information and/or inquiries to billing@inktel.com.

Regards,

Christine S. Guzman
Chief Financial Officer

Request for Taxpayer Identification Number and Certification

Give Form to the
requester. Do not
send to the IRS.

Go to www.irs.gov/FormW9 for instructions and the latest information.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.

INKTEL CONTACT CENTER SOLUTIONS, LLC

2 Business name/disregarded entity name, if different from above

3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only **one** of the following seven boxes.

☐ Individual/sole proprietor or single-member LLC

☐ C Corporation

☐ S Corporation

☐ Partnership

☐ Trust/estate

☒ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶

Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is **not** disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.

☐ Other (see instructions) ▶

4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):

Exempt payee code (if any) _____

Exemption from FATCA reporting code (if any) _____

(Applies to accounts maintained outside the U.S.)

5 Address (number, street, and apt. or suite no.) See instructions.

8200 NW 33rd Street, Suite 100

6 City, state, and ZIP code

Doral, Florida 33122

7 List account number(s) here (optional)

Requester's name and address (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number

____ - ____ - ____

or

Employer identification number

4 5 - 3 9 6 2 3 5 5

Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
- I am a U.S. citizen or other U.S. person (defined below); and
- The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign
Here

Signature of
U.S. person ▶

Date ▶

FEBRUARY 15, 2d9.

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

- Form 1099-INT (interest earned or paid)

- Form 1099-DIV (dividends, including those from stocks or mutual funds)
 - Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
 - Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
 - Form 1099-S (proceeds from real estate transactions)
 - Form 1099-K (merchant card and third party network transactions)
 - Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
 - Form 1099-C (canceled debt)
 - Form 1099-A (acquisition or abandonment of secured property)
- Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See *What is backup withholding*, later.

INKTEL CONTACT CENTER
SOLUTIONS LLC
8200 NW 33 ST, STE 100
DORAL FL 33122

1004

63-0438/0560

PAY
TO THE
ORDER OF _____

DATE _____

\$

DOLLARS



Security
Features
Details on
Back

 **City National Bank**
Bd FINANCIAL GROUP

VOID

FOR _____

MP

⑈001004⑈ ⑆066004367⑆ 1954816871⑈



13975 N.W. 58th Court Miami Lakes, FL 33014
Ph: (305) 523-1100 Fax (305) 827-2823

INVOICE

NUMBER	PAGE
99999	
DATE	
XX/XX/XXXX	

TO:

CHICK-FIL-A RESTAURANT

Restaurant: 123

Operator: Operator XYZ

Email: Pompano.B.FSU@chick-fil-a.com

Address: 123 Happy Lane

Atlanta, GA 30377

Please Remit Payment To:

Inktel Contact Center Solutions

8200 N.W. 33rd Street, Suite 100

Doral, FL 33122

Customer PO Number	Project / Job No	Terms
PERIOD 7/1- 7/31		NET 30 DAYS

Quantity	Description	Rate	Amount
	CONTACT CENTER SERVICES		
1.00	VCA COSTS	\$235.12	\$235.12
150.00	CALLS ROUTED TO THE VCA		
287.90	CALL MINUTES SPENT WITH THE VCA		
284.60	MINUTES ENGAGED TALKING WITH GUESTS		

