

LSE Online Hospitality Ordering User Guide

Introduction

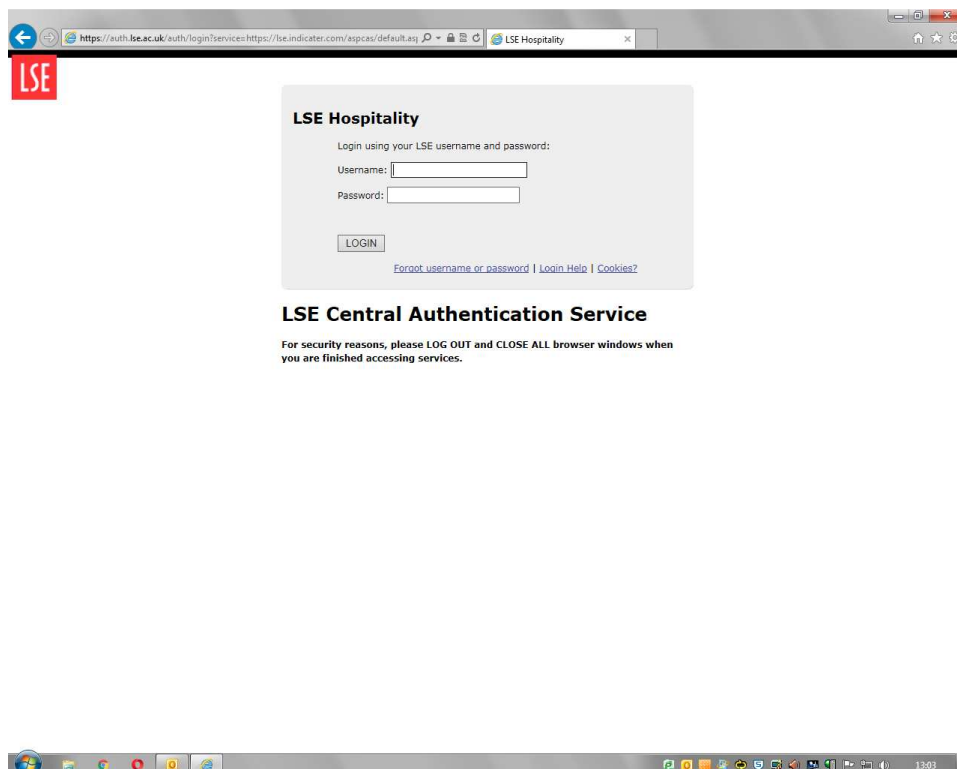
This guide aims to help you place your hospitality orders to your meeting venue. It will guide you on:

1. How to create a new order
2. Select menu items
3. How to place an order
4. How to change the delivery time within an order
5. How to amend an order

Let's get started.

Login with Username & Password

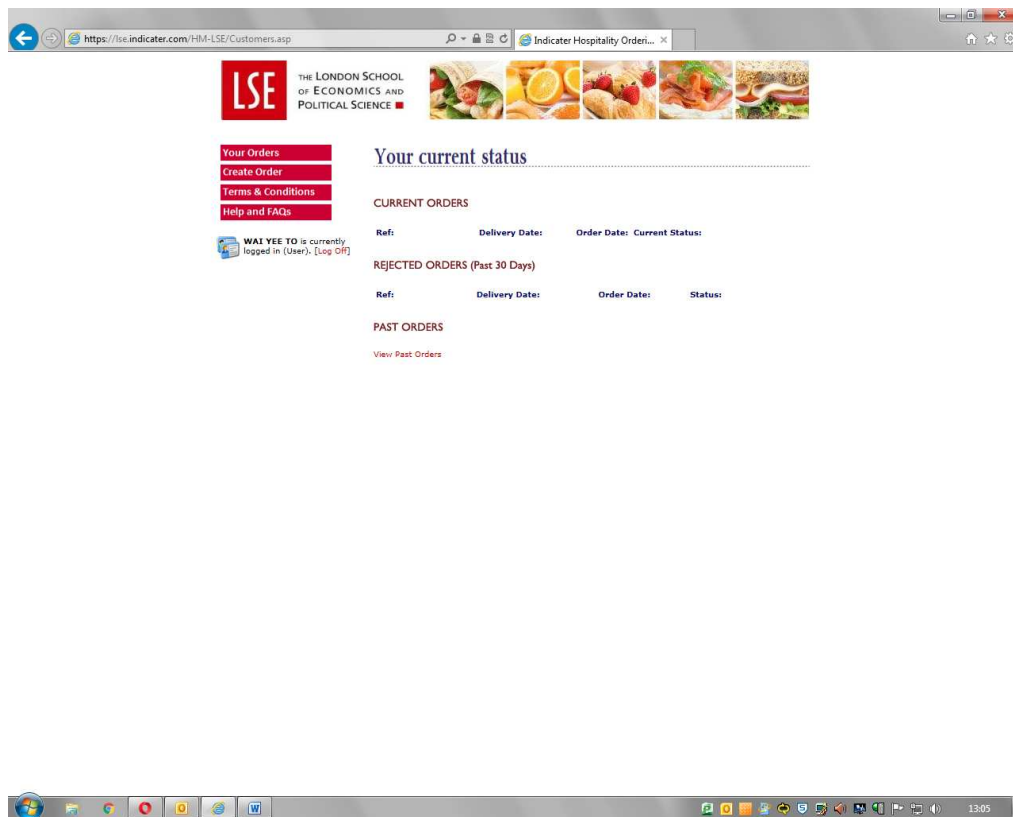
<https://auth.lse.ac.uk/auth/login?service=https://lse.indicator.com/aspcas/default.asp>



The screenshot shows a web browser window with the URL <https://auth.lse.ac.uk/auth/login?service=https://lse.indicator.com/aspcas/default.asp>. The page features the LSE logo on the left. The main content area is titled "LSE Hospitality" and contains the text "Login using your LSE username and password:". Below this are two input fields: "Username:" and "Password:". A "LOGIN" button is positioned below the password field. At the bottom of the login form, there are three links: "Forgot username or password", "Login Help", and "Cookies?". Below the login form, the text "LSE Central Authentication Service" is displayed, followed by a security warning: "For security reasons, please LOG OUT and CLOSE ALL browser windows when you are finished accessing services."

