🔁 DOORDASH

Your DoorDash Tablet

A Step-by-Step Guide

Last Updated August 2021

Welcome to DoorDash!

Managing your restaurant just got a lot easier.

Use your new DoorDash tablet to quickly receive and manage orders and keep your restaurant information up to date — all it takes is a few taps.

10:56					·97.4 #
≡ Orders	When will this orc	ler be ready?	×		ssue with Order
NEEDS ACTION	Prep time determines when delivery ETA. <u>What is sugg</u>	n we send a Dasher and ested prep time?	dupdates the customer's		
Test (DONT MAKE) #bdca8cf4 • 2 items				II.	
See history		14 mins			\$4.09 >
	Suggested prep time	15 mins	Ready at 11:11 AM		
		16 mins			\$3.49 >
				otal	\$7.58
				Tax	\$0.36
				otal	\$7.94
		Confirm Order			Manual Prep Time
	III	0	<		
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Set Up Your Tablet

Set up your tablet

In this section, we'll walk you through the steps to setup your tablet so you can start receiving orders:

- <u>Turn on your tablet</u>
- <u>Review, edit, and approve your menu</u>
- <u>Take a quick tablet order tutorial</u>
- Go live and start receiving orders

Turn on your tablet

Turn your tablet on by finding and pressing the power button.

1 A screen will appear with a DoorDash icon and a WiFi icon. Tap the DoorDash icon.





2

Review your menu

Next you'll be asked to review your menu, which reflects the menu located in the Merchant Portal.

 If you've already reviewed your menu on the portal, tap I Already Reviewed It.

If you haven't reviewed it yet or don't know what that means, tap **Review My** Menu.



Review your menu

Your menu categories will be listed on the left-hand side of the screen.





Tap an individual item to see its details.

Imax's Burritos (All Day) (5th St) 03.27.2020 Categories Burritos Quesadillas Tacos Drinks Green Chile \$4.65 Adobada \$4.65 Adobada \$4.65 Arizona \$5.65 Pollo Asado \$4.05			
Categories Burritos Carne Asada \$5.65 Carne Asada \$4.65 Carne Asada \$4.65 Carne \$5.65 Carne \$5.65 <th>= Maxx's Burritos (A</th> <th>ll Day) (5th St) 03.27.2020 🛛 🗸</th> <th>Show Out of Stock Items (0)</th>	= Maxx's Burritos (A	ll Day) (5th St) 03.27.2020 🛛 🗸	Show Out of Stock Items (0)
Burritos 2 Quesadillas Barbacoa \$5.65 > Tacos Carne Asada \$5.65 > Drinks Green Chile \$4.65 > Adobada \$4.65 > Arizona \$5.65 > III <	Categories	Burritos All burritos come with your choice of red or green salsa.	8 Items
Tacos Carne Asada \$5.65 > Drinks Green Chile \$4.65 > Adobada \$4.65 > Arizona \$5.65 > Pollo Asado \$4.05 >	Burritos Quesadillas	2 Barbacoa \$5.65	>
Drinks Green Chile \$4.65 > Adobada \$4.65 > Arizona \$5.65 > Pollo Asado \$4.05 >	Tacos	Carne Asada \$5.65	>
Adobada \$4.65 >> Arizona \$5.65 >> Pollo Asado \$4.05 >>	Drinks	Green Chile \$4.65	>
Arizona \$5.65 > Pollo Asado \$4.05 > III <		Adobada \$4.65	>
Pollo Asado \$4.05 >>		Arizona \$5.65	>
		Pollo Asado \$4.05	>

Set item availability

Tapping into an individual item will display the options associated with that item.

- 1 If any of these optional items are out of stock, switch the **In Stock** toggle next to the item.
- 2 Select the period of time you want an item to be listed as out of stock, then tap **Apply**. Once your store goes live, you'll be able to edit these settings at any time using your tablet.



Manage multiple menus

If you have different menus for different times of day or days of the week, you can access them using the **dropdown icon** next to your menu name.