INVOICES ARE DUE IN FULL ACCORDING TO TERMS

BALANCE DUE

\$235.12

How to Transfer Calls Via RingCentral's Phone Tree



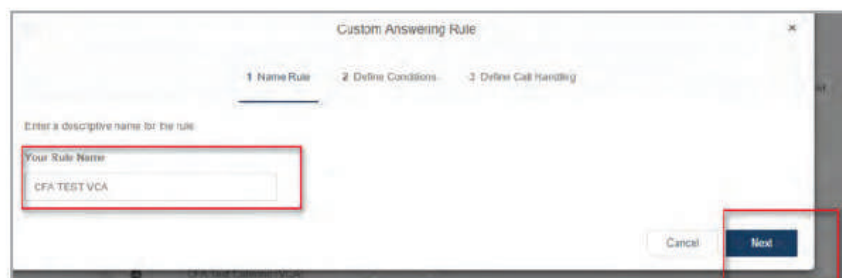
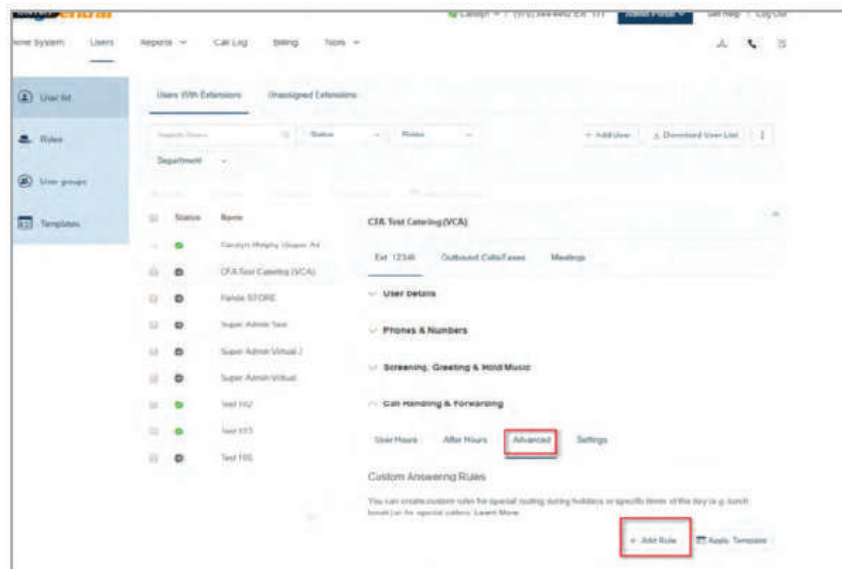
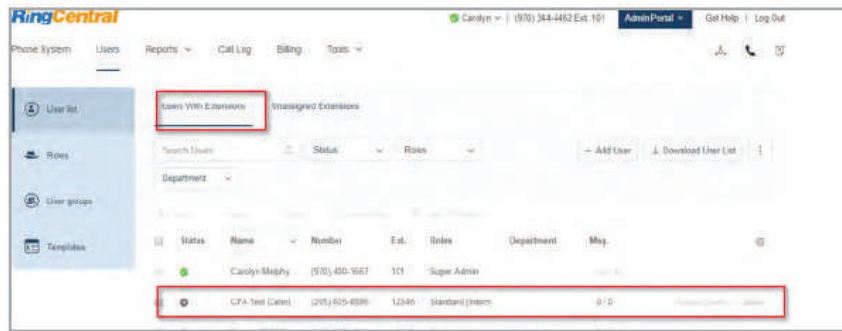
**We recommend making these changes when the Restaurant is closed.*

- Visit RingCentral at www.ringcentral.com.
- Enter your Restaurant's phone number or email and password. You will be directed to the **Admin Portal**:
 - Select the **Users** tab from the top left of the screen.
 - Click on the **Catering extension** from the list of users (usually Ext. #1).
- Scroll down to **Call Handling & Forwarding** and CLICK on it.
- Select the **Advanced** tab to create Custom Answering Rules:
 1. **+Add Rule** and name it "VCA".
 2. Select **Next to Define Conditions**:
 - Check **Called Number**: Click Select Number > Select guest-facing Restaurant Number + catering extension (Ex: 555-555-555 +1).
 - Check **Date and/or Time**: Select **8AM - 9PM EST Monday - Friday**.
11AM - 4PM EST Saturday. (hours are subject to change).
 3. Select **Unconditional Forwarding**:
 - Type Toll-Free # from Inktel in the Forward Calls box.
 4. Click **Save**.
 5. Make sure to turn on the **ACTIVE** toggle button (changes to **Blue**).
 6. Place a test call to ensure proper forwarding.

**For more help, please see the following pages for images to help navigate your call forwarding...*



Images to Help Navigate Call Forwarding... Via RingCentral's Phone Tree



Images to Help Navigate Call Forwarding... Continued...

Custom Answering Rule

1 Name Rule 2 Define Conditions 3 Define Call Handling

☐ Caller ID
None

☒ Called Number

Called Number rules are based on the phone number the caller dialed, for example, a phone number you are using for a customer promotion campaign.

