

# Making Food Ordering Trackable, Efficient and Easy

Greenberg Traurig, LLP:  
Kara Venner, Conference Services Coordinator & Meeting Planner



## The Challenge

Handling the food ordering for a large, international law firm is a not an easy task. Just ask Kara Venner, Conference Services Coordinator & Meeting Planner for Greenberg Traurig's New York office. With hundreds of employees in the office and dozens of client meetings, training workshops, and special events each month, it is not uncommon for Kara to place ten or more food orders a day. Like many law firms, Greenberg Traurig needs to accurately track which expenses get billed to which client, and ensure that spend limits are not exceeded.

Before Seamless, Greenberg Traurig processed multiple invoices each month from various caterers and restaurants, which made it difficult to track spending and capture important billing information. Additionally, the firm processed numerous expense reports each month from employees who ordered on their own and needed to be reimbursed.

Greenberg Traurig turned to Seamless to streamline and simplify its food-ordering, payment and reporting processes.

## The Seamless Solution

Today, everyone in the NYC office has a username and password to Seamless to order their own meals, and individual spend limits are easily enforced. Employees enter special notes and critical billing codes on the customized checkout page to ensure the firm knows which food orders should be billed out to a client. The charges and codes are then included on a monthly, consolidated invoice. As Kara notes, "Seamless makes it fast and easy for employees to order their own food; and they no longer have to worry about having a credit card."

The process has also improved the efficiency of the catering process. Kara and administrative assistants use the checkout page to provide special instructions to caterers and to capture important billing

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information. For standing meetings, assistants use Seamless' group ordering feature so meals are individually bagged and labeled, and delivered at a single, pre-specified time. Additionally, employees are able to work with preferred caterers for special events by setting up a custom order in Seamless. Rather than processing numerous individual invoices, catering charges are added to the firm's consolidated invoice.

## The Result

Since Greenberg Traurig implemented Seamless in 2004, the online food-ordering service has become an integral part of the firm's daily process. By using Seamless as its central location for all food orders, the firm has enjoyed improved tracking of billable costs and increased efficiency in accounts payable. Kara simply reviews a consolidated invoice, approves the charges, and passes it on to accounts payable. The process is also a time saver for the lawyers who no longer fill out expense reports and the Finance team who now process less paperwork and cuts fewer checks. "Employees really appreciate the variety of food options and the ability to order food without having to use a personal credit card" said Kara. "Seamless just makes life so much easier for everyone."

Furthermore, the firm can see an aggregate view of its spend levels by employee, vendor, and billing code. "Seamless gives us valuable insight into our spend levels," says Kara. "And gives us the ability to control our spending."

When asked about her favorite Seamless benefit, Kara is quick to answer. "The #1 benefit of Seamless is it makes my life a lot easier."

### About Seamless

Seamless is an online food ordering service that makes it easy to feed the office. We provide companies and their employees with access to more than 11,000 restaurants and caterers, offering fast and convenient online ordering and sending just one invoice for all orders placed. From individual meals and late-night group orders, to catered meetings and blowout parties, Seamless makes it easy to keep your hungry offices happy.

