



Give Your Guests
What They Expect.

Give Your Staff
What They Need.

POS: POINT OF SALE

What is Intelity's POS Integration and What Does it Do?

Intelity's POS Integration provides the opportunity for hotels to put purchasing power in the hands of the guests through the use of the Intelity platform on the guest's personal device or a hotel-provided tablet. Intelity provides direct integration to the POS for order submission. Guests may use the application to view hotel menu and place orders for room service, as well as, place requests for housekeeping items, amenities and for items offered in hotel-operated stores.

How Does it Work?

Guests review the menu or store offering then place an order. Depending on the chosen delivery time requested by the guest, ICE sends the order to the hotel's POS which holds the request until a set food preparation time. The kitchen and runner receive tickets, the food is made and delivered, then the ticket is closed.



Tip: Some POS systems allow guests to enter special instructions for how to prepare their meal.

What POS Systems Does Intelity Integrate With?

1. Cenium
2. HSI
1. InfoGenesis / Agilysys
2. INFRASYS
3. INNSIST
4. Micros 3700
5. Micros 9700
6. Micros Symphony 1.x / 2.x

What Do I Need to Get Started?

Prior to the integration with Intelity, your hotel must provide the following:

- The specific part or module needed for POS integration (please see your POS vendor)
- Current In-Room dining menu, including the following:
 - Regular menu item object numbers or POS IDs
 - Condiment menu item IDs (e.g. 'scrambled', 'sunny side up', etc)
 - All item prices
 - Tax levels
 - Delivery fees
 - Gratuity fees
 - Menu Hour Availability (e.g. Breakfast Menu available 6:00 am to 10:00 am)
 - A printed, guest-friendly menu that corresponds to the above menu



Tip: Intelity recommends a dedicated employee with training in POS on the hotel staff who will help lead and facilitate the implementation of the interface. We like to call this person your "ICE Champion."