To Create a New Order

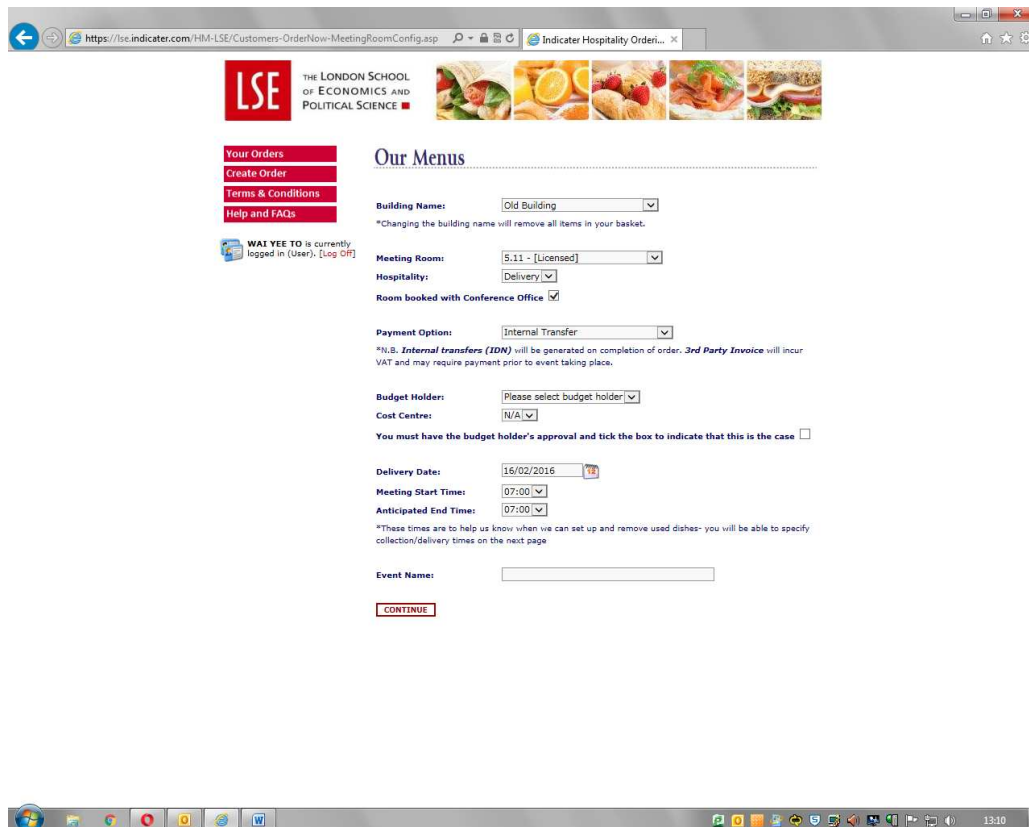
Click [Create New Order](#) tab



Have the information regarding the room booking available (building, room number).

- Remember to tick the **Room booked with Conference Office Box**

Payment for Order



The screenshot shows a web browser window with the URL <https://lse.indicator.com/HM-LSE/Customers-OrderNow-MeetingRoomConfig.asp>. The page header includes the LSE logo (The London School of Economics and Political Science) and a navigation bar with links: "Your Orders", "Create Order", "Terms & Conditions", and "Help and FAQs". A user notification states "WAI YEE TO is currently logged in (User); [Log Off]". The main section is titled "Our Menus" and contains the following form fields and options:

- Building Name:** A dropdown menu set to "Old Building". A note below states: "*Changing the building name will remove all items in your basket."
- Meeting Rooms:** A dropdown menu set to "5.11 - [Licensed]".
- Hospitality:** A dropdown menu set to "Delivery".
- Room booked with Conference Office:** A checked checkbox.
- Payment Option:** A dropdown menu set to "Internal Transfer". A note below states: "*N.B. Internal transfers (IDN) will be generated on completion of order. 3rd Party Invoice will incur VAT and may require payment prior to event taking place."
- Budget Holder:** A dropdown menu set to "Please select budget holder".
- Cost Centre:** A dropdown menu set to "N/A".
- Approval:** A checkbox with the text "You must have the budget holder's approval and tick the box to indicate that this is the case".
- Delivery Date:** A date field set to "16/02/2016".
- Meeting Start Time:** A time dropdown set to "07:00".
- Anticipated End Time:** A time dropdown set to "07:00". A note below states: "*These times are to help us know when we can set up and remove used dishes- you will be able to specify collection/delivery times on the next page."
- Event Name:** An empty text field.
- Continue:** A red button labeled "CONTINUE".

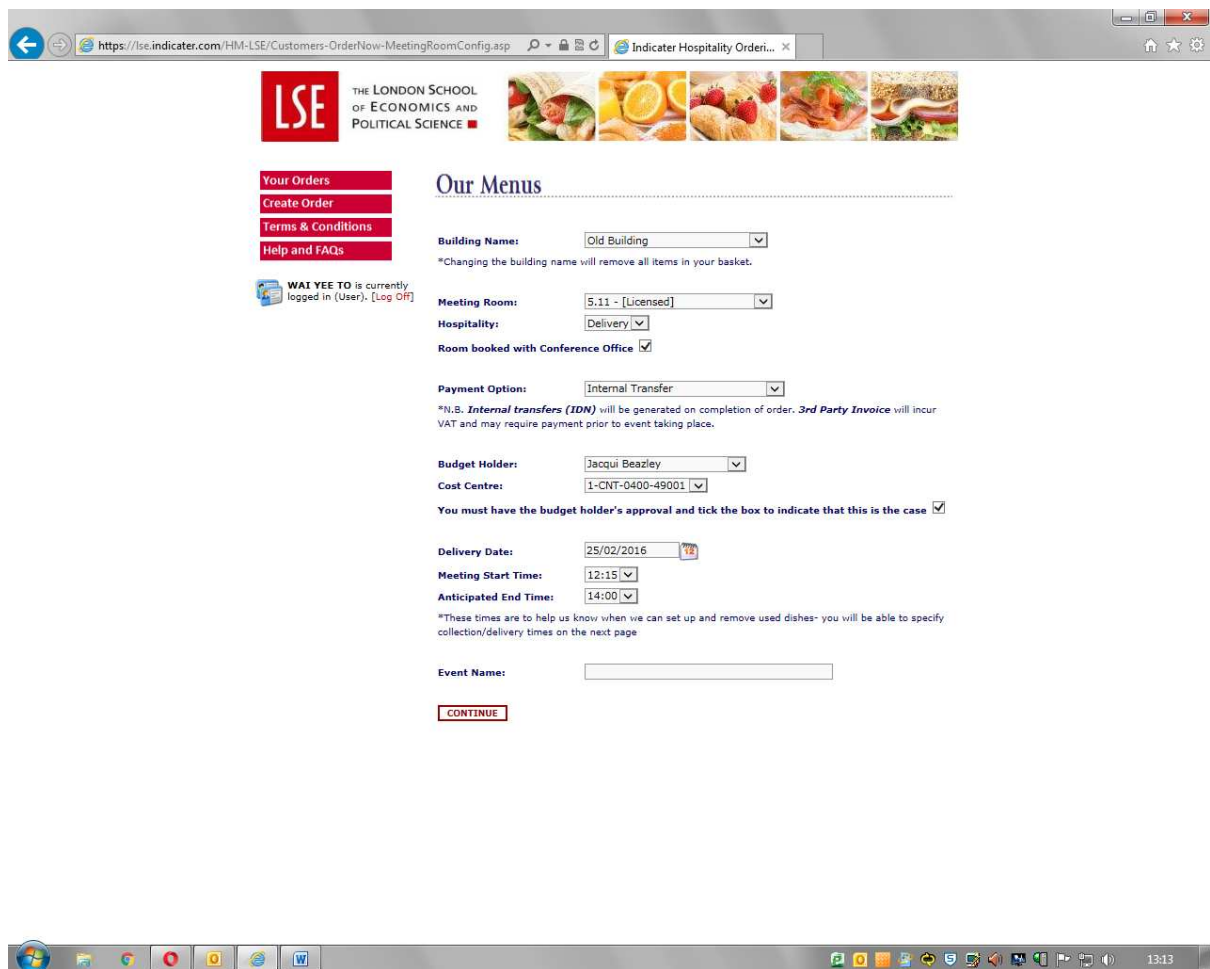
The Windows taskbar at the bottom shows the time as 13:10.

Select payment option

- Internal transfer
- Third Party Invoicing
- Ensure that you have the budget holder approval before placing an order.
- Select Cost Centre

You must have the budget holder's approval and tick the box to indicate that this is the case.

