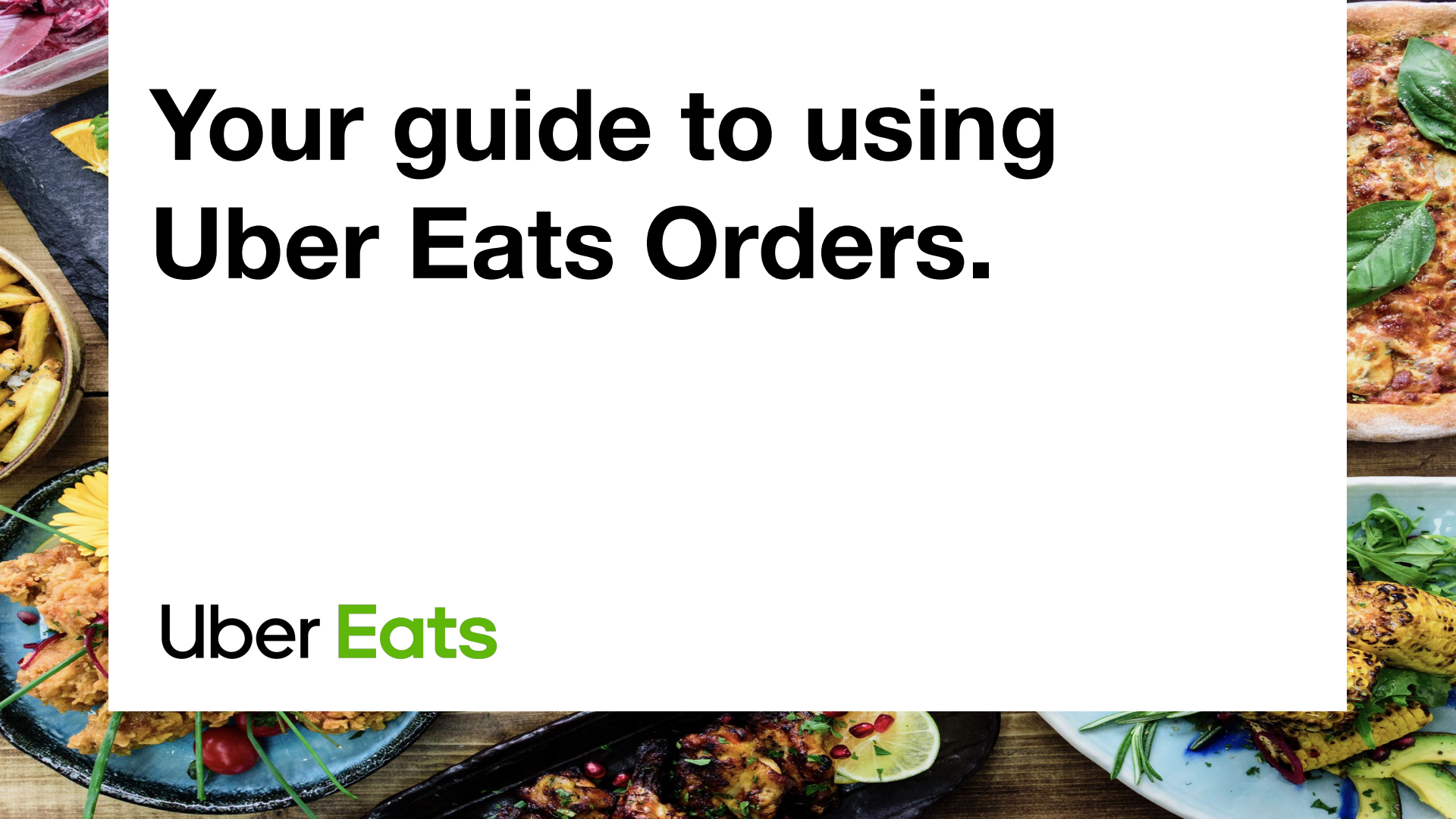




Your guide to using Uber Eats Orders.

Uber **Eats**

Welcome to Uber Eats

Let's get started with Uber Eats Orders!

This guide is your one-stop-shop for all of the things you can do with our Uber Eats Orders app - from receiving and accepting orders to navigating issues during live orders



- 01** Overview
- 02** Using Uber Eats Orders
- 03** Managing orders
- 04** Real-time adjustments
- 05** Best practices
- 06** Troubleshooting
- 07** We're here to help

01

Overview

Where does Uber Eats Orders live?

[Uber Eats Orders](#) is an application that most often runs on your tablet (but can be accessed on any mobile device or laptop/desktop) and is used to receive and manage your Uber Eats orders.

Key features include tracking delivery people, marking items as out of stock, and delaying, pausing, or canceling orders.

If you haven't received your delivery tablet yet, it will be arriving shortly.



A quick look at Uber Eats Orders' key capabilities



Manage Orders

- Accept incoming orders, alert nearby delivery people that an order is ready to be picked up
- Manage your store's delivery orders from start to finish
- Track an order that's out for delivery
- Delay or cancel orders
- Handle scheduled orders



Track Delivery People

- See which delivery person has been assigned to a particular order
- View their contact info
- See how long until they'll arrive at your restaurant, or how long they've waited to pick up an order



Update Hours & Item Availability

- Easily mark a menu item as unavailable the moment you realize it's out of stock, even during a live order
- Manage other settings, like regular or holiday hours, receipt printing, and more

02

Using Uber Eats Orders

Let's dig into the basics of Uber Eats Orders

- Getting Started: Powering on, connecting to WiFi, and logging in
- Navigating the Home Screen
- Configuring your printer
- Understanding order receipts
- Updating your regular and holiday hours
- Ensuring you're online

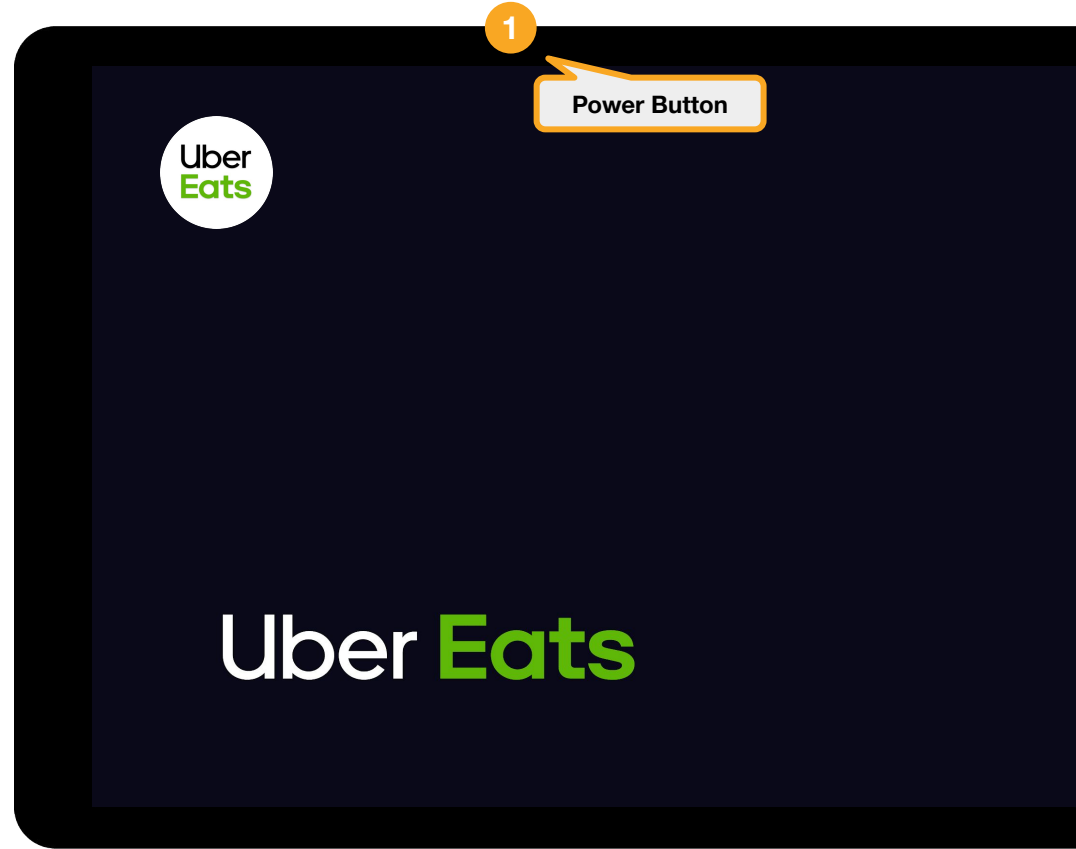
Getting Started

To get started, first **turn on your tablet** by locating and pressing the power button (often on the side/edge of your tablet).

Next, **swipe up on the screen** and, if using a WiFi tablet, tap on the Settings icon to **connect to your WiFi network**.

Then **tap the Uber Eats icon/app**.

Note: To power off, reboot, or access airplane mode on your tablet, press and hold the power button for 3 seconds to access these options



Logging in

When the login screen appears, **enter your Uber Eats Orders email and password**. Be careful! Too many incorrect login attempts may temporarily lock your account for up to one hour.

You should have received your username and password when you first signed up with Uber Eats (in an email from noreply@uber.com with the subject line that reads, “Your restaurant is officially live on Uber Eats”). Note these are different from your Uber Eats *Manager* login credentials. [This video](#) walks through the login process.

If you can't find your tablet login credentials, you can either:

1. Call or text 1-833-275-3287 or email restaurants@uber.com for a reset
2. Look them up / reset them yourself by navigating to the *Users* tab in [Uber Eats Manager](#).



Email

Password

[Forgot Password?](#)

Login

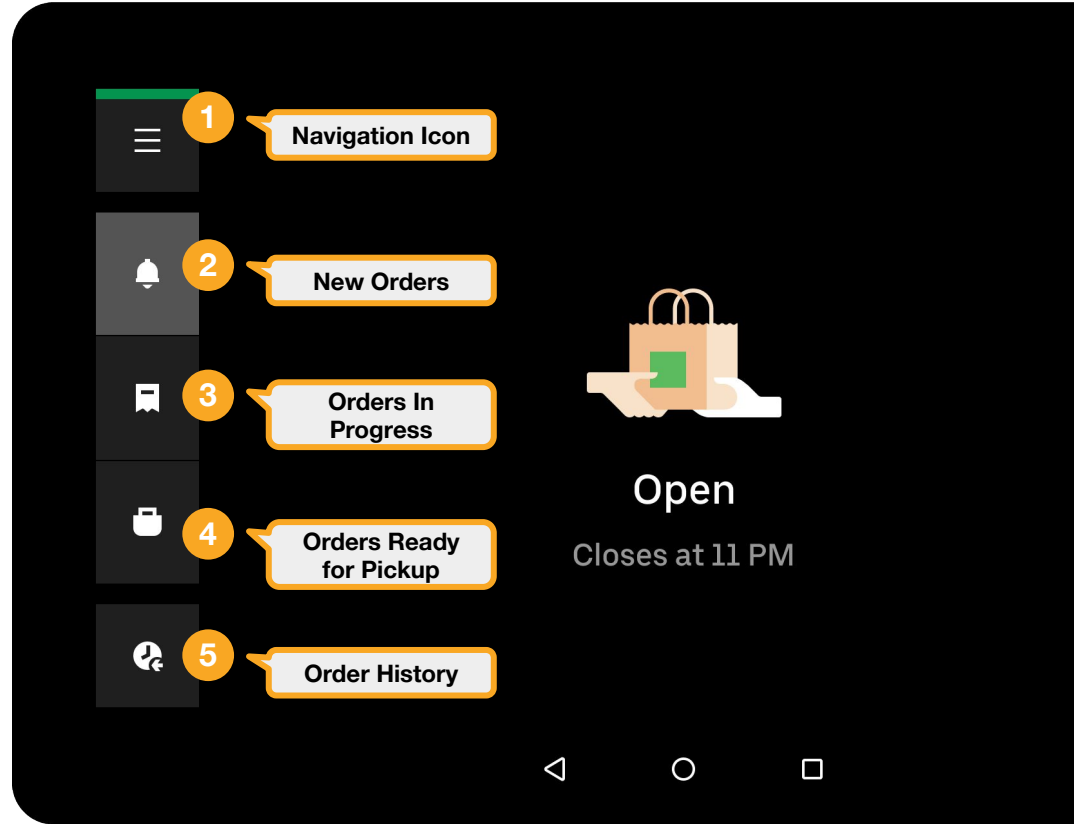
Navigating the Home Screen

The home screen gives quick access to the tools you need to keep deliveries running smoothly.

- 1 The **navigation icon** can be found in the top-left corner of your tablet's screen. Tapping it allows you to view a sidebar where you can make operational adjustments (e.g., mark items as out of stock, adjust your hours, set up printer).

Below the navigation icon are four tabs. From top to bottom, these tabs allow you to navigate to pages for:

- 2 **New orders** (incoming orders)
- 3 **Orders in progress**
- 4 **Orders ready for pickup**
- 5 **Order history**



Setting up your printer*

You can print delivery orders from your tablet to help you stay organized.

Tap the navigation icon and select “Settings” in the sidebar.

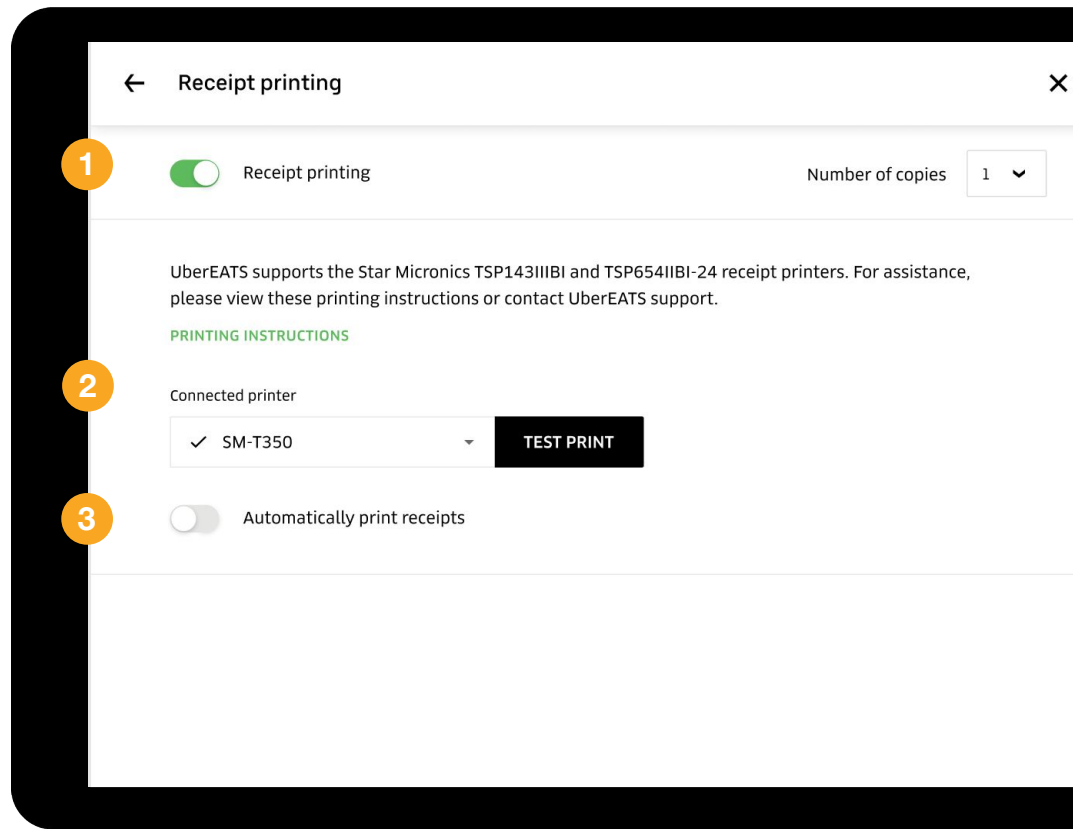
1 Tap “**Receipt printing**,” then toggle the on switch for “Receipt printing enabled.”

