Your guide to using Restaurant Dashboard





Uber Eats

Welcome to Uber Eats

Let’s get started with Restaurant Dashboard.

This guide is your resource for the many things you can do with Restaurant Dashboard, where you'll receive orders from Uber Eats.



Table of contents

01 Overview

02 Using Restaurant Dashboard

03 Typical orders

04 Real-time adjustments

05 Best practices

06 Troubleshooting

07 We’re here to help

01

Overview

Where does Restaurant Dashboard live?

Restaurant Dashboard is an application that runs on your tablet and manages your orders.

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



A quick look at Restaurant Dashboard



Order management

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



Tracking couriers

- See which courier 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



Hours and menus

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

02

Using Restaurant Dashboard

Let’s dig into the basics of Restaurant Dashboard

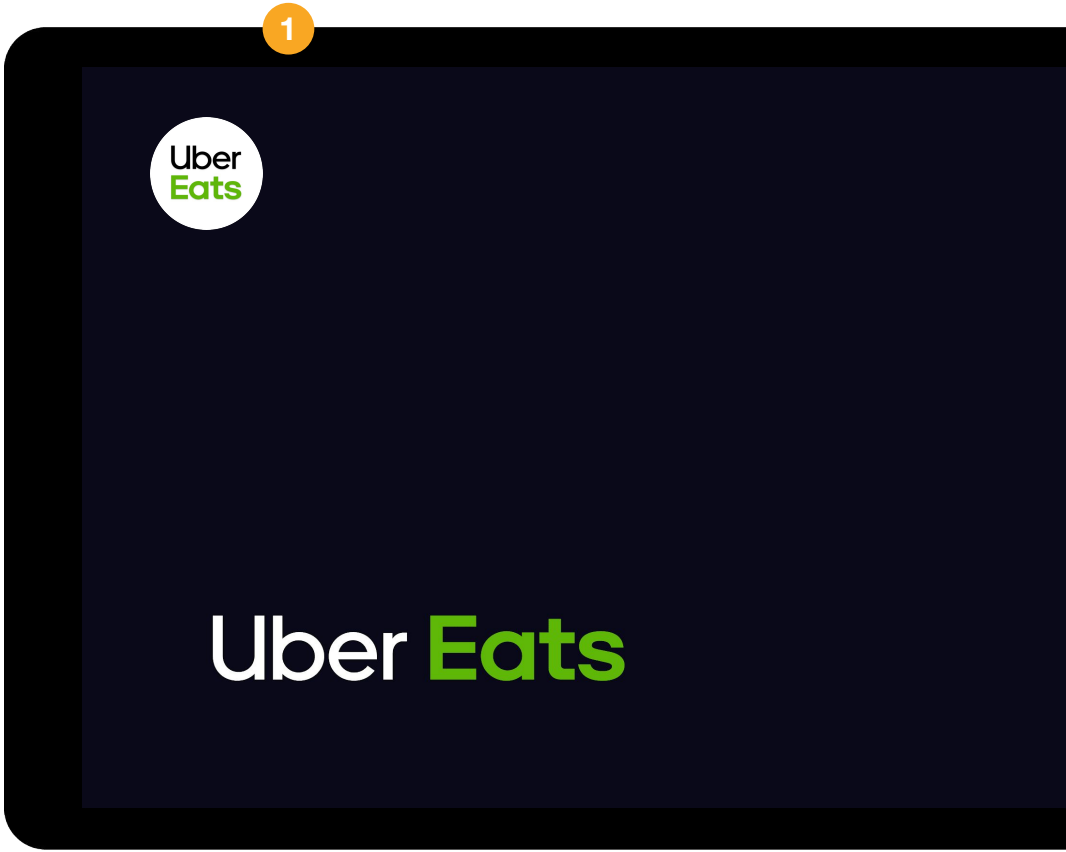
- Powering on and logging in
- The navigation icon
- Your password and printer
- Your restaurant hours

Turn on your tablet and tap the app

To power your tablet on, find and press the power button. For other options, press and hold the power button for 3 seconds. A screen will pop up and prompt you to select “Power Off,” “Reboot,” or “Airplane Mode.”

Tap the Uber Eats app icon on your device.
It should be the only app you see.

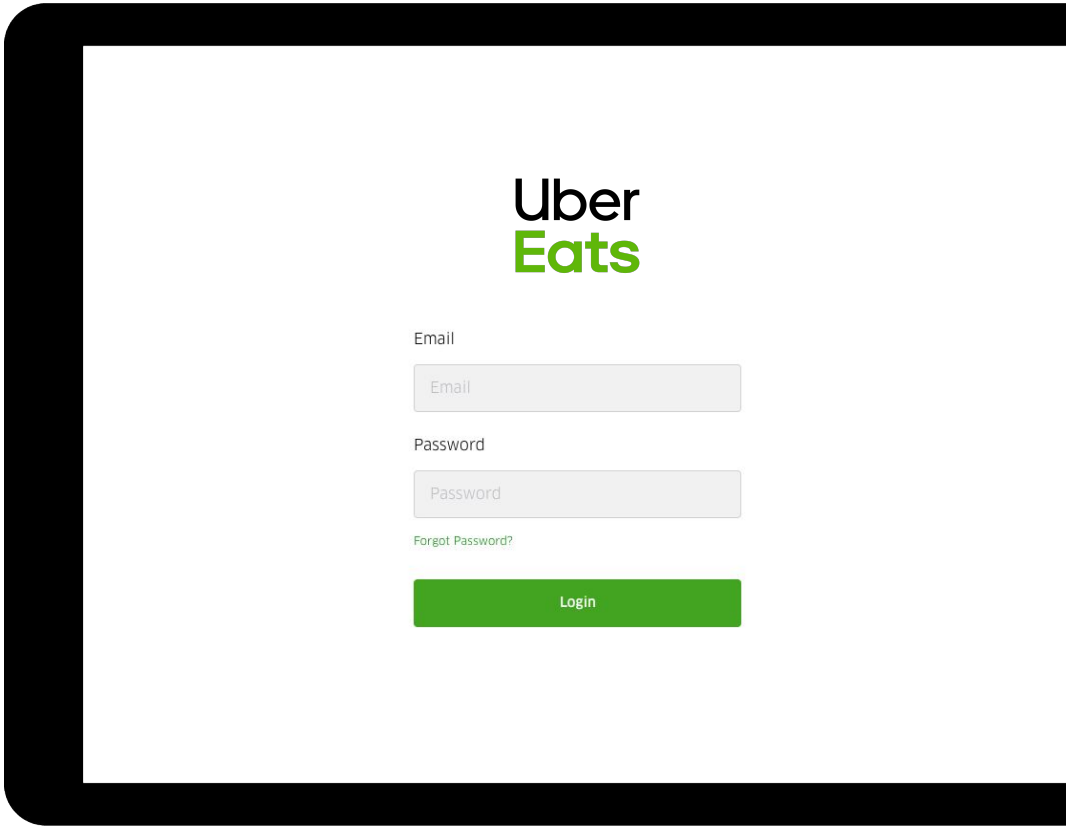
1 **Power Button**



Log in

When the login screen appears, enter your account 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. If you forgot or need to reset your password, please email restaurants@uber.com
and someone will be in touch to help.



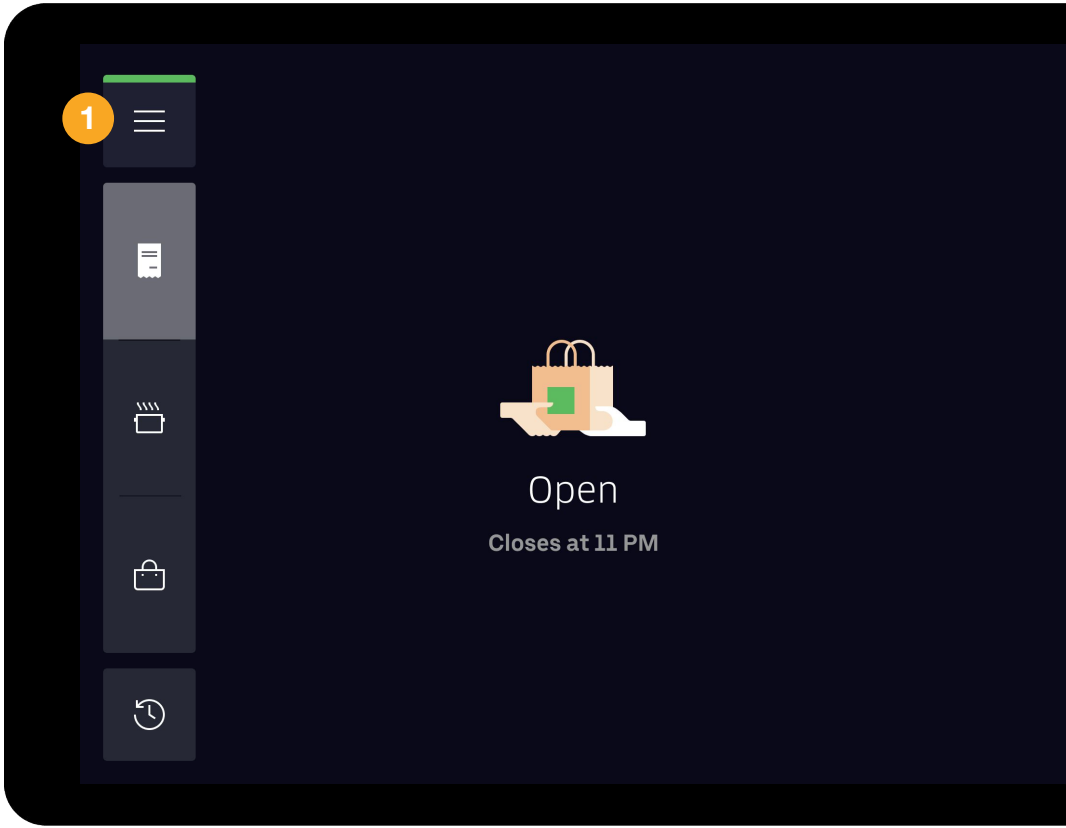
Locate the navigation icon

This icon gives quick access to the tools you need to keep delivery 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.

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

- Live order details
- Prep status
- Delivery information
- Order history



Set up your printer

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

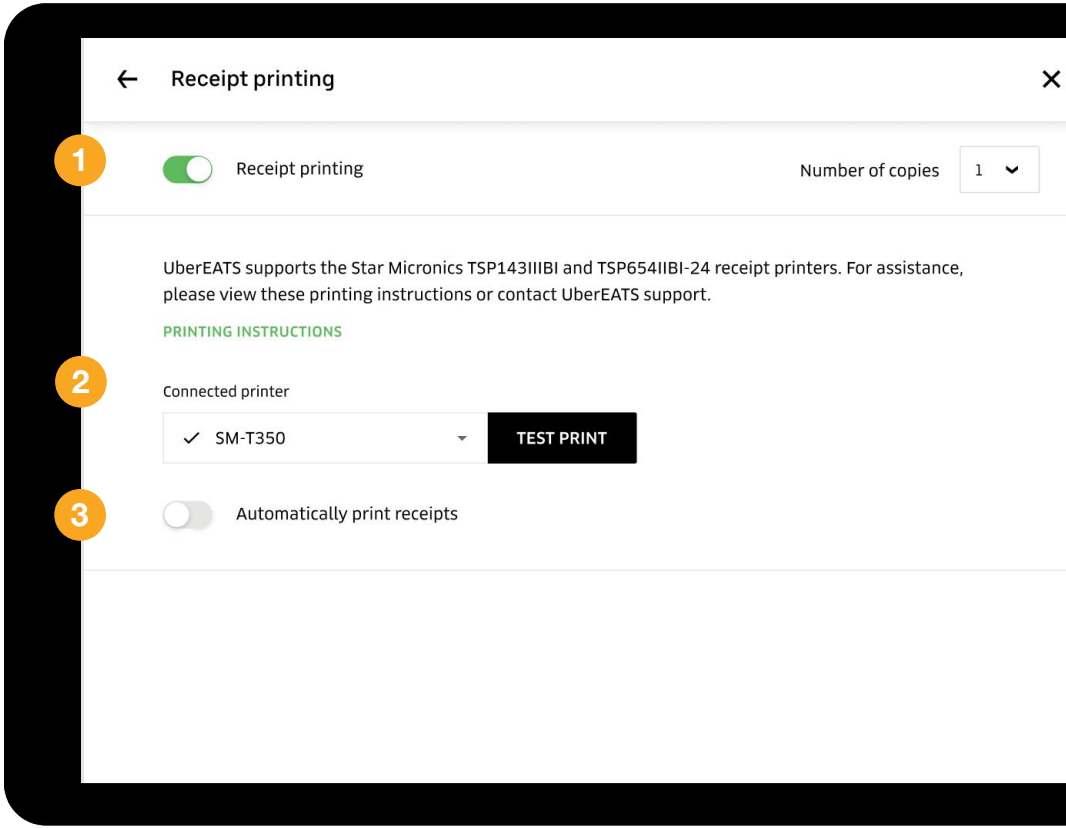
Tap the navigation icon and select “Settings” in the sidebar.

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.

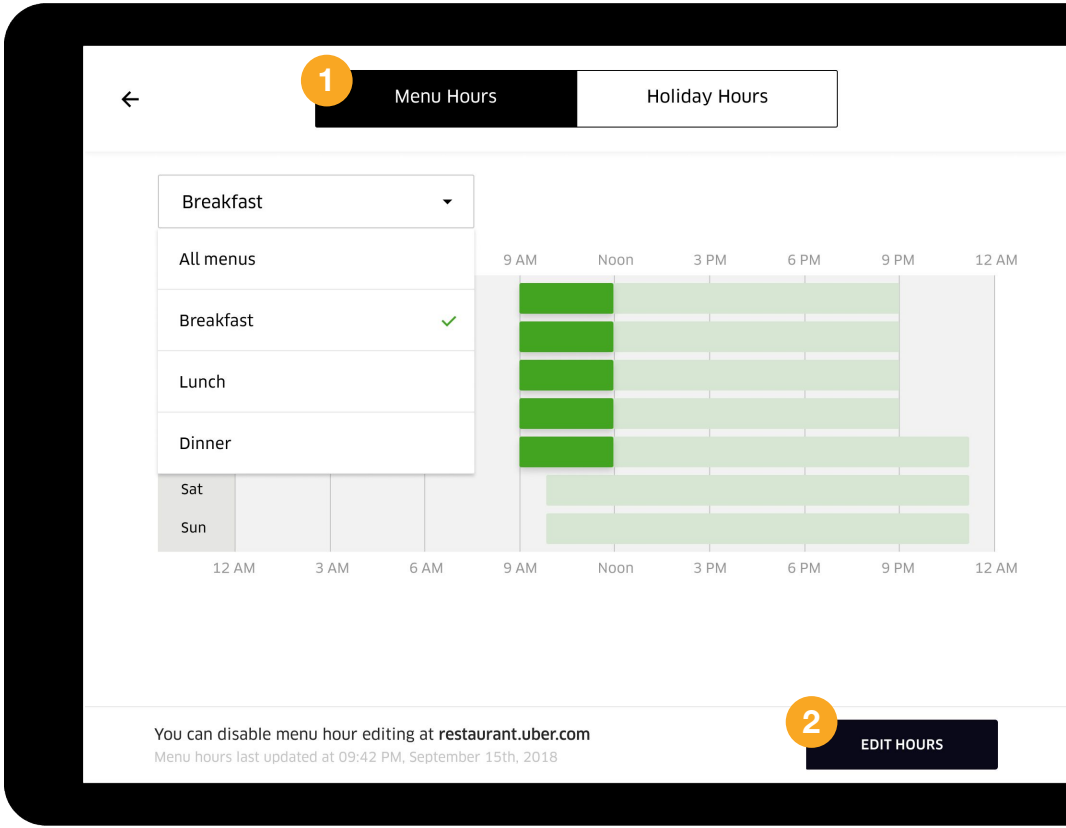
3. To enable autoprinting of receipts, simply click on the toggle. You can also select the number of copies you’d like printed at the top right.