Delivery date



The screenshot shows a web browser window with the URL <https://lse.indicator.com/HM-LSE/Customers-OrderNow-MeetingRoomConfig.asp>. The page header includes the LSE logo and the text "THE LONDON SCHOOL OF ECONOMICS AND POLITICAL SCIENCE". Below the header, there is a navigation menu with links: "Your Orders", "Create Order", "Terms & Conditions", and "Help and FAQs". The main content area is titled "Our Menus" and contains a form for creating a meeting room order. The form includes the following fields and options:

- Building Name:** A dropdown menu with "Old Building" selected. A note below states: "*Changing the building name will remove all items in your basket."
- Meeting Room:** A dropdown menu with "5.11 - [Licensed]" selected.
- Hospitality:** A dropdown menu with "Delivery" selected.
- Room booked with Conference Office:** A checkbox that is checked.
- Payment Option:** A dropdown menu with "Internal Transfer" selected. A note below states: "*N.B. Internal transfers (IDN) will be generated on completion of order. 3rd Party Invoice will incur VAT and may require payment prior to event taking place."
- Budget Holder:** A dropdown menu with "Jacqui Beazley" selected.
- Cost Centre:** A dropdown menu with "1-CNT-0400-49001" selected.
- You must have the budget holder's approval and tick the box to indicate that this is the case:** A checkbox that is checked.
- Delivery Date:** A date picker showing "25/02/2016".
- Meeting Start Time:** A dropdown menu with "12:15" selected.
- Anticipated End Time:** A dropdown menu with "14:00" selected. A note below states: "*These times are to help us know when we can set up and remove used dishes- you will be able to specify collection/delivery times on the next page"
- Event Name:** A text input field.
- CONTINUE:** A button at the bottom of the form.

The Windows taskbar at the bottom shows the time as 13:13.

Select the delivery date and time and Event name then press **'CONTINUE'**

Menu Selection

LSE THE LONDON SCHOOL OF ECONOMICS AND POLITICAL SCIENCE

Your Orders
[Create Order](#)
[Terms & Conditions](#)
[Help and FAQs](#)

Our Menu

*Please note that this order is for delivery.
 Event Name: Lunch Meeting
 Delivery Date: 25/02/2016
 Cost Centre: 1-CNT-0400-49001
 Building Name: Old Building
 Room Name Number: 5.11 - [Licensed]

Basket
 (Click on total to view)
 Items: 0 Total: £0.00

[PLACE ORDER NOW](#)

Beverages

Beverages hot

Fairtrade coffee	£2.40	ADD
Fairtrade tea	£2.40	ADD
Fairtrade biscuit	£0.95	ADD
Diet selection	£0.65	ADD
Gluten free biscuits	£1.30	ADD
Croissants	£1.80	ADD
Mini Danish Pastries	£1.80	ADD

Beverages healthier option

Fresh juices & smoothies	£2.56	ADD
Nuts & dried fruits	£2.10	ADD
Orange juice (1 litre)	£3.60	ADD
Cranberry juice (1 litre)	£3.60	ADD
Apple juice (1 litre)	£3.60	ADD
Mineral water - still (500ml)	£1.95	ADD
Mineral water - sparkling (1 litre)	£2.95	ADD

LSE THE LONDON SCHOOL OF ECONOMICS AND POLITICAL SCIENCE

Your Orders
[Create Order](#)
[Terms & Conditions](#)
[Help and FAQs](#)

Our Menu

*Please note that this order is for delivery.
 Event Name: Lunch Meeting
 Delivery Date: 25/02/2016
 Cost Centre: 1-CNT-0400-49001
 Building Name: Old Building
 Room Name Number: 5.11 - [Licensed]

Basket
 (Click on total to view)
 Items: 0 Total: £0.00

[PLACE ORDER NOW](#)

Self service lunches extra - Staff Dining Room

Assorted sandwich platter
 Scones with strawberry preserve and clotted cream
 Selection of mini cakes
 Selection of teas

Self service lunches extra - Staff Dining Room

Mineral water - 330ml	£1.10	ADD
Ice Tea	£2.26	ADD
Coke/Diet Coke	£1.55	ADD
Pellegrino	£1.36	ADD
Belvoir Flavoured Water	£1.70	ADD
Johnson's Fresh Juices - 250ml	£1.66	ADD
Innocent Smoothies	£2.45	ADD
Orangina	£1.70	ADD
Beck's Beer	£2.86	ADD
Tiger Beer	£3.05	ADD
Bottle Beers - Budvar/Budweiser/Pilse	£3.30	ADD
Magners Cider	£3.70	ADD
Wine per glass - red and white	£2.90	ADD

The menu selection list will appear with items which are available at the building where you meeting will be held.

https://lse.indicator.com/IHM-LSE/Menu.asp#CT_11

Indicator Hospitality Orderi...

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Your Orders
[Create Order](#)
[Terms & Conditions](#)
[Help and FAQs](#)

Our Menu

*Please note that this order is for delivery.

Event Name: Lunch Meeting
 Delivery Date: 25/02/2016
 Cost Centre: 1-CNT-0400-49001
 Building Name: Old Building
 Room Name Number: 5.11 - [Licensed]

Basket
 (Click on total to view)
 Items: 0 Total: £0.00

[PLACE ORDER NOW](#)

Suppers - Fork Buffet

Supper - hot menu £25.60 [ADD](#)

Supper BS49

Penne pomodoro with shaved parmesan and fresh basil (v)
 Chicken tikka masala with steamed rice
 Mixed leaf salad (v)
 Speciality breads
 Dessert and fresh fruits
 Coffee and tea

Supper BS50 £27.10 [ADD](#)

Supper BS51 £27.20 [ADD](#)

Catalonia chicken and prawn paella with artichokes and chorizo
 Gnocchi with tomato, rosemary and wild mushroom ragu (v)
 Mixed leaf salad (v)
 Speciality breads
 Dessert and fresh fruits
 Coffee and tea

Supper BS52 £27.20 [ADD](#)

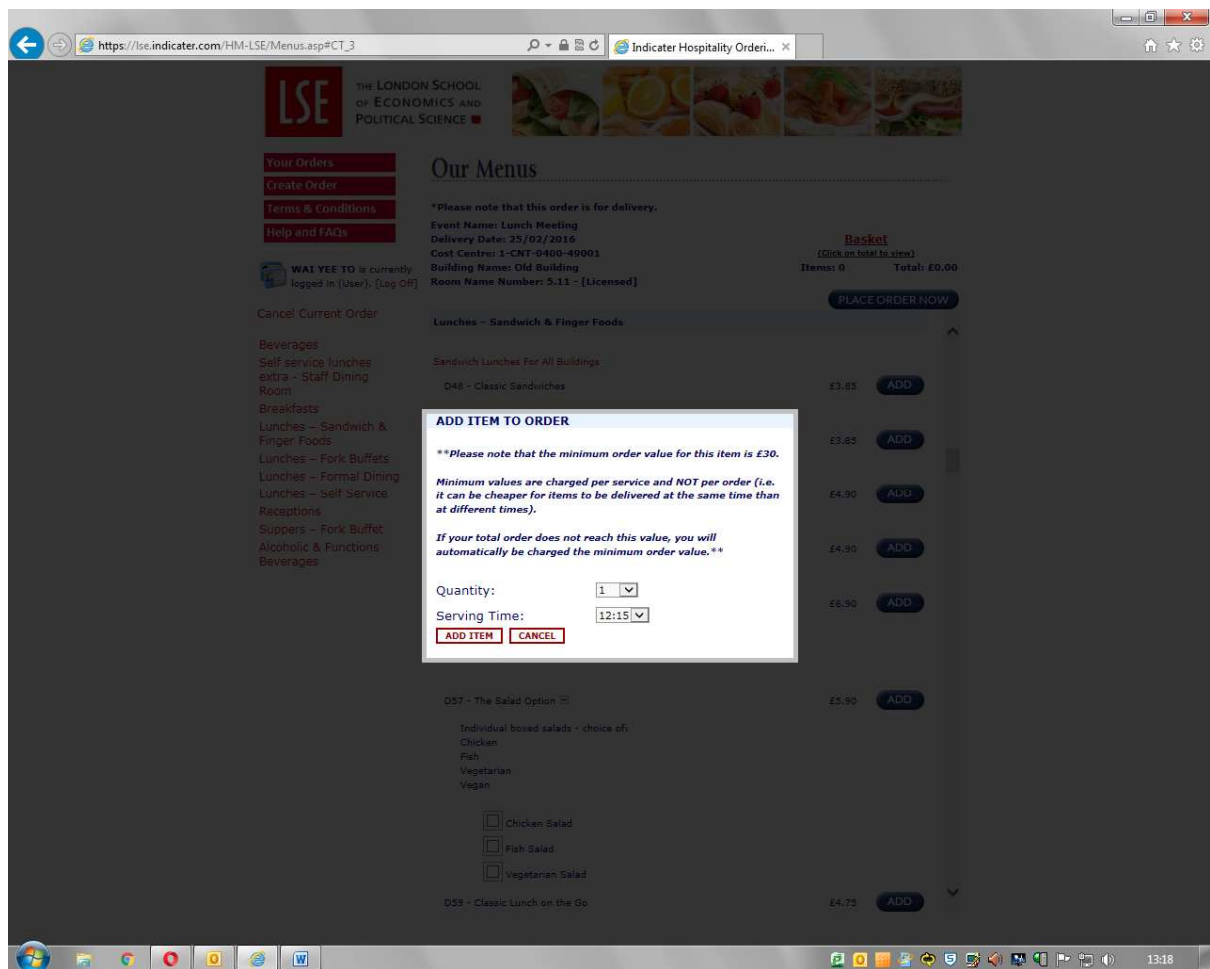
Smoked haddock and salmon kedgeree
 Farfalle, rocket, baby tomatoes and aubergine with chilli and coriander seeds
 Mixed leaf salad (v)
 Speciality breads
 Dessert and fresh fruits
 Coffee and tea

