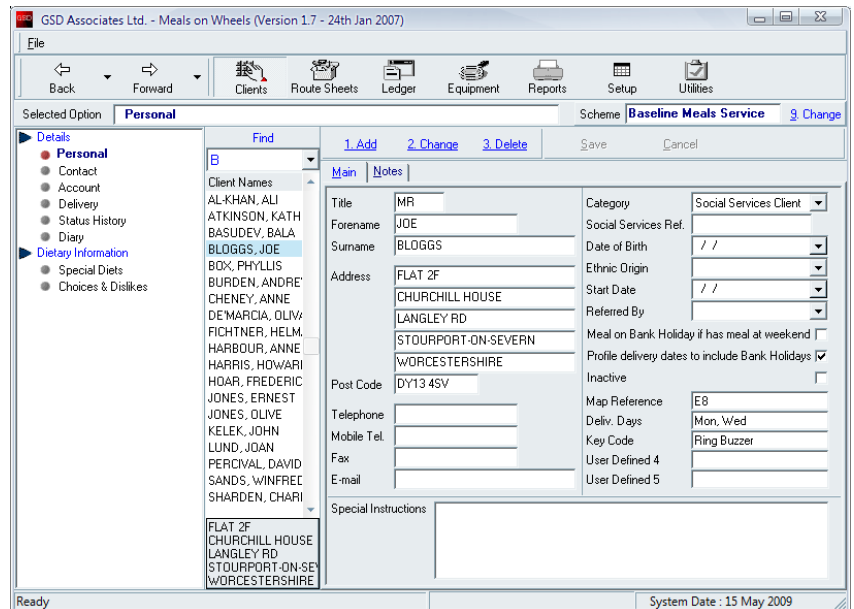




## A Product of Experience

Our Community Meals software package was developed to replace and enhance the successful 'All Systems Go' Meals on Wheels system first developed in 1993. Using the knowledge and experience gained by working with more than 17 local authorities, community meals agencies (such as WRVS) and commercial suppliers of frozen meals, we have developed a comprehensive product.

From our past experience, we identified that different meal providers have special requirements. Our software has been designed to be highly flexible to accommodate a wide variety of these requirements without the need for programming.



## Client & Account Details

Record standard details about each client such as Name, Address, Telephone, Date of Birth etc as well as Category, Social Services Reference, Service Referral Source and Special Instructions. Our system has five user-definable fields for you to use if required and a unlimited notes page. A client's account can belong to someone other than the client (e.g. a son\daughter etc). An account category can be defined as well as Method of Payment (e.g. Cash, Credit Account) and Pay Day\Invoicing Frequency. Price Bands for Hot\Frozen Dinners\Puddings can also be set.

Account Holder	Client	Select a Contact	Meal Source	A. Kitchen 1
Title	MR		Account Category	Social Services
Initials	J		Payments	
Surname	BLOGGS		Payment Method	Cash (Weekly)
Address	FLAT 2F		Usual Pay Day	Monday
	CHURCHILL HOUSE		Invoice Frequency	
	LANGLEY RD		Dinner Band Hot	A
	STOURPORT-ON-SEVERN		Pudding Band Hot	A
	WORCESTERSHIRE		Ledger	
Post Code	DY13 4SV		Ledger to which Route Sheet entries are to be Posted:	MR J BLOGGS (A. Kitchen 1)
Telephone			Last Statement	
Relationship to Client				

## Client Contacts

Multiple contacts can be defined against each client with standard details such as Name and Address. A variety of fields are present to record multiple methods of contact such as Work Telephone, Home Telephone, Mobile Telephone, Work Email etc. Define the relationship of the Contact to the Client, and when setting up the client accounts – if one of the contacts is to be the account holder - you quickly select them saving you having to re-enter details.

## Special Dietary Requirements

Define an unlimited number of special dietary requirements against a client, selectable from a pre-defined master list (that you customise etc). Special Dietary requirements are printed on both Kitchen Order and Route Sheet paperwork to avoid being missed by any of the kitchen\delivery staff. Dietary Requirements can also be marked as applicable only on certain days (e.g. No Fish on Fridays etc).