2 Under “**Connected Printer**,” find your printer in the dropdown menu, and tap it.

Tap “TEST PRINT” to confirm you’re all set up.

3 To enable auto printing of receipts, simply click on the toggle. You can also select the number of copies you’d like printed at the top right.

[Click here to order a new printer](#)



Understanding order receipts

Postmates

If order originates from Postmates app, brand logo will show as Postmates (vs. Uber Eats)

Order receipts are full of important information, including the order number, customer name, and notes from the customer.

Receipts also serve as a physical checklist that can be attached to orders.

We recommend that a physical receipt be attached to each order to help you stay organized and ensure a positive customer experience.

Uber Eats

EA437 Michelle T.

Placed at April 7, 2018 11:45am
Deliver by April 7, 2018 12:10pm

DELIVERY

1× Big Mac Meal	\$7.29
SELECT SIZE	
Large	\$0.20
SELECT SIDE	
Fries	\$0.00
CHOOSE DIPPING SAUCE	
2× Sweet and Sour	\$0.50
1× Honey Mustard	\$0.25
2× Large Fries	\$5.50
1× Coke	\$5.50

Subtotal	\$22.95
Tax	\$2.05
Amount paid	\$25.00

13

Customer name and order number

Order details

Delivery type

Item notes

Updating Menu Hours

Set regular hours for every item category.

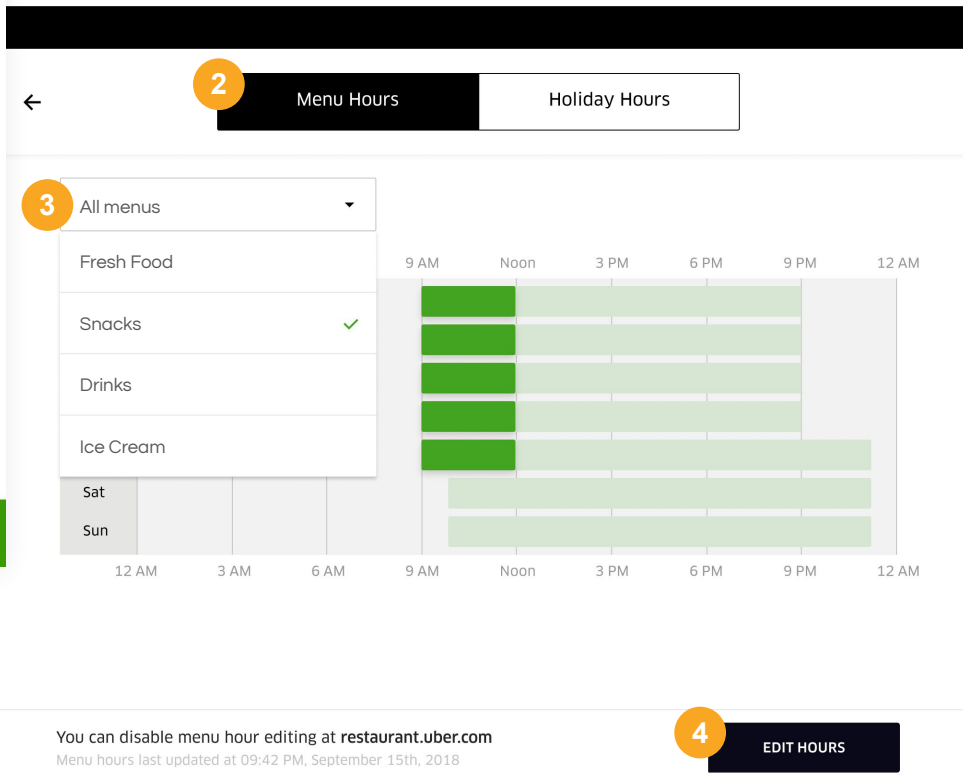
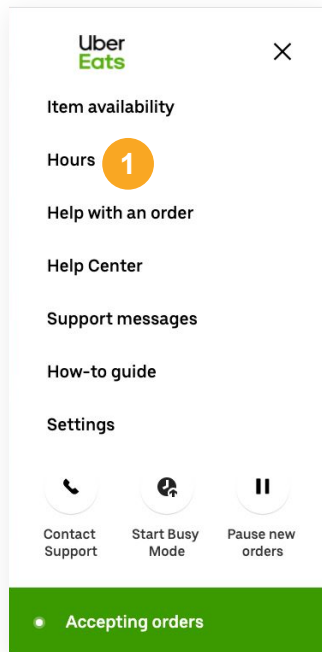
Go to the menu hours settings by tapping the Navigation icon  on the home screen, then tapping **Hours**.

Menu hours are regular store hours that apply to a specific menu.

To edit store hours, select **Menu hours**, then select the menu you would like to edit

Then tap **Edit hours**. Here, you'll be able to select the hours and days of the week that you would like the menu of items to be available. For partners using level two of categories, you will need to change hours for every first-level category. Be sure to double-check that your menus and category hours match your open hours.

Note: to edit your menu, log into [Uber Eats Manager](#) and see [here](#) for a detailed guide on how to edit your menu.



Updating Holiday Hours

Set holiday hours for your entire store.

Go to the menu hours settings by tapping the Navigation icon  on the home screen, then tapping **Hours**.

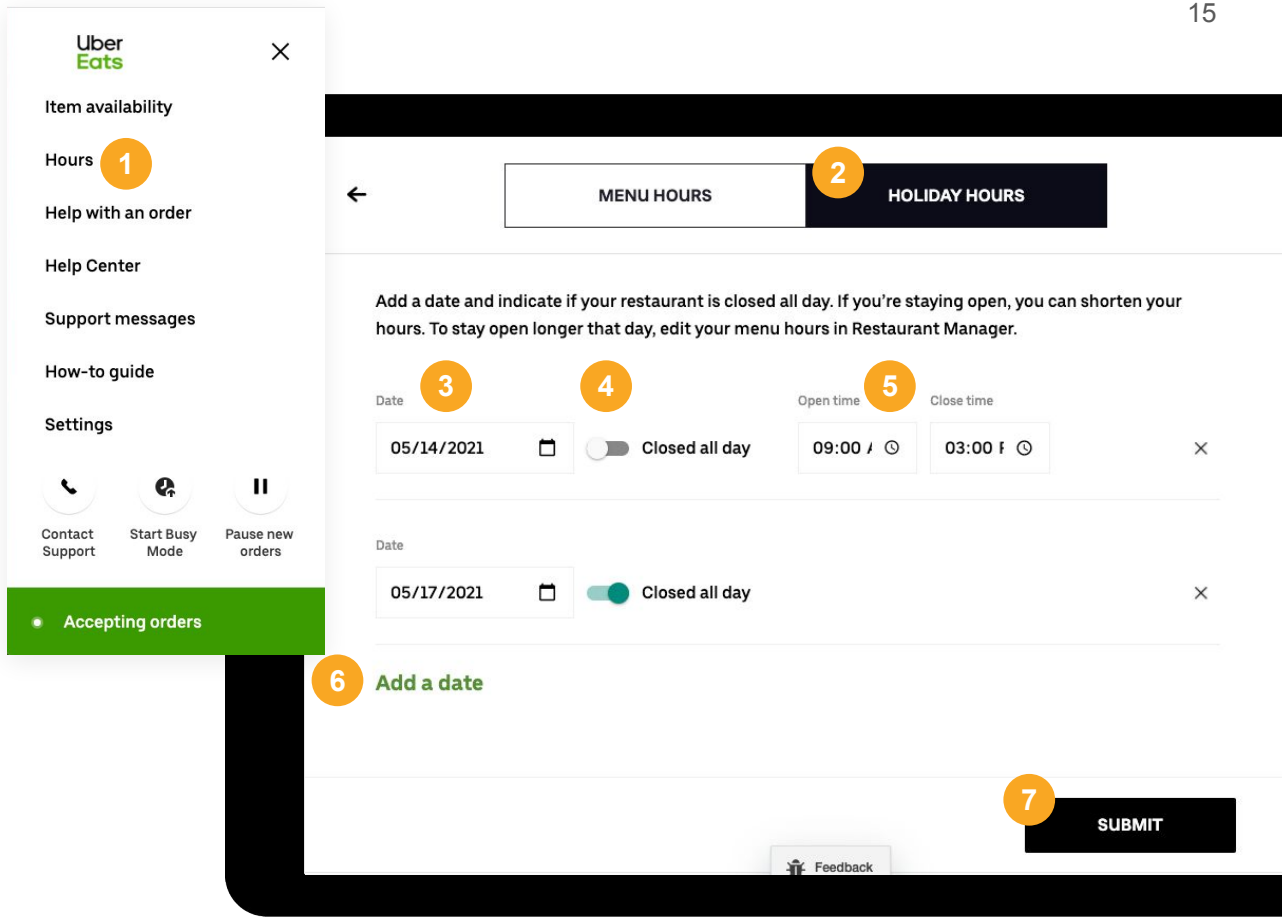
Holiday hours are specific to a period of time and apply to all menus.

To edit holiday hours, select **Holiday hours**, then select the date you'll be closed for holiday

If you plan to be closed all day, keep the "Closed all day" toggle flipped on. If you'll only be closed for part of the day, flip the "Closed all day" toggle off and enter the time you'll be open using the "Open time" and "Close time" fields

Tap "Add a date" to add more holiday hours

Once done, tap "SUBMIT" to update your hours accordingly



The screenshot shows the Uber Eats Restaurant Manager interface. On the left is a sidebar menu with options: Item availability, Hours (1), Help with an order, Help Center, Support messages, How-to guide, and Settings. Below the menu are three icons: Contact Support, Start Busy Mode, and Pause new orders. At the bottom of the sidebar is a green bar that says "Accepting orders".

The main content area has a top navigation bar with "MENU HOURS" and "HOLIDAY HOURS" (2). Below this is a section titled "Add a date and indicate if your restaurant is closed all day. If you're staying open, you can shorten your hours. To stay open longer that day, edit your menu hours in Restaurant Manager." This section contains two rows of input fields. The first row is for the date 05/14/2021 (3), with a calendar icon (4) and a toggle for "Closed all day" (5). The second row is for the date 05/17/2021 (6), also with a calendar icon (4) and a toggle for "Closed all day" (5). Each row has "Open time" and "Close time" fields (5) with clock icons. At the bottom right is a "SUBMIT" button (7). A "Feedback" button is visible at the very bottom.

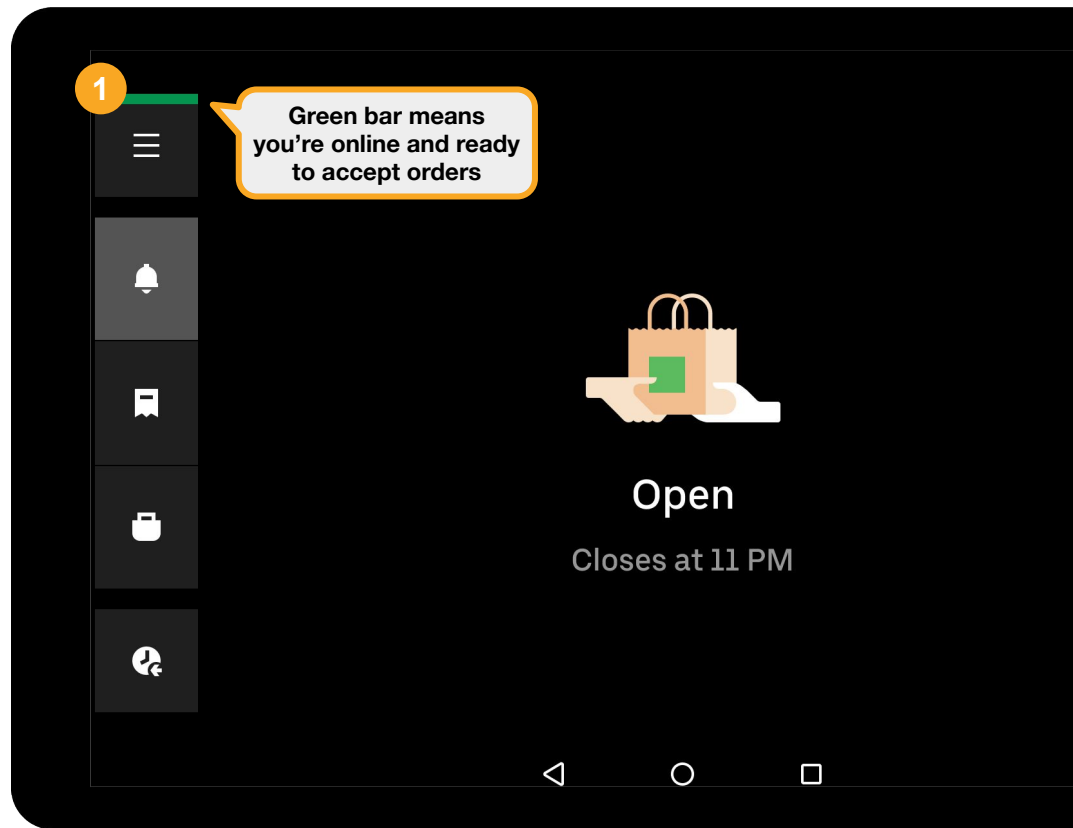
Checking to see if you're online

Your restaurant will automatically go online and be visible to customers during the regular hours ("Menu Hours") you set in [Uber Eats Manager](#).

