

# HOW TO PREVENT AVOIDABLE CANCELLATIONS

## IT HAPPENS: ORDERS GET CANCELED

Sometimes, those cancellations can be avoided, and other times they can't. Cancellations create a negative customer experience and can ultimately impact your store performance and overall ratings. Here's how to prevent avoidable cancellations so you can keep customers happy and orders coming in.

## SIX COMMON REASONS FOR CANCELLATIONS AND HOW TO AVOID THEM:

### 1 AN ORDER IS PLACED WHEN YOUR RESTAURANT IS CLOSED

Maintain correct store hours by updating hours on your tablet, Merchant Portal, or POS. This includes holidays and special closures.

### 2 ACCEPTING ORDERS DESPITE BEING TOO BUSY TO FULFILL THEM

Use the Busy tablet feature to update your status to Busy and add more prep time to each order. You can also pause your store to temporarily stop accepting orders. If you don't have a tablet, pause your store under Special Closures/Hours in the Business Hours tab of the Merchant Portal.

### 3 OUT-OF-STOCK ITEMS ARE LISTED AS AVAILABLE

Ensure your menu is up to date by marking items out of stock via the Portal or by using your POS or tablet.

### 4 DELAYED ORDER CONFIRMATION

If you're using a tablet or POS, set it to auto-confirm orders. If you use phone or email protocol, make sure to confirm orders ASAP.

### 5 A MEMBER OF YOUR STAFF REQUESTS TO CANCEL AN ORDER

Ensure your staff knows how to handle order issues so that they're less likely to initiate cancellations unless absolutely necessary.

### 6 THE WRONG DASHER GETS THE ORDER

Make sure to confirm the order name with a Dasher before the handoff. If an order is given to the wrong Dasher, make sure your team makes a note of this in the Merchant Portal.