Set your hours

1. Tap the navigation icon and select “Hours” in the sidebar. Here you’ll see visualizations of your regular “Menu Hours” and “Holiday Hours.”

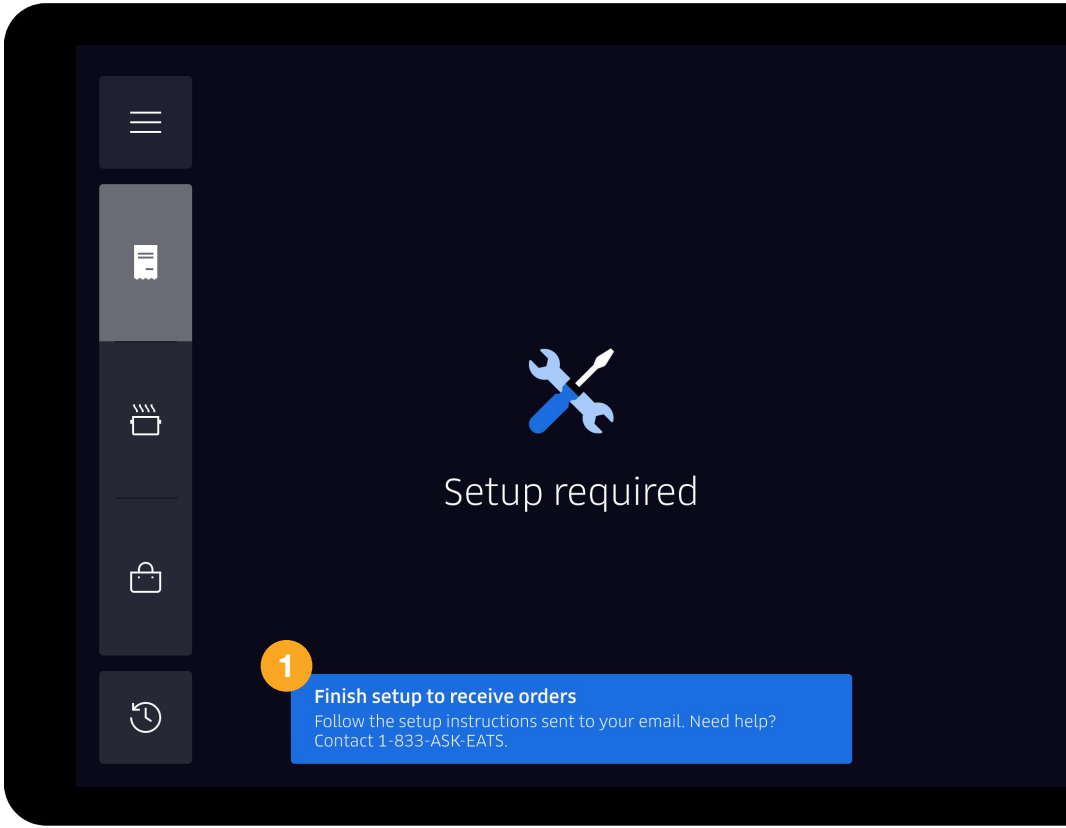
2. To update your regular hours, tap the “Menu Hours” tab, and tap “EDIT HOURS.”



Complete your setup

Once you've completed setup on Restaurant Dashboard, you'll be ready to go online during regular hours.

1. If you see this status, it means you have not completed setup and aren't ready to take your restaurant online.

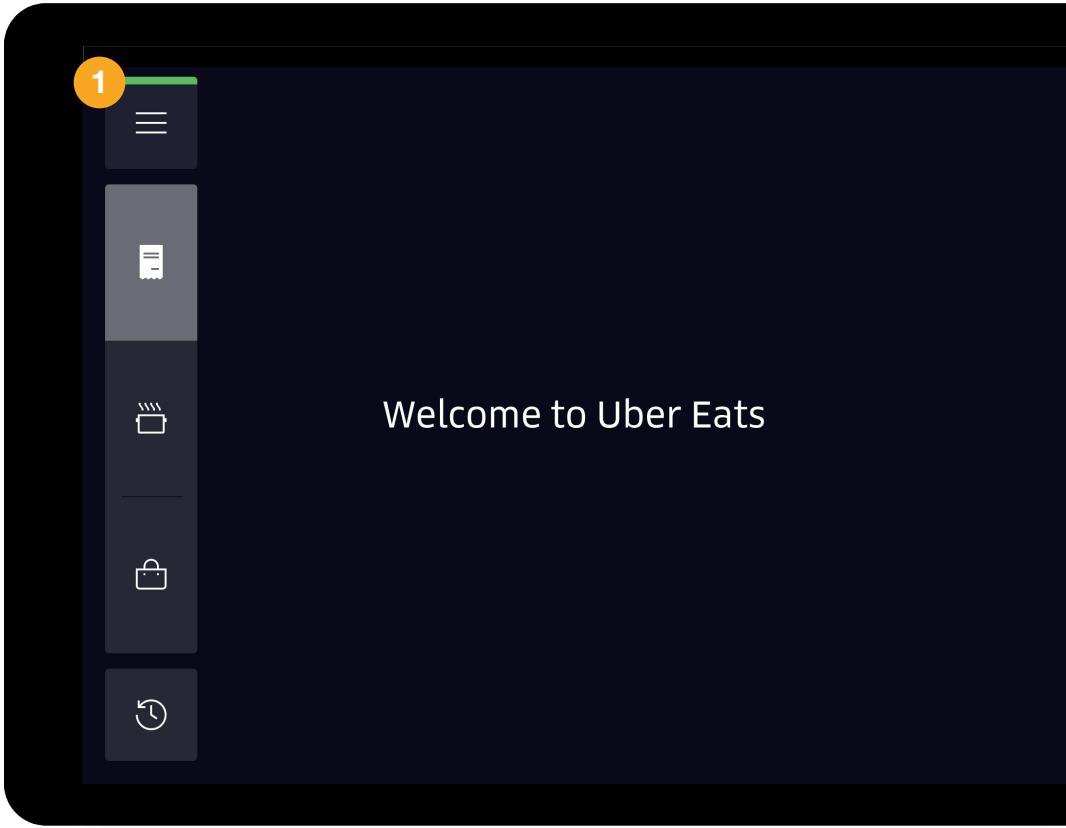


Check to see if you’re online

Your restaurant will automatically go online and be visible to customers during the regular hours (“Menu Hours”) you set in Restaurant 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.

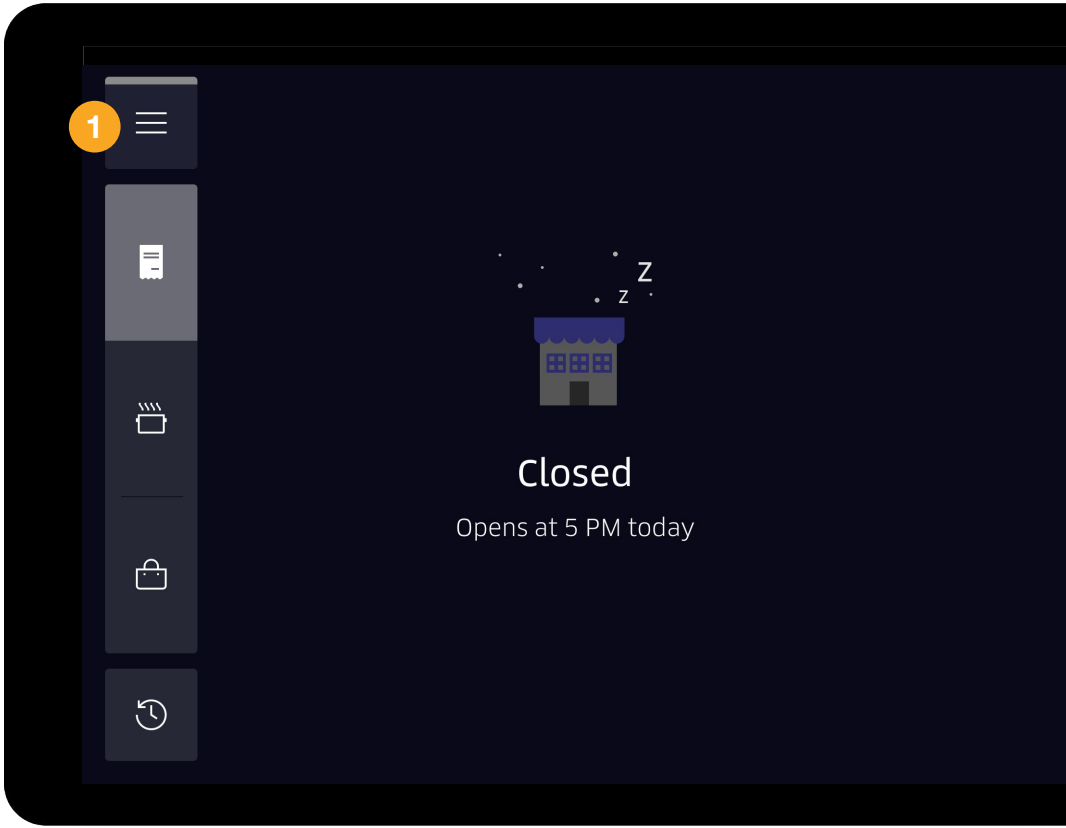


Know when your restaurant is closed

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

Restaurant Dashboard also displays the time it opens again.

1. If you notice that the hour displayed is incorrect, head to Restaurant Manager to make an update to your regular menu hours.



03

Typical orders

Restaurant Dashboard organizes each order into a step-by-step process

Orders typically flow like this:

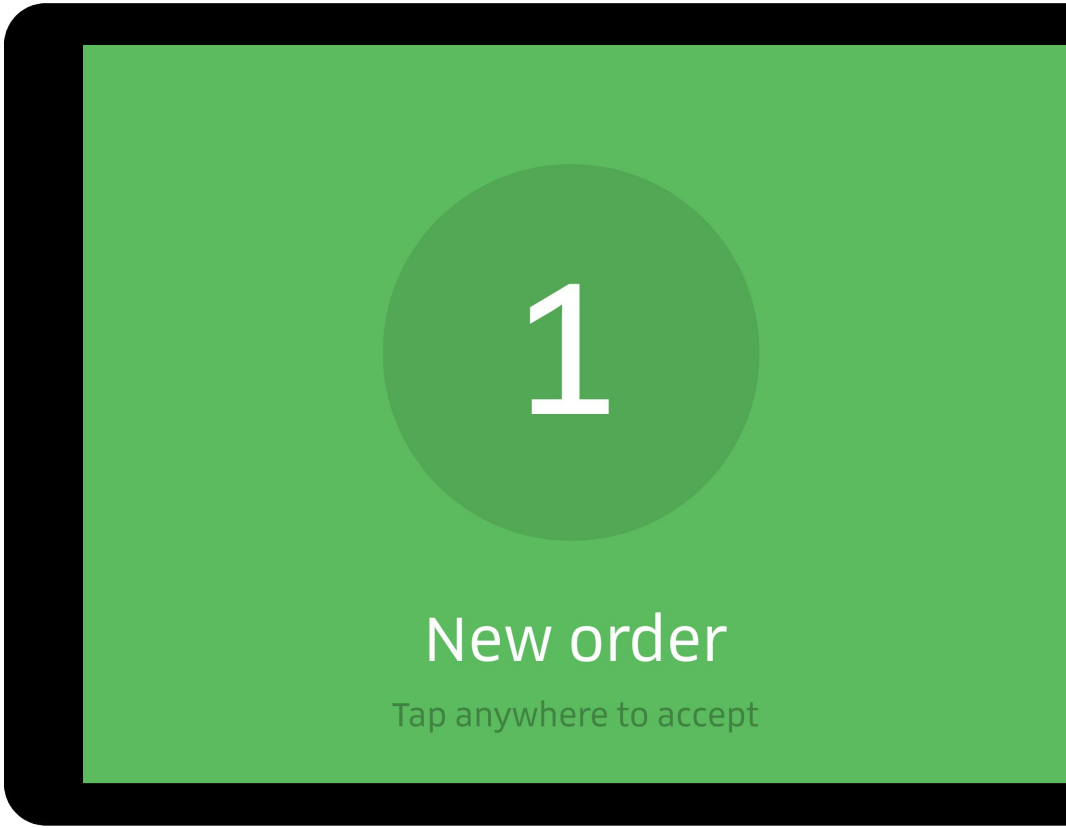
- Accept an order
- Print an order
- Prepare an order
- Hand off an order
  - to an Uber Eats courier
  - for pickup or dine-in

Receiving an order

New orders appear on the home screen.

So keep Restaurant Dashboard 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.

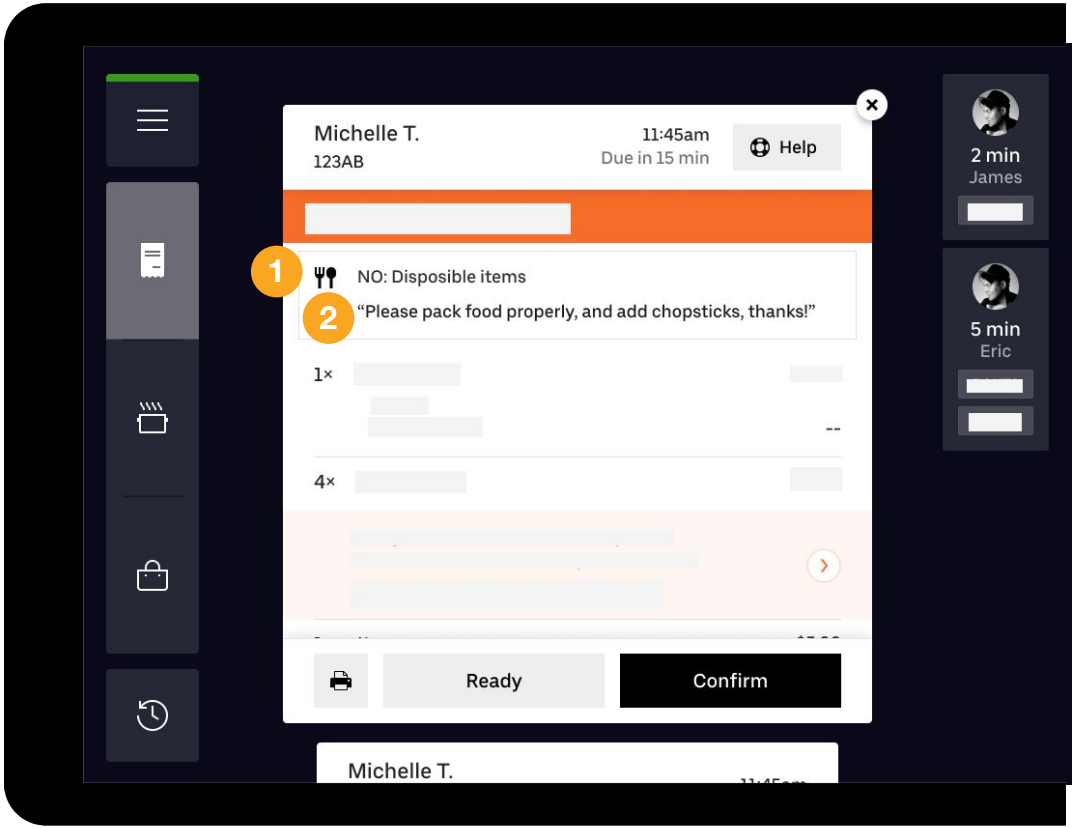


Confirming an order

Once you've had a chance to review the order details, tap the "Confirm" button to accept the order.