- 1 To confirm you are online, look at the navigation icon in the top-left corner of your screen. It should show a **green bar**.

If the bar is a different color, tap on the icon for instructions to get back online.

Note: If your home screen has a message saying, "**You're almost ready to go!**" it means your menu is still in the process of being built. Check back in 24 hours and if still not online, call or text 1-833-275-3287 or email restaurants@uber.com for support.



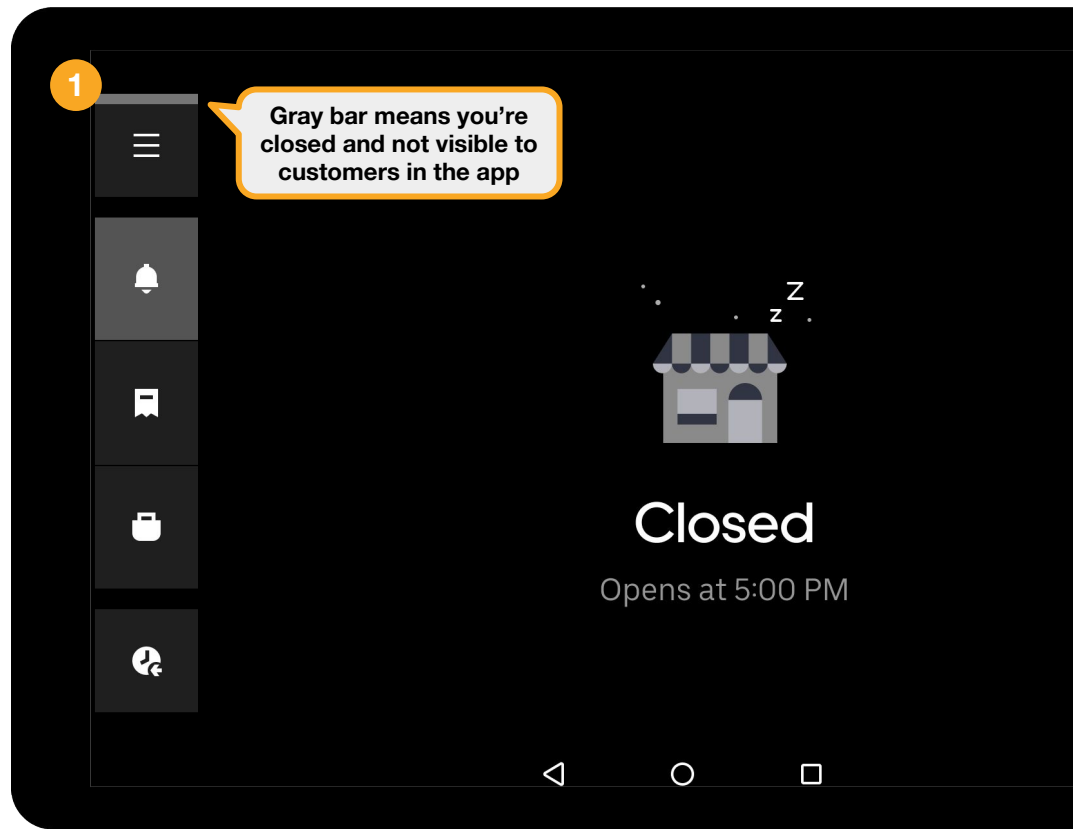
Knowing when your restaurant is closed

This status means your restaurant is closed and not visible to customers in the app.

Uber Eats Orders also displays the time it opens again.

1

If you notice that the hours displayed are incorrect, head to Uber Eats Manager to make an update to your regular menu hours.



03

Managing orders

Uber Eats Orders organizes each order into a **step-by-step process**

Orders typically flow like this:

- Accept an order
- Print an order
- Prepare an order
- Handoff an order
 - to an Uber Eats delivery person
 - to the restaurant's delivery person
 - for pickup or dine-in

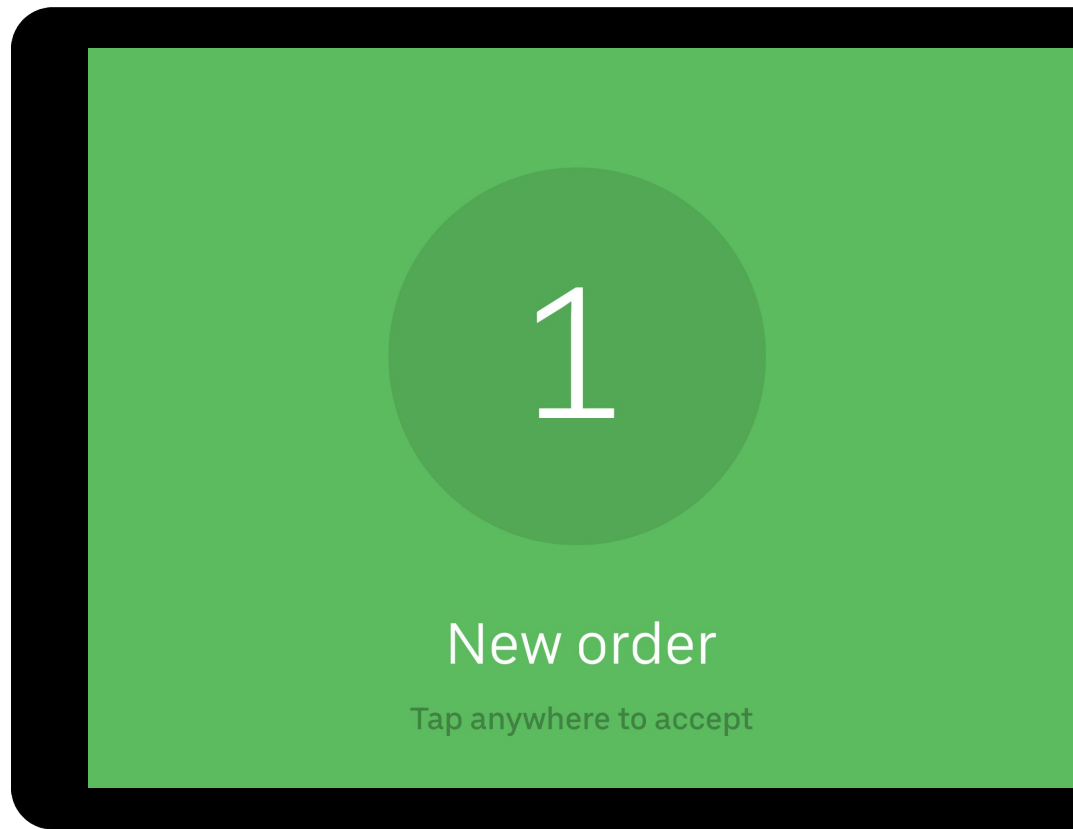
Receiving an order

New orders appear on the home screen.

So keep Uber Eats Manager open and stay on this page at all times. You don't want to miss an order!

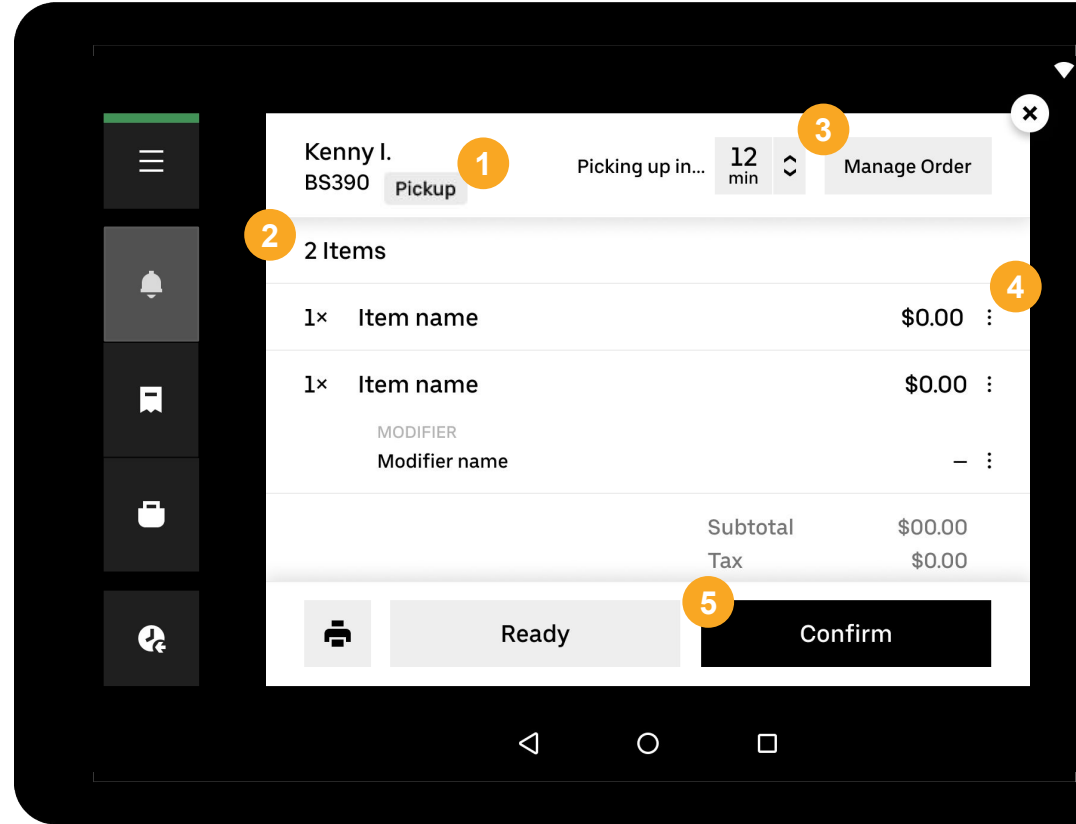
When a new order comes in, the screen will flash green and play a sound to alert you.

Tap anywhere on the screen to view the order.



Confirming an order

- 1 A tag next to the order ID will indicate whether an order is for Pickup or Dine-in. If no tag exists, it means the order is for delivery (note: only available in some cities). If you are accepting Postmates orders, a second tag will also appear there to indicate whether the order originated from the Postmates or Uber Eats app.
- 2 The item count will indicate how many items are in the order, making it easier for your team to keep track
- 3 Tap “Manage Order” for issue recourse options (e.g., mark the item “out of stock,” edit price, contact customer, request more delivery people, delay/ cancel order)
- 4 If you’re out of an item, tap the overflow menu  and then tap “Out of Stock” to mark one or more items as out of stock
- 5 After you’ve reviewed the order details, tap the “Confirm” button to accept the order. Accepting orders as soon as possible helps to ensure that your customers are not kept waiting.



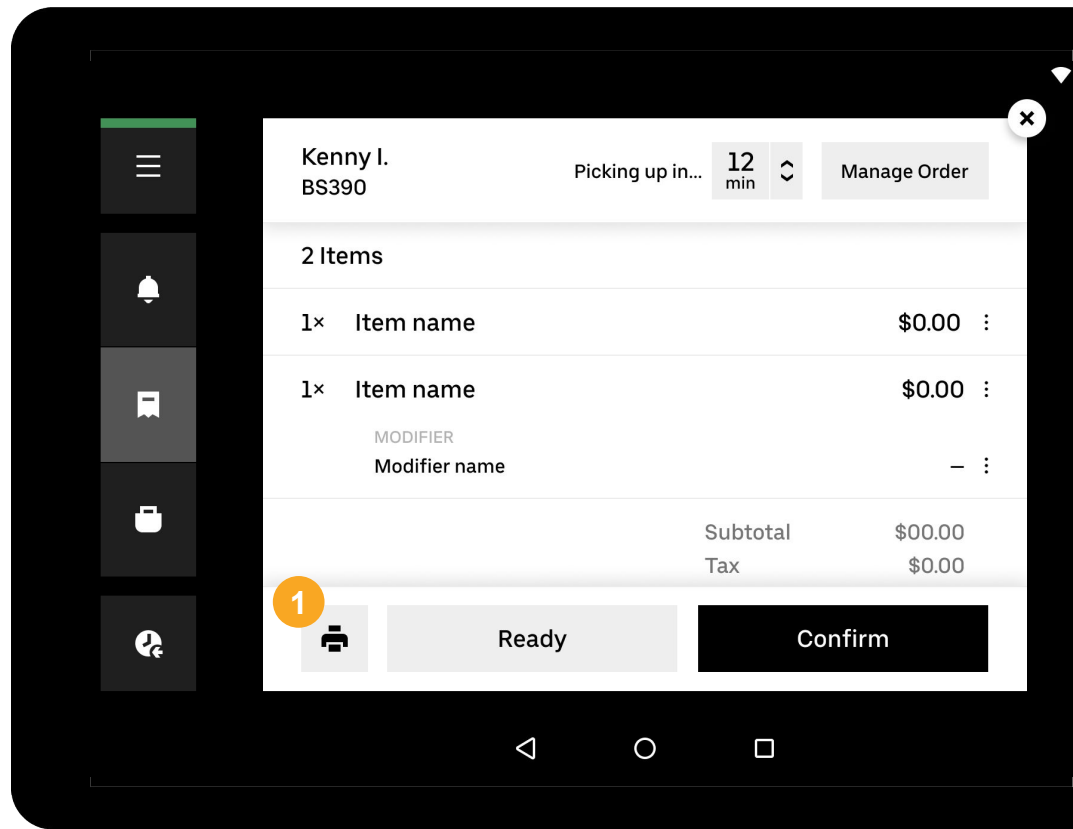
Printing an order

To print an order, begin by displaying the order details (Orders can be printed directly from your device). Select the notification alerting you to a new order for new orders and tap the order you want to print. Please keep in mind that printing is not required, though some partners may choose to do so.

1

Next, find the printer icon in the bottom-left corner. Tap it to print.