# GSD Community Meals



## Meal Preferences

If your service caters for meal preferences, you can use our 'Choices and Dislikes' facility for this purpose. This facility can either record simple generic preferences (e.g. No Carrots) or it can be used as a menu order entry screen allowing quantity of individual meal choices to be entered for every day of the week. The system is highly flexible and allows for a client to have meal deliveries from more than one 'Meal Source' and against a meal source, you can indicate whether menu order choices are catered for or just dislikes.

Meal Source		B. Menu Order							
Menu Type		Standard	Add Change Delete Save						
Select a Cycle	H/F	Meal Item	Mon	Tue	Wed	Thu	Fri	Sat	Sun
			Extra Qty	Extra Qty	Extra Qty	Extra Qty	Extra Qty	Extra Qty	Extra Qty
WEEK 1	Hot	Jacket Potato - Cheese	1						
WEEK 2									
WEEK 3	Hot	Pudding - Apple Pie	1						
WEEK 4									
	Hot	Main - Fish & Chips		1					
	Hot	Pudding - Cherry Sponge		1					

## Client Diary

Our system features a client diary to record any important notes regarding the client. Entries can also be personnel related. Diary entries can be given a category to identify the nature of the entry or it's about (e.g. Client welfare, meal complaints, call record etc). A facility exists for recording follow-up action including date, who and notes.

Date	Entry Type	Recipient	Follow-Up Date
21/01/2009	Meal Complaint	David James	22/01/2009
06/01/2009	Call Record	N/A	06/01/2009
05/01/2009	Client Welfare	Jim Bloggs	06/01/2009

Entry Details		Message	Follow-Up Comments
Date	21/01/2009	SARAH: David, Mr Harris made a verbal complaint to the regarding the meal he received on 20/01/09. He Pie that day, but had instead received a Tuna S to eat this as he doesn't like Tuna.	
Entry Type	Meal Complaint	I recommend we follow standard procedure and (b) Offer him two days meals free of charge.	
Recipient	David James	Please follow-up.	
Regarding			
Source of Message	Sarah		

## Delivery Profiles

Our system features a client delivery profile in which you can setup deliveries for each day of the week - these entries can be set to automatically renew once completed. The date for the next delivery will automatically jump to the following week (or the next appropriate date if there is a service absence scheduled etc) saving you time.

Deliveries can also be setup as a one-off delivery or only for set duration (e.g. A client may request meals to be delivered on a Tuesday for the next two weeks only etc). A client's delivery profile can be as simple or as complex as required, clients can have multiple deliveries occurring on the same day from different meal sources or on different routes if you require.

Next Delivery	Route	Day	Source	Din	Pud	FroD	FroF	Din Band
05/01/2009	Laleham Route	Monday	A. Kitchen 1	1	1			A
06/01/2009	Laleham Route	Tuesday	A. Kitchen 1	1	1			A
07/01/2009	Laleham Route	Wednesday	A. Kitchen 1	1	1			A
08/01/2009	Laleham Route	Thursday	A. Kitchen 1	1	1			A
09/01/2009	Laleham Route	Friday	A. Kitchen 1	1	1	2	2	A
10/01/2009	Weekend Route 1	Saturday	B. Kitchen 2					A

## Service Absences

Define an unlimited number of special dietary requirements against a client, selectable from a pre-defined master list (that you customise etc). Special Dietary requirements are printed on both Kitchen Order and Route Sheet paperwork to avoid being missed by any of the kitchen\delivery staff. Dietary Requirements can also be marked as applicable only on certain days (e.g. No Fish on Fridays etc).