Supper BS53 £29.50 [ADD](#)

Sicilian slow cooked lamb with anchovy, lemon and aubergine
 Butternut squash and sage risotto with crispy leaves and roasted ricotta (v)
 Mixed leaf salad (v)
 Speciality breads

The categories tab provides a quick link to what is available.

How to Order



- To **ORDER** press the **ADD** tab.
- Press quantity required.
- Enter the delivery time.

Adding items to your Order

The screenshot displays the LSE Indicator Hospitality Ordering web application. The browser address bar shows the URL https://lse.indicator.com/HM-LSE/Menu.asp#CT_3. The page header includes the LSE logo and navigation links: "Your Orders", "Create Order", "Terms & Conditions", and "Help and FAQs". A user notification states: "WAI YEE TO is currently logged in (User). [Log Off]". The main content area is titled "Our Menu" and includes a note: "Please note that this order is for delivery." Below this, event details are listed: "Event Name: Lunch Meeting", "Delivery Date: 25/02/2016", "Cost Centre: 1-CNT-0400-49001", "Building Name: Old Building", and "Room Name Number: 5.11 - [Licensed]". A "Basket" summary shows "Items: 0" and "Total: £0.00". A "PLACE ORDER NOW" button is visible. The menu is categorized under "Lunches - Sandwich & Finger Foods" and lists various options with prices and "ADD" buttons. A modal dialog box titled "Message from webpa..." is overlaid on the menu, displaying a yellow warning icon and the text "Items Added", with an "OK" button.

Item	Price	Action
D48 - Classic Sandwiches	£3.85	ADD
Assorted sandwich (4 pieces)		
D49 - Classic Sandwiches	£3.85	ADD
Assorted vegetables		
D50 - The Plantiful	£4.90	ADD
Assorted sandwiches		
D51 - The Plantiful	£4.90	ADD
Assorted vegetables		
D53 - Combo option	£6.90	ADD
Assorted sandwiches		
Assorted tortilla wraps		
Assorted mini rolls		
D57 - The Salad Option	£5.90	ADD
Individual boxed salads - choice of:		
Chicken		
Fish		
Vegetarian		
Vegan		
<input type="checkbox"/> Chicken Salad		
<input type="checkbox"/> Fish Salad		
<input type="checkbox"/> Vegetarian Salad		
D59 - Classic Lunch on the Go	£4.75	ADD

- The item will be added to your shopping basket.
- Continue to select other items

Example of how to order complex items

The screenshot shows the LSE Indicator Hospitality Ordering system. The top navigation bar includes the LSE logo and a list of food categories: Sandwiches, Salads, Wraps, Burgers, Pizzas, and Desserts. The main content area is titled 'Our Menu' and displays a list of menu items. Each item has a checkbox for selection and an 'ADD' button. The items listed are:

- D53 - Combo option: Assorted sandwiches, Assorted tortilla wraps, Assorted mini rolls. Price: £6.90.
- D57 - The Salad Option: Individual boxed salads - choice of: Chicken, Fish, Vegetarian, Vegan. Price: £5.90.
- D59 - Classic Lunch on the Go: Packaged Sandwich (Choice of Meat, Fish or Vegetarian), Apple or Banana, Bottle of still mineral water. Price: £4.75.
- D58 - Plentiful Lunch on the Go: Packaged Sandwich (Choice of Meat, Fish or Vegetarian), Crisps, Apple, Kitkat, Bottle of still mineral water. Price: £6.65.
- D56 - Sandwich & Finger food lunch: Assorted sandwiches and wraps, Sweet chilli chicken, Cod goujons with lemon mayonnaise (gf). Price: £10.55.

A sidebar on the left contains navigation links: 'Your Orders', 'Create Order', 'Terms & Conditions', and 'Help and FAQs'. A 'Basket' summary at the top right shows 6 items for a total of £30.00. A 'PLACE ORDER NOW' button is also visible.

To select a particular food item, check the box, then press the **'ADD'** tab.

For example:

To order D57 click on choice of:

- Chicken Salad
- Fish Salad
- Vegetarian Salad

Press the **'ADD'** tab, then 'OK'.

The screenshot shows the LSE Indicator Hospitality Order system interface. The page is titled "Our Menu" and includes a navigation sidebar on the left with links like "Your Orders", "Create Order", "Terms & Conditions", and "Help and FAQs". The main content area displays a menu with various food items, including "D53 - Combo option", "D57 - The Salad Option", "D59 - Classic Lunch on the Go", "D58 - Plentiful Lunch on the Go", and "D56 - Sandwich & Finger food lunch". Each item has a description and a price. A "Basket" summary is shown on the right, indicating "Items: 6" and a "Total: £30.00". A "PLACE ORDER NOW" button is visible. A modal window titled "Message from webpa..." is displayed over the menu, indicating "Items Added".

Once you have completed your order click on **'Basket'** to review your order.

Review your current Order

The screenshot shows a web browser window displaying the LSE Indicator Hospitality Menu Ordering System. A pop-up window titled "Current Order Details" is open, showing a table of items ordered. To the right, a "Basket" summary is visible, listing items and their prices, with a "PLACE ORDER NOW" button.