1. **Please pay attention to whether the customer requires disposable items.** If the banner says "Yes: Disposable items," please include utensils, napkins, and any other disposable items required (i.e. chopsticks). If the banner says "No: Disposable items," don't include any disposable items.

2. The customer may also modify their request with special instructions, such as requesting a specific disposable item.

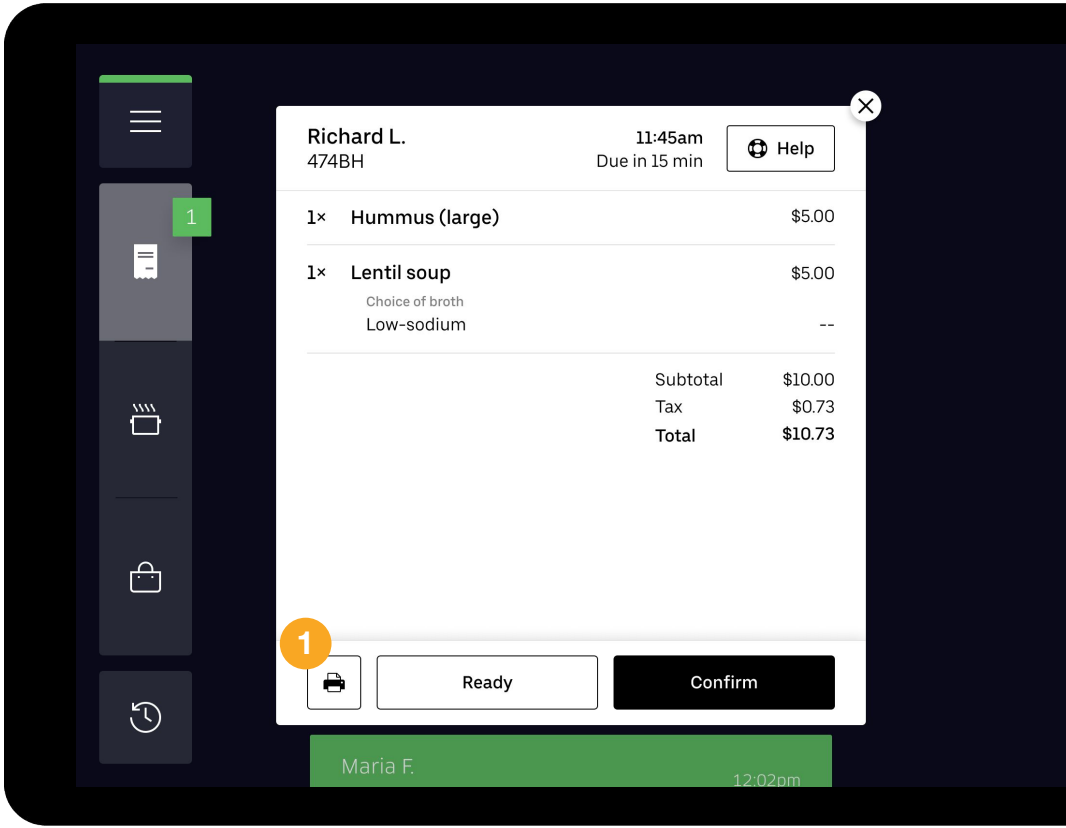


Print an order

You can print orders straight from your device.

Start by bringing up the order details. For new orders, tap the notification alerting you to the new order. For ongoing orders, find and tap the order you want to print.

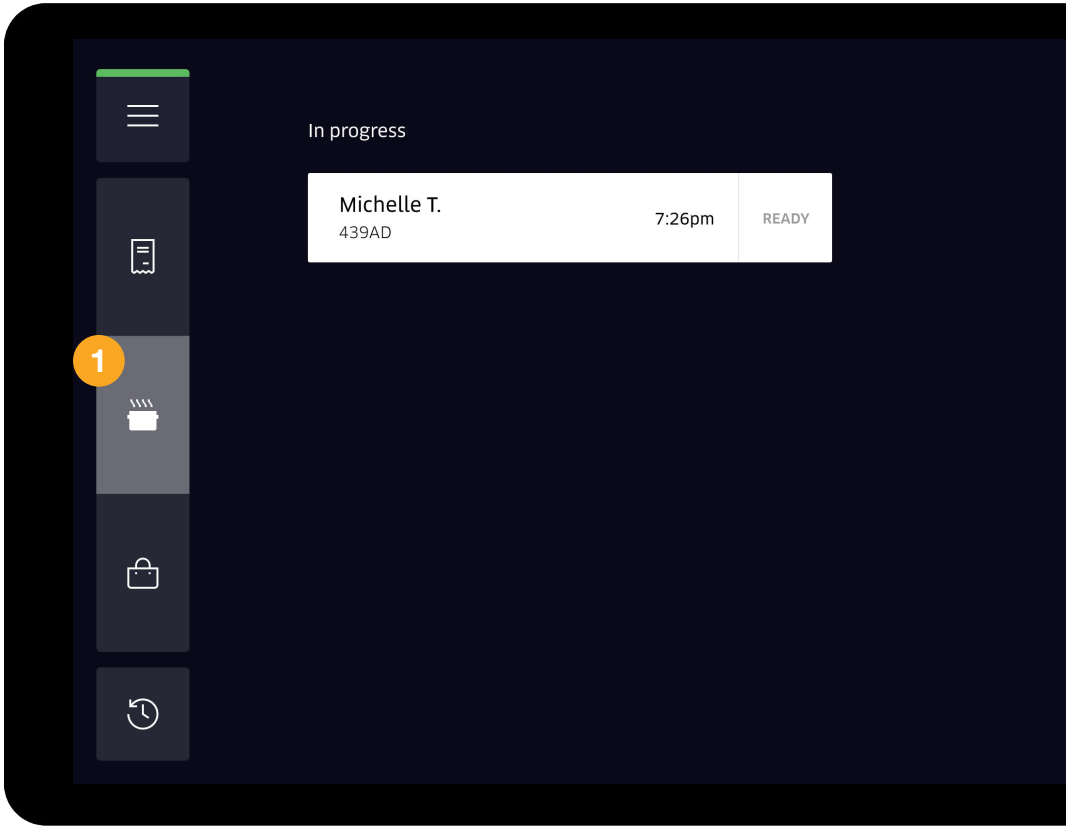
1. Next, find the printer icon in the bottom-left corner. Tap it to print.



Review an order

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

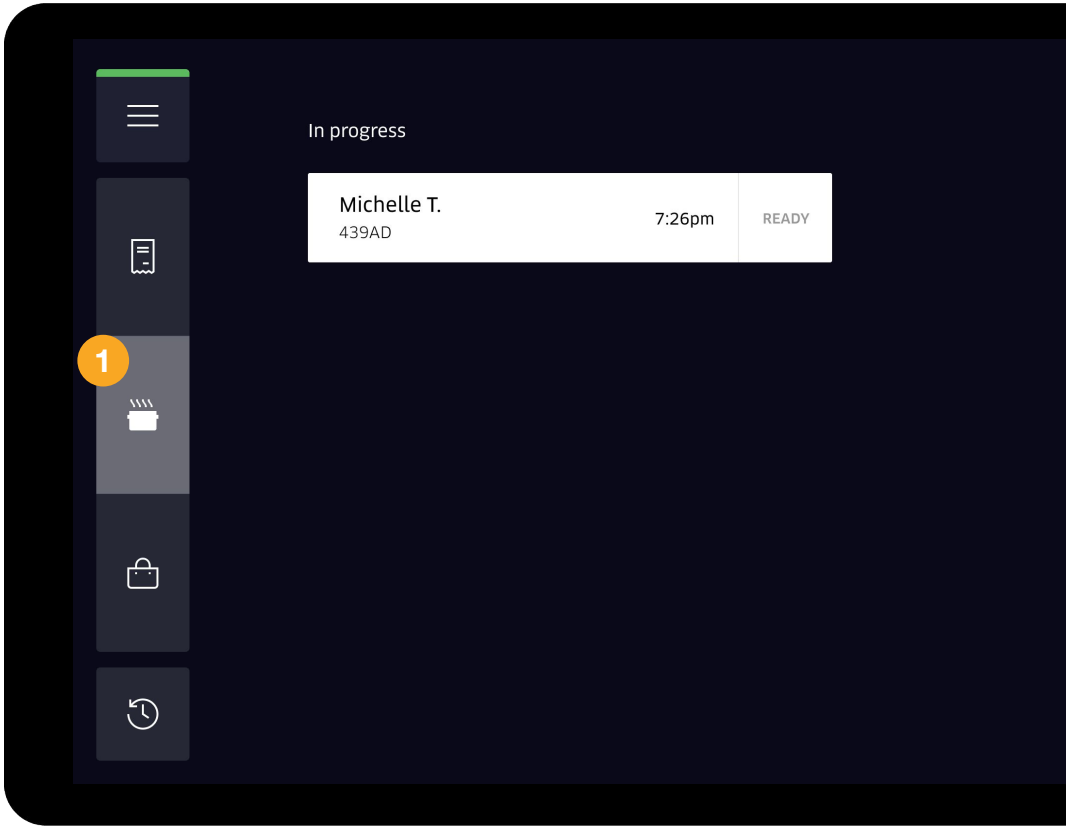
1. To view order details, tap the “In Progress” section and select the order you want to review.



Prepare an order

1. Once you've finished preparing an order, tap it to view order details. Select "Ready for pickup" so we can send a courier as soon as possible.

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

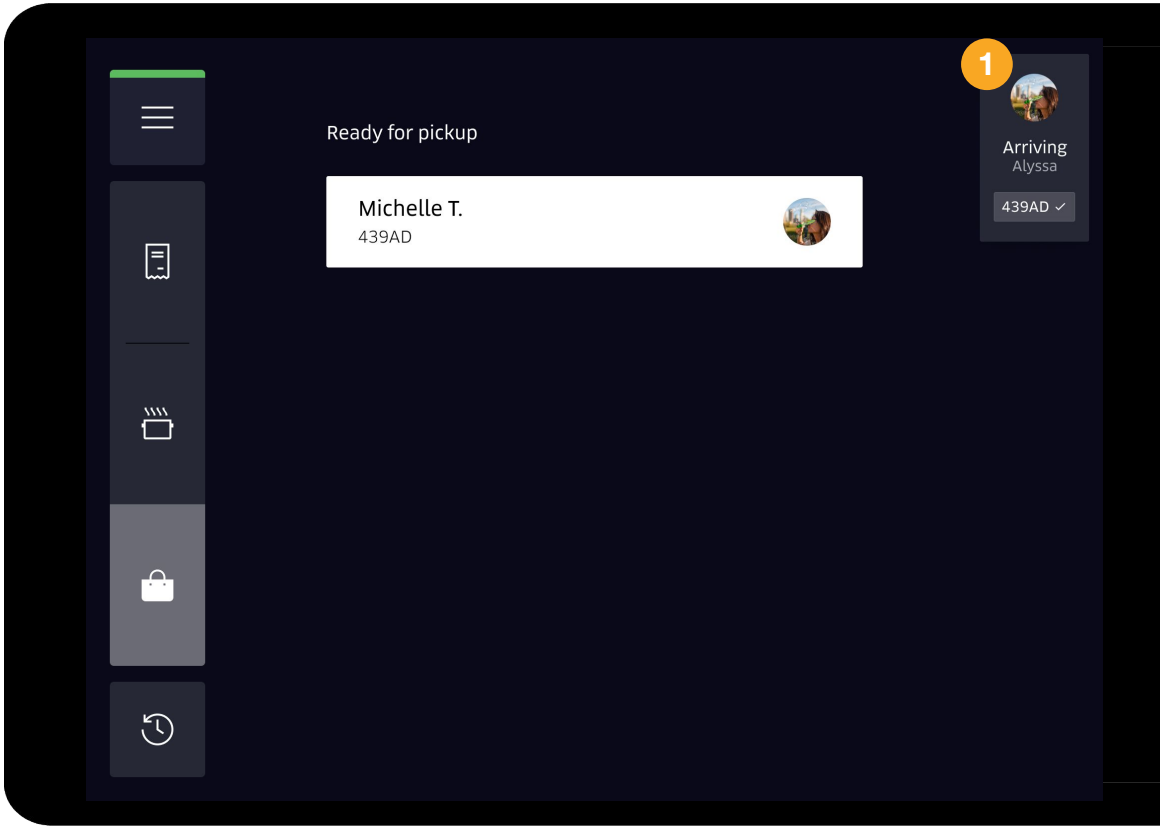


Hand off an order

Your courier'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, whether they're picking up multiple orders, or to see their contact info.

   If you want to track their progress, tap on the courier's icon. This will bring up an order details card. Tapping the help button on this card will bring up a map that shows you the courier's location in real time.