Confirm Suggested Delivery Date(s)							
To override a 'Suggested' delivery date, select and edit the 'Confirmed' delivery date. You MUST select 'Validate' following any editing. If all 'Confirmed' delivery dates are O.K., you may select 'Save'.							
Route	Last Delivery	Scheduled	Suggested	Confirmed	Day	Validated	
Laleham Route		05/01/2009	05/01/2009	05/01/2009	Monday	O.K.	
Laleham Route		06/01/2009	06/01/2009	06/01/2009	Tuesday	O.K.	
Laleham Route		08/01/2009	08/01/2009	08/01/2009	Thursday	O.K.	
Laleham Route		09/01/2009	09/01/2009	09/01/2009	Friday	O.K.	
Weekend Route 1		10/01/2009	10/01/2009	10/01/2009	Saturday	O.K.	
Laleham Route		07/01/2009	14/01/2009	14/01/2009	Wednesday	O.K.	

# GSD Community Meals



## Bank Holidays

Our system allows you to handle Bank Holidays in one of three different ways. Bank holidays can be treated as a repeat of your weekend service (i.e. clients who receive a meal at the weekend, would also receive one on the bank holiday). Generation of bank holiday route sheets is easy as you simply re-run your weekend routes but dated on the bank holiday. Alternatively, Bank Holidays can be treated either as a special one-off delivery, or are treated as any other standard day would be.

## Equipment Register

Our system features an equipment register allowing you to track equipment you loan out to customers. The individual serial number of each freezer or food warmer would be recorded together with the location. A history of equipment movements would be recorded. We envisage that you would have a register of all items owned together with details of who had each item at any given point in time.

## Kitchen Orders

Daily or Weekly Kitchen Orders can be generated for all deliveries required. Kitchen Orders can be simple quantities ordered, or can include details of specific meal choices ordered if your organisation caters offers a menu choice service. The Kitchen Order will include any client special dietary requirements as a separate menu item from the standard Meals.

Menu Cycle: WEEK 1				
KITCHEN ORDER				
Monday 5 January 2009				
ROUND NO. : ROUTE 1	Hot Dins	Hot Puds	Fro Dins	Fro Puds
Main - Boiled Fish & Potatoes Pudding - Ice Cream	2	2	0	0
Main - Cauliflower Cheese Pudding - Apple Pie	1	1	0	0
Sandwich - Cheese Salad Pudding - Chocolate Eclair LOW FAT PUREED NUT ALLERGY NO CUSTARD	1	1	0	0

## Route Sheets

Daily or Weekly Route Sheets can be generated for each route using a Batch Printing facility allowing you to easily and quickly generate your paperwork. Choose the delivery day and date (menu cycle if used) enter any overall notes to the driver and then print. Route Sheets include client details including special instructions and dietary requirements, meals to deliver and money to collect (if the client is a cash customer). Delivery Sequences can be setup for each route for either All Days or individual days quickly using a 'Drag & Drop' style list.

1. MR ALI AL-KHAN 34 FULLERS AVENUE ASHFORD MIDDLESEX TX42 5KN	Keycode : 3567 DIABETIC	1	Meal Wasted : <input type="checkbox"/> Delivery Days : Mon, Tue, Thu, Fri Pay. Info : CASH DAILY Collect Money : £ 3.00 Money Collected : <input type="text"/>
SPECIAL INSTRUCTIONS : Mr Al-Khan is hard of hearing, please speak up for him.			
2. MR JOE BLOGGS FLAT 2F CHURCHILL HOUSE LANGLEY RD STOURPORT-ON-SEVERN WORCESTERSHIRE DY13 4SV	Keycode : Ring Buzzer	1	Meal Wasted : <input type="checkbox"/> Delivery Days : Mon, Wed Pay. Info : CASH WEEKLY (Monday) Collect Money : £ 6.00 Money Collected : <input type="text"/>
3. MRS ANNIE CHENEY 23 DOWLER COURT BURTON ROAD ASHFORD	SOFT DIET VEGETARIAN EATS FISH	1	Meal Wasted : <input type="checkbox"/> Delivery Days : Mon, Tue, Wed, Thu, Fri Pay. Info : INVOICING

## Delivery Confirmation

A delivery confirmation facility allows you to confirm for each route the deliveries that were made by the drivers. Also record any meals wasted and the wastage reason (e.g. No Answer, Client Refused Meal etc). Any cash collected by the driver can also be recorded for automatic update to the clients ledger when the route sheet is posted (confirmed). Upon confirmation, the system will automatically post the relevant charges for any deliveries to the client's account and move forward that days next delivery to the following week (or next suitable date depending on delivery frequency \ service absences etc).

