

Welcome to Uber Eats!

Let's get you started with the
Manager app.

Learn how to grow your business by
using customer, sales and menu data.





Manager App: Guide for Merchants



Uber Eats

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Overview

See what the Uber Eats Manager app can do for you

Uber Eats Manager

Your business' all-purpose tool for data, analytics, and business management.

Use it to:

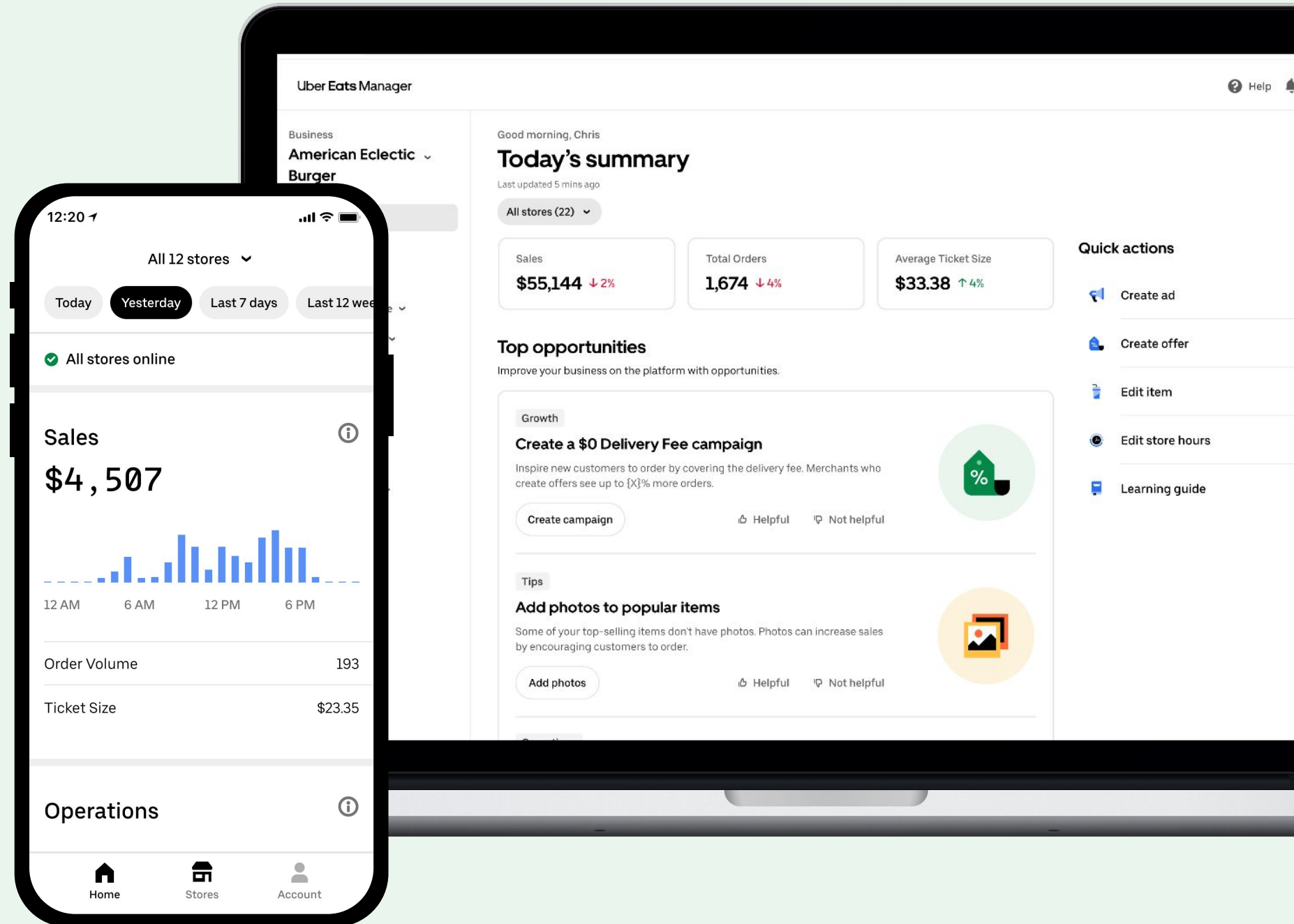
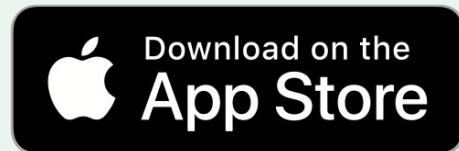
- Review sales* totals and payments
- Read & respond to customer feedback
- Adjust your inventory
- Set up in-app marketing campaigns
- Adjust prep time
- Add or edit users
- View insights and analytics

*Sales is the total value of items sold plus applicable taxes. Sales does not include delivery charges, other fees or taxes, or deductions for Uber's fees.

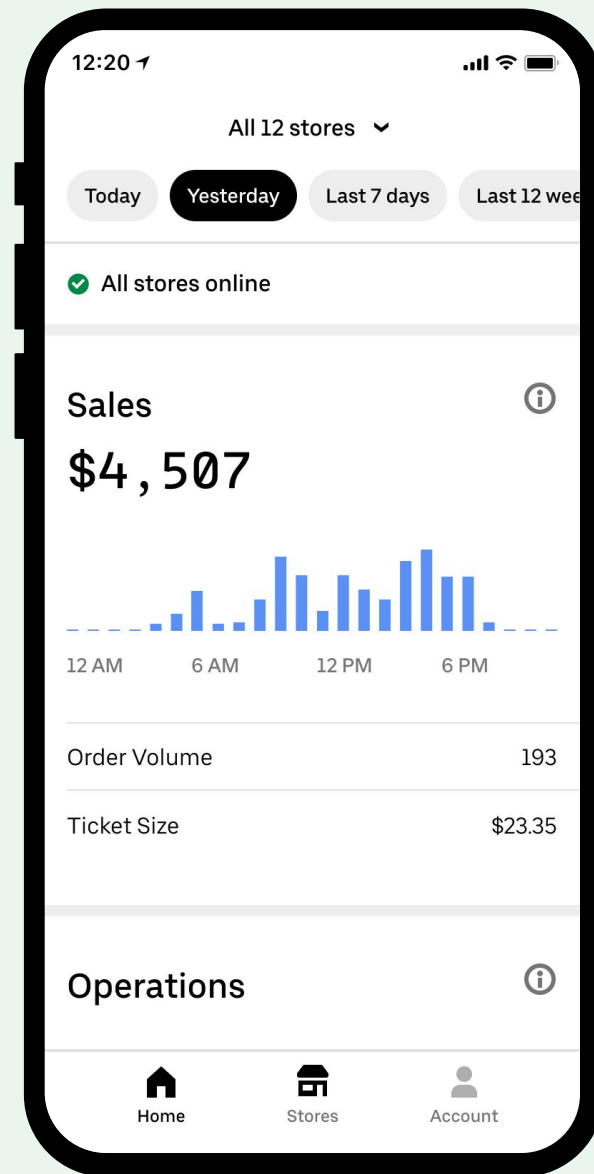


Download Uber Eats Manager