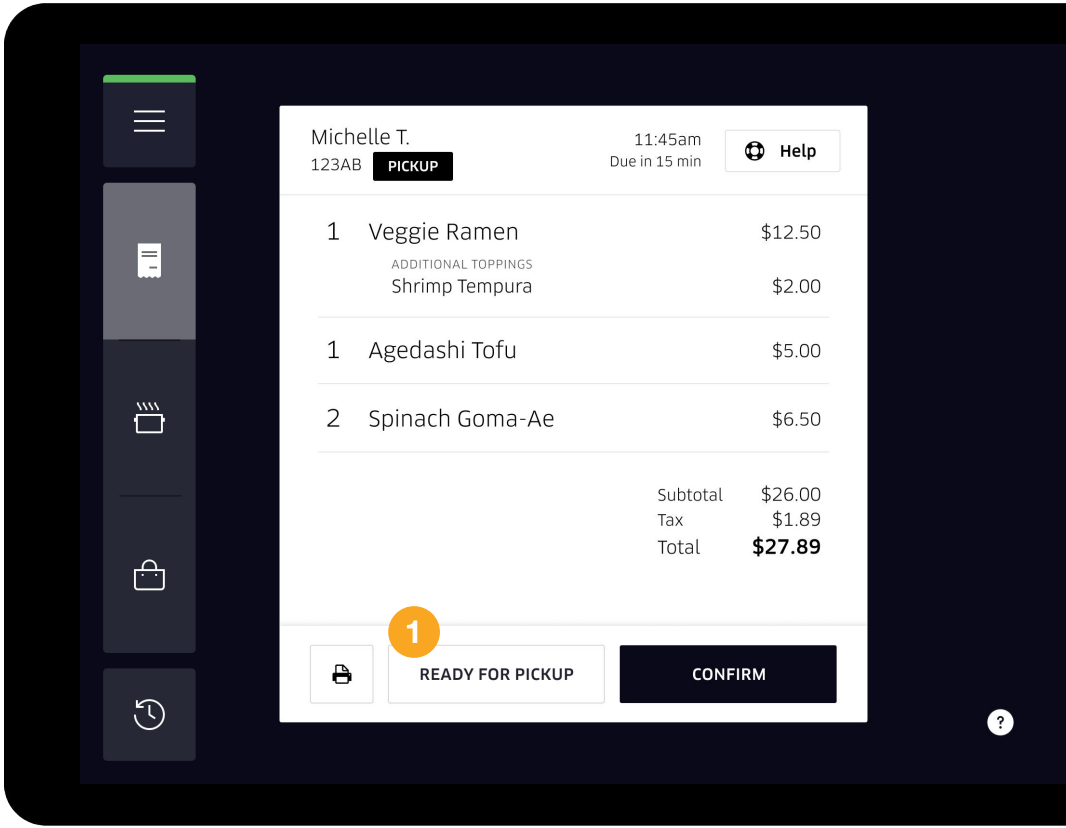
Handling in-store pickup

This feature is only available in select cities.

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

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.

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



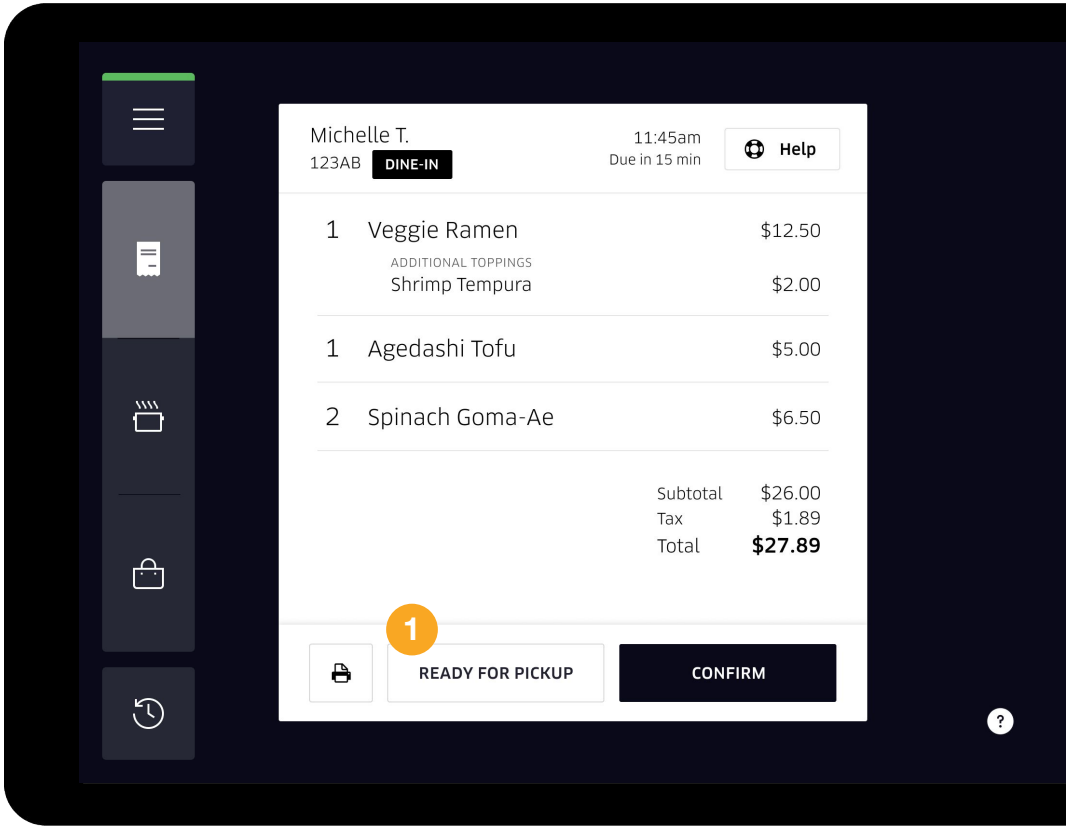
Managing dine-in

This feature is only available in select cities.

Dine-in orders will go through a process that's similar to pickup orders.

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.

1. Once an order is ready for the customer, simply tap the order and then tap "READY FOR PICKUP."



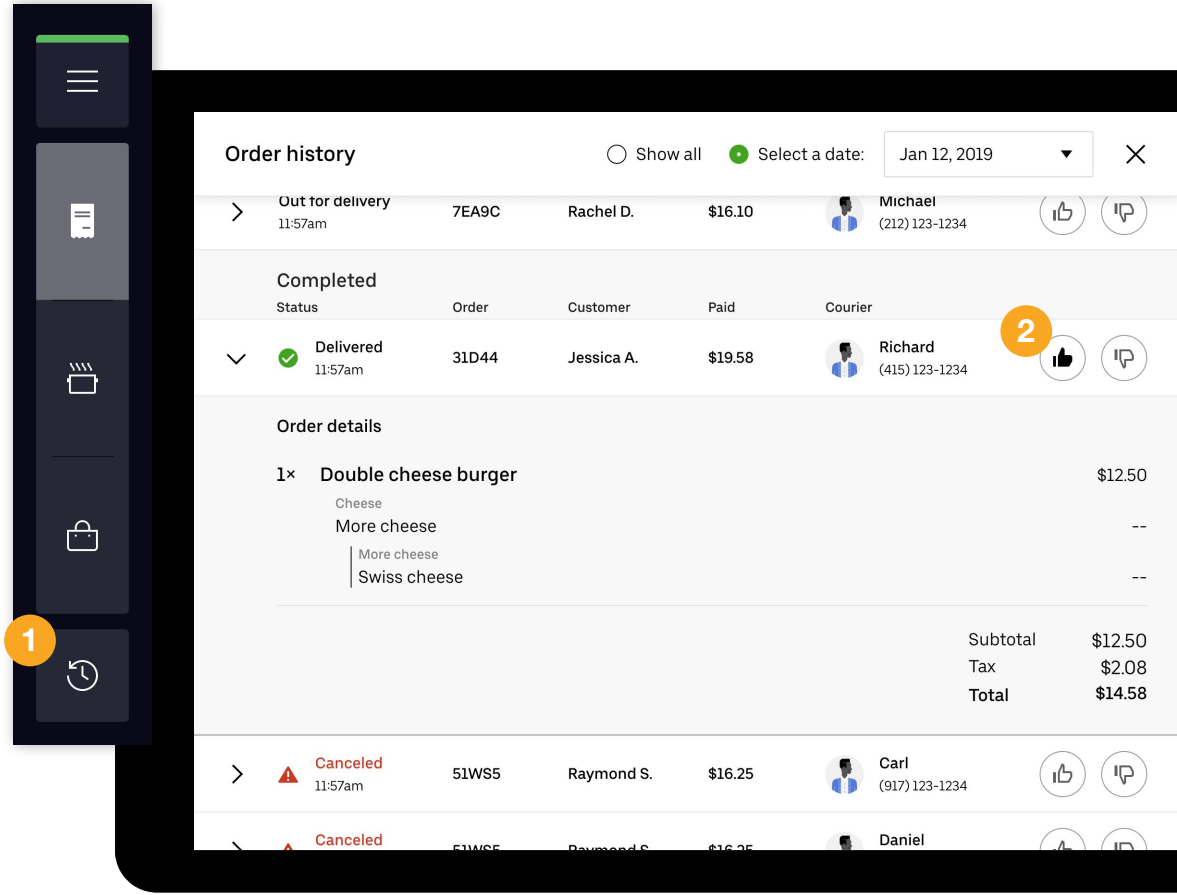
Rating couriers

Let us know about your courier experience.

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

2. Tap either the thumbs up or the thumbs down on the right-hand side of an order to rate the courier.

> 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.



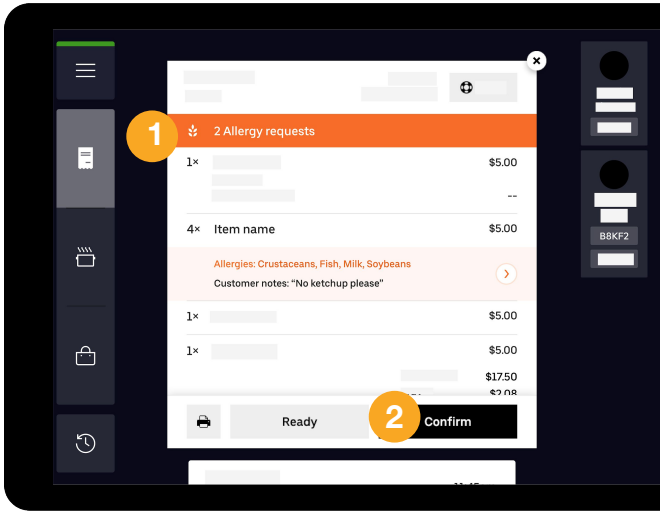
If your restaurant accommodates allergies

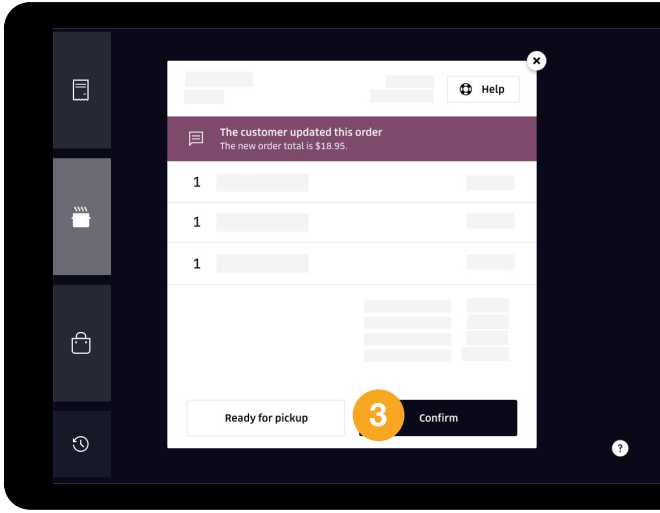
To help make eating safer and more inclusive, Uber Eats has introduced an Allergy-Friendly Restaurant program. If your restaurant is opted in, eaters can discover your restaurant through an in-app “allergy-friendly” filter and when ordering, eaters can input their allergies.

You can become an Allergy-Friendly Restaurant by opting in through the ‘Settings’ section of Restaurant Manager.

1. Orders with allergy requests will be displayed on the order confirmation card with an orange bar. The allergies and customer notes will be listed below the item
2. Next, either hit ‘confirm’ to acknowledge you can accommodate the allergy request, or tap ‘Help’ to reply or cancel the order

   The customer will receive a push notification and have 10 minutes to either: cancel the order, replace the item with the allergy request, or proceed without the item with the allergy request. If the customer doesn’t respond in time, their order will automatically be cancelled.
3. If your customer replaces the item, or proceeds without it, a purple banner will appear on the order card to alert you. Review its details, tap “Confirm,” then continue with the order.





If using your own delivery staff

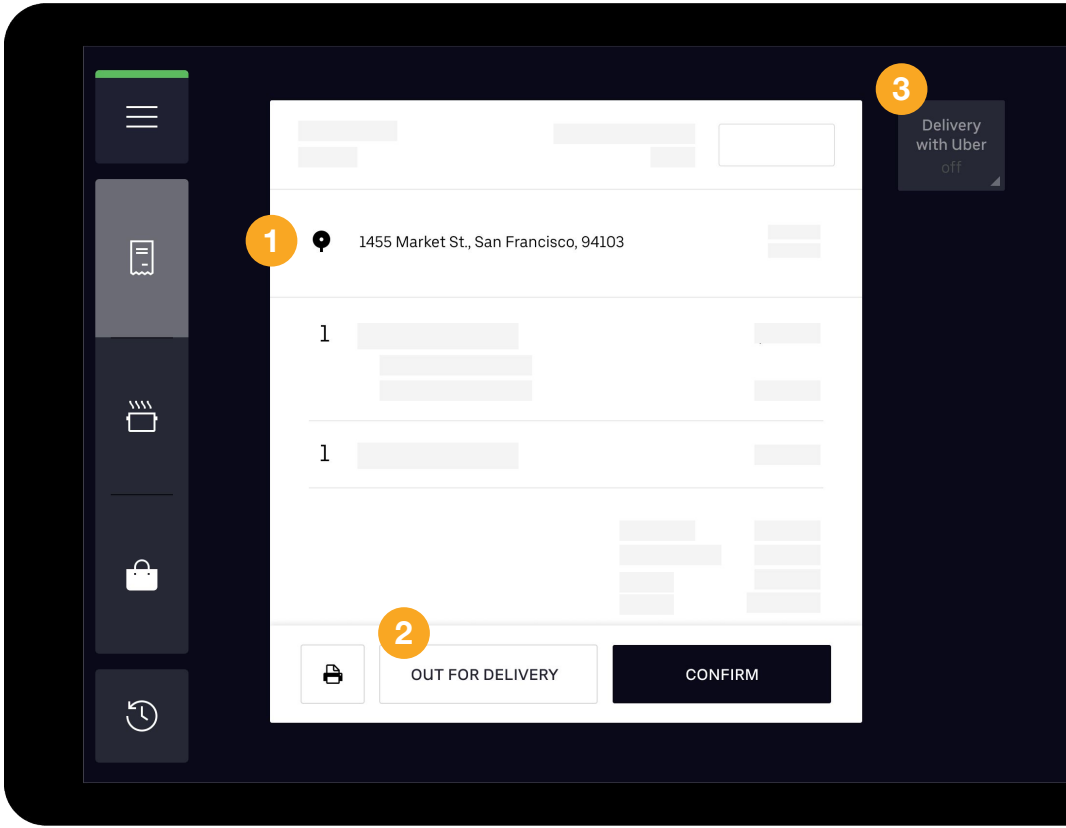
This feature is only available in select cities.

You no longer have to use Uber Eats delivery partners to transport orders. If you prefer to use your own delivery staff, here are a few things to note:

1. An incoming order will display the customer's delivery address, an anonymized phone number, and any special delivery instructions. All of this information will be printed on the order receipt.

2. After handing off the order to your staff for delivery, tap "OUT FOR DELIVERY" on the order details to keep your customer up to date.