0:16			
= M	laxx's Burritos (Breakfast	t) (5th St) 03.27.20 🗸	Show Out of Stock Items (0)
Catego M	laxx's Burritos (All Day) (5th St) 03.27.2020	
Burritos		All burritos come with your choice of red or green salsa.	8 Item
Quesadilla	s	Barbacoa \$5.65	
Tacos		Carne Asada \$5.65	
Drinks		Green Chile \$4.65	
		Adobada \$4.65	
		Arizona \$5.65	
		Pollo Asado \$4.05	
	I		

Approve your menu

Once you've reviewed your menu, tap I Have a Few Edits if you still want to make edits. If you have no further changes, tap Yes, Looks Great.



Edit your menu

Need to make additional edits to your menu like descriptions, options, and prices? The fastest and easiest way is by using the Menu Editor tool in the <u>Merchant Portal</u>.

Review the Merchant Portal guide for step-by-step instructions on how to update your menu.

If you're stuck, you can call Support and talk to one of our agents.

Tap **Okay** to move on to the next step.



Take a quick order tutorial

If you'd like to see an overview on how orders work on your tablet, tap **See Order Tutorial**. If not, tap **Skip** to continue the setup.



Go live

It's time to go live! Tap **Go Live** to get your store live on the DoorDash platform. If you go live during your store open hours, customers will be able to find and order from you right away.



You're online

Once you see this screen, you're live. Congratulations! Next up: receiving and accepting new orders.

10:27	
■ Orders Accepting	
Currently no new orders	
See history	0
	No active orders
	Check to see if your tablet is working properly by creating a test order on the Settings page
	Prevent order issues from happening
	Pay attention to items with the tag below to reduce commonly reported customer issues
	Double check this item - Often Missing



Receive an Order

Review & confirm orders

When a customer places an order, you have the option to either:

- Manually confirm each order: this allows you to review and confirm the prep time for each order that comes in.
- 2 Automatically confirm orders as they in: a Dasher will be assigned right away to come pick up your order. This is a good option for restaurants that have fast prep times.





Manually confirming orders

- Tap **Confirm with # min Prep Time** if the default time frame is accurate.
- 2 Or Tap Manual Prep Time if you need want to select less or more time.
- 3 Tap Confirm Order.

Note: If you've run out of an item, you'll need to report an issue with the order.

2:18 Ø ♥ ≡ Orders	Accepting	Test (DONT MAKE) #b8288c5e • 2 items	Issue with Order
NEEDS ACTION Test (DONT MAKE) #b8288c5e + 2 items	NEW 1m ago	New order Keep in Mind	
See history		Test Order Burritos	
		1 × Carne Asada Quesadillas 1 × Chicken Quesadilla	\$5.65 >
	1	2 total items	\$11.15 \$0.11
		Confirm with 21 min Prep Time	Manual Prep Time
	c	· _ •	



Auto-confirm new orders

When **Auto-confirm new orders** is on, new customer orders will automatically be confirmed and a Dasher will be assigned immediately.



I	12:27	Settings					97 al 🖿
	Orde	rs					
1	*	Auto-confirm new or	ders			2	
	۰	New order alert volun	ne			Quie	et ~
	۵	Create test order					
	×	Alert when Dasher is	arriving				•
	Printe	er					
	Ð	Printer No Printer setup				Setup prir	nter
			111	0	<		
			a	\bigcirc	Ð		

Automatically confirm orders

5:12			
≡ Orders	Accepting	Test (DONT MAKE) #28061ef8 • 2 items	e with Order
IN THE KITCHEN		Assigning a Dasher	
DeorDash will deliver Test (DONT MAKE) #28061ef8 • 2 items	Ready in 7m	Burritos 1 × Adobada	\$4.65 >
not printed			
See history		Quesadillas 1 × Chicken Quesadilla	\$5.50 >
		2 total items	
		Subtotal	\$10.15
		Tax	\$0.10
	1		
		Order ready for pickup	
	1	III O <	

- Tap **Order ready for pickup** once you are ready for Dasher pickup.
- 2 If you need to adjust your prep time, tap **Issue with Order.**
- 3 Tap Adjust Prep Time to select your desired order ready time





Change an Existing Order

Change an existing order

In this section, we'll walk you through the steps to make changes to an existing order:

- Adjust pickup time
- <u>Contact a customer</u>
- <u>Resolve an out-of-stock item</u>
- Live chat with Support



Adjust pickup time

ADJUST PICKUP TIME

Add more time

- 1 If an order will take longer than you originally estimated, you can move the pickup time back by tapping **Issue** with Order.
- 2 Select Adjust Prep Time in the pop-up menu.