Current Order Details:

Item	Qty	Per Unit	Price	VAT	Total	
Fresh juices & smoothies (12:15)	4	£2.56	£8.52	£1.70	£10.22	Remove
Fairtrade coffee (12:15)	2	£2.40	£4.80	£0.00	£4.80	Remove
Fairtrade tea (12:15)	4	£2.40	£9.60	£0.00	£9.60	Remove
D55 - The healthier option (12:15)	2	£9.45	£18.90	£0.00	£18.90	Remove
Filled wraps						
Bite sized sushi						
Chickpea falafel with yoghurt and mint dip (v) (gf)						
Cherry tomatoes, baby mozzarella and basil brochette (v)						
Vegetable sticks and pitta bread platter with hummus						
D49 - Classic Sandwiches (12:15)	6	£3.85	£23.10	£0.00	£23.10	Remove
Assorted vegetarian sandwich (4 pieces)						
D59 - Classic Lunch on the Go (12:15)	1	£4.75	£4.75	£0.00	£4.75	Remove
Packaged Sandwich (Choice of Meat, Fish or Vegetarian)						
Apple or Banana						
Bottle of still mineral water						
Total Items Price:			£71.37	£1.70	£71.37	

Basket
(Click on total to view)
Items: 19 Total: **£71.37**

PLACE ORDER NOW

- £2.56 **ADD**
- £2.10 **ADD**
- £3.60 **ADD**
- £3.60 **ADD**
- £3.60 **ADD**
- £1.95 **ADD**
- £2.95 **ADD**
- £1.96 **ADD**
- £2.95 **ADD**
- £6.10 **ADD**
- £8.90 **ADD**
- £1.63 **ADD**
- £9.10 **ADD**

Afternoon tea
Afternoon tea
Assorted sandwich platter
Scones with strawberry preserve and clotted cream
Selection of mini cakes
Selection of teas

Self service lunches extra - Staff Dining Room

A pop up window with appear with your selected items.

To amend time of delivery

Current Order Details:

Item	Qty	Per Unit	Price	VAT	Total	
Fresh juices & smoothies (12:15) save	4	£2.56	£8.52	£1.70	£10.22	Remove
Fairtrade coffee (12:15) 12:30	2	£2.40	£4.80	£0.00	£4.80	Remove
Fairtrade tea (12:15) 13:00	4	£2.40	£9.60	£0.00	£9.60	Remove
D55 - The healthier option 13:15	2	£9.45	£18.90	£0.00	£18.90	Remove
Filled wraps Bite sized sushi Chickpea falafel with yoghurt and mint dip (v) (gf) Cherry tomatoes, baby mozzarella and basil brochette (v) Vegetable sticks and pitta bread platter with hummus						
D49 - Classic Sandwiches (12:15)	6	£3.85	£23.10	£0.00	£23.10	Remove
Assorted vegetarian sandwich (4 pieces)						
D59 - Classic Lunch on the Go (12:15)	1	£4.75	£4.75	£0.00	£4.75	Remove
Packaged Sandwich (Choice of Meat, Fish or Vegetarian) Apple or Banana Bottle of still mineral water						
Total Items Price:			£71.37	£1.70	£71.37	

Basket
(Click on total to view)
Items: 19 Total: **£71.37**

PLACE ORDER NOW

- £2.56 **ADD**
- £2.10 **ADD**
- £3.60 **ADD**
- £3.60 **ADD**
- £3.60 **ADD**
- £1.95 **ADD**
- £2.95 **ADD**
- £1.96 **ADD**
- £2.95 **ADD**
- £6.10 **ADD**
- £8.90 **ADD**
- £1.63 **ADD**
- £9.10 **ADD**

Elmerover Presse (Jug)
Fresh Orange Juice (Jug)
Bottled Coke/Diet Coke (500ml)

Afternoon tea
Afternoon tea
Assorted sandwich platter
Scones with strawberry preserve and clotted cream
Selection of mini cakes
Selection of teas

Self service lunches extra - Staff Dining Room

- To change the delivery time of your item, click on the time and make your amendment.
- Then click on save to save your changes
- Click on the new time slot then press 'SAVE' to update

To Place Order

Press the 'Place Order Now' Tab

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Your Orders
Create Order
Terms & Conditions
Help and FAQs

WAI YEE TO is currently logged in (User). [Log Off]

Order Now

Please complete the following form to place your new order:

USER DETAILS

Name: WAI YEE TO **Telephone:** 020 7955 7220
Company: LSE
Email: a.to1@lse.ac.uk
Cost Centre: 1-CNT-0400-49001
Event Name: Lunch Meeting
Delivery Date: 25/02/2016

CURRENT ORDER

Item:	Delivery Time:	Ref:	Qty:	Per Unit:	Price:	VAT:	Total:
Fairtrade coffee	(12:15 n/a)	A21	2	£2.40	£4.80	£0.00	£4.80
Fairtrade tea	(12:15 n/a)	A22	4	£2.40	£9.60	£0.00	£9.60
D55 - The healthier option Filled wraps Bite sized sushi Chickpea falafel with yoghurt and mint dip (v) (gf) Cherry tomatoes, baby mozzarella and basil brochette (v) Vegetable sticks and pitta bread platter with hummus	(12:15 n/a)	D55	2	£9.45	£18.90	£0.00	£18.90
D49 - Classic Sandwiches Assorted vegetarian sandwich (4 pieces)	(12:15 n/a)	D49	6	£3.85	£23.10	£0.00	£23.10
D59 - Classic Lunch on the Go Packaged Sandwich (Choice of Meat, Fish or Vegetarian Apple or Banana Bottle of still mineral water	(12:15 n/a)	D59	1	£4.75	£4.75	£0.00	£4.75
Fresh juices & smoothies	(13:00 n/a)	A26	4	£2.56	£8.52	£1.70	£10.22

ADD ITEM

Total Items Price: £71.37 £1.70 £71.37

- Fill in any additional comments and delivery instructions.
- Remember to fill in the number of guests.
- Then press place order.

<https://lse.indicator.com/IHM-LSE/Customers-OrderNow.asp>
Indicator Hospitality Orderi...

Vegetable sticks and pitta
bread platter with
hummus

D49 - Classic Sandwiches (12:15 n/a)	D49	6	£3.85	£23.10	£0.00	£23.10	
--------------------------------------	-----	---	-------	--------	-------	--------	--

Assorted vegetarian sandwich (4 pieces)

D59 - Classic Lunch on the Go (12:15 n/a)	D59	1	£4.75	£4.75	£0.00	£4.75	
---	-----	---	-------	-------	-------	-------	--

Packaged Sandwich
(Choice of Meat, Fish or Vegetarian)
Apple or Banana
Bottle of still mineral water

Fresh Juices & smoothies (13:00 n/a)	A26	4	£2.56	£8.52	£1.70	£10.22	
--------------------------------------	-----	---	-------	-------	-------	--------	--

ADD ITEM

Total Items Price: £71.37 £1.70 £71.37

COMPLETE ORDER

Once you have selected all your order and extra service items, please complete the boxes below with your delivery requirements and any purchase order references or special delivery instructions.

Cost Centre:

Delivery Date:

Meeting Start Time:

Anticipated End Time:

These times are to help us know when we can set up and remove used dishes- you will be able to specify collection/delivery times on the next page

Event Name:

Number of Guests:

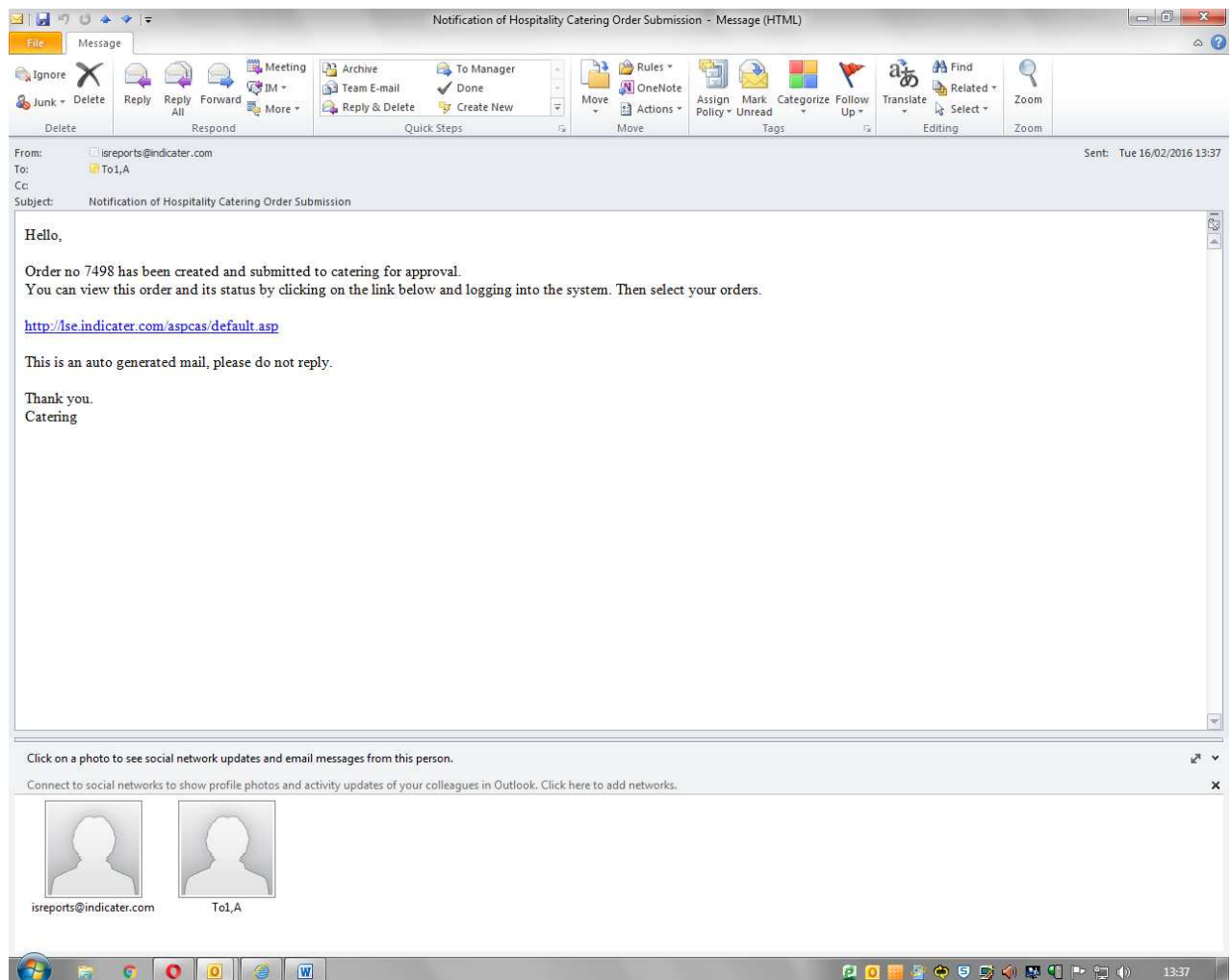
Delivery Instructions:

Please deliver Fresh Juice & smoothies at 13:00

Comments and Dietary Requirements:

PLACE ORDER **PLACE ORDER AND REPEAT**

Confirmation will be sent via email



How to check Order Details

- To check your order details press the 4-digit ticket/order number

The screenshot shows a web browser window with the URL <https://lse.indicator.com/HM-LSE/Customers.asp>. The page features the LSE logo and a navigation menu with links: [Your Orders](#), [Create Order](#), [Terms & Conditions](#), and [Help and FAQs](#). A user notification states: "WAI YEE TO is currently logged in (User). [Log Off]".

Your current status

CURRENT ORDERS

Ref:	Delivery Date:	Order Date:	Current Status:
7498	25/02/2016 Lunch Meeting	16/02/2016	Provisional - Awaiting Approval

REJECTED ORDERS (Past 30 Days)


Ref:	Delivery Date:	Order Date:	Status:
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PAST ORDERS

[View Past Orders](#)

The Windows taskbar at the bottom shows the time as 13:37.

Order Details




THE LONDON SCHOOL
OF ECONOMICS AND
POLITICAL SCIENCE

Your Orders

Create Order

Terms & Conditions

Help and FAQs

 WAI YEE TO is currently
logged in (User). [\[Log Off\]](#)

Indicator Hospitality Orderi... x

ORDER DETAILS

ORDER DETAILS

Order Type:

Delivery

Order Ref:

7498

Cost Centre:

1-CNT-0400-49001

Current Status:

Provisional - Awaiting Approval

Event Name:

Lunch Meeting

Delivery Date:

25/02/2016

Building Name:

Old Building

Meeting Room Number:

5.11 - [Licensed]

ORDER HISTORY

Order Placement:

Successful

Client Approval:

n/a

Kitchen Approval:

Required

Order Despatched:

n/a

Feedback Provided:

n/a

CUSTOMER INFORMATION

Department:

Residential & Catering Services
Division

Telephone:

020 7955 7220

Name:

WAI YEE TO

Company:

LSE

Email:

a.to1@lse.ac.uk

ORDERED ITEMS

Items	Ref:	Qty:	Per Unit:	Price:	VAT:	Total
Fairtrade coffee (12:15)	A21	2	£2.40	£4.80	£0.00	£4.80
Fairtrade tea (12:15)	A22	4	£2.40	£9.60	£0.00	£9.60
D55 - The healthier option (12:15)	D55	2	£9.45	£18.90	£0.00	£18.90

Filled wraps
Bite sized sushi
Chickpea falafel with
yoghurt and mint dip (v)
(gf)
Cherry tomatoes, baby
mozzarella and basil





13:38

How to Amend an Order

The screenshot shows a web browser window with the URL <https://lsc.indicator.com/HM-LSE/OrderDetails.asp>. The page displays an order summary with the following items:

Item Description	Code	Quantity	Unit Price	Total Price	Tax	Net Price
D55 - The healthier option (12:15) Filled wraps Bite sized sushi Chickpea falafel with yoghurt and mint dip (v) (gf) Cherry tomatoes, baby mozzarella and basil brochette (v) Vegetable sticks and pitta bread platter with hummus	D55	2	£9.45	£18.90	£0.00	£18.90
D49 - Classic Sandwiches (12:15) Assorted vegetarian sandwich (4 pieces)	D49	6	£3.85	£23.10	£0.00	£23.10
D59 - Classic Lunch on the Go (12:15) Packaged Sandwich (Choice of Meat, Fish or Vegetarian) Apple or Banana Bottle of still mineral water	D59	1	£4.75	£4.75	£0.00	£4.75
Fresh juices & smoothies (13:00)	A26	4	£2.56	£8.52	£1.70	£10.22
Total Items Price:				£71.37	£1.70	£71.37

DELIVERY REQUIREMENT

Date: 25/02/2016 12:15:00
Event Name: Lunch Meeting
Total Guests: 9

DELIVERY INSTRUCTIONS, COMMENTS AND ATTENDEES

Please deliver Fresh Juice & smoothies at 13:00

AMEND ORDER

To amend your order, please select whether you wish to re-place the order with adjustments or cancel the order completely.

☒ Amend Order ☐ Cancel Order

AMEND ORDER

To **AMEND** order

Click on the amend tab.