3. If your staff is too busy, you can switch on standard Uber Eats delivery. All new orders will be picked up by Uber delivery partners. You can turn this off again once demand settles down.



04

Real-time adjustments

Things happen quickly in a busy kitchen, but Restaurant Dashboard can help you keep up with these on-the-fly adjustments

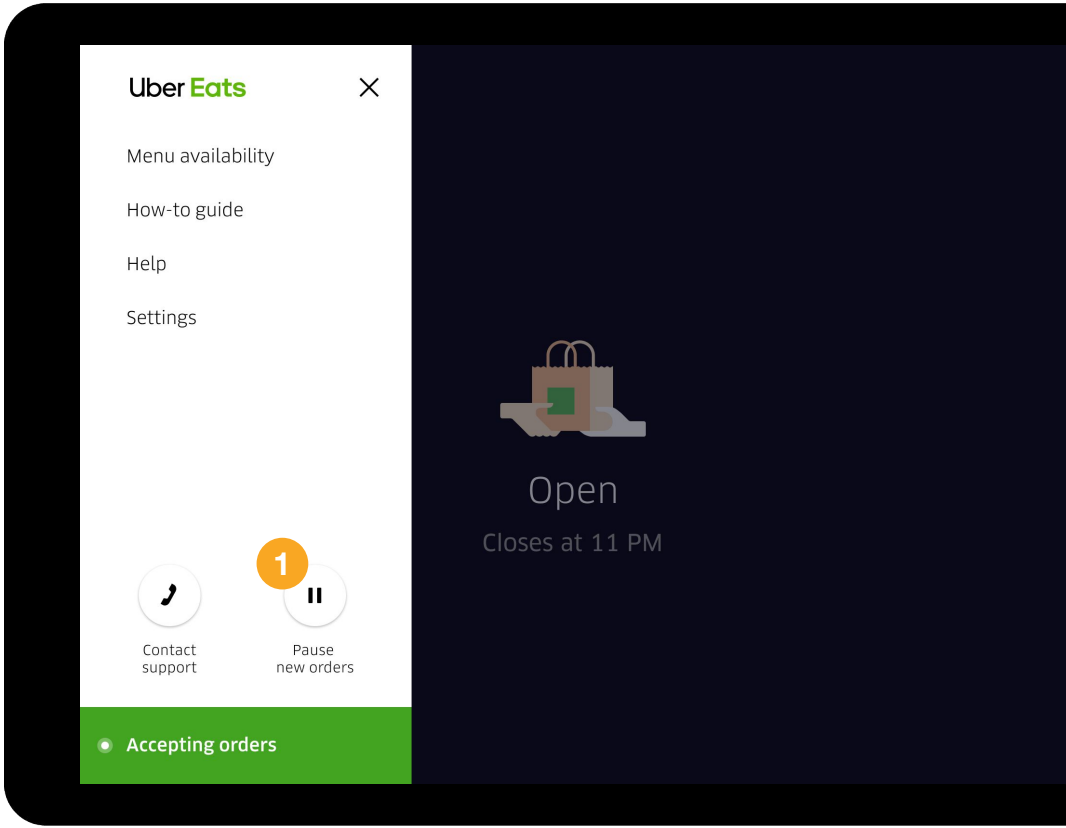
- Pause new orders
- Unpause new orders
- Delay an order
- Cancel an order
- Adjust the price of an item
- Mark an item out of stock
- Choose your layout

Pause new orders

Need a break? No problem.

You can pause your restaurant 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.”

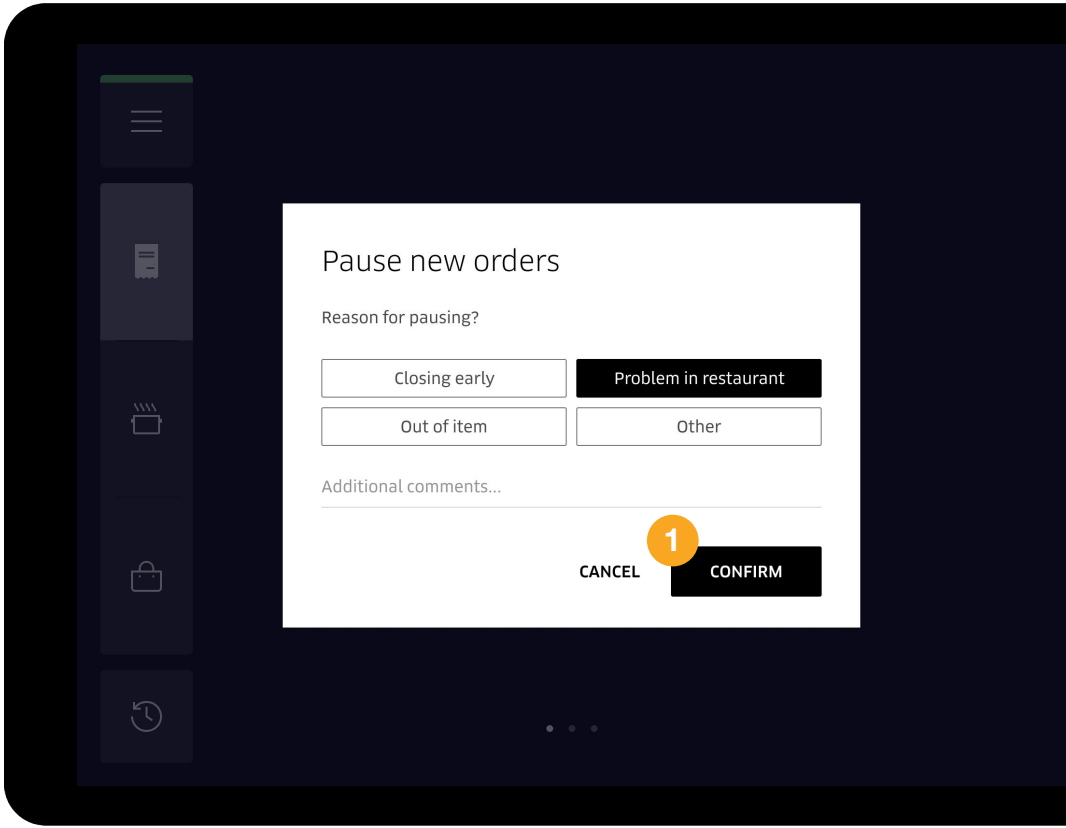


Pausing new orders

How long do you need to put things on hold?

First, choose how long you'd like to pause all incoming orders for.

1. Next, select the reason, and then tap "CONFIRM."

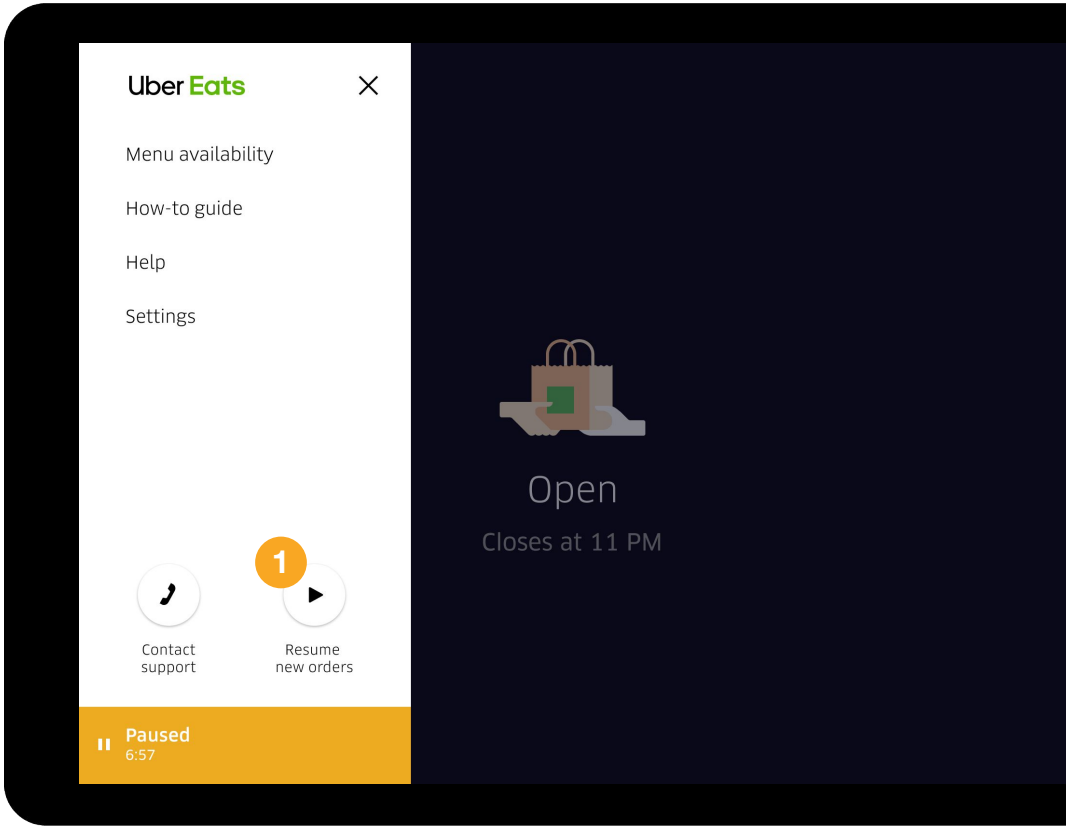


Unpause new orders

Ready to be back in business?

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

1. You can take your restaurant back online before then, or at any time, by tapping the navigation button and tapping "Resume new orders."



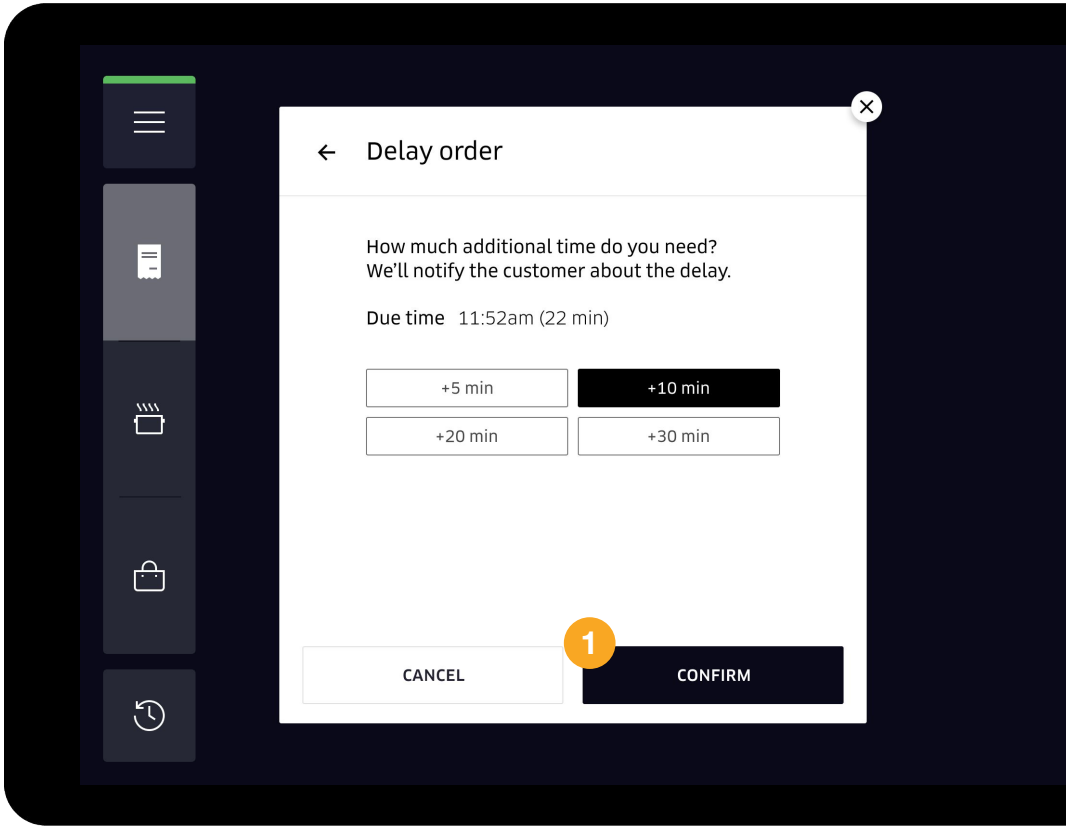
Delay an order

Need more time?

Tap on the order to view its details. Next, tap the help button in the top-right corner of the order page, then “Delay order.”

Choose to add 5, 10, 20, or 30 more minutes to your prep time. (Based on what you select, the order’s ETA will update for both your customer and the delivery partner. This way, everyone stays on the same page.)

1. Tap “CONFIRM” to delay the order.



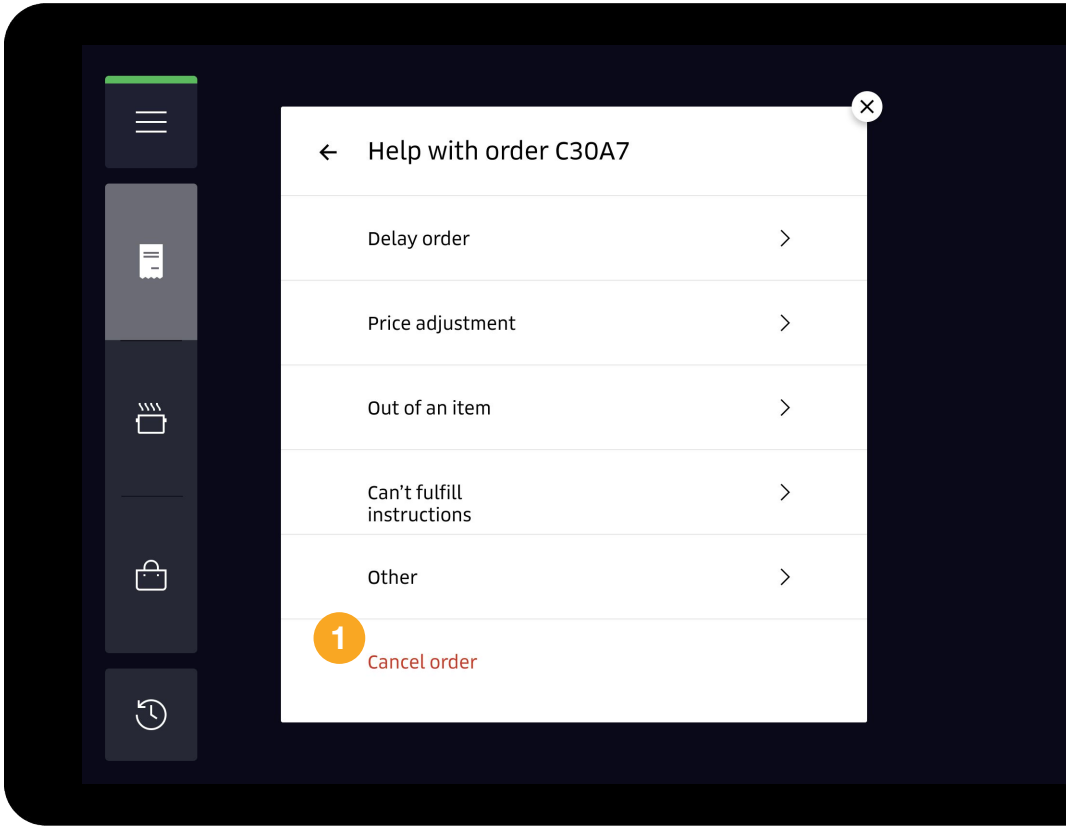
Cancel an order

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...