	-					
12:40					1	uge all 🗎
≡ Orders	Accepting	Test (DONT #00e93a0b	MAKE) • 2 items		Issue with O	rder
IN THE KITCHEN		In the k	itchen			
Test (DONT MAKE)		Keep in Mind				
#00e93a0b • 2 items	Ready in 9m	Test Ord	ler			
See history		0				
		Burritos				
		1 × Arizo	na		\$5.65	>
		Burritos				
		12:41				
		■ Orders	×			sue with Orde
		IN THE KITCHEN	Issue with (Order		
		Test (DONT MAKE #00e93a0b + 2 item	Contacts	24/7 Support : Englis	h: (855) 973-1040, Spanish: (855) 834-87	33
			Customer Test (DONT MAK	E)		
			Adjust Prep Time			> \$5.65
		c	Mark something as	Out of Stock		> \$4.09
			Support Live Chat			> \$9.74
			Cancel order	Not available after order	confirmation	>
				000	EIDENTIAL 2	/

ADJUST PICKUP TIME

Add more time, continued.

- 3 From here, you can choose when the order will be ready for Dasher or customer pickup.
- 4 Tap **Confirm** to update the pickup time

10:56					чда ата
≡ Orders	When will this or	der be ready?	×	Iss	ue with Order
NEEDS ACTION	Prep time determines whe delivery ETA. <u>What is sug</u> e	en we send a Dasher and gested prep time?	l updates the customer's		
Test (DONT MAKE) #bdca8cf4 • 2 items					
See histr	3	14 mins			\$4.09 >
	Suggested prep time	15 mins	Ready at 11:11 AM		
		16 mins			\$3.49 >
		10 11113		otal	\$7.58
				Tax	\$0.36
				otal	\$7.94
		Confirm Order			
					Manual Prep Time

ORDER READY

Order ready for pickup

If an order is ready before the estimated time you originally selected, simply tap **Order ready for pickup** and we will notify the Dasher to head to your restaurant as soon as possible.

12:40					ЧСЕ at
■ Orders	Accepting	Test (DONT MAKE) #00e93a0b • 2 items	5	F Issu	ue with Order
IN THE KITCHEN		In the kitche	n		
Test (DONT MAKE) #00e93a0b • 2 items	Ready in 9m	Keep in Mind			
		Test Order			
See history					
		^{Burritos} 1 × Arizona			\$5.65 >
		Burritos			
		1 × Veggie			\$4.09 >
			2 total items	Subtotal	\$9.74
		·		Тэт	\$0 10
			Order ready for p	pickup	
	1	II O	<		
			€		



Contact a Customer

CONTACT A CUSTOMER

Contact a customer

- Tap on **Issue with Order** at the top right.
- 2 Tap the phone icon in the contacts section.
- 3 Locate the customer's number and follow the guidelines in the popup.





Resolve an Out-of-Stock Item

RESOLVE AN OUT OF STOCK ITEM

Resolve an out-of-stock item

When you run out of an item, there are two ways to resolve:

If you proactively notice the item is out of stock before an order is placed, you'll want to update your menu ASAP. Review the following slides, "Mark Items Out-of-Stock".

If you notice the item is out of stock as part of an existing order, you'll need to follow the order issue resolution process. Review the following slides, "Resolving Orders with an Out-of-Stock Item".







Mark Items Out-of-Stock

OUT OF STOCK ITEMS

Mark items out-of-stock

When you notice an item is out of stock, you can remove it from your menu in the Manage Menu section of the tablet.

- 1 Click on the **menu** you would like to edit.
- 2 Select the **category** that contains the item(s) you would like to edit.



