FOR IMMEDIATE RELEASE

University of Ottawa Presented with NACCU's 2016 Innovative Technology Award

Phoenix, AZ – April 28, 2016 – NACCU is proud to announce that the University of Ottawa is the recipient of the 2016 NACCU Innovative Technology Award. Brett St. Pierre from HID Global/ASSA ABLOY, the award sponsor, presented the award to Danny Albert and Patrick Genest, during the 23rd Annual NACCU Conference in San Francisco on April 19, 2016.

When the University of Ottawa rolled out a mandatory meal plan for first year residents, it presented many operational challenges that needed to be addressed.

Approximately 7% of Canadian adults have some sort of food allergy. The risks can be very serious, even life threatening. By enabling student access to a Dietary restriction program, the university can now confidently provide meals that cater to each student's individual dietary restriction(s).

Furthermore, the University of Ottawa has several satellite campuses and off-campus coop programs; it was foreseeable that some students would not have time to return to the Dining Hall for meals because of their academic timetables. The Boxed lunch program enables these students the ability to easily place their orders themselves.

The university found a way to enable students the ability to pre-order their meals easily through their smartphones without demanding significant human resources and internal IT development. Most campuses provide exemptions to students with food intolerances or allergies, but the University of Ottawa found a way to allow them to benefit from having a meal plan like other students.

The Dietary restriction and Boxed lunch programs leveraged available smartphone technology and integrated it into multiple internal processes, the different internal client management systems and with the university's one card provider. Furthermore, integration of the application into kitchen production and customer service

processes were achieved to guarantee a positive student experience. It also had the advantage of placing the control into the student's hands and giving them complete autonomy. Once a student is provided access to either program, they have the capability to place, modify or cancel an order with their smartphones.

Completed orders are emailed directly to the main production kitchen in real time, and an automated report is sent daily, minimizing any human resources required by University of Ottawa. Students can include comments through the App, which are also sent directly to the food service provider. These functions allowed new and safer preparation processes to be implemented. In addition, University of Ottawa staff has access to a dashboard for the App that allows them to view ordering analyses, such as the popularity of individual items. Menu changes can also be made in real time by University staff through the dashboard and the registered dietitian can communicate allergen information through descriptions, if required.

The Dietary restriction program offers a dozen entrees that are available daily plus an additional three menu entrees that change each day on an eight day rotational. The rotational menu is fully automated and requires no maintenance. The App is fully bilingual, which is essential to the mandate of the University of Ottawa. Students select between French or English menus, while orders are determined by the default language of the user's phone.

Students on the Boxed lunch program also appreciate the ease and convenience of ordering their meals with their smartphones; they can avoid paying extra for food when they can't make it to the Dining Hall. The App has made delivery of the program easy and it required minimal resources to offer this exceptional level of service.

The next step with this project is to proceed with the deployment of Tapingo's mobile ordering platform to the entire University of Ottawa community. This will allow students, staff and professors the ability to pre-order and pay for items from participating locations on campus and benefit from an express pickup line.

NACCU proudly congratulates the University of Ottawa as the recipient of the NACCU 2016 Innovative Technology Award.

ABOUT THE NACCU INNOVATIVE TECHNOLOGY AWARD

The NACCU Innovative Technology Award, established in 2012 and sponsored by HID Global/ASSA ABLOY, is presented to an institution that has introduced a unique technology-based solution to a problem or opportunity.

The Awards Committee chose the recipient based on the following criteria:

> Challenge and/or opportunity
> Steps taken to determine a solution
> Evaluation of solution, including measured results

About NACCU
As the only association serving the national and international campus card transaction industry, the National Association of Campus Card Users (NACCU) is the one source dedicated to high-quality educational programs,

resources, services and tools. NACCU offers members infinite advantages in networking, developing partnerships, leveraging technology, problem solving, insight sharing and professional development.

NACCU membership is open to all colleges, universities, secondary institutions and companies that are involved with the campus card market. The association offers a newsletter (CARDtalk), listserv, website, an annual conference and regional workshops on topics related to campus cards. Learn more at www.naccu.org.

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