[Click here to order a new printer](#)



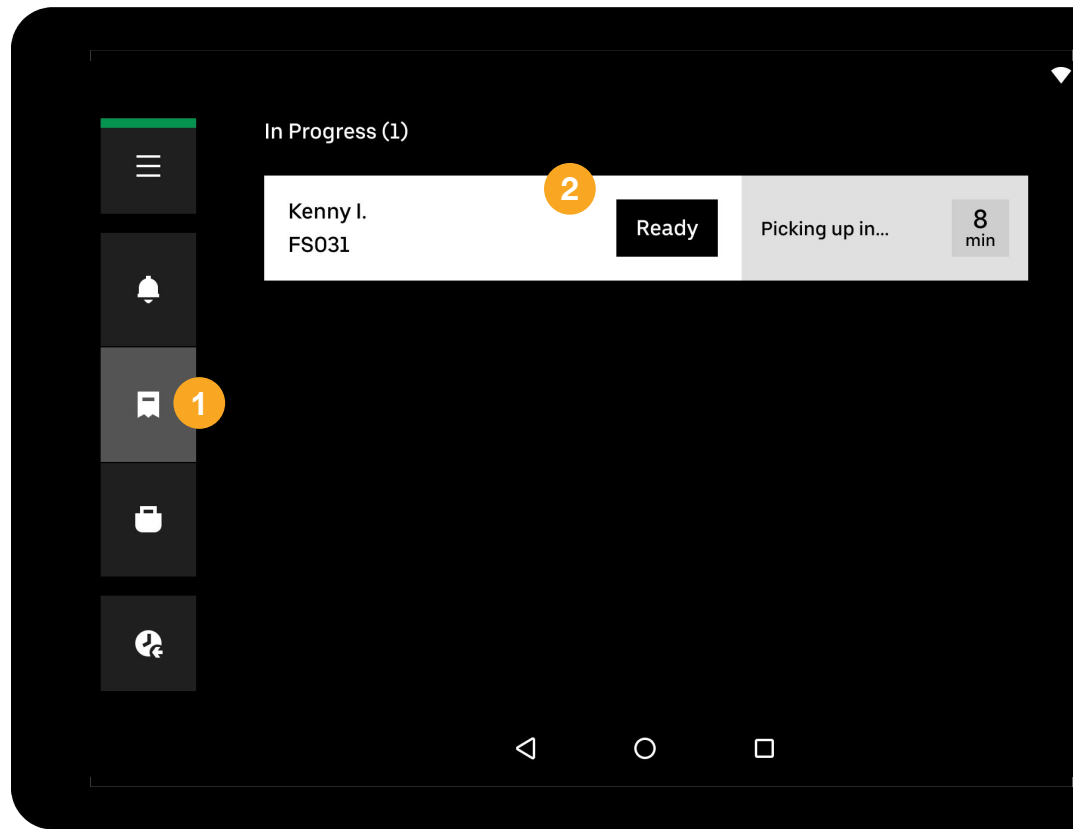
Reviewing & Preparing an order

You can double-check the details of an order anytime.

- 1 To view order details, tap the “In Progress” section and then select the order you want to review.
- 2

Once you’ve finished preparing an order, tap it to view order details. Select “Ready for pickup” so we can send a delivery person as soon as possible.

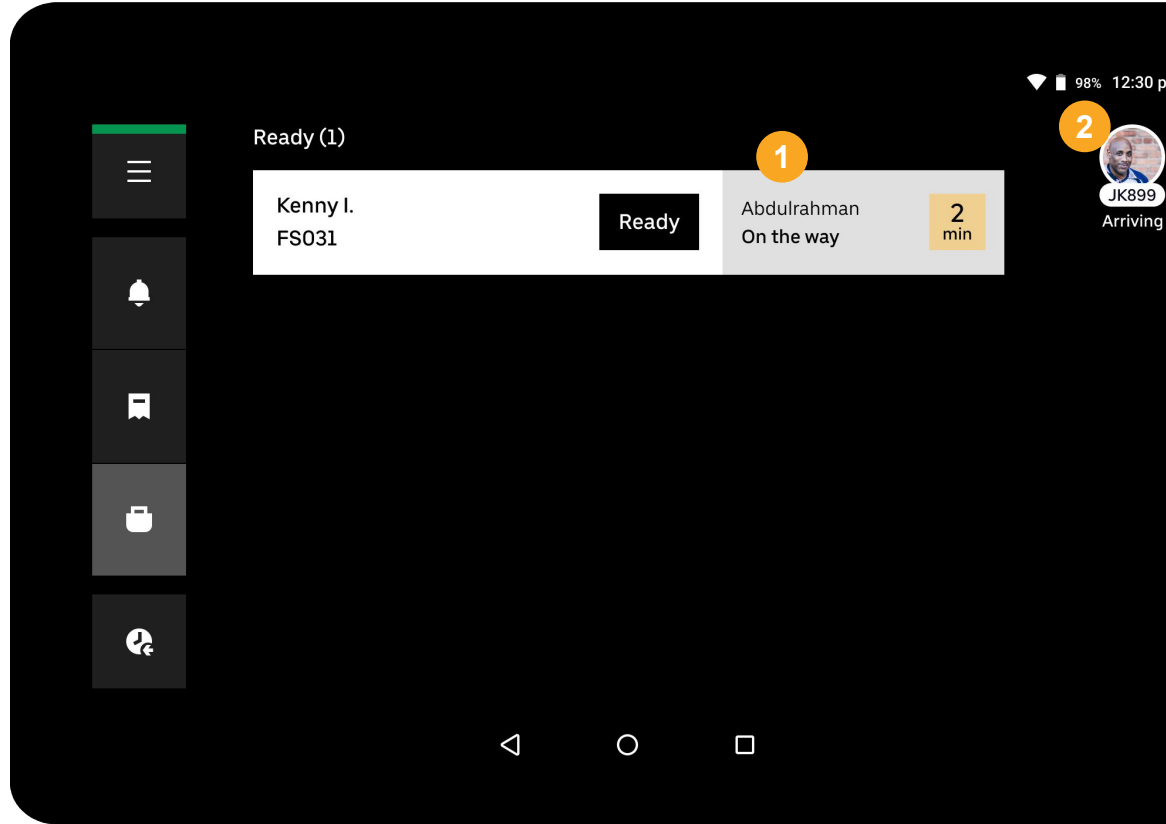
Tapping “Ready for pickup” will also send a status alert to the customer.



Handing off an order

The delivery person's ETA is displayed with the order.

- 1 When they arrive, you'll hear a sound notification, and a button on the right-hand side of your screen will appear. You can tap it to double-check which order they're picking up, see if they're picking up several orders, and get their contact information.
- 2 If you want to track their progress, tap on the delivery person's icon. This will bring up an *order details card*. Tapping the **"Manage Order"** button on this card will bring up a map that shows you the delivery person's location in real-time.



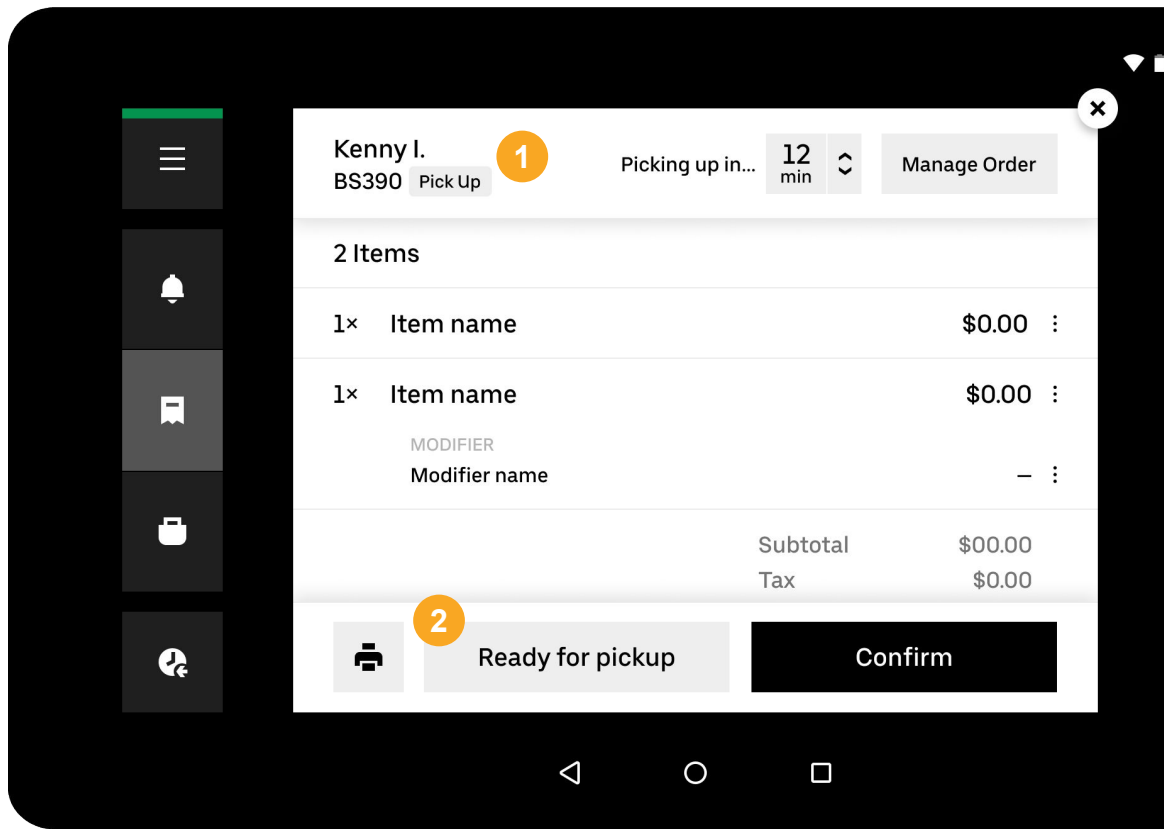
Handling in-store pickup

■ This feature is only available in select cities.

Special designations will differentiate pickup orders, from order acceptance to completion.

1 An order for pickup will be labeled as such when it first comes in. It will also be marked “Pickup” next to the order number in the order details.

2 Once an order is ready to be picked up by the customer, simply tap the order and then tap “READY FOR PICKUP.”



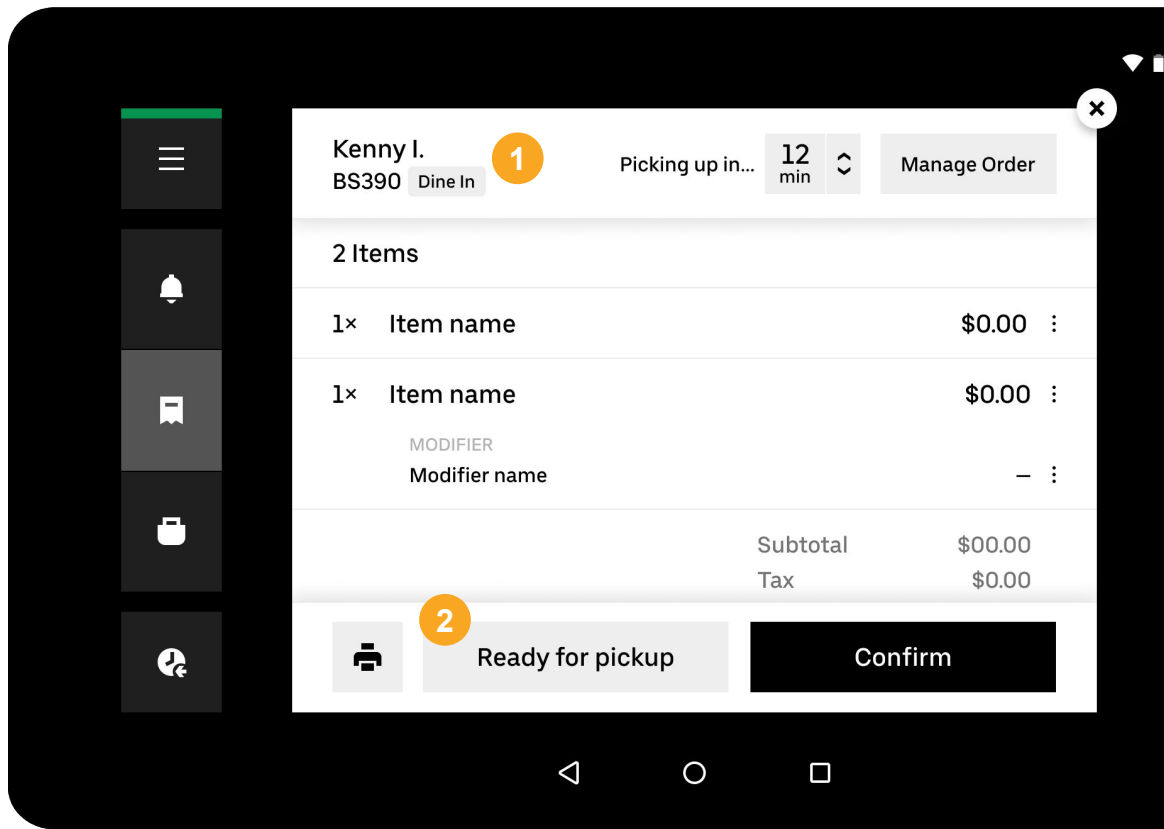
Managing dine-in

1 This feature is only available in select cities.

Dine-in orders will go through a similar process to Pick-up orders.

1 An order will be labeled “DINE-IN” when it first comes in. It will also be marked “DINE-IN” next to the order number in the order details.

2 Once an order is ready for the customer, simply tap the order and then tap “READY FOR PICK-UP.”



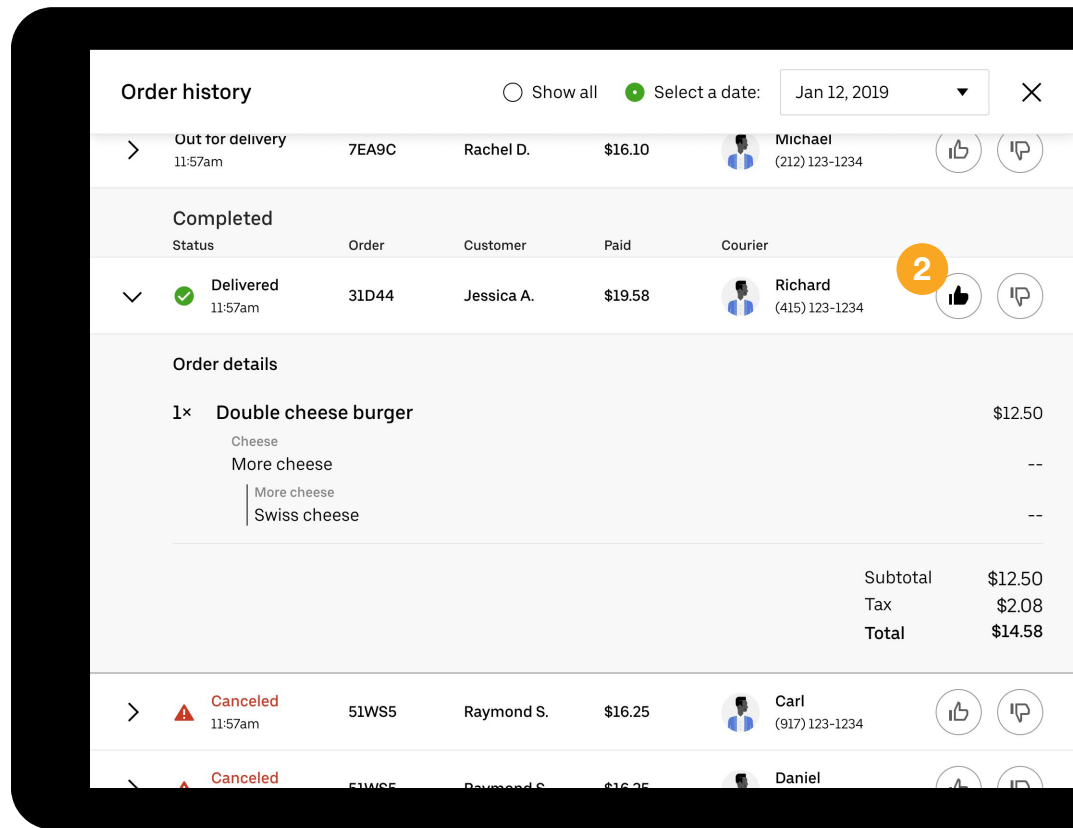
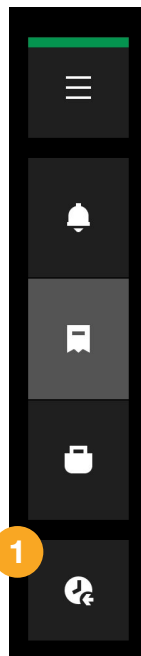
Rating delivery people

Let us know about the delivery person's experience.