1. Tap the help button in the top-right corner of the order page, then “Cancel order.”

   Select a reason for canceling, then tap “CONFIRM.”

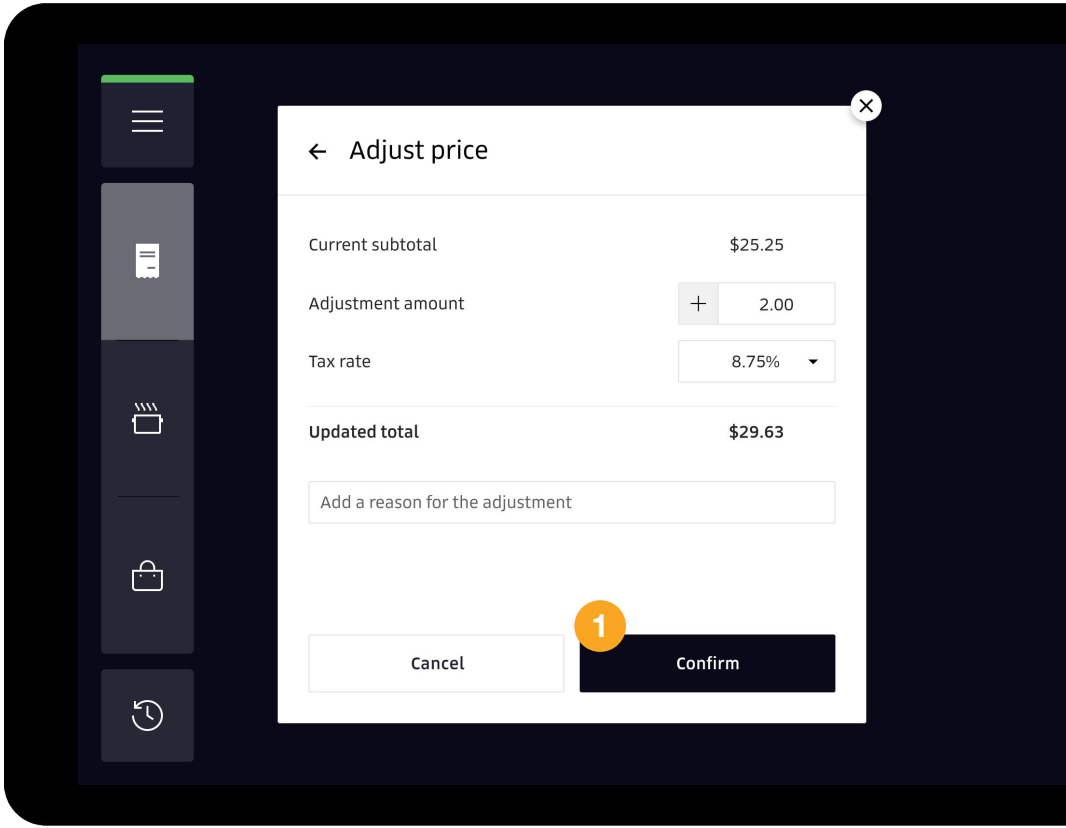


Adjust the price of an item

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

While viewing an order, tap the help button, then “Price adjustment.” Enter the amount you’d like to add. (If you want to give the customer a discount, you can enter a minus sign (-) to make a negative adjustment.)

1. Add a reason, like “Customer request,” then tap “Confirm.” You can view the adjustment in the order details, under the subtotal.



Notify your customer an item has sold out

If you run out of an item that's included in an ongoing order, you can quickly update your menu, alert the customer, and allow them to modify their order. You can use this feature up until a courier has been dispatched.

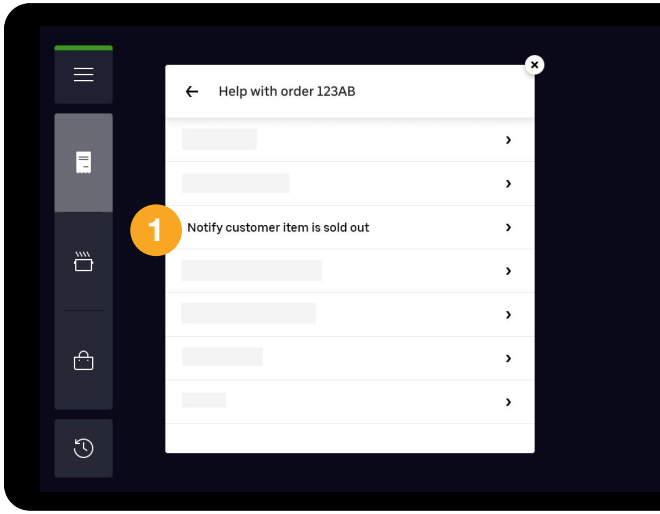
Find the live order's card, then tap the "Help" icon in the upper-right corner.

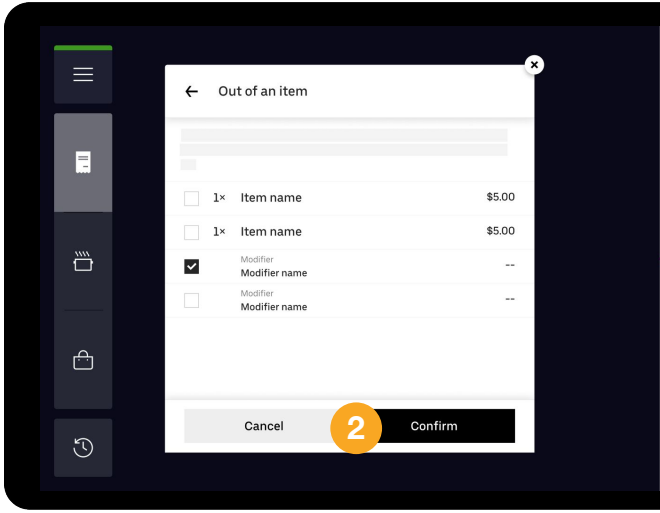
1. Tap "Notify customer item is sold out" on the next screen

2. Select the specific item(s) or modifier(s) that you've run out of and tap "Confirm"

   The customer will receive a push notification and have 10 minutes to either: cancel the order, replace the out-of-stock item, or proceed without the out-of-stock item. If the customer doesn't respond in time, their order will automatically be cancelled.

> If your customer replaces the item, or proceeds without it, a purple banner will appear on the order card to alert you. Review its details, tap "Confirm," then continue with the order.



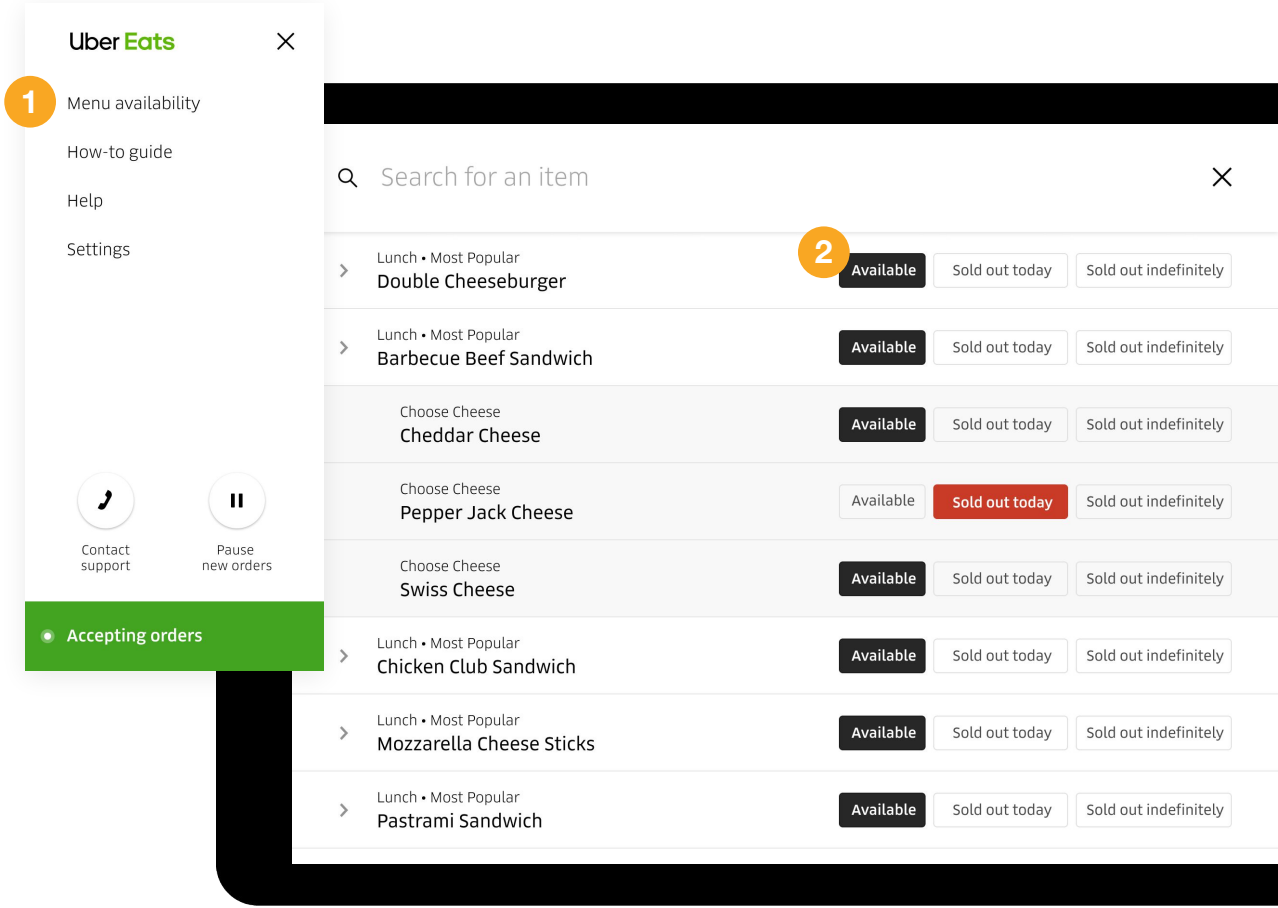


Mark an item out of stock

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.”

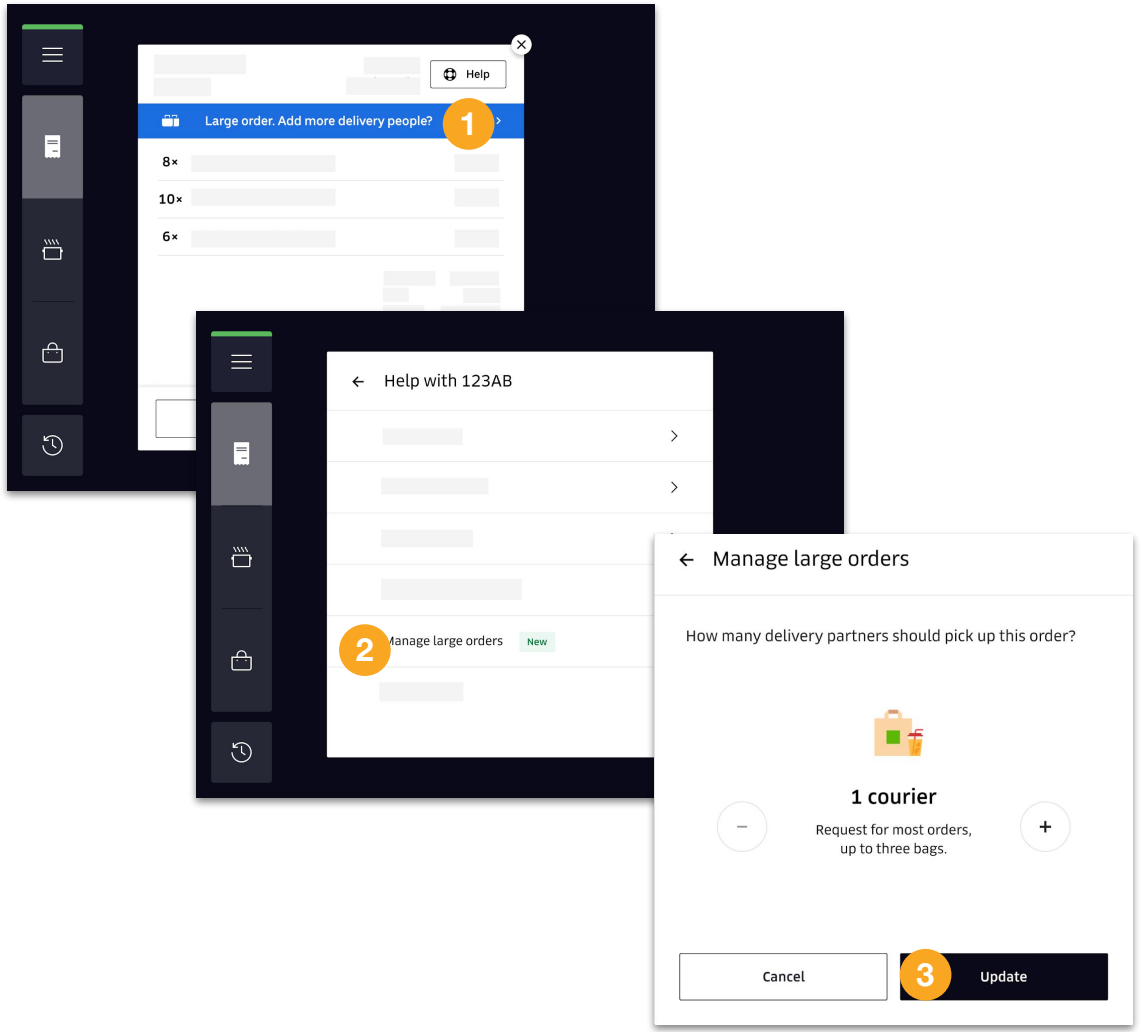


If handling a large order

This feature is only available in select cities.

If you receive an order requiring more than one delivery person (typically four or more bags), you can **inform Uber Eats that the order is too large for one delivery person** by selecting the amount of delivery people required within RD.

1. Tap the blue banner (if it appears) or the “Help” icon in the upper-right corner.
2. On the next screen, select “Manage large orders.”
3. Select the number of delivery people and tap “Update” to confirm.



