



a leading provider of

ENTERPRISE FOOD SERVICE SOLUTIONS

About Us | Our Solutions | GEMpos
GEMpay | GEM2go | GEMserve | GEMtrak
GEMliving | RDS | myGEMconnect



www.ccents.com • sales@ccents.com

CCS MPD 1247-0324

Over 35 years of providing ENTERPRISE FOOD SERVICE SOLUTIONS

ABOUT US

Common CENTS Solutions is a **leading provider of enterprise food management solutions** with over 35 years of serving senior living and healthcare food service industries through to corporate and retail dining operations. Our mission is “Making life better for our customers and theirs,” which means your dedication to top notch customer service matters just as much to us.

Our team of friendly and knowledgeable staff means you're taken care of the moment you ask for more information. We want you to feel confident in our products and services as well as our team. Creating long time customers is a goal of ours and we do that through a personalized approach. Here's what one of our many long standing customers had to say:

“I have had positive experiences working with Common CENTS the past 16 years.”

- Theresa S.

1984

Common CENTS Solutions (CCS) initially was just a humble IT dept solution for a food service contractor.

1990

We a-la-carte sales to independent hospitals.

1995

CCS became established as a separate operating company.

2001

We released GEMserve, the first patient room service meal ordering solution.

2002

We developed GEMpay, our cashless payments solution.

2009

We were acquired by JONAS Software and became an independently operating business within their food service division.

2018

We assumed MonarqRC, developer of RDS, into our suite of solutions.

2019

We purchased ITWERCS which provided us the foundation for GEMpos, our point-of-sale solution.

OUR SOLUTIONS

FLEXIBLE. CONFIGURABLE. POWERFUL.

 GEMpos

- point of sales
- inventory management
- kiosk ordering

 GEMpay

- cashless payments
- payroll deduction
- department charge

 GEM2go

- mobile ordering
- self-checkout

 GEMserve *for healthcare*

- patient room service
- HL7 interface

 GEMtrak *for healthcare*

- patient meal tracking
- patient meal management

 GEMliving *for senior living*

- resident meal plan management
- points/declining balance

 RDS *for senior living*

- resident dining management
- recipe/menu management
- tray cards/tray tickets

 myGEMconnect

- web & mobile app
- patient/resident account management

GEMpos is our cutting-edge, cloud-based point of sale solution. Customers love its customizable and easy-to-use order system and powerful reporting and management backend.

- **SELF-SERVICE KIOSKS** reduce labor costs by allowing customers to self-order and pay.
- **MOBILE ORDERING** improves kitchen turnaround times and provides customers with a convenient way to schedule and pay for pickup orders.
- **ADVANCED SEARCH** reduces time spent looking up items with its ‘search by name’ functionality.
- **CLOUD-BASED** data management and storage reduces IT infrastructure costs and allows access to your data anywhere.
- **ENTERPRISE REPORTING** helps your team make data driven decisions by showing detailed information across multiple locations.
- **MANAGED SUPPORT** by our team of experienced experts means fast and friendly customer service.



GEMPAY CAN INCREASE REVENUE GROWTH BY 30% OR MORE.

Cashless payments encourage higher spend from employees and reduce credit card fees for organizations.

WAYS TO USE GEMPAY:

- Payroll Deduction
- Department Charges
- Stipends
- Gift Cards
- Volunteer Perks
- Payments Over Time
- Declining Balances
- Recurring Charges
- Meal Plans

WHY MANAGEMENT LOVES GEMPAY:

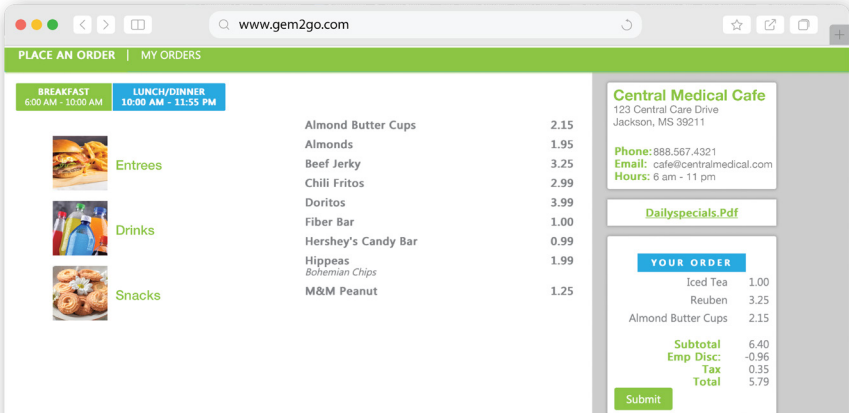
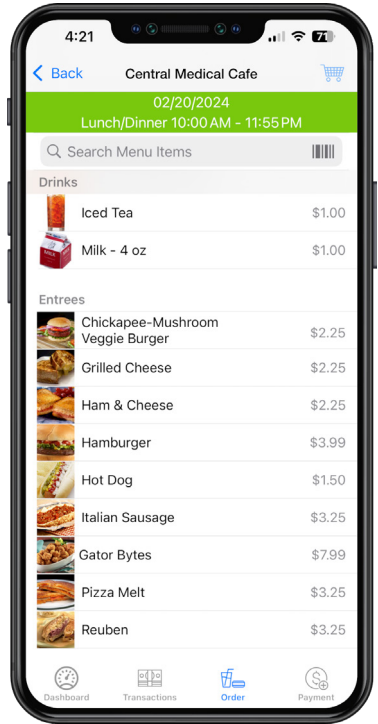
- Gift card option promotes use of retail facilities and encourages repeat visits.
- Payroll withholdings improve the organization's internal cash flow.
- Browser-based application simplifies administration, support and expansion.
- Easy-to-generate reports show account-level information.
- Payroll deduct can be set up to allow employee purchasing at multiple locations.
- Secure file transfer from HR/payroll system eliminates manual tracking of employee spend.



MOBILE ORDERING

BETTER OPERATIONS CREATES BETTER CUSTOMER EXPERIENCES.

- Menu and price changes are reflected immediately to avoid revenue loss.
- Delivery or pick-up options add convenience, reduce checkout lines, and encourage sales.
- Online ordering is available anytime which helps increase sales and reduce labor costs.
- Pick up orders can be scheduled up to 7 days in advance for added convenience and production planning.
- Barcode scanner lets staff scan items using their phone for speedy checkout.
- Set up order limits during a certain timeframe to keep the kitchen running smooth.



EASY ORDERING

Allow customers to order ahead and choose from convenient pick up times.

REAL-TIME UPDATES

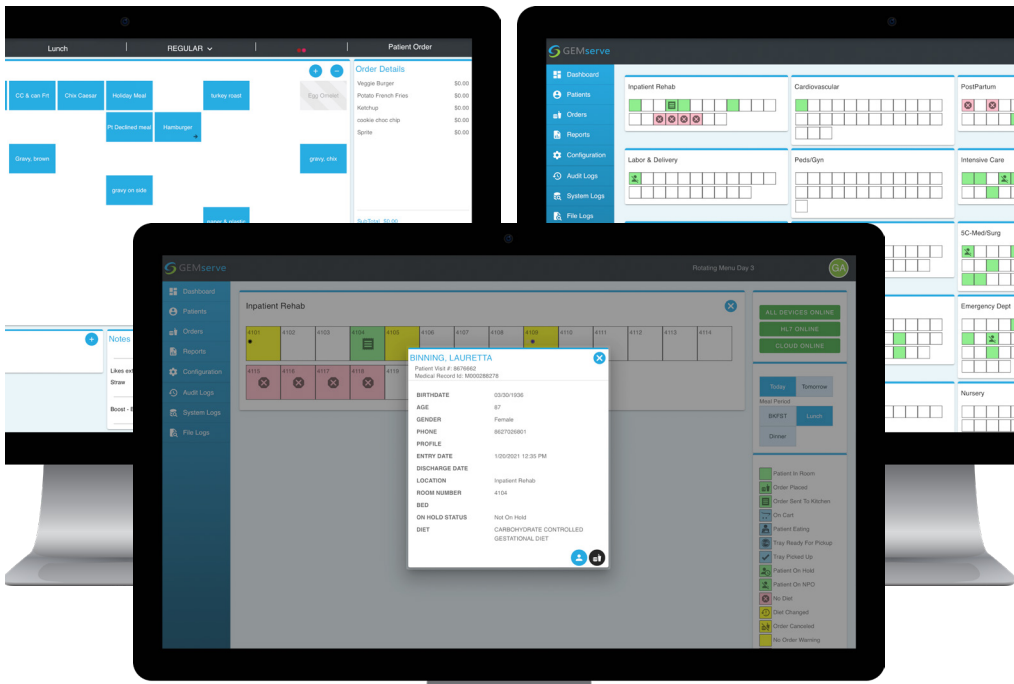
Menu changes are updated instantly so customers can always order available items.