Indicater Hospitality Order x

https://lse.indicator.com/HM-LSE/Menu.asp

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Your Orders
[Create Order](#)
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JANICE MCINTOSH is currently logged in (User).
[\[Log Off\]](#)

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[Beverages](#)

Our Menus

**Please note that this order is for delivery.*

Event Name: Catering
 Delivery Date: 11/11/2016
 Cost Centre: 1-CNT-0400-49004
 Building Name: Old Building
 Room Name Number: 3.28 - [Licensed]
 Order Number: 7662-7855

Basket
 (Click on total to view)
 Items: 60 Total: £208.50

[PLACE ORDER NOW](#)

Beverages

Beverages hot

Fairtrade coffee	£2.40	ADD
Fairtrade tea	£2.40	ADD
Fairtrade biscuit	£0.95	ADD
Biscuit selection	£0.65	ADD
Gluten free biscuits	£1.30	ADD
Croissants	£1.80	ADD
Mini Danish Pastries	£1.80	ADD

Beverages healthier option

Fresh juices & smoothies	£2.56	ADD
Nuts & dried fruits	£2.10	ADD
Orange juice (1 litre)	£3.60	ADD
Cranberry juice (1 litre)	£3.60	ADD
Apple juice (1 litre)	£3.60	ADD
Mineral water - still (500ml)	£1.95	ADD
Mineral water - sparkling (1 litre)	£2.95	ADD

Windows taskbar: 13:15

If you simply wish to order additional items, press the 'ADD' tab, enter quantity and delivery time when prompted.

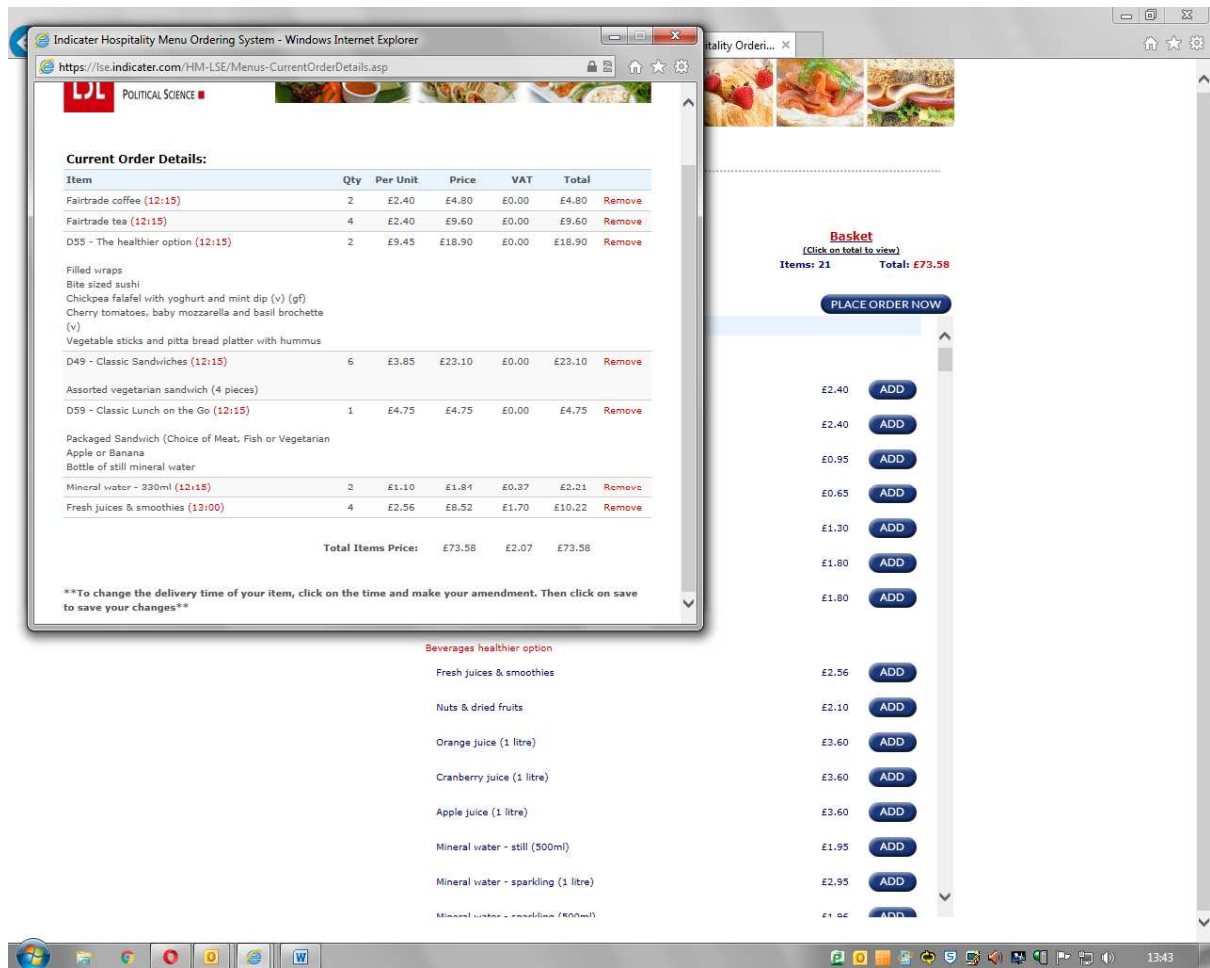
When you have entered all addition items click on 'Place Order Now'.

Ensure that you scroll down to the bottom of the next page and click on 'Place Order' to submit changes.

If you wish to delete, add or change the number of items you *have two options*.

Option1

Click on your 'Basket' at the top of the page.



When this pop up appears click on the red 'Remove' option to delete items.

You can also change the delivery time on this pop up by clicking on the time showing in red

When all changes are complete close the pop up and click on 'Place Order Now'.

Ensure that you scroll down to the bottom of the next page and click on 'Place Order' to submit changes.

Option 2

Once you have clicked 'Amend Order', click on 'Place Order Now' to proceed to the next page.

Indicator Hospitality Order x

https://lse.indicator.com/HM-LSE/Customers-OrderNow.asp

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JANICE MCINTOSH is currently logged in (User). [Log Off]
[CHANGE USER ROLE](#)

Order Now

Please complete the following form to place your new order:

USER DETAILS

Name: JANICE MCINTOSH **Telephone:** 020 7955 7222
Company: LSE
Email: j.mcintosh1@lse.ac.uk
Cost Centre: 1-CNT-0400-49004
Event Name: Catering
Delivery Date: 11/11/2016

CURRENT ORDER

Item:	Delivery Time:	Ref:	Qty:	Per Unit:	Price:	VAT:	Total:
Gluten free biscuits	(08:30 n/a)	A20	10	£1.30	£13.00	£0.00	£13.00
Fairtrade coffee	(13:00 n/a)	A21	20	£2.40	£48.00	£0.00	£48.00
Fairtrade biscuit	(13:00 n/a)	A25	10	£0.95	£9.50	£0.00	£9.50
D53 - Combo option Assorted sandwiches Assorted tortilla wraps Assorted mini rolls	(13:00 n/a)	D53	20	£6.90	£138.00	£0.00	£138.00

[ADD ITEM](#) **Total Items Price:** £208.50 £0.00 £208.50

COMPLETE ORDER

Once you have selected all your order and extra service items, please complete the boxes below with your delivery requirements and any purchase order references or special delivery instructions.