Tap the **item** and select the toggle to mark it out of stock. You can select the entire item or just specific modifiers

			¾ ℤ 100% 🛡 4:15 PM
All Day Menu 🗸		Show Out of Stock Items (1)	Q Search Menu
ategories	Evener Versurt		
rozen Yogurt	the art + science of frozen yogurt		6 Items
offee Bar Beverages	Tiramisu Gelato \$7.00		>
everages	Acai Strawberry Sorbet \$7.	00	>
rog Yogurt	● % ★ ■ ← Frozen Yogurt Tiramisu Gelate	o \$7.00 Out of sto.	N 7 ≥ 1009
	Choice of Size Require	red	
	Extra Large (32oz C	up) +\$6.00	
	Extra Large (32oz C Regular (16oz Cup)	up) +\$6.00	
	Extra Large (32oz C Regular (16oz Cup) Toppings	up) +\$6.00	 C C
	Extra Large (32oz C Regular (16oz Cup) Toppings Almonds +\$1.00	up) +\$6.00	3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3

OUT OF STOCK ITEMS

Mark items out-of-stock

Once you update the item to be out of stock, you'll be prompted to specify for how long.



Select one of the time duration options

5 Tap Apply

In the example shown, the entire item "Tiramisu Gelato" and related modifiers are marked out of stock for 4 hours.





Resolving Orders with an **Out-Of-Stock Item**

OUT OF STOCK ITEMS

Marking items out-of-stock

If your Customer ordered an item that is out-of-stock, resolve by:

Tapping Issue with Order

2 Tapping Mark something as Out of Stock

Before checkout, Customers specify how they want out of stock items resolved. You will be prompted to resolve based on the Customer's choice: *Merchant Recommendation, Refund, Contact Customer, or Cancel the Order.*



OUT OF STOCK ITEMS

Merchant Recommendation

If the Customer selected **Merchant Recommendation**, they are leaving the substitution up to your discretion.

- Once you have selected the item with an order issue, you can choose either the **entire item** or **just specific modifiers**.
- 2 You will then be prompted to select how long to deactivate the item or modifier.


OUT OF STOCK ITEMS

Merchant Recommendation

Next, you'll be asked to choose a replacement item for the order.



2

Select and customize a replacement item for your Customer.



1. 水 曲		🔌 😤 🕍 100% 🛢 4:15 PM
Selected Item Frozen Yogurt	Choose a replacement it order.	tem for this $\stackrel{\scriptstyle \scriptstyle \times}{}$
1 x Tiramisu Gelato Out of Stock Indefinitely Choice of Size	 Frozen Yogurt Acai Strawberry Sorbet 	\$7.00
Regular (16oz Cup) Toppings Ande's Mints (+ \$0.75)	O Frozen Yogurt Salted Caramel	\$7.00
Baklava (1) (+ \$1.75)	Confirm your changes	ب 7 ½ 100
Baklava (1) (+ \$1.75)	Erozan Vocunt ● ↓ ★ ≜ Confirm your changes 2 Out of Stock Item	4 .7 ⊠ 100
Baklava (1) (+ \$1.75)	Confirm your changes 2 Out of Stock Item Frozen Yogurt Tiramisu Gelato	≪ 7 xi too Out of Stock Indefin
Baklava (1) (+ \$1.75) ustomer öreg M.	Confirm your changes 2 Out of Stock Item Prozen Yogurt Tiramisu Gelato Order Resolution	≪ ₹ xi too Out of Stock Indefin
Baklava (1) (+ \$1.75) ustomer rreg M.	Confirm your changes 2 Out of Stock Item Frozen Vogurt Tiramisu Gelato Order Resolution Out of Stock Item Frozen Vogurt	K # 2 100 Out of Stock Indefin Replacement Item

OUT OF STOCK ITEMS

Refund

If the Customer selected **Refund**, they do not want a replacement and would like to be refunded for the item.

Once you mark the item as out of stock, we will automatically refund your Customer for the related item.



OUT OF STOCK ITEMS

Contact Customer

If the Customer selected **Contact Customer**, they want you to reach out to them to decide what to do about the out of stock item.

Call them at the number provided and ask how they would like to proceed. They can choose to:

- Receive a refund for the individual item;
- Cancel and refund the order;
- Or replace the item.

Choose the customer's preferred option and tap **Next**.

If you are unable to reach the customer, select **Couldn't reach customer** and then tap **Next**.



ITEM OUT OF STOCK

Cancel and refund the order

If the Customer selected **Cancel and refund the order**, they no longer want their order and would prefer a refund.

The entire order will be cancelled and the customer to be refunded after you have marked it out of stock for a specific duration.