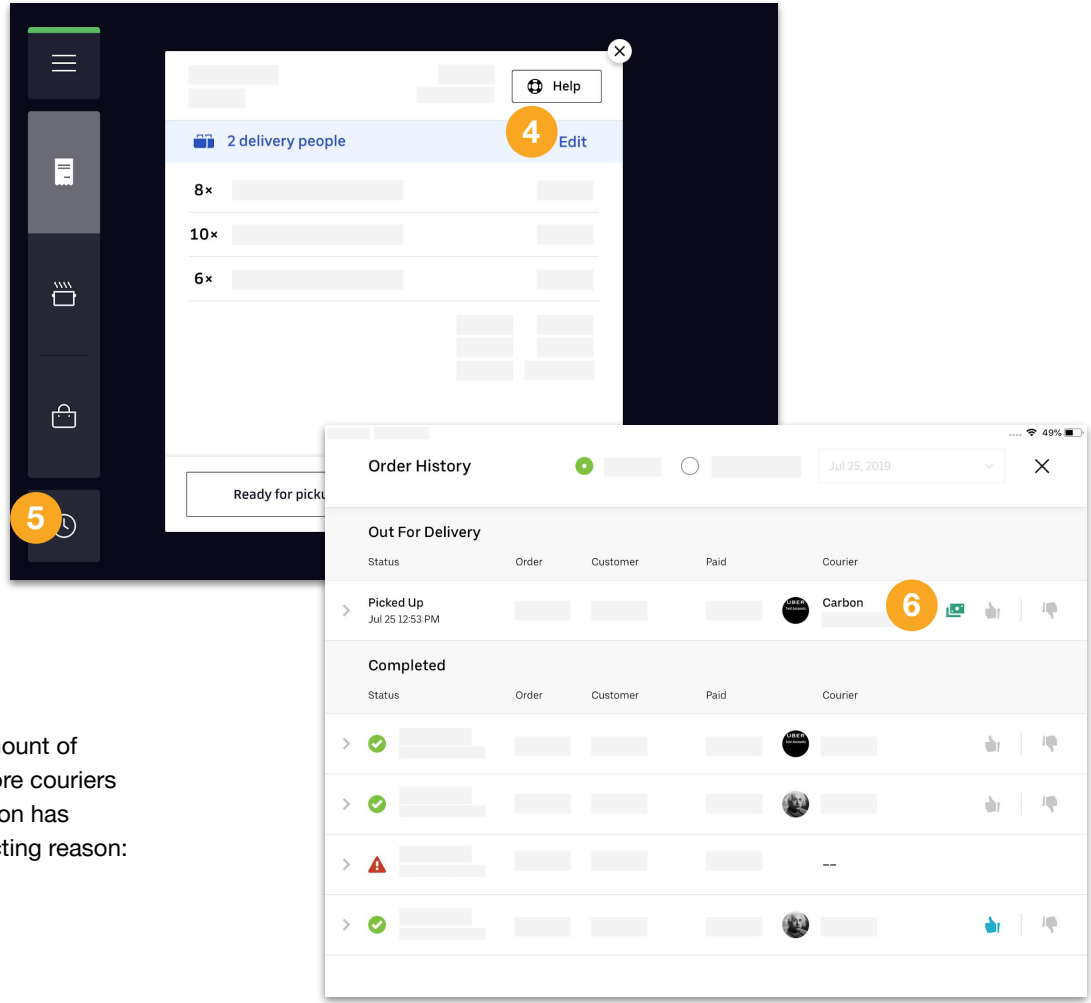
If handling a large order (cont'd)

4 You can update the number of delivery people by tapping the blue banner in the order card.

5 After one part of the order has been picked up, you can continue to let Uber know additional delivery people are needed by accessing "Order History."

6 Tap the icon next to the delivery person name associated with the order and select the number of additional delivery people you'd like Uber to request.

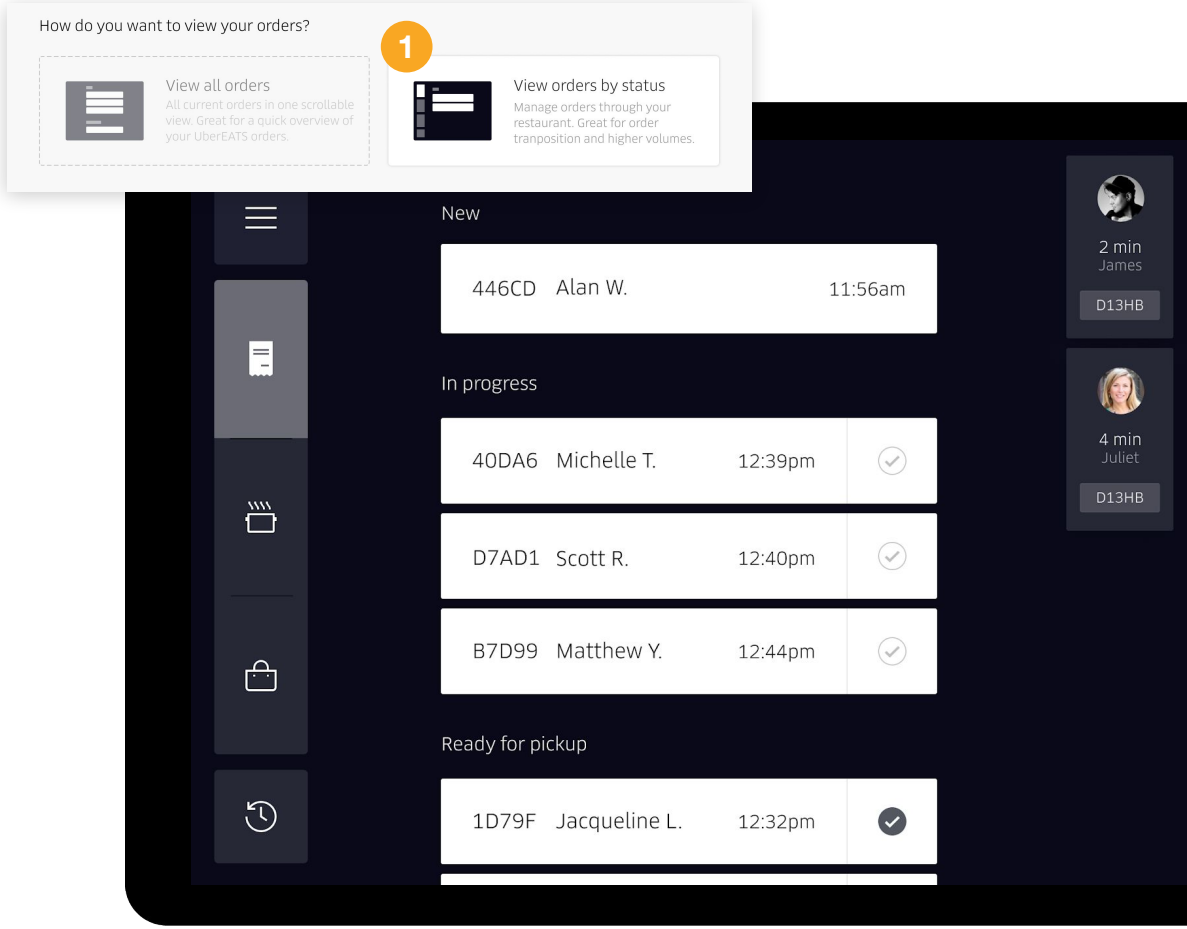
> Please use your best judgment in determining the amount of delivery people required. However, if you find that more couriers were requested than necessary and the delivery person has already arrived, they can cancel on their app by selecting reason: "Restaurant requested too many delivery people."



Choose your layout

1. Restaurant Dashboard's default setting allows you to **View orders by status**. This layout sorts orders by tabs (*New, In progress, Ready for pickup).*

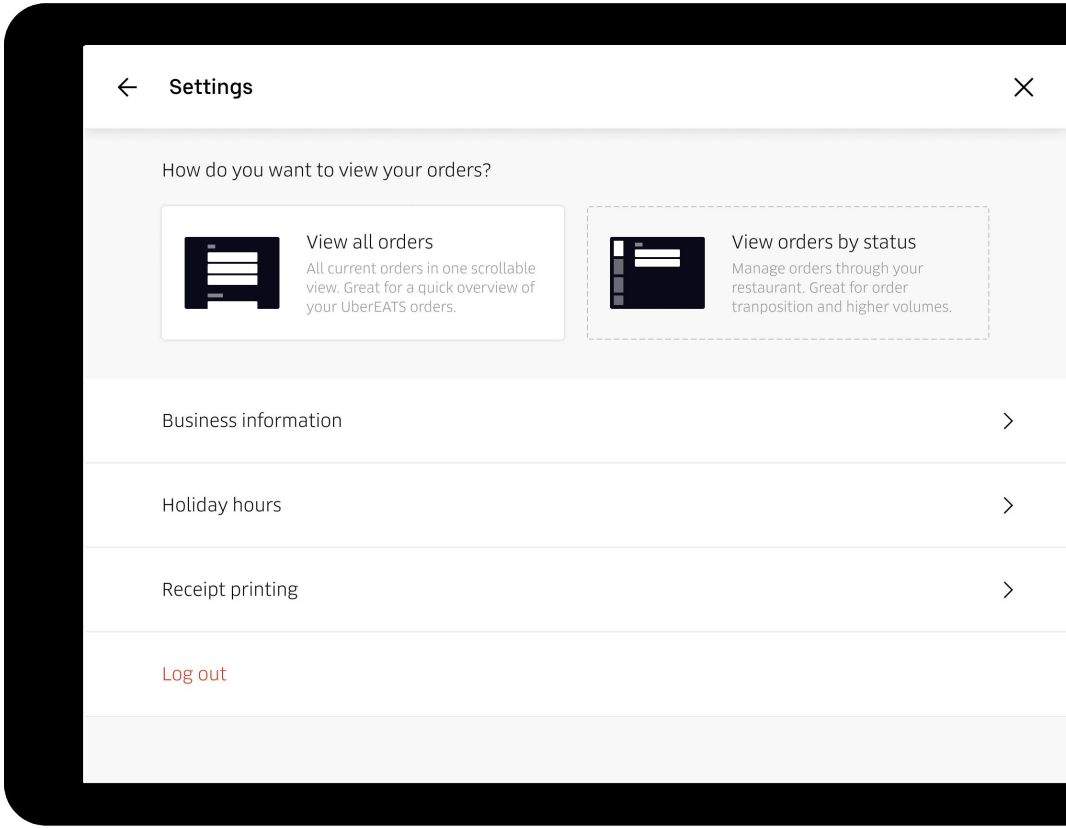
   But if you'd rather keep an eye on all of your orders, you can do that, too.



Change 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

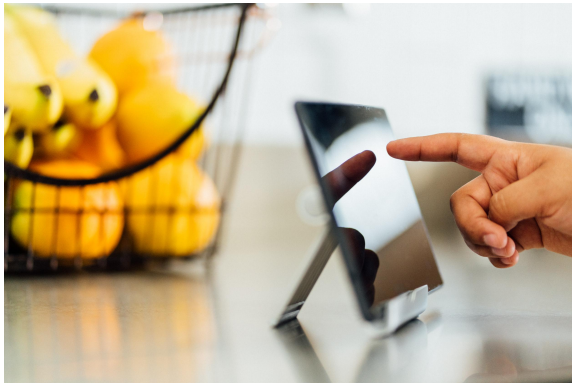
- Where to place the tablet?
- How often should the tablet be turned on?
- How to improve delivery handoffs?

Where to place the tablet?



Near your staff

- We recommend placing the Uber Eats tablet somewhere that's easy to see or hear
- Make sure it's in a convenient spot for the staff that's taking orders



Near your POS

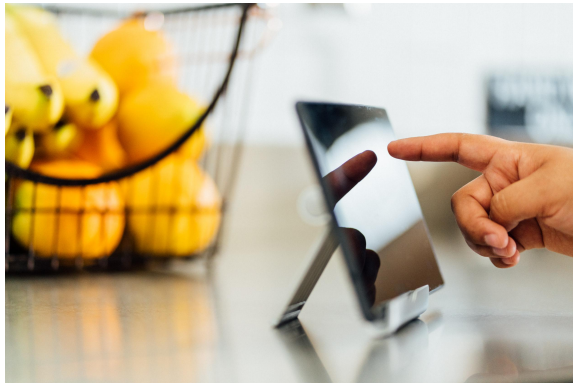
- Keep the tablet close to your primary POS device so orders can be rung up quickly and accurately



Away from...

- For safety, keep your tablet away from open flames or any area that may get too hot
- Try not to place your tablet in a manager's office area – it should be closely monitored at all times
- We don't recommend headsets, as they can keep staff from hearing tablet notifications

How often should the tablet be turned on?



Keep the tablet on and charged at all times

- If your tablet is shut off for any reason, your restaurant won't be visible to potential customers
- Keep it charged and powered on so you don't miss out on revenue



Keep the app open — not backgrounded

- If you use the tablet for something other than Uber Eats, the app is "backgrounded"
- If the app is backgrounded for more than 15 minutes, your restaurant will be taken offline and you'll stop receiving new orders



Leave the tablet on overnight

- It's OK – your restaurant's status will automatically change to "Closed" if the current time is outside the regular hours you've set

How to improve delivery handoffs?



Mark an area for pickup

- Set up a clearly marked area where delivery partners 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



Double-check all orders

- Take a second to make sure each outgoing order is matched with the correct delivery partner
- For orders that require multiple bags, we recommend numbering bags (1/2, 2/2)
- This will help to improve accuracy and customer satisfaction



Set pickup instructions

- Do you have a special parking place for delivery partners – or should they come through a particular door?
- You can set pickup instructions for them at restaurant.uber.com
- You may update your pickup instructions at any time – be sure to keep them up to date

06

Troubleshooting

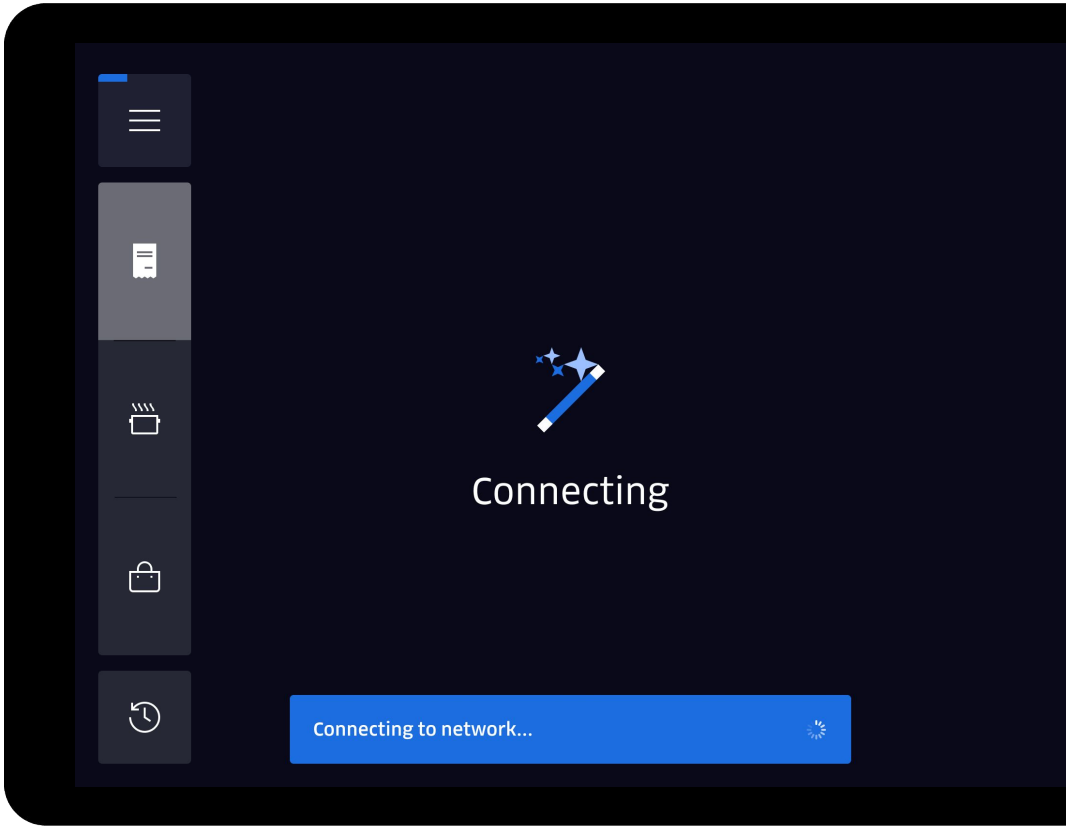
If Restaurant Dashboard isn’t working properly, it may be due to the following

- Connectivity issues
- Not receiving orders

Connecting to internet

Give Restaurant Dashboard a moment to establish a connection.