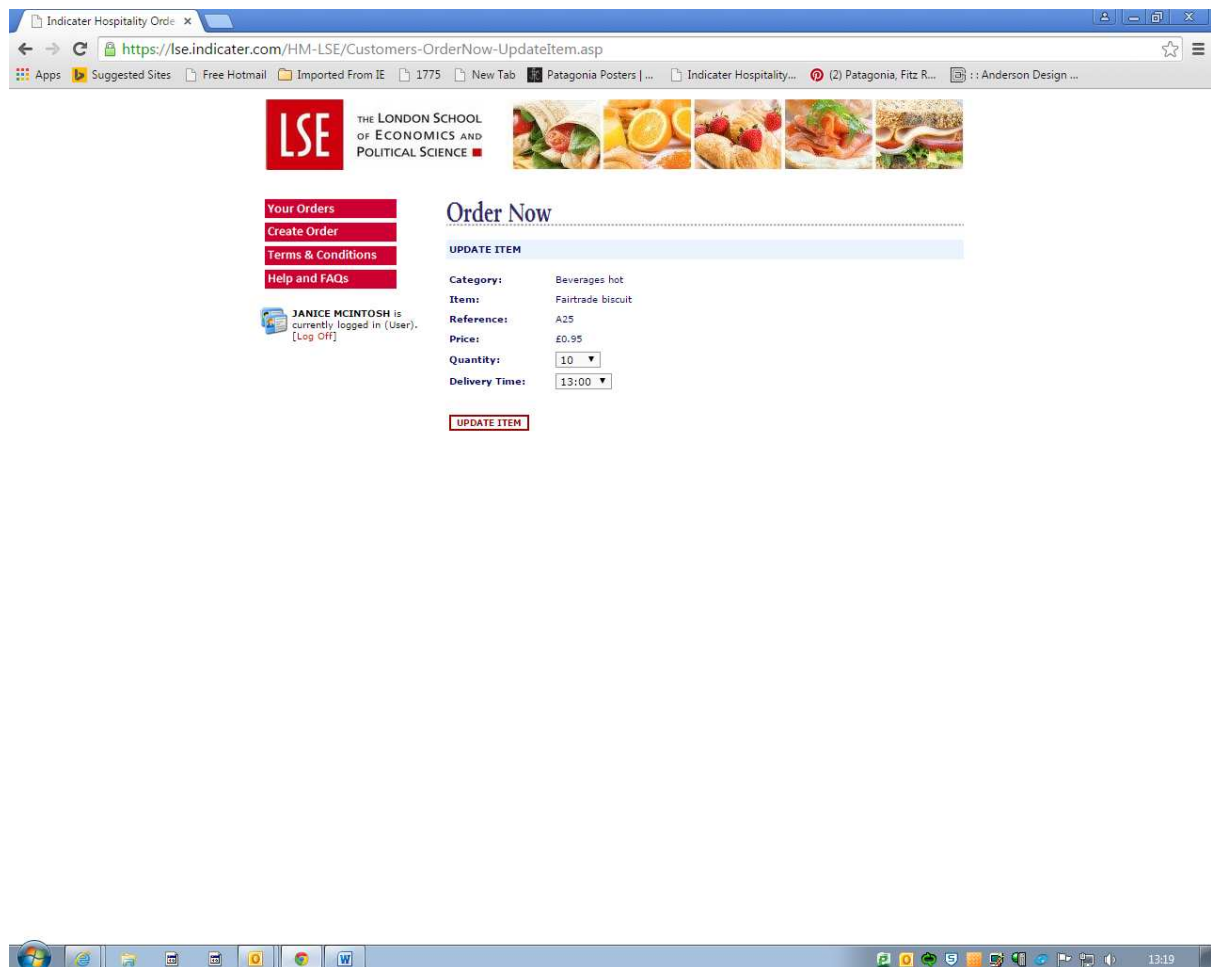
Cost Centre: 1-CNT-0400-49004
Delivery Date: 10/11/2016
Meeting Start Time: 13:00
Anticipated End Time: 22:00

These times are to help us know when we can set up and remove used dishes- you will be able to specify collection/delivery times on the next page

Once on this page you can add items by selecting 'Add Item'.

Delete items by clicking on the cross beside the relevant item.

To amend the number of items and/or the time of delivery, click on the relevant item highlighted in red.



Change the quantity and delivery time accordingly and click 'Update Order'.

https://lse.indicator.com/HM-LSE/Customers-OrderNow.asp

Indicator Hospitality Orderi...

Bite sized sushi
Chickpea falafel with
yoghurt and mint dip (v)
(gf)
Cherry tomatoes, baby
mozzarella and basil
brochette (v)
Vegetable sticks and pitta
bread platter with
hummus

D49 - Classic Sandwiches (12:15 n/a)	D49	6	£3.85	£23.10	£0.00	£23.10	✖
Assorted vegetarian sandwich (4 pieces)							
Mineral water - 330ml (12:15 n/a)		2	£1.10	£1.84	£0.37	£2.21	✖
Fresh juices & smoothies (13:00 n/a)	A26	4	£2.56	£8.52	£1.70	£10.22	✖

ADD ITEM

Total Items Price: £68.83 £2.07 £68.83

COMPLETE ORDER

Once you have selected all your order and extra service items, please complete the boxes below with your delivery requirements and any purchase order references or special delivery instructions.

Cost Centre: 1-CNT-0400-49001

Delivery Date: 25/02/2016

Meeting Start Time: 12:15

Anticipated End Time: 14:00

These times are to help us know when we can set up and remove used dishes- you will be able to specify collection/delivery times on the next page

Event Name: Lunch Meeting

Number of Guests: 9

Delivery Instructions:

Please deliver Fresh Juice & smoothies at 13.00

Comments and Dietary Requirements:

AMEND ORDER

PLACE ORDER AND REPEAT

https://lse.indicator.com/HM-LSE/Customers-OrderNow-Process.asp

- Ensure you press the 'Amend Order' tab.
- Your order will be updated.

Frequently Asked Questions

The screenshot shows a web browser window with the URL <https://lse.indicator.com/HM-LSE/Help.asp>. The page header features the LSE logo (The London School of Economics and Political Science) and a row of food images. On the left, there is a navigation menu with links: "Your Orders", "Create Order", "Terms & Conditions", and "Help and FAQs". Below this menu, a status bar indicates "WAI YEE TO is currently logged in (User), [Log Off]". The main content area is titled "Here to help!" and contains a "HELP" section with a "FAQs" sub-section. The FAQs list several common questions and their answers, including topics on getting the best deal, minimum order adjustments, contacting the Catering Office, budget holder status, and why certain budget codes or items might not appear. The browser's taskbar at the bottom shows various application icons and the system clock at 13:49.

FAQs

- **How can I get the best deal?**
You can check our web pages to find some [Best value tips](#)
- **I have met the minimum but am still being charged a minimum order adjustment - why?**
We charge a minimum amount for some items to be able to provide them at the price we do. This minimum charge is per time slot rather than per order. This might be why it is being charged.

Whenever you add an item to the basket that has a minimum you'll see a message giving the full details.
- **Who can I contact for help?**
If you need any help using the system you can contact the Catering Office on 020 7852 3732
- **Why am I not listed as a budget holder?**
The only budget codes used in the hospitality ordering system are the School's hospitality budget codes. If Finance do not have you listed as the budget holder for one or more of these you will not appear as one in the system. You can contact Liz Bunting at e.bunting@lse.ac.uk in order to check if you are a budget holder for a given account code and who it is that can grant you authority.

If you are listed as a budget holder in Finance's records but not in the hospitality ordering system you should contact the Catering Office on 020 7852 3732- there may be a technical issue that means old records are being displayed in the system.
- **Why doesn't the budget code I want to use appear?**
If your budget code is not listed it is either not a hospitality code or it is an old one. If there is no hospitality code (i.e. a code ending 49001 or 49004) for your area please contact Liz Bunting at e.bunting@lse.ac.uk.
- **Why isn't the item I would like listed?**
This could be for one of two reasons. Firstly, it may not be on our menu! You can check our menu online.

Secondly, the item may not be available at the time or in the place that you would like it- you can check this by getting in touch with the Catering Office (see Help, above).

Lastly, sometimes it can be hard to find an item in the list (or it takes a long time to scroll). If you press ctrl + F you can search for an item by name.

For more information, please contact Angelique Charalambous:
Telephone: 020 7852 3732; or email: A.Charalambous@lse.ac.uk

User Guide Prepared by Alice To

15th February 2016