FLEXIBLE CHECKOUT

Offer credit card, GEMpay or cash payment options for added convenience.

PATIENT ROOM SERVICE

- **IN-PROGRAM MEAL ORDERING** makes it easy to order and track patient meals all in one system.
- **HL7 FEED** from your patient management system ensures up-to-date patient data and diet information for accurate meal ordering.
- **CUSTOMIZABLE INDICATORS** allow flexible ways to identify both patient and order status to ensure appropriate patient care and help better manage orders.
- **AUTOMATIC ALERTS** are displayed for nutrient and allergens to prevent ordering unsuitable items for patients on a special diet or have allergies.
- **AUDIT TRAILS** keep record of changes made to patient diet and meals to provide history of care for patients.
- **PATIENT SURVEYS** are easy to create and send to patients post meal or post discharge.



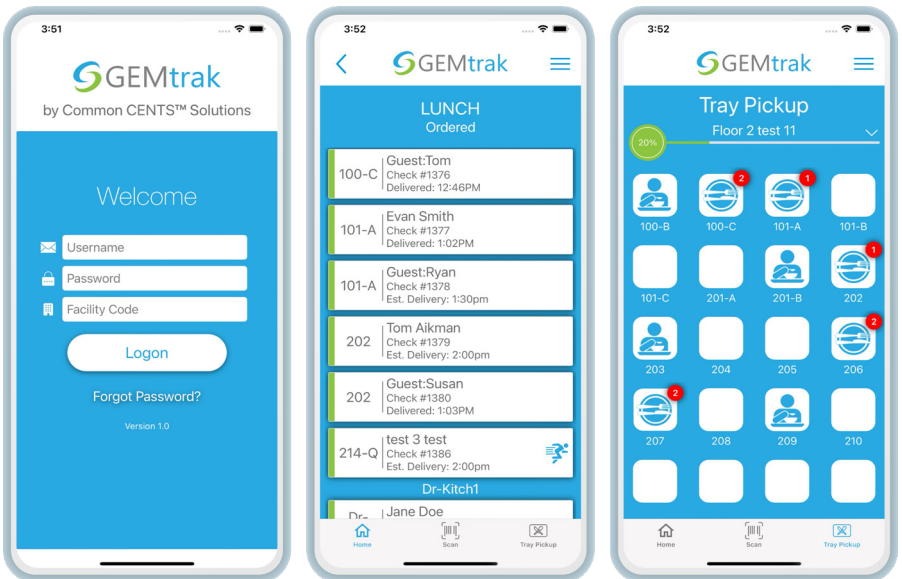
GEMtrak is an add-on to GEMserve that manages patient meal delivery and tray pickup.

It ensures timely meal delivery from the kitchen to patient rooms, while supporting patient safety and advanced diet needs. As an easy-to-download app, GEMtrak lets you see tray information to know whether a tray is still in the kitchen, en route on delivery carts, delivered, or needing to be picked up.