When Selected Number(s) is Called:

Select Number:

☐ Date and/or Time
None

Back Next

Number has to be on the system - look for the number tied to the extension

Select Number

Search

Phone Number	Name	Extension
(205) 405-7179+12345	Company Number	Auto-Receptionist
(205) 605-0096		CFA Test Catering (VCA), Ext. 12346
(878) 344-4452+12345		Main Number

Custom Answering Rule

1 Name Rule 2 Define Conditions 3 Define Call Handling

☐ Caller ID
None

☒ Called Number

Called Number rules are based on the phone number the caller dialed, for example, a phone number you are using for a customer promotion campaign.

When Selected Number(s) is Called:

(205) 605-0096

Select Number

☒ Date and/or Time
None

Back Next

Images to Help Navigate Call Forwarding... Continued...

Two screenshots of the 'Custom Answering Rule' configuration interface. The top screenshot shows the 'Define Conditions' step with 'Caller ID' and 'Called Number' selected. The 'Date and/or Time' section is expanded, showing a 'Weekly Schedule' for Monday from 9:00 AM to 5:00 PM, with a 'Copy to Weekdays' button. The bottom screenshot shows the 'Date and/or Time' section with a 'Weekly Schedule' for Monday through Friday from 9:00 AM to 5:00 PM, with 'Copy to Weekdays' buttons for each day.

*Note: Images do not reflect current VCA hours of operation.

RINGCENTRAL SUPPORT

- **Scott McGee - Account Representative/Team Lead (for new service accounts).**
 - Mobile/Fax/Office: 720-608-4514
 - Email: scott.mcgee@ringcentral.com
 - www.ringcentral.com
- **RingCentral Direct Support Line - (888) 898-4591**
- RingCentral will extend special pricing to Chick-fil-A Operators.
 - 15% off listed monthly service price (service could cost \$23-\$33 per month).
 - 50% off phones (additional promotions may apply).

How to Transfer Calls Via Grasshopper's Phone Tree



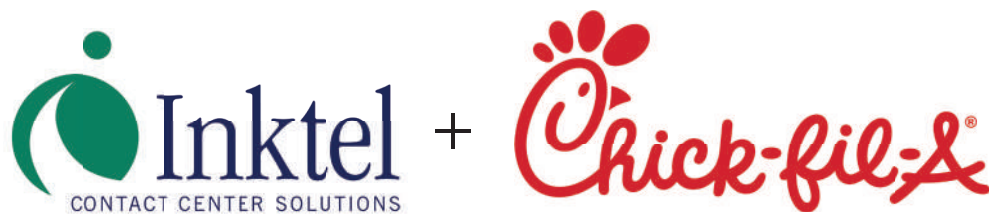
**We recommend making these changes when the Restaurant is closed.*

- Visit Grasshopper at www.grasshopper.com.
 - **LOG IN** using your **Restaurant's email** and **password**. You will be directed to the **Portal Dashboard**.
 - Select the **Settings tab** from the top right of the screen.
 - Select **Extensions**, select **Catering**, then click **Edit**.
- Click **Add a Forwarding Number**.
 - Type the new **Forwarding Number** (supplied from Inktel).
 - Set Ring for...**5** seconds and select **Direct Connect**.
 - **SAVE & CLOSE**.
- For "How Should Grasshopper handle calls to this number?"
 - Check **"Calls will connect to you as soon as you pick up"**
- Description: Label This **VCA**.
- Change **When Do You Want to Receive Calls?**
 - Click to change the **24/7** option to **Custom Schedule**.
 - **Add Time Slot** for Monday-Friday 8AM - 9PM EST 11AM - 4PM EST (hours are subject to change).
 - **SAVE AND CLOSE**.

GRASSHOPPER SUPPORT

General Sales

- 800-820-8210 (Toll-free)
- 617-395-5700 (Direct)
- www.grasshopper.com

**DORAL**

8200 NW 33rd St., Ste. 100
Doral, FL 33122
Phone: 305 523 1100

ORLANDO

6149 Chancellor Drive Ste. 2800
Orlando, FL 32809
Phone: 305 523 1100

MIRAMAR

3700 Lakeside Dr, 5th Floor
Miramar, FL 33027
Phone: 305 523 1100

INDIANAPOLIS

9200 Keystone Crossing Ste. 300
Indianapolis, IN 46240
Phone: 305 523 1100

TAMPA

10117 Princess Palm Ave., Ste. 400
Tampa, FL 33610
Phone: 305 523 1100