111:34			uice at
Selected Item		Order has been cancelled	×
Tacos 1 × Al Pastor Out of Stock Until 11:59 PM	\$1.50	Test (DONT MAKE) requested that the full or something that is out of stock on this item	der be cancelled if there is
		1 × Al Pastor	-\$1.50
		Burritos 1 × Pollo Asado Canceled	-\$4.05
^{Customer} Test (DONT MAKE)	e,		Back Next



Live Chat with Support

LIVE CHAT WITH SUPPORT

Contact support

If you need assistance beyond contacting a customer, adjusting pickup time or marking an item out of stock, you can reach out to the Support team.

- Tap on **Issue with Order** at the top right.
- 2 Tap **Support Live Chat** to open a chat window with our Support team. This feature is accessible for all orders that are currently in progress or have already been picked up.



LIVE CHAT WITH SUPPORT

Contact support, continued.

- Tap **Select a value** to reveal a drop-down menu.
- 2 Select the issue you're experiencing.
- Provide additional details so our
 Support team can resolve
 quickly.
 - Tap **Chat with an Agent** to start the chat.





Dasher Arriving

DASHER ARRIVING

Dasher is arriving alert

The Dasher Arriving feature will send you a secondary chime and visual cue that will alert you when a **Dasher is 5 minutes away.**

- You will also be able to see which orders have Dashers coming for them (Customer name(s) shown).
- If there are new orders and Dashers arriving at the same time, the screen will show both and the chime for "new order" will alarm.





DASHER ARRIVING

Dasher is arriving label

Within each order, there will be a Dasher Arriving label with **eta x min** shown, counting down the time until the Dasher arrives.



DASHER ARRIVING

Dasher notifications

You can update your tablet settings to turn Dasher-related notifications on or off.

- 1
- Tap on the hamburger icon to open up the sidebar menu and select Settings.
- 2 Toggle the Alert when Dasher is arriving button on or off based on your preference.





Dasher Waiting

DASHER WAITING

Dasher is waiting status

The Dasher Waiting feature will let you know how long Dashers have been waiting at your store to pick up an order.



Dasher Early Arrival:

We will show a Dasher is waiting as soon as they arrive (Dasher Waiting), but we will wait to start the timer only after your confirmed prep time has lapsed

Note: If the Dasher is early, your order ready time will show in grey (e.g. **Ready in 2m**)



DASHER WAITING

Dasher is waiting timer

1

Merchant Running Late: In this example, the merchant-confirmed prep time has already lapsed (Ready); late orders will show Dasher waiting for Xm XXs (Dasher wait will align with your Avoidable wait time)

6:32 🖪 🕐 💼				Þ 4
≡ Orders	Accepting	Angela R. #0602ed41 • 2 items		ssue with Order
IN THE KITCHEN		Dasher wait	ing for <mark>5m 25s</mark>	1
Angela R. #0602ed41 • 2 items	Dasher Waiting 5m 25s Ready	Assigned Dasher Michael H	Dasher Feedback	
See his	tory	ATS Beverly Hills Beverly Hills Plates 1 × Hass Avocado	Hollywood ware av FAIRFAX FAIRFAX WARE LA BREA w Corder ready for pickup	read Are why Bind LARCHMONY VILLAGE CENTRAL L \$10.75 >
	Ø	0	O	



Manage Your Store

Change an existing order

In this section, we'll cover how to:

- Update the status of your kitchen
- Adjust store hours



Update Kitchen Status

Update kitchen status

If you are experiencing a rush in the kitchen, you can update your kitchen status and choose to either slow down the volume of orders you receive or temporarily pause receiving new orders.

To change your kitchen status, tap on the **status button** on your order manager.



Update kitchen status

The default setting for your kitchen status is **Normal**.

When customers are on DoorDash, the estimated delivery time they see for your restaurant is partly calculated based on the amount of time it normally takes for your kitchen to prepare an order.



Update kitchen status to busy

Setting your kitchen status to **Busy** adjusts the estimated delivery time so you can set accurate expectations with customers before they order.

To set your status as busy, tap **Busy** and select how much extra prep time you need to prepare an order. Then tap **Update Status**.

Tip: If your Kitchen Status is set to Busy, your suggested Prep Time will include the additional prep time you have selected.