With GEMtrak, you'll notice—

- Increased patient satisfaction due to more timely meal deliveries
- Enhanced patient safety through proper food handling, correct patient deliveries, and personnel management
- Better staff accountability thanks to in-program measurement
- Increased visibility of entire meal process, from order to delivery and pickup

Updates made in GEMserve are updated real-time in GEMtrak to ensure the most efficient room service operations. Additionally, the app is available on the App Store or on Google App and can be used on a tablet or mobile device.



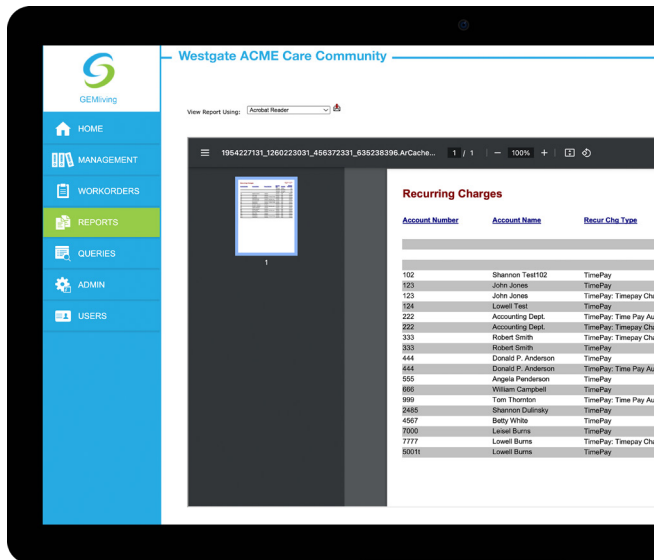
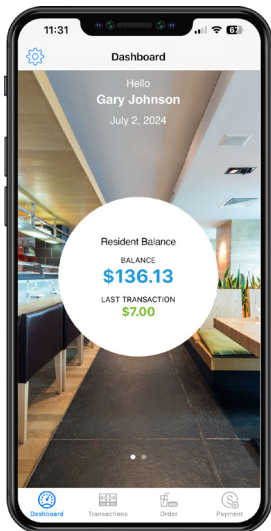
MEAL PLAN MANAGEMENT

GEMliving makes it easy to manage the administration of meals and charges for your residents.

Set up resident accounts to allow convenient cashless payments. Residents will experience an easy checkout process, have accurate balance tracking, and see a clear order history.

Other features and benefits include:

- **CASHLESS PAYMENTS** gives residents the option and convenience to pay for their order using their resident card, ID number, or room number.
- **CUSTOMIZABLE FIELDS** lets you set up the system to show the details you want to see, such as balance, resident room number, allergies, notes, and more.
- **MULTI-LEVEL CONTROLS** allow multiple levels of order limits, such as monthly limit, daily limit, or transaction limit.
- Our **MOBILE APP** lets residents check their balance and transaction history to reduce administrative work.
- **DETAILED REPORTS** can be easily generated to show information such as balance, transactions, resident details, and more across different periods of times and profiles.