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

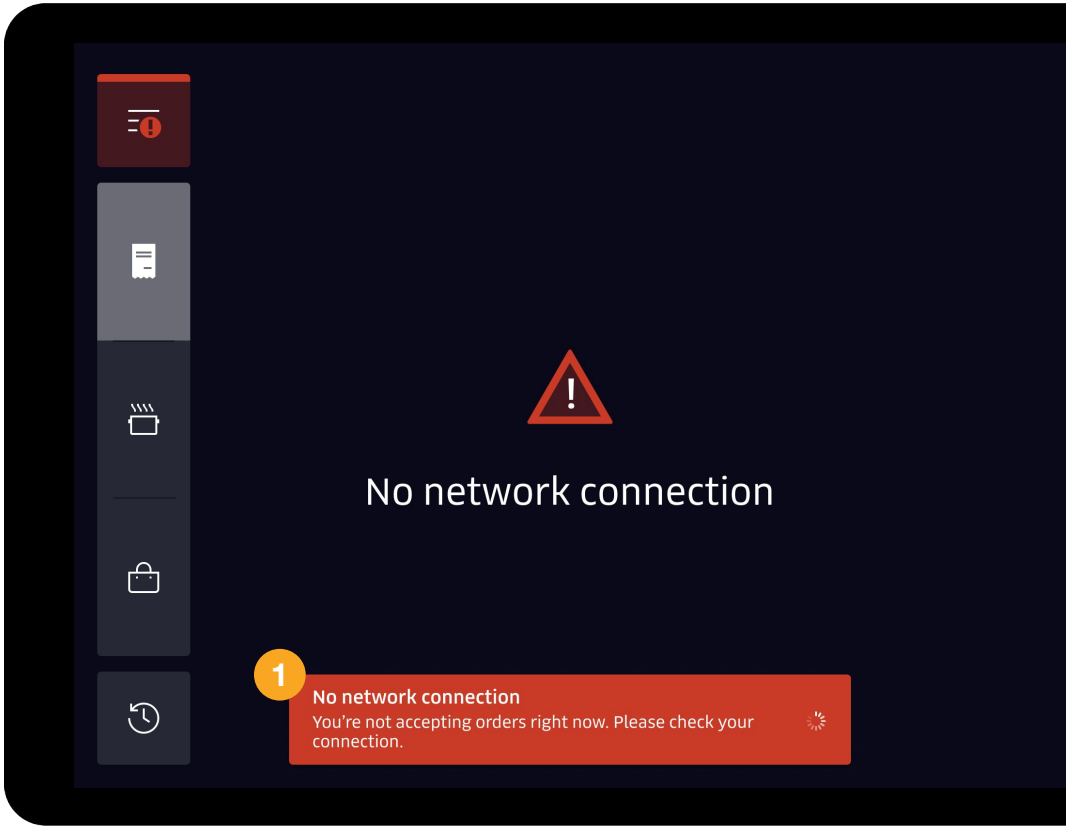


No network connection

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

1. If you see this message, your restaurant is not connected to the internet and not visible to customers.

See the following page for help getting back online.



Connectivity issues

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

Verify that the wireless network supports the 2.4 Ghz spectrum.

The Lenovo Tab models do not support 5Ghz networks. This may be the problem if you're unable to see the network name (SSID) on the tablet but it's appearing on other devices.

If the device was previously connected to the network

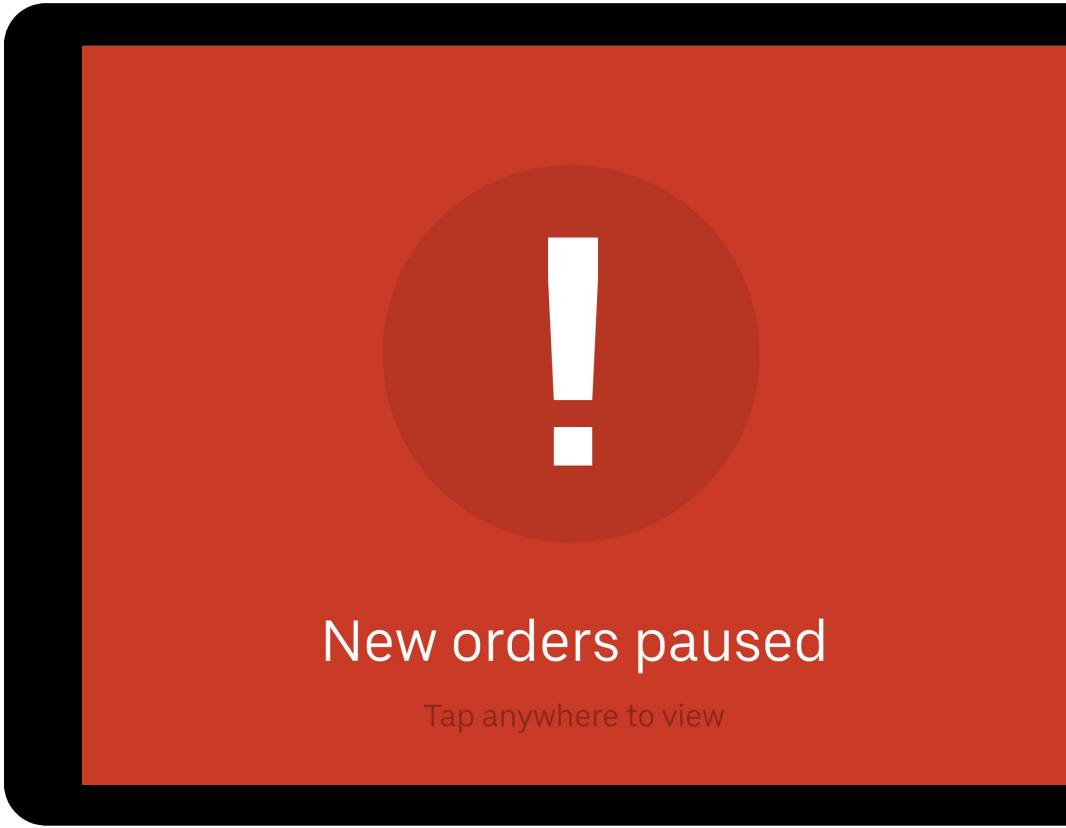
1. Ensure that the device has a sufficient charge and is not located near items that may cause interference, such as microwaves or cordless phones
2. Verify that other devices in the restaurant can connect to the internet
3. From the tablet's home screen, open the "Settings" app
    a. Turn WiFi off for 10 seconds
    b. Then turn WiFi back on
4. Verify that 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 autopaused.

If two consecutive orders aren’t accepted, your restaurant is automatically taken offline.

For help getting back online, simply tap the red notification at the bottom of the screen.

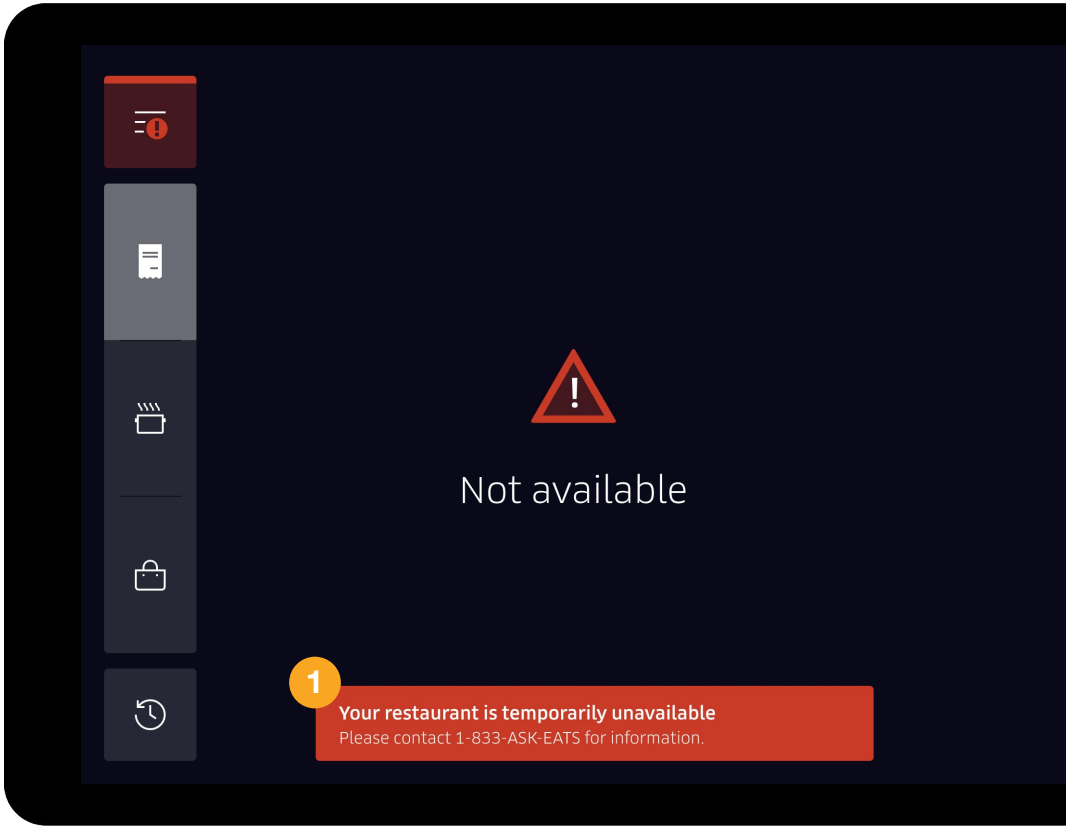


Not receiving orders

If orders aren’t coming in as usual, your restaurant may be invisible to customers.

- ☑ **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.



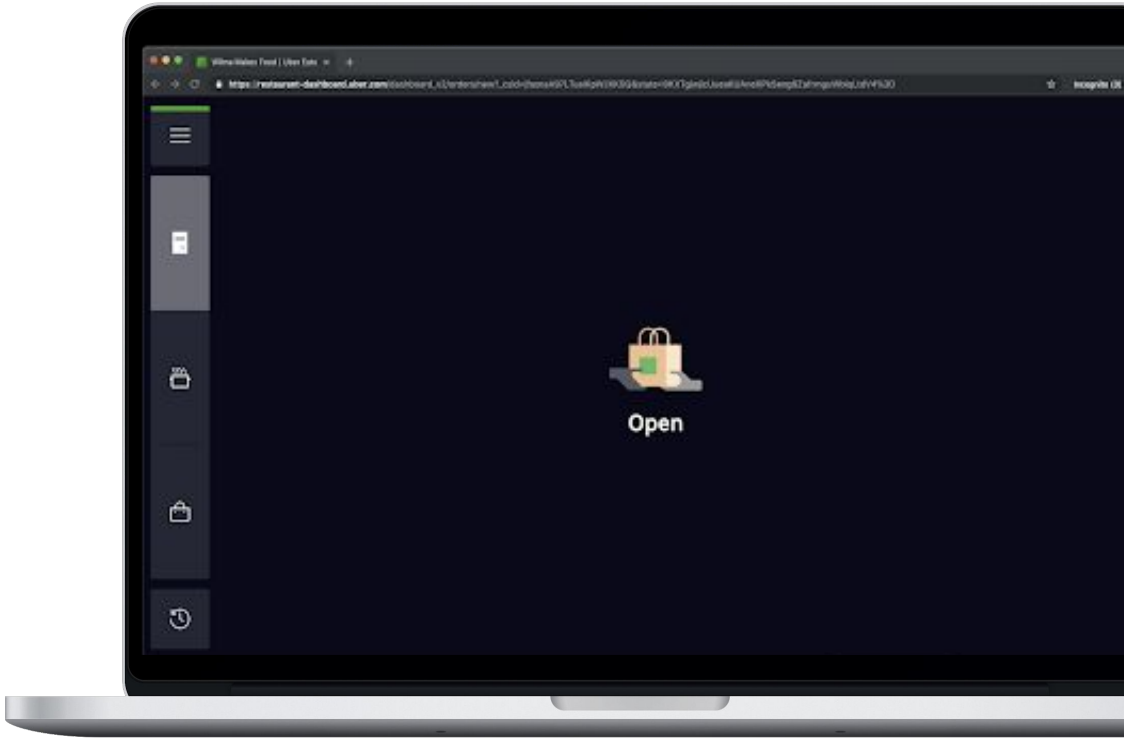
07

If using Restaurant Dashboard for web

What is Restaurant Dashboard for web?

While Restaurant Dashboard is best suited to run on your tablet, it can also be accessed on your computer browser, via Google Chrome.

If you'd prefer to manage your delivery order flow using a computer, be sure to keep it open and visible, at the front of your restaurant or store.



Keys to using Restaurant Dashboard for Web



Enable sound

Make sure sound is turned on for your device, whether through computer speakers or external speakers.

If sound is disabled, your restaurant may miss out on orders and revenue.



Enable notifications

When you open Restaurant Dashboard on web for the first time, a pop-up will appear in your browser. Click ‘Allow’ to enable notifications.

To enable them later:

1. Go to Chrome setting chrome://settings/content?search=notifications
2. Click ‘Notifications’
3. Under ‘Allow,’ click ‘Add’
4. Input https://restaurant-dashboard.uber.com



Keep Restaurant Dashboard in view

We highly suggest keeping Restaurant Dashboard open as its own window on your browser. If you must keep multiple tabs open, then be sure Restaurant Dashboard is the ‘most forward’ or in-view tab.

Otherwise, your restaurant may lose sight of incoming orders – or go offline as a result of being backgrounded.

08

We’re here to help

Need to get in touch?

Uber Eats Live Support

1-833-ASK-EATS

Uber Eats 24/7 customer service line.
Only call this number with issues regarding an order that's in progress.

Uber Eats Email Support

restaurants@uber.com

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



Thank you.

Uber Eats