

What are the hours of operation?

- 6:00AM – 11:00PM EST; Monday – Friday
- 8:00AM – 6:00PM EST; Saturday

What if my restaurant temporarily closes?

- Update your catering settings via the DOP Settings in ControlPoint.
- If closed for an extended period of time, update your Phone Tree settings to route away from the VCA and begin forwarding again once you're ready to re-open.

When do I start routing calls after completing the Onboarding Form?

- After submitting the onboarding form, the VCA Team will assign you a unique phone number within 5-7 business days. This number will be dedicated to receiving your Catering calls. Once you have this number, you can start directing your catering calls to it.
- If you need assistance with setting up and forwarding via your Phone Tree, please work directly with your Telco provider (RingCentral, Grasshopper, Ooma, Verizon, etc.).

What if I want to cancel VCA service?

- You can cancel at anytime for any reason with no penalty. Follow these steps:
 1. Email Chick-fil-ASupervisors@inktel.com and let us know you are cancelling and why. We will deactivate your account.
 2. Stop forwarding your Phone Tree's Catering Option to the VCA Phone Number.

Who do I contact if I have an order error?

- Send an email to Chick-fil-ASupervisors@inktel.com that includes:
 1. Customer Name
 2. Customer Phone Number Used to Place the Order
 3. Order Error Details and Order ID (if available)

General

- 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 "VIP" catering guests, we recommend you consider providing another point of contact to maintain that special relationship.
- To ensure our VCA Team Members are placing orders accurately for each restaurant, our team members will be taking ControlPoint/DOP settings in the Catering Management Tool (CMT) into consideration when submitting orders.

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 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 will adhere to the delivery order minimum and radius limits 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 less than \$100 and does NOT include prep items (i.e. nuggets, minis, etc.) the VCA will submit the order as pay later at guest request.

Example:

- *Medium Nugget Tray in 37 minutes = order submitted with no call to restaurant.*
 - *Small Nugget Tray + Small Fruit Tray in 37 minutes = call to the restaurant for approval.*
- The VCA will always call your restaurant for approval if the order is less than 30 minutes out.

Tax-Exempt Orders

If a guest mentions that 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 restaurant's email address we have on file. We will also alert them to bring their tax-exempt form during time of pick-up.

Pay Later

- The VCA specialists will never proactively offer Pay Later as an option, but will instead inform the guest of the payment link process.
- If a guest specifically requests to pay upon pickup and the order is under \$100 the VCA will submit the order. If the order is over \$100, the VCA will call your restaurant to confirm the pay upon pickup request before submitting the order as Pay Later.
- Delivery orders can not be placed as Pay Later.

Promotions and Discounting Orders

- If a guest requests a discount on an order, the catering specialist will submit the order with a note "Guest requested discount."
- We always let the guest know that a discount is not guaranteed and would need to be applied at the restaurant upon pickup.
- If your restaurant is running a promotion, we will add a note in the special instructions if the guest mentions the promo.

Order Process

- Every VCA advisor will confirm the order details at the end of every call.
- These details include:
 - Restaurant Name & Address for Pickup (delivery address if applicable)
 - Items in the Order
 - Order Total

How is my VCA monthly cost calculated?

Invoices are based on two factors:

- **Hours worked by the VCAs**
- **Telecom minutes**

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 + the % of total hours worked by VCAs.

It might seem counterintuitive, but it's possible for an invoice to be higher even if fewer minutes were used in a month due to the hours worked by VCAs.

Here's an example to illustrate this:

Let's say the "fixed cost" (in this case, the VCA hours which were almost identical month over month for January to February) for the service is **\$1000** per month, and in January, Chick-fil-A operators used a total of **2000 minutes**, resulting in a rate of **\$0.50** per minute ($\$1000 / 2000$ minutes).

If in February, they used only **1000 minutes**, the rate would double to **\$1.00** per minute ($\$1000 / 1000$ minutes) to cover the fixed cost (VCA Hours). So, if an operator used **100 minutes** in January, they would be billed **\$50**, but if they used the same **100 minutes** in February, the bill would be **\$100**.

In summary, if VCA hours are similar month over month, then a decrease in total minutes used across all operators could result in a higher per-minute cost, and thus a higher invoice for the same or even fewer minutes used by an individual operator.

What is the average bill for operators using VCA services?

In January 2025, the highest invoice was \$1,120.00 for 260 calls and 826.66 minutes, while the lowest was \$10.00 for 4 calls and 7.38 minutes. The average invoice across all 800 operators was \$243.33 for 183.28 minutes.

What is the average per minute rate?

The average in 2024 was \$1.40 per minute; with the low being \$1.08 and the high being \$1.54.

When and how will I receive my monthly invoice?

Once enrolled, Inktel will email you monthly invoices as PDF attachments. These will come by the 8th business day of the month from:

- Billing@inktel.com and @versapay as that is the program we utilize.
- Please make sure it is whitelisted in your system. From there, you can click on the link in the email to access our payment portal.

How can I pay my invoices?

- Via Versapay's Online Payment Portal (link sent with the PDF invoice monthly)
- Via mail-in-check sent to:
Inktel Contact Center Solutions
8200 NW 33rd St.
Suite 100
Doral, FL 33122

Are there any other costs I should be aware of?

No; you are not charged any onboarding or deactivation fees if you discontinue service. You are only charged for the hours worked by VCAs and the minutes they spend on the phone with your guests.