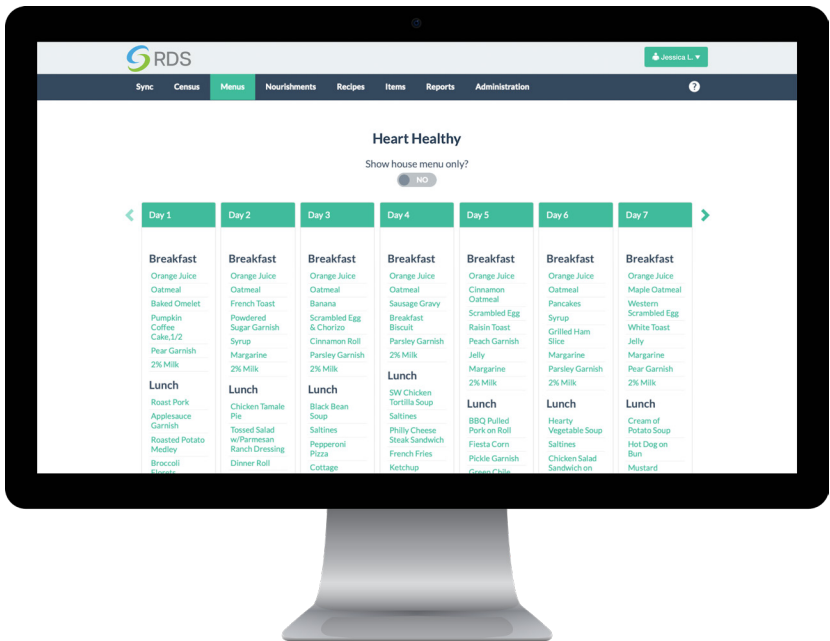


RESIDENT DINING MANAGEMENT

Resident Dining Solution (RDS) is an innovative software system developed to support foodservice leaders by automating their operations.

RDS streamlines fundamental resident care responsibilities that covers:

- **Electronic Foodservice Records:** Electronically maintain vital residents food and nutrition information that includes tray cards, tray tickets, nourishments, allergies, likes, dislikes, calorie counts, tube feeding, guest trays, weight tracking and feeding assistance devices.
- **Recipe and Menu Management:** Accurately track allergens, production areas, portion sizes, recipe yields and holiday overrides.
- **Production:** Automate the administration of production tallies and last-minute menu changes.
- **Resident Safety:** Automatic alerts that offer an extra measure of protection for food allergy conflicts.



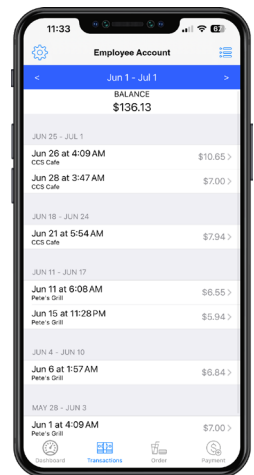
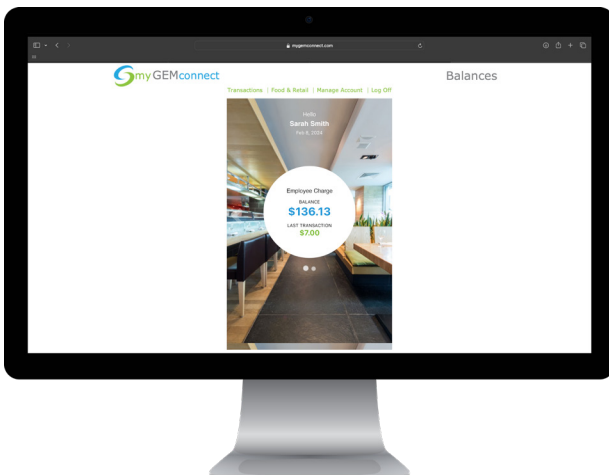
MOBILE APP

myGEMconnect is our mobile app that works with GEMpay and GEM2go for easy payment and ordering capabilities. It reduces administrative workload, such as account and order history lookup.

- Employees can access their account anytime and anywhere
- Meal plan administrators spend less time answering employee questions about account balance and history
- Employees can choose their items, schedule a pick up time and pay all from their phone
- Mobile ordering increases sales and prevents abandoned orders with prepay
- Employees can use the app on an Apple or Android device and on a browser
- New features are added automatically; no additional work or fees required to upgrade

WITH MYGEMCONNECT, USERS CAN—

- Pay with cashless options
- View account balances and history
- View charges and transaction history by cycle
- View, print or share receipts
- Place advanced orders (up to 7 days)
- See real-time menu items






CONTACT US
to schedule a demo.

 www.ccents.com

 sales@ccents.com

 888.932.3687