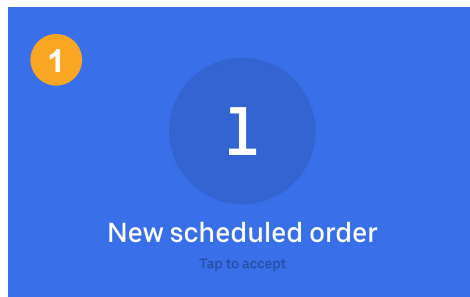
1 After a delivery person has delivered your restaurant's order, tap the order history tab in the sidebar.

2 To rate the delivery person, tap the thumbs up or down on the right-hand side of the order.

If you select a thumbs down, you'll be asked to provide specific feedback on the issue so that we can improve your experience moving forward.



Handling Scheduled Orders

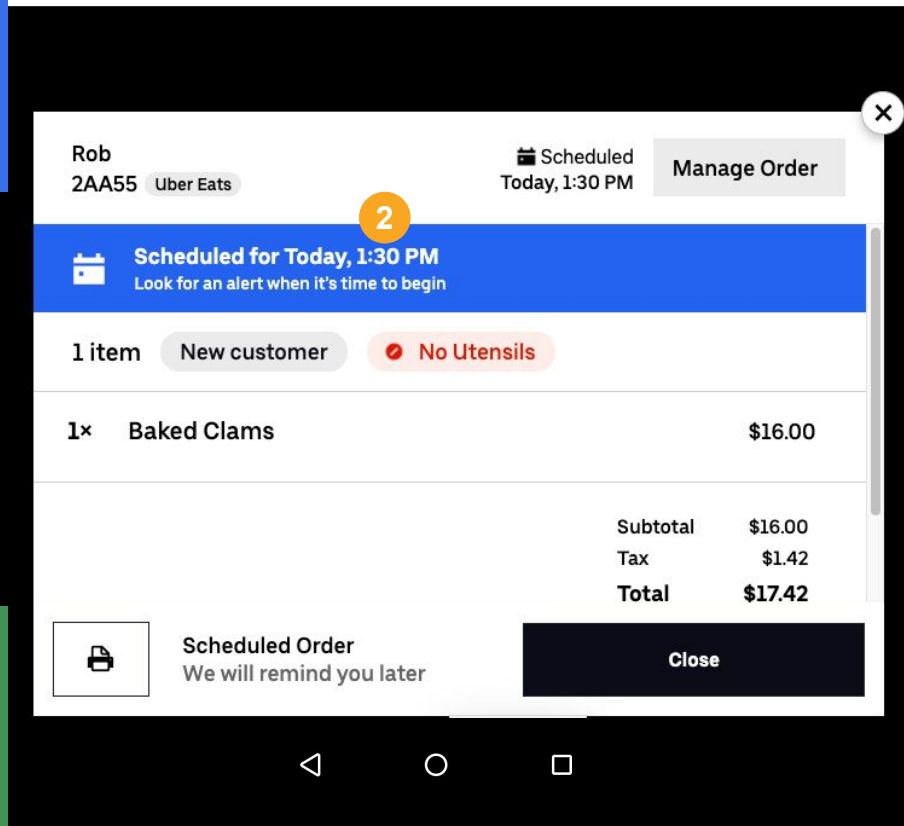
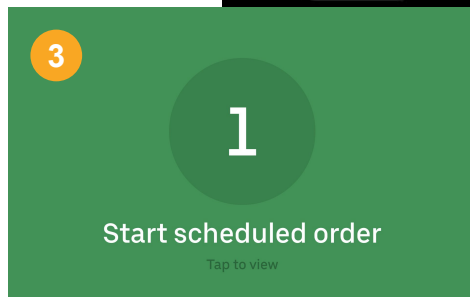


1 When your customers place a scheduled order, the incoming order screen will be blue (vs. green) and say “New scheduled order”

2 After tapping to “accept” the order, the order details screen will appear with a blue banner indicating when the order is scheduled for (in this case, 1:30pm)

3 Depending on **your default prep time** and the **current marketplace dynamics**, ~25-45 mins before the scheduled order time (1:30 in this example), you'll get a second, green incoming order screen saying “Start scheduled order”

Once tapped to accept, you can think of it as a normal order and should have your staff begin preparing it



04

Real-time adjustments

Things happen quickly in a busy kitchen, but Uber Eats Orders can **help you keep up** with these on-the-fly adjustments

- Enabling Busy Mode
- Disabling Busy Mode
- Pausing new orders
- Unpausing new orders
- Delaying an order
- Canceling an order
- Adjusting the price of an order
- Marking an item out of stock (during a live order and outside of an order)
- Choosing / changing your layout

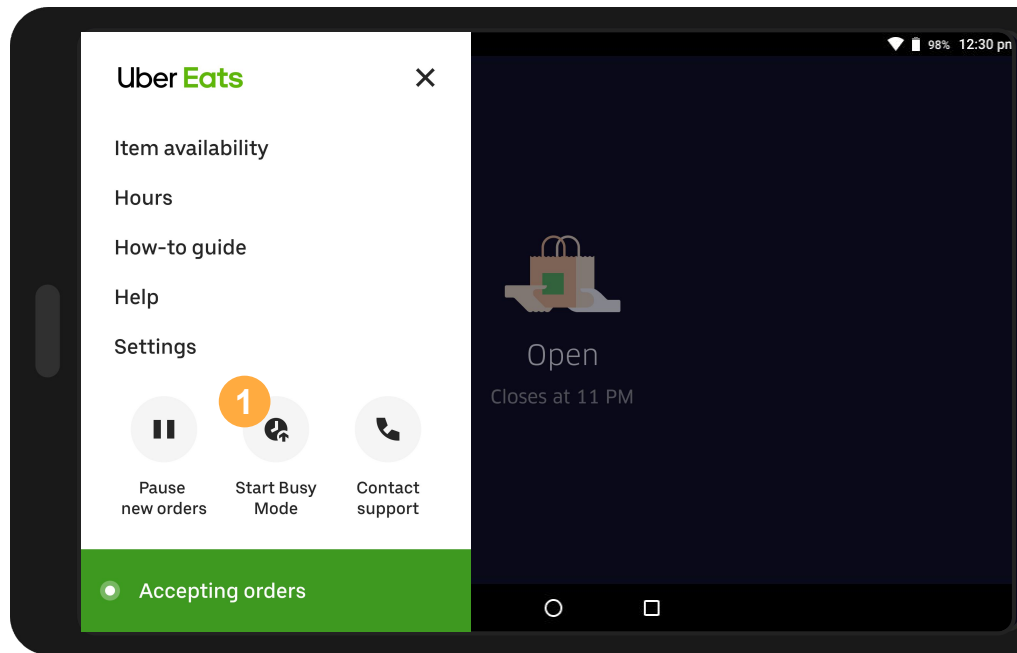
Enabling Busy Mode

Are things taking longer than usual?

Simply tap the settings tab  on the home screen, then tap Start Busy Mode to delay.

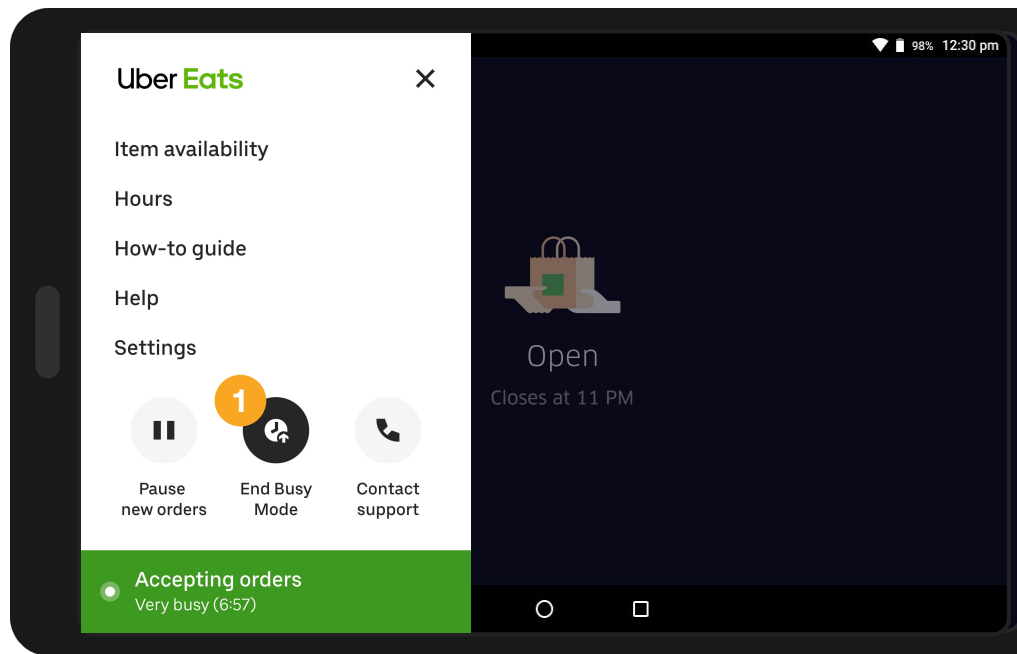
Choose to add more minutes to your fulfillment time and how long you'd like to stay in busy mode.

Based on what you select, the order's estimated delivery time will update for both your customer and the delivery person.



Disabling Busy Mode

- 1 Return to normal prep times by tapping the navigation tab  on the home screen, then tap **End Busy Mode**.

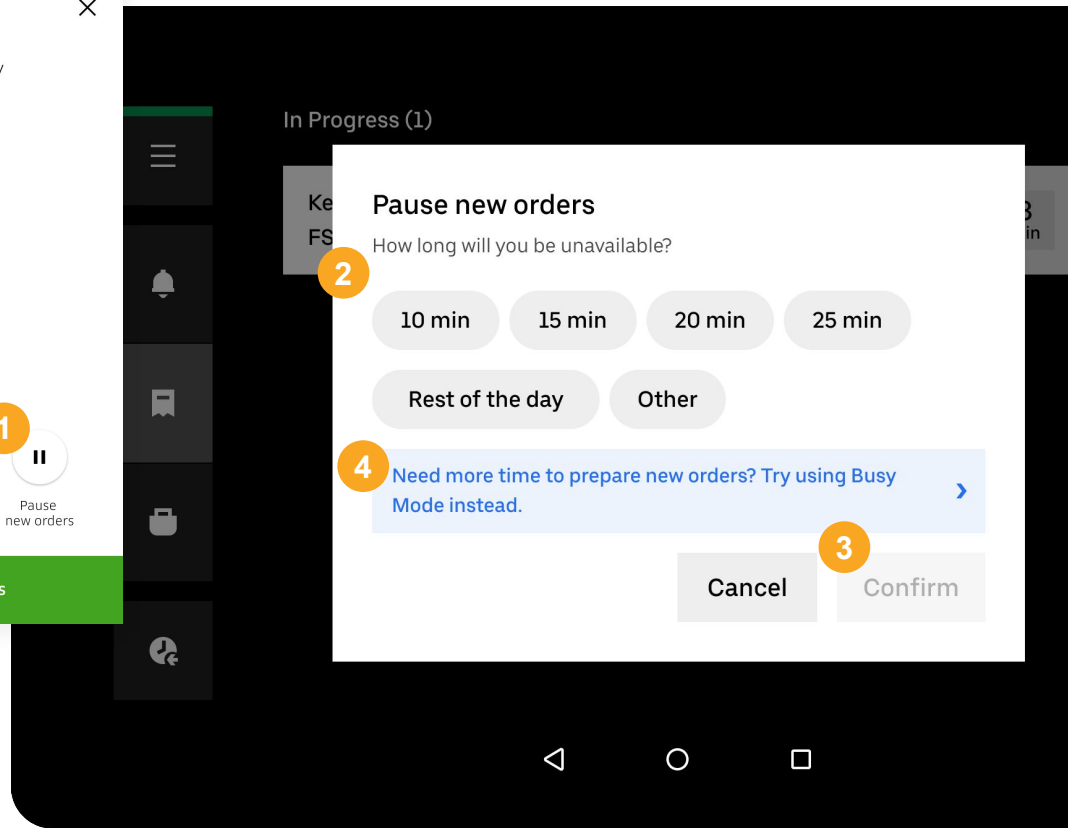
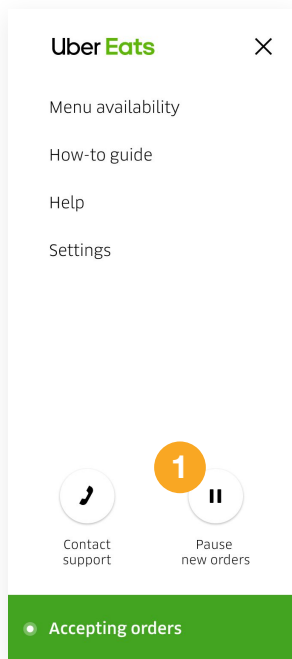


Pausing new orders

Need a break? No problem.

You can pause your store to stop receiving new orders for a certain amount of time.

- 1 Simply tap the navigation button at the top left, then tap “Pause new orders.”
- 2 A screen will then pop up where you can choose how long you’d like to pause your store and provide a reason
- 3 Then, click “Confirm”
- 4 The **Busy mode option** allows restaurants to change their “session-level” prep times, which means they can temporarily increase their prep times for short periods of time.