Update kitchen status to busy, continued

Your kitchen status will remain as **Busy** for one hour and then automatically shift back to **Normal**.

You can manually change your status to **Normal** any time within that hour by tapping on the **status button**.



Pause new orders

If your kitchen becomes so busy that you are unable to accept more DoorDash orders, you can pause new orders. This means customers will temporarily lose the ability to place new orders, but existing orders will be unaffected.

The maximum amount of time your store can be paused via your tablet is 60 minutes. If you need to pause your store for a longer period, you can do so in the <u>Merchant Portal</u> or contact Support.



Pause new orders

To temporarily stop new orders, tap **Pause**, select the duration of time you want to pause new orders, and tap

Update Status.



Pause new orders

Your store will remain **Paused** for the duration of time you selected and then automatically shift back to **Normal**. You can manually update your status to **Normal** at any time by tapping on the status button.

Paused 9:45	
Currently no new orders	
See history	9
	No active orders
	Check to see if your tablet is working properly by creating a test order on the <mark>Settings</mark> page
	Prevent order issues from happening
	Pay attention to items with the tag below to reduce commonly reported customer issues
	Double check this item - Often Missing



Adjust Store Hours

Adjust store hours

View your store hours by tapping on the hamburger icon to open up the sidebar menu.

10:27	up at
Currently no new orders	
See history	0
	No active orders
	Check to see if your tablet is working properly by creating a test order on the Settings page
	Prevent order issues from happening Pay attention to items with the tag below to reduce commonly reported customer issues
	Double check this item - Often Missing
	III O <

Adjust store hours, cont.

- Tap Store Hours in the sidebar menu
- Your regular store hours will be listed in the left hand column. If you need to change your store hours *permanently*, visit the <u>Merchant</u> <u>Portal</u> and follow the instructions in the how to guide.
- If you need to adjust store hours or add a closure for a specific date or dates, these can be done on your tablet. Tap the Add Special Hours or Closures link to continue.



Adjust store hours, cont.

- Tap **Select Dates** in the Dates section
- 2 Choose one of the options in the dropdown menu and tap **Next**
- 3 Choose whether your store will be **Open with Special Hours** or **Closed** for the date selected

Tap **Next** to continue



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Adjust store hours, cont.

- Tap the box under **Store Open**
- 2 Use the pop-up to select the special opening time. Tap **OK**
- 3 Repeat steps 1 & 2 for **Store Close**
- 4 Tap **Next** to continue



Adjust store hours, cont.

Check the date and the open and close times to confirm they are correct. Tap **Confirm Special Hours** to finalize.

Your updates will also be reflected in the Merchant Portal under your **Business** Hours → Special Closures/Hours section.





Sidebar Menu

Sidebar Menu

In this section, we'll cover how to access these tools using your sidebar:

- Order History
- Manage Menu
- <u>Store Hours</u>
- <u>Settings</u>
- Printer Setup

SIDEBAR MENU

Access your sidebar menu

Access your sidebar menu by tapping on the **hamburger icon**.





Order History

SIDEBAR MENU

Order history

When you tap **History**, the your most recent orders from the last 7 days (up to 100 orders total) will be displayed. Orders more than 7 days old will not appear here and can only be accessed via the Merchant Portal.

			8
≡ History		Kaithlen Zen P. #6a71eb94 • 3 items	Order
Out for delivery		Out for delivery	
Kaithlen Zen P. #6a71eb94 • 3 items	Dec 2 @ 2:39 PM	delivering by 3:15 PM, Wed	
Lawrence L. #56e0c3fe • 4 items	Dec 2 @ 2:38 PM	House Drinks	
Moustafa E. #c35890c9 • 2 items	Dec 2 @ 2:36 PM	1 × Vietnamese Iced Coffee \$3.9	95 >
Kodiak S. #7eb4b471 • 28 items	Dec 2 @ 2:35 PM	Signature Sandwiches 1 × Chipotle \$9.5	io >
Gabby E. #62b80f5c + 2 items	Dec 2 @ 2:34 PM	Snacks 1 × Oatmeal Cranberry Cookie \$1.9	95 >
Dory B.		3 total items Subtotal \$15.4	40



