



Saving time with automatic tax-exempt ordering

The Organization

The Children's Inn at the National Institutes of Health (NIH) is a nonprofit that provides residential services and a wide range of programs to children, teens, and young adults with rare and serious diseases. NIH clinical research studies are their best hope for diagnosis and treatment.

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Some restaurants wouldn't accept our tax exemption. If we ever had a cancellation and needed to place a last-minute order, we often wouldn't get our tax exemption. With ezCater, we never have to worry about that.

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Emily Johnson
Family Program Operations Manager
The Children's Inn at NIH

The Challenge

The Children's Inn at NIH provides meals to about 20 families each week during their stays.

Emily Johnson is the Family Program Operations Manager. Before Emily signed up for an ezCater corporate account, the process for ordering food was:

Complicated. Emily's team had to ask each family about their dietary needs and preferences, and manually label each meal.

Wasteful. It was very hard to order exactly the right amount of food every time, and they often ended up with waste. (As a nonprofit, The Children's Inn needs to spend wisely.) It is difficult to find restaurants that can process tax-exempt orders, particularly last-minute, so they often paid taxes unnecessarily.

Limited. Families come from all over the world and have different dietary needs. It was hard to find options that worked for everyone.

The Solution

Relish takes the work off Emily's team and gives families exactly what they want. Families see the available food options on the app each day, and pick and customize meals from local restaurants.

The food comes individually packaged and labelled so they can easily grab and go. And The Children's Inn's tax-exempt status is automatically applied to every order.



The Results:

- Each family orders only what they need, eliminating unnecessary spending and food waste
- Everyone orders meals that fit their dietary needs
- Relish automates all of the tasks Emily and her team used to do manually – from taking and submitting each person's order to labelling individual meals.

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Families love the choices of food. Previously, when we had to send out our own survey, selection was limited. With Relish, they can see the whole menu and pick what they want based on their own dietary needs.

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Emily Johnson

Family Program Operations Manager
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