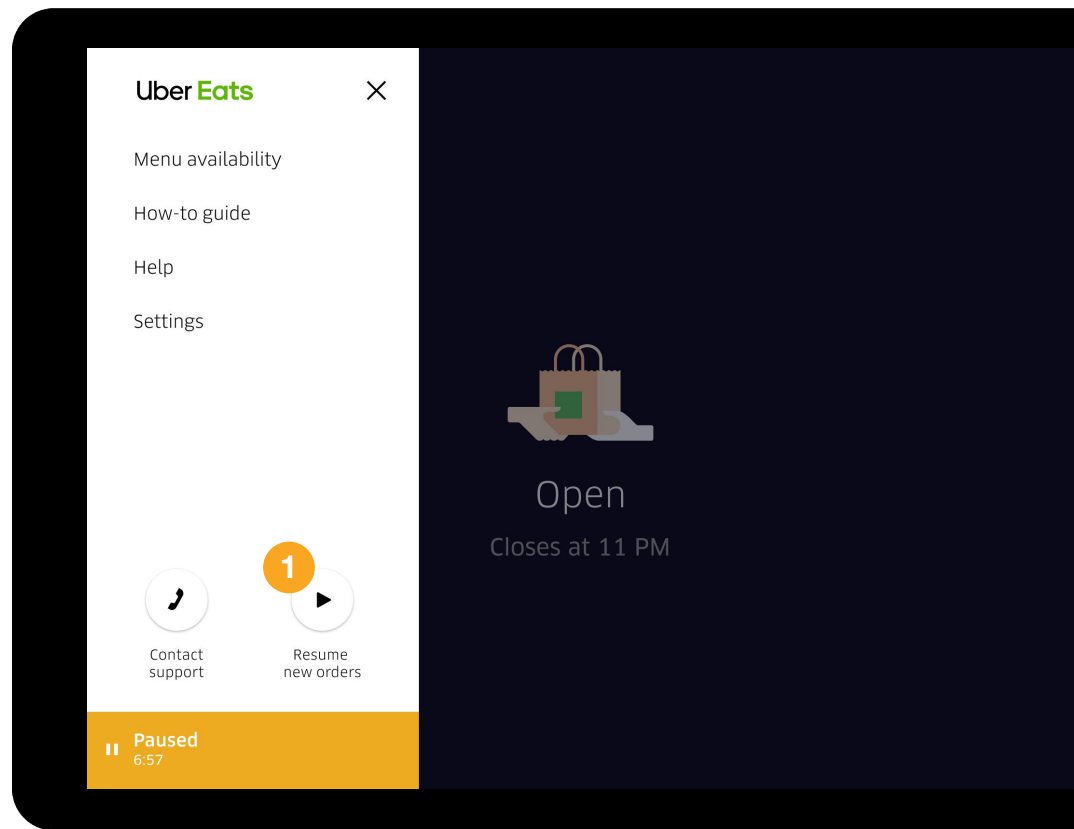


Unpausing new orders

Ready for new orders?

As long as you've paused ordering, the navigation icon will glow yellow, and your restaurant won't appear available.

- 1 To start receiving orders again, tap the settings tab on the home screen, then tap **Resume new orders** to begin receiving new orders.

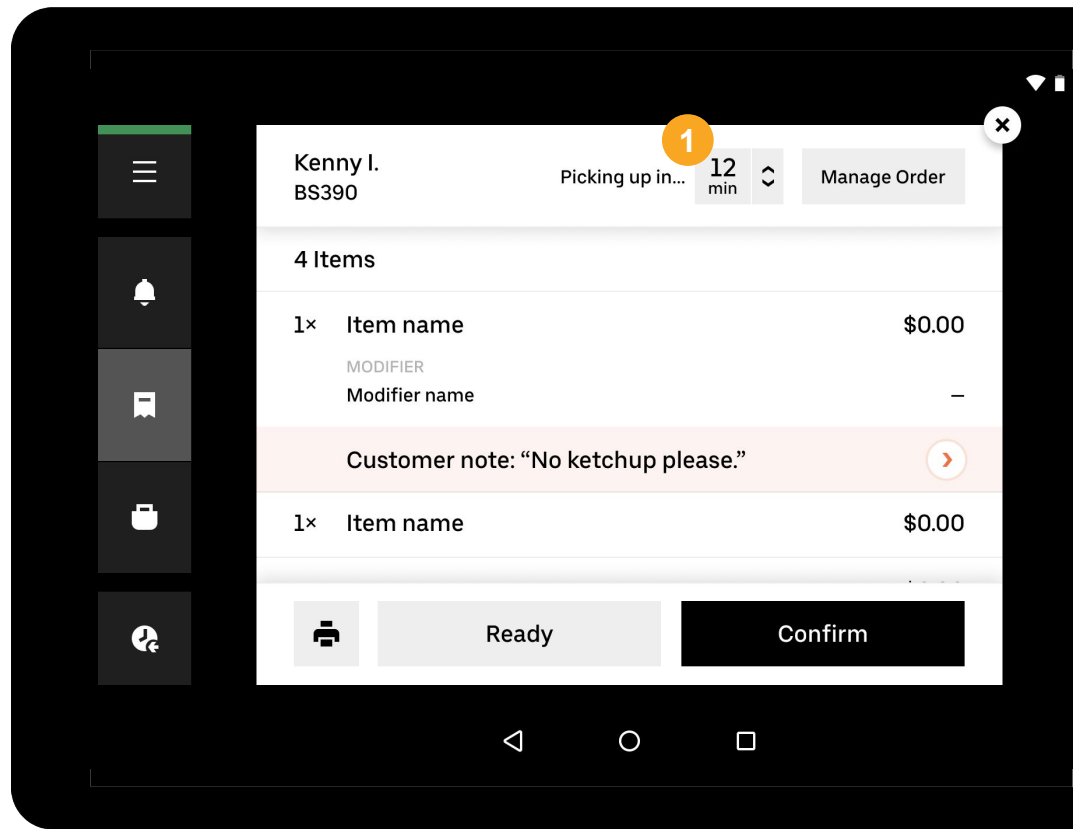


Delaying an order

Need more time?

- 1 Tap the arrows by the remaining pick-up time to delay the order by 5, 10, 20, or 30 minutes.

The order's ETA will update for both your customer and the delivery partner based on what you select. This ensures that everybody is on the same page



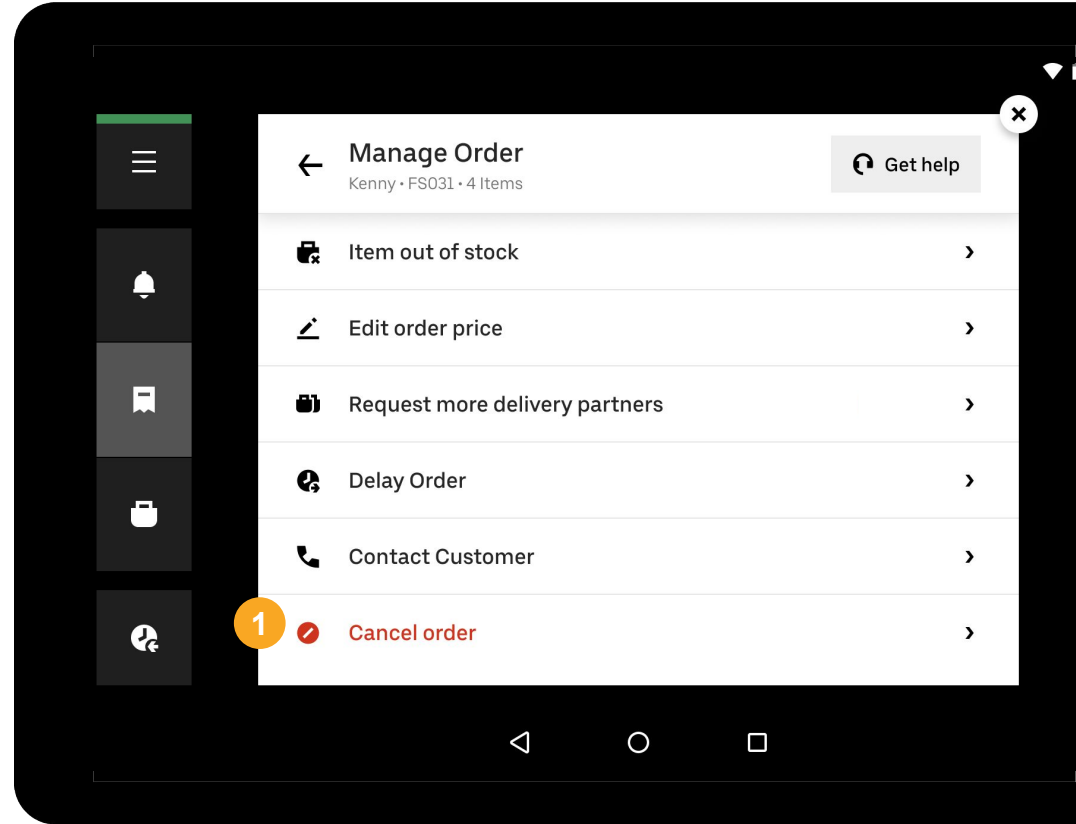
Canceling an order

Need to cancel?

We strongly recommend delaying an order or reaching out to the customer to work out a solution before canceling. If you absolutely cannot prepare an order.

Tap the “Manage Order” button in the top-right corner of the order details page

- 1 Tap “Cancel order,” select a reason for canceling, and then tap “CONFIRM.”



Adjusting the price of an order

Did your customer request extra BBQ sauce? You can update the price of an order.

While viewing an order, tap the “Manage Order” button, then “Price adjustment.”

- 1 In the box to the right of “Adjustment Amount,” enter the amount you’d like to add (can add up to \$5.00). Note: If you want to give the customer a discount, you can enter a minus sign (-) to make a negative adjustment.
- 2 Add a reason, like “Customer request”
- 3 Tap “Confirm.” You can view the adjustment in the order details under the subtotal.

The screenshot shows a mobile app interface for adjusting the price of an order. On the left is a dark sidebar with five icons: a menu icon, a bell icon, a document icon, a shopping bag icon, and a clock icon. The main screen is titled "Price adjustment" with a back arrow and a close button. Below the title is a label "Item Name". The screen displays three rows of information: "Current total" with a value of "\$2.00", "Adjustment amount" with an input field (marked with a '1'), and "New total" with a value of "\$2.00". Below these is a text input field labeled "Add a reason for the adjustment (required)" (marked with a '2'). At the bottom are two buttons: "Cancel" and "Confirm" (marked with a '3'). The bottom of the screen shows standard Android navigation icons.

Marking an item / modifier out of stock during live order

We'll update your menu and notify the Eater

- 1 To mark an item or modifier as out of stock during a live order, tap the overflow menu  to the right of the item/modifier and then tap "Out of Stock"

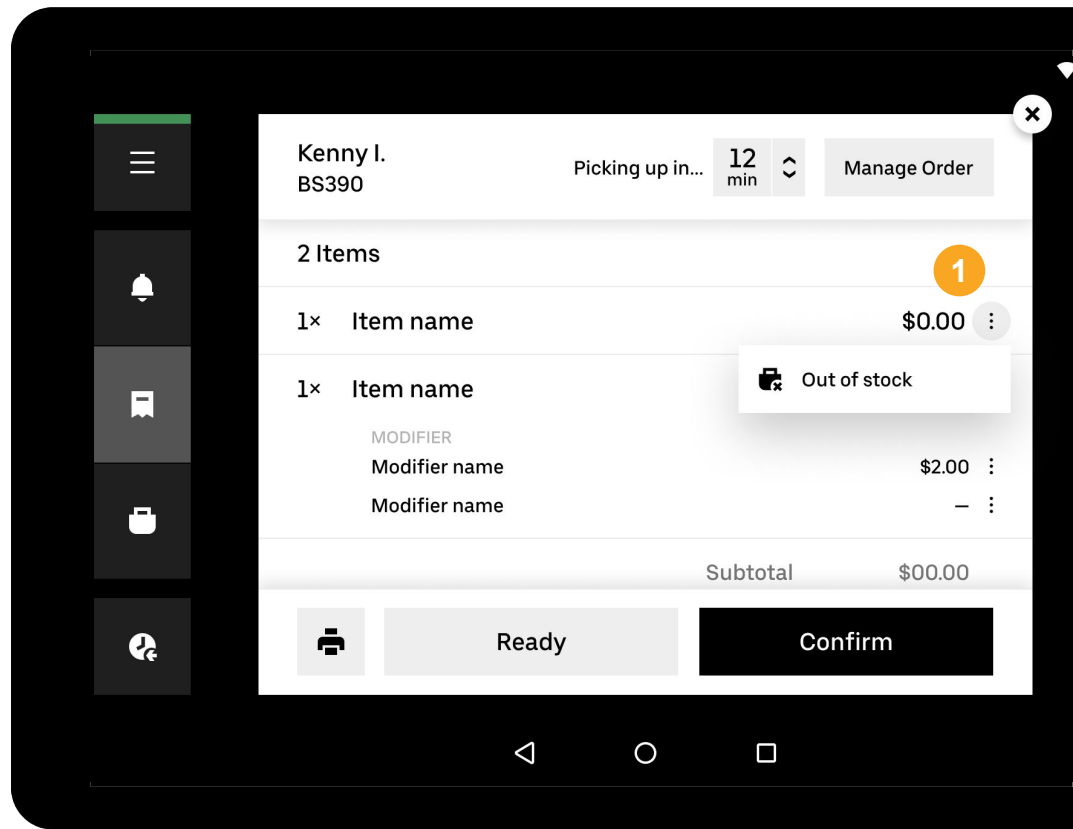
A new window will appear, allowing you to confirm which items/modifiers you'd like to mark as out of stock

Once confirmed, we'll notify your customer on which item/modifier is out of stock, and they'll have 10 minutes to confirm or update their order before being canceled; we'll also mark the item/modifier as unavailable on your menu until the next day

Once they confirm/update their order, you'll get a notification to let you know you can begin prepping it, and the order details will be updated

Note: marking items "Out of stock" won't be made available if:

- Customer ordered through Uber Eats website (vs. the app)
- Customer paid via third party (e.g., Apple pay)
- You are POS-integrated with Uber Eats