Manage Menu
Manage your menu

Refer to the <u>Review Your Menu</u> section to learn how to review your menu and mark items out of stock.

	w/ (Eth St) 02 27 20 20	Show Out of Stock Itoms (0)
- Maxx's Burntos (Ali Da	ay) (5th 5t) 05.27.2020 •	Show Out of Stock items (0)
Categories	Duration	
Burritos	Burritos All burritos come with your choice of red or green salsa.	8 Item
Quesadillas	Barbacoa \$5.65	:
Tacos Drinks	Carne Asada \$5.65	:
	Green Chile \$4.65	;
	Adobada \$4.65	:
	Arizona \$5.65	:
	Pollo Asado \$4.05	:
	III O <	



Store Hours

Special store hours

Refer to the <u>Adjust Store Hours</u> section to learn how to add special holiday hours and closures. To permanently change your store hours, visit the <u>Merchant Portal</u>.





Settings

Settings

In the Settings section, you can manage multiple settings, including:

- 1 Turning the automatic confirm of new orders on or off
- 2 Changing the volume of new order alerts
- Creating a test order
- 4 Turning the Dasher arrival alert on or off
- 5 Setting up a printer



Auto-confirm new orders

When **Auto-confirm new orders** is on, new customer orders will automatically be confirmed.

2 Use the toggle to switch this function on or off.



New order alert volume

- When **new order alert volume** is on, your tablet will "ding" every time a new order is received.
- 2 Use the dropdown menu to choose whether the alert is loud or quiet



Create a test order

1 Creating a test order is a great way to familiarize yourself with order flow. Tap **Create test** order to initiate the test order process.



Alert when Dasher is arriving

When the **Alert when Dasher is arriving** is turned on, you will be notified (with a full-screen notification and a unique sound) when a Dasher is arriving to pick up your customer's order



Use the toggle to switch this function on or off

12:27					197 al	
=	Settings					
Ord	lers					
;	 Auto-confirm new 	orders				
	New order alert vol	ume			Quiet 🗸	
	Create test order					
1	 Alert when Dasher 	is arriving			2 •	
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6	Printer No Printer setup				Setup printer	
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Printer Setup

Printer setup

If you selected a printer during your sign-up process, you need to pair it with your tablet.



Ensure your printer is turned on and tap **Setup printer** to begin.

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Order	'S						
×	Auto-confirm new orders						
٠	New order alert volume					Quiet 🗸	
۵	Create test order						
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SIDEBAR MENU

Printer setup

- Tap **Okay** to allow your tablet to find your printer via bluetooth
- 2 Tap Allow to continue pairing process

4:57		G
Paired devices		
Available devices		
	Runtime Permissions up ahead To find nearby bluetooth devices please click Allow on the runtime	
	permissions popup. Okay	
	457	90
	Paired devices	
	Available devices	
	Allow Order Manager to access this de 2 location?	
	DENY ALLOW	
	ш о <	

Printer setup

- Under **Available devices**, tap on the printer name to pair it with your tablet
- 2 When your printer and tablet are successfully paired, you will see

a Cover is close, ready to use

message under Printer in Settings.



Printer setup

Your printer will now print a receipt of all new orders that you receive.

The default quantity is 1. To have multiple copies printed, tap on the **dropdown** to the right of Receipt copies per order and select how many copies you want printed (up to 3 per order).

2:30				HG: , if
■ Settings				
Printer				
Printer Cover is close, ready to use				
Receipt copies per order				1 receipt
Test print receipts				2 receipts 3 receipts
About				\/
Check for Updates Current version: v2.60.5				
Rate us in Google Play Store Let us know how we're doing.				
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Logging In

What to do when you've been logged out

When your tablet arrives, you will already be logged in with your credentials. If you get signed out of the app and need to log back in, your user information can be found in the email you received when your tablet was delivered. You can also contact our support team.

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	Email Add	ress or Phon	e Number		
	Password				
			Sign in		
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Need Help?

Contact Support

If you're still having problems and need help resolving, visit the <u>Merchant Help Center</u> or call one of our live Support agents:

- United States: 855-973-1040
- Espanol: 855-834-8733
- Canada: 647-957-7219
- Canada (Francais): 855-643-8439
- Australia: 1-800-958-316