Close		Print		Delivery Date	Monday, 05 January 2009	Route	ROUTE 1	Meal Source				A. Kitchen 1
Client Name	Address Line 1	Cash Recvd	Hot Dins	Hot Puds	Fro Dins	Fro Puds	Dins W'd	Puds W'd	Wastage Reason			
AL-KHAN, ALI	34 FULLERS AVENUE	3.00	1	1								
BLOGGS, JOE	FLAT 2F	6.00	1	1								
CHENEY, ANNE	23 DOWLER COURT		1	1								
DE'MARCIA, OLIVA	4 COX LANE						1		Returned by Client			
HARRIS, HOWARD	18 TURNING ROAD		1	1								
JONES, ERNEST	3 WILMINGTON ROAD							1	No Answer At Door			
PERCIVAL, DAVID	31 GLENBRUCK COURT		1	1								



# GSD Community Meals



## Accounts Ledger

Meal charges and cash collected during delivery is automatically posted to the client ledger during Delivery Confirmation. In addition our software has a Ledger Posting facility allowing you to post positive and negative adjustments and receipts to each clients ledger. Our system has a flexible ledger system that allows you to have either a single ledger for a client, or separate ledgers for each 'Meal Source' for a client if desired. An allocations facility allows you to manually allocate transactions if you desire, alternatively the system can automatically allocate against the oldest balance.

You can access a client's ledger(s) easily from against their account. Deliveries are automatically grouped into Weekly entries, and individual daily deliveries can be seen at the click of a button. Allocations can also be viewed in a similar way. Ledger totals are shown for the Brought Forward Balance (i.e. transactions that are fully posted), Non-Posted Deliveries and Receipts (held against unconfirmed route sheets) and finally the Carried Forward Balance.

		4. Delivery Details		5. Allocations		
Date	Type	Meal Source	Route	Menu Cycle	Total	Balance
08/01/2009	Adjustment				1.00	
08/01/2009	Receipt				-5.00	-1.00
05/01/2009	Cash Recvd	A. Kitchen 1	ROUTE 1	NONE	-3.00	
05/01/2009	Delivery	A. Kitchen 1	ROUTE 1	NONE	6.00	

Ledger Totals	
B/F Balance	-1.00
Non-Posted Meals	As At 08/01/2009
Non-Posted Receipts	As At 08/01/2009
C/F Balance	-1.00

## Client Invoicing & Statements

Your credit account clients can be invoiced either on a weekly or monthly frequency. Invoices are generated in a batch, or can be generated individually per client. Statements can also be generated in a batch or individually. You can select a transaction date range and also show an advanced meal cost if desired.

## Document Designs

Our software includes the following document designs as standard :

- Route Sheet (Daily, Weekly, Bank Holiday)
- Kitchen Order (Daily, Weekly)
- Client Invoice
- Client Statement

## Reports

Our software includes the following reports as standard :

- Client List
- Client Address Labels
- Driver Address Labels
- Driver Expenses
- Driver Feedback
- Equipment Loaned
- Delivery Confirmation
- Income Summary
- Client Account Balances
- Audit Trail
- Meal Delivery Analysis
- Client Age Analysis
- Clients Added
- Clients Per Route
- Clients Service Absences
- Daily Demand Analysis

## Implementation Services

We provide full training and support services for our product. We aim to tailor our services to meet your needs.

## GSD Associates Ltd

1 Claerwen Avenue      Tel : 01299 827 592  
 Stourport-on-Severn      Fax : 01299 827 593  
 Worcestershire      E-Mail : sales@gsdassociates.co.uk  
 DY13 8LW      Web : www.gsdassociates.co.uk