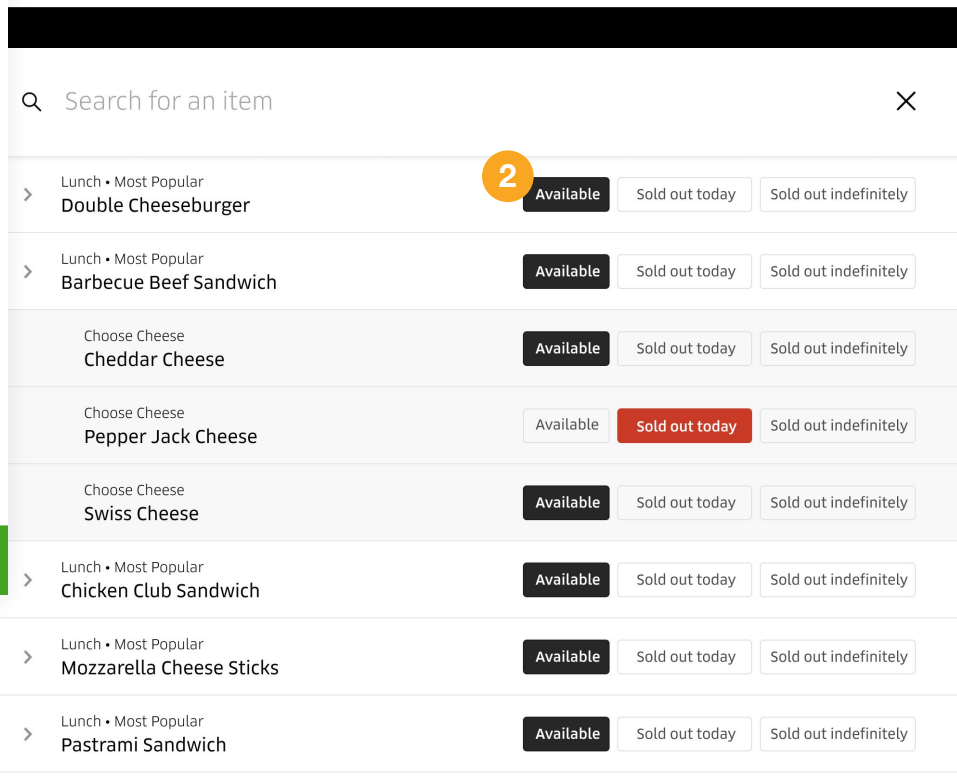
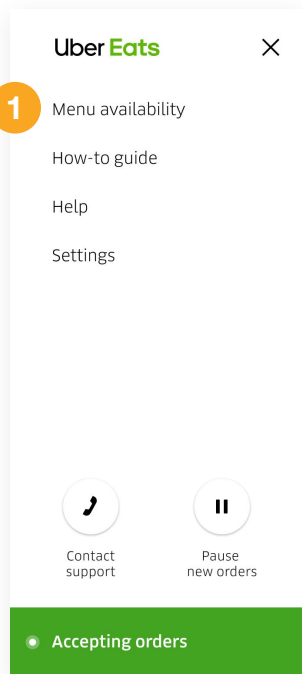


Marking an item / modifier out of stock

Run out of something? It happens.

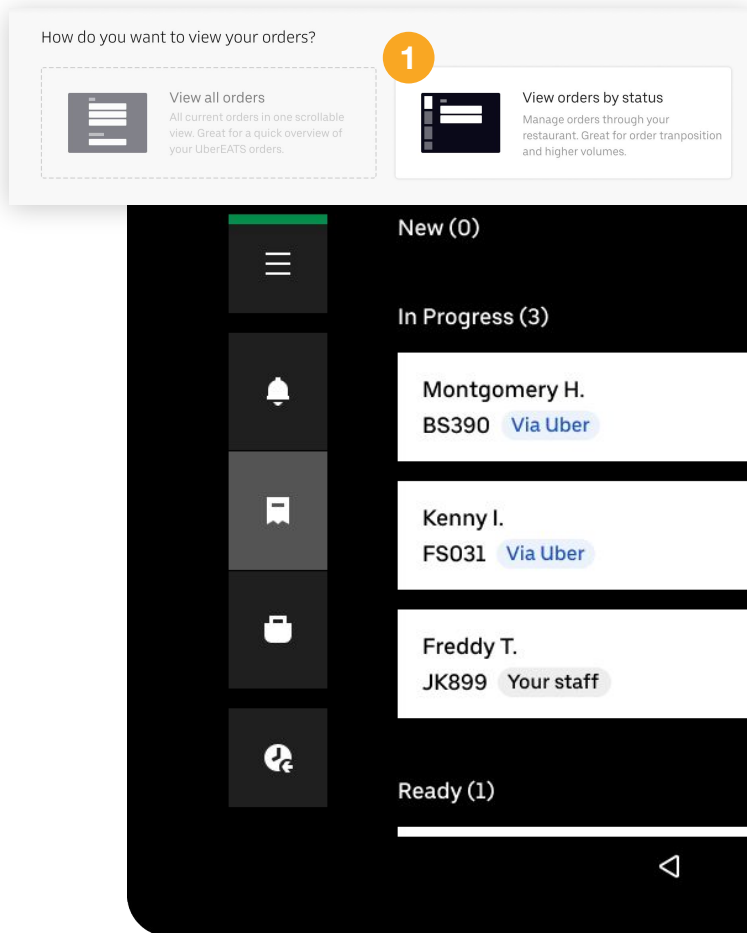
1 Tap the navigation icon and select “Menu availability.” Locate the item and tap the “Available” button. From here, you can mark it as out of stock for the day or indefinitely.

2 To mark the item as back in stock, simply follow the same process, locate the item, and mark it as “Available.”



Choosing your layout

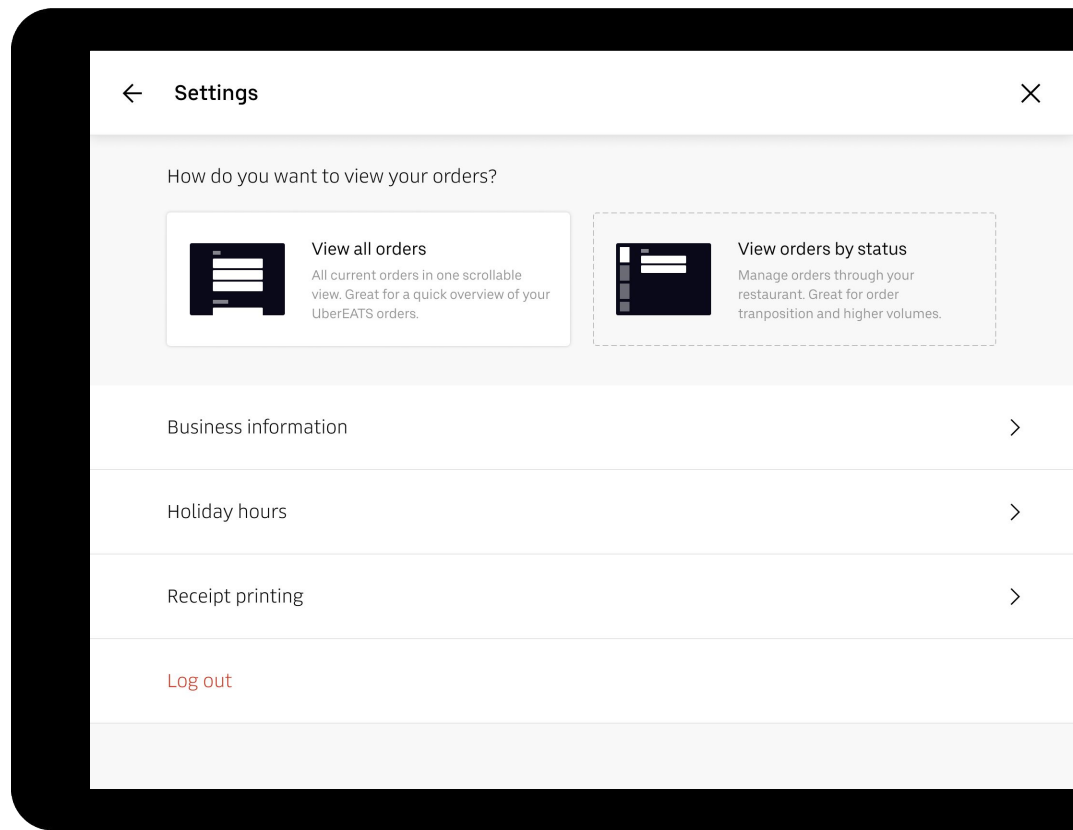
- 1 Uber Eats Orders' default setting allows you to **View orders by status**. This layout sorts orders by tabs (*New, In Progress, Ready for pickup*). But if you'd rather keep an eye on all of your orders, you can do that, too.



Changing your layout

The second layout is **View all orders**. This displays all current orders in one scrollable view.

To try this layout, tap on the navigation icon and then “Settings.” Here you will see both layout options. Just tap the one you want to use.



05

Best practices

Based on what we've heard from our partners, answering a few questions can **streamline your deliveries**

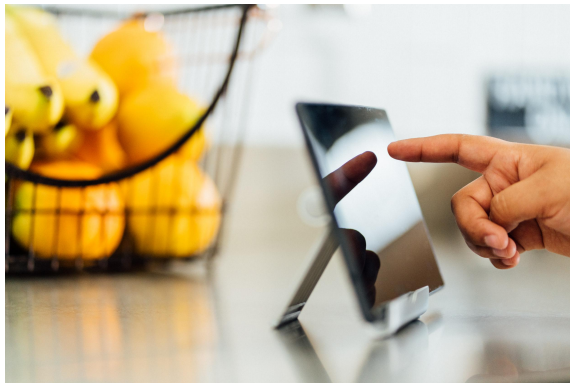
- Where to place the tablet?
- How often should the tablet be turned on?
- How to improve delivery handoffs?

Where to place the tablet or mobile?



Near your staff

Place your tablet or mobile with the Uber Eats Orders app somewhere that's easy to see or hear. Make sure it's in a convenient spot for the staff that's fulfilling orders.



Near your POS

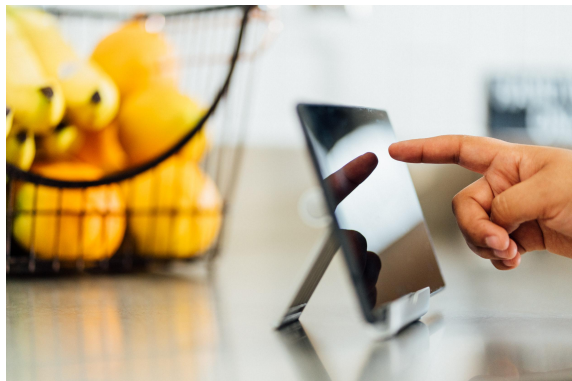
Keep your device close to your primary POS system so order receipts can be printed and attached to your order.



Away from

Place your tablet or mobile with the Uber Eats Orders app somewhere that's easy to see or hear. Make sure it's in a convenient spot for the staff that's fulfilling orders.

How often should my tablet be turned on?



Keep your device on and charged at all times

If your tablet is shut off for any reason, your store won't be visible to potential customers, so keep it charged and powered on. Also, turn on sound and notifications so you don't miss out on orders.



Keep the Orders app open and not in the background

If you're using your device for another app, then the Uber Eats Orders app will only be running in the background. If the app is backgrounded for more than 15 minutes, your store will be taken offline, and you'll stop receiving new orders.



Leave the tablet on overnight

To ensure that your store is ready to take orders the next day, we recommend that you leave your tablet on overnight. Your store's status will automatically change to "Closed" if the current time is outside the regular hours you've set. Your store will automatically "Open" at the start of your next regular business hour.

How to improve delivery handoffs?



Double-check all orders

Take a second to attach the receipt to each order and make sure each order is matched with the right delivery person. For orders that require multiple bags, we recommend numbering bags (1/2, 2/2, etc.). This will help to improve accuracy and customer satisfaction.



Set pick-up instructions

Do you have a special parking place for delivery pick-ups, or should they come through a particular door? You can set and edit pick-up instructions on the Uber Eats Manager app at any time. Be sure to keep them up to date.



Mark an area for pick-up

Set up a clearly marked area where delivery people can pick up orders from your staff. We recommend an area near the front of the store, so handoffs are quick and easy. This will reduce confusion and congestion for everyone.

06

Troubleshooting

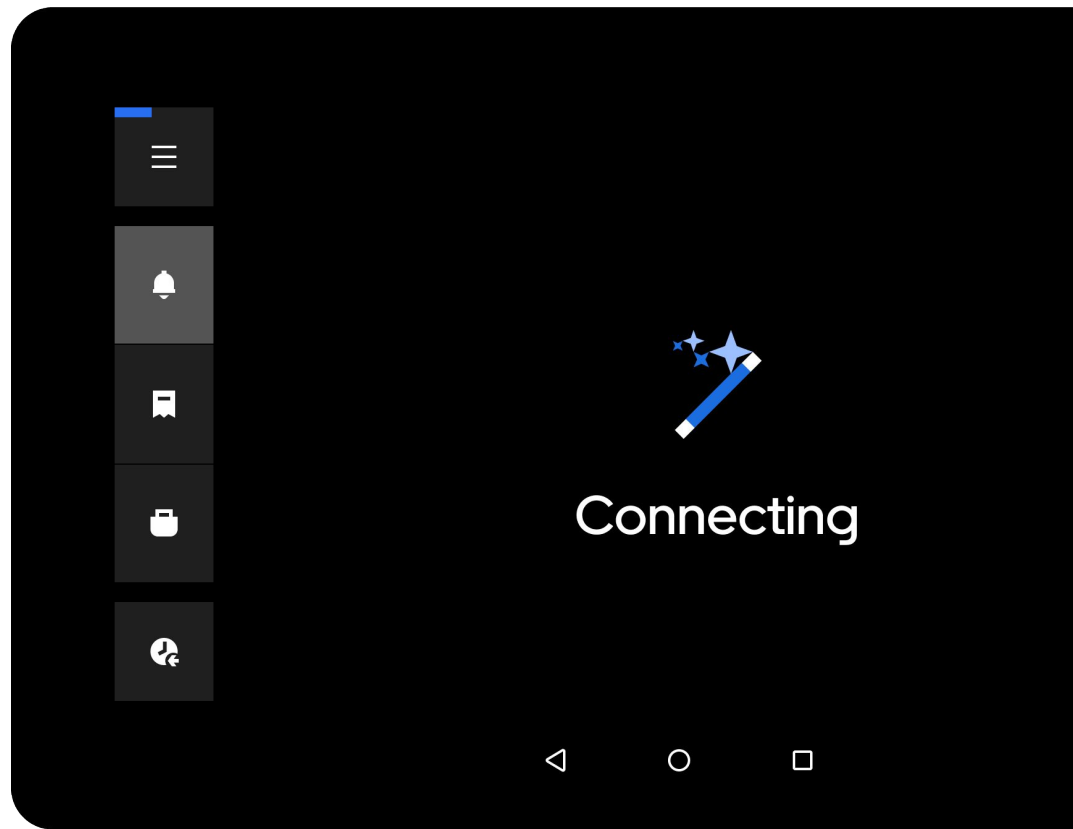
If Uber Eats Orders **isn't working correctly**, it may be due to the following

- Connectivity issues
- Not receiving orders

Connecting to internet

Give Uber Eats Orders a moment to establish a connection.

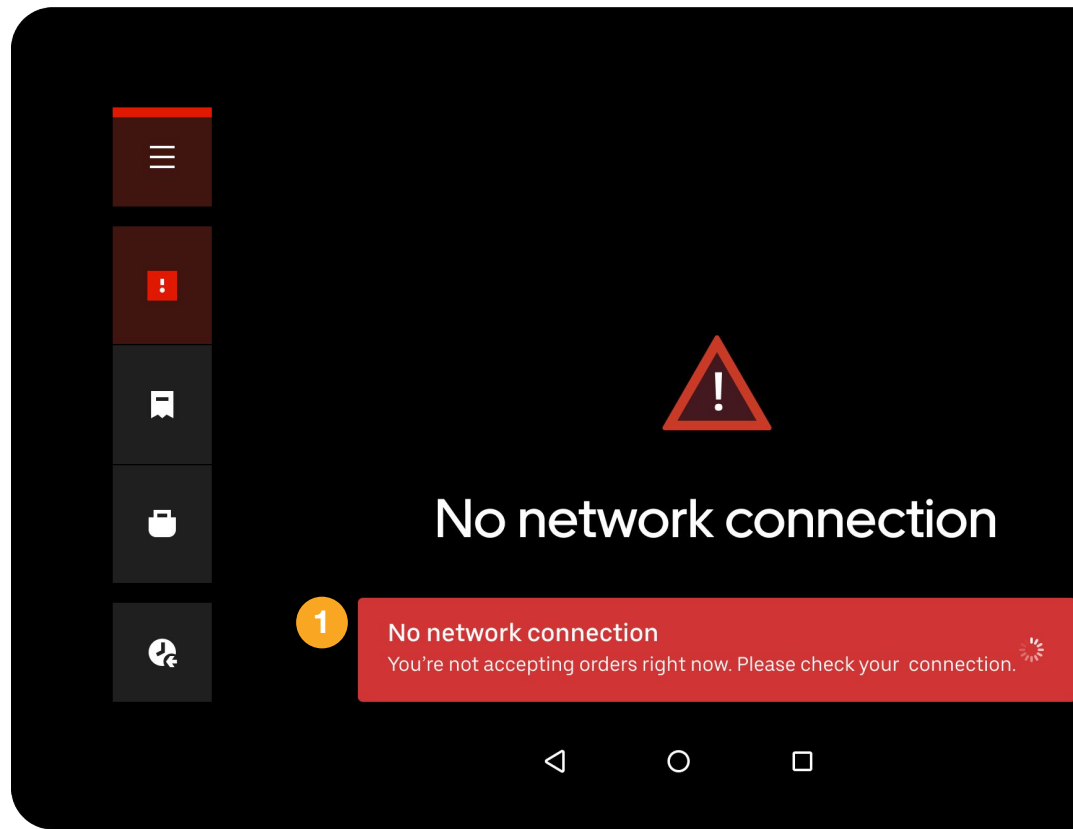
Once you're online, you'll start receiving orders again.



No network connection

If it doesn't connect, you may have a network problem.

- 1 If this message appears, your restaurant is not linked to the internet and thus not available to customers. The following slide will provide you with additional details to assist you in regaining access to the internet.



Connectivity issues

When using a new device or trying to connect to a network for the first time

Check to see if the wireless network recognizes the 2.4 GHz band.

The Lenovo Tablets from Uber Eats do not support 5GHz networks. If you can't see the WiFi network name (SSID) in the WiFi section of the tablet's Settings app, but it appears on other devices, this may be the issue.

If the device was previously connected to the network

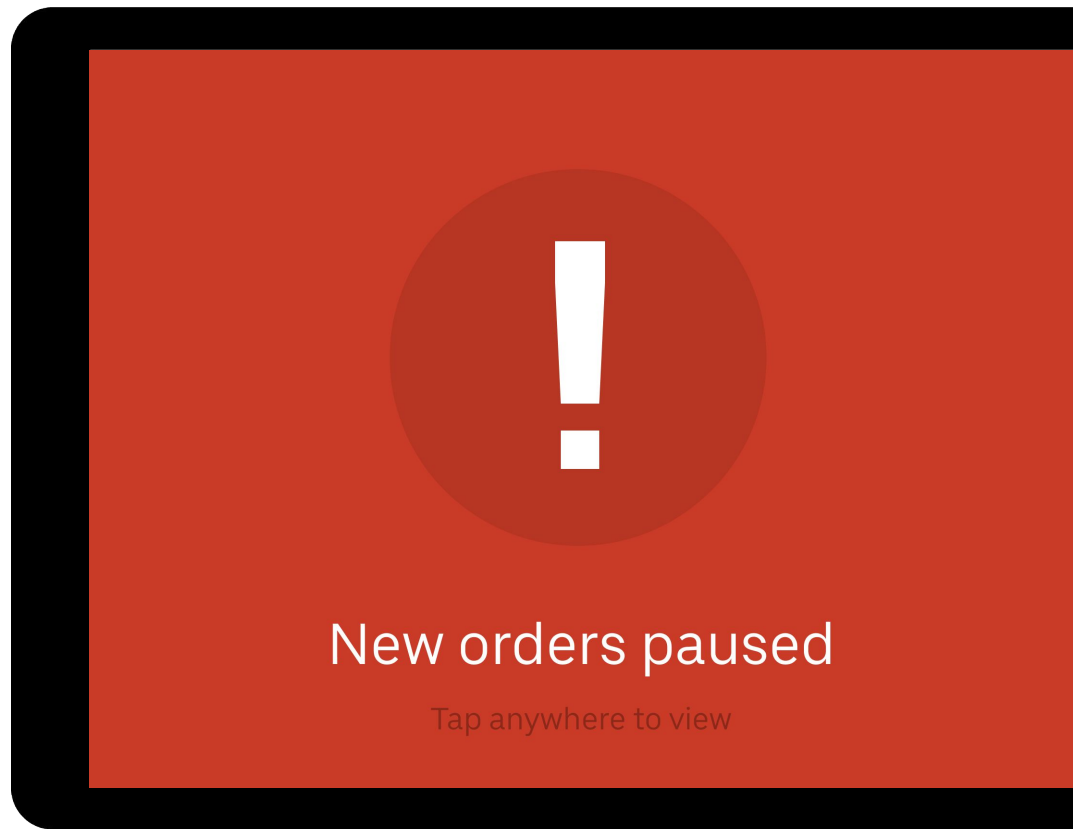
1. Ensure that the device has a sufficient charge and is not located near items that may cause interference, such as microwaves or cordless phones
2. Verify that other devices in the restaurant can connect to the internet
3. From the tablet's home screen, open the "Settings" app
 - a. Turn WiFi off for 10 seconds
 - b. Then turn WiFi back on
4. Verify that the device is connected to the WiFi network and that the connection is stable
5. If the internet connection is still not functioning, perform a tablet reset
6. If this does not work, reboot your router or contact your internet provider

Overlooking new orders

Seeing red? You may be auto-paused.

If two consecutive orders are not approved, your store will be taken offline to ensure a good customer experience.

Simply tap the red notification at the bottom of the screen to reconnect, then follow the on-screen directions to get back online.

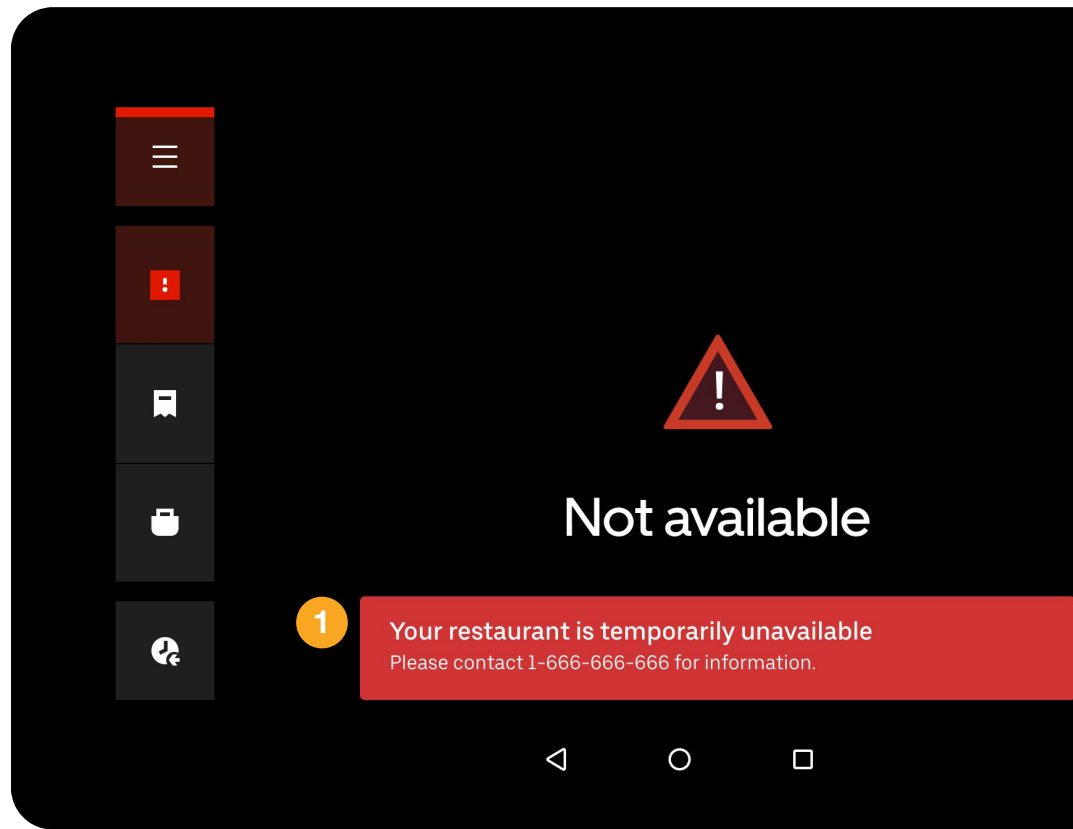


Not receiving orders

If orders are not arriving as expected, your store may be invisible to customers. You can check to see if your store is online by doing the following:

- ☑ **Be sure your restaurant is online.**
Look at the navigation icon and make sure it's green.
- ☑ **Confirm your restaurant's internet is connected.**
Open "Settings" on your tablet to check.
- ☑ **Be sure that your tablet is charged.**

- 1 If you see this status, please contact support to get back online.



07

We're here to help

Need to get in touch?

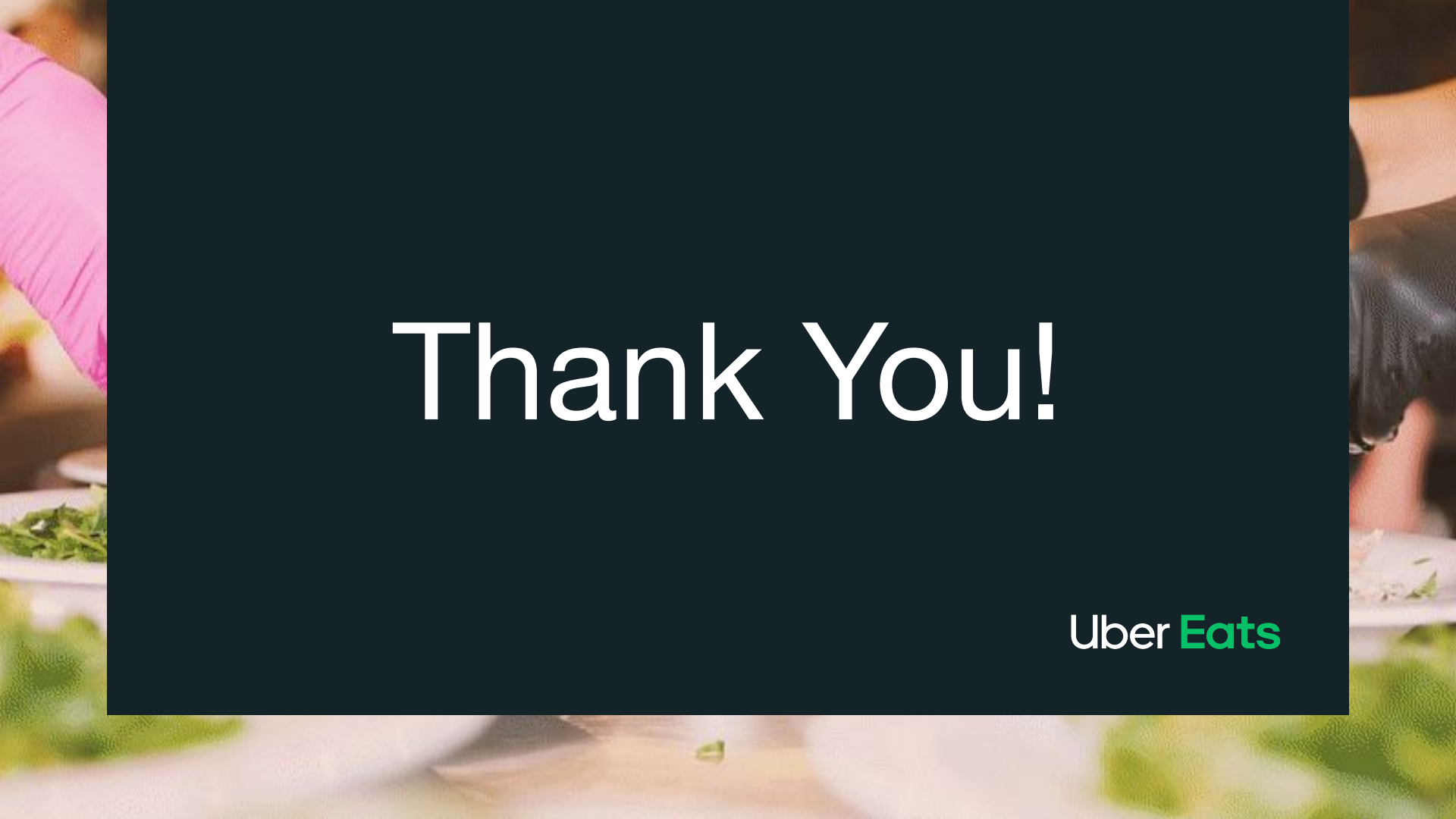
Uber Eats Live Order Support: 1-833-ASK-EATS

Reach out to this Uber Eats 24/7 customer service line for issues regarding in-progress orders.

Uber Eats Email Support: restaurants@uber.com

Please direct all other inquiries not relating to live orders to this email address.

Please note, Merchants can call support directly from the app, located on the app's accounts page. Additionally, Merchants can view our [Help Center](#) to help resolve any issues there may be.



Thank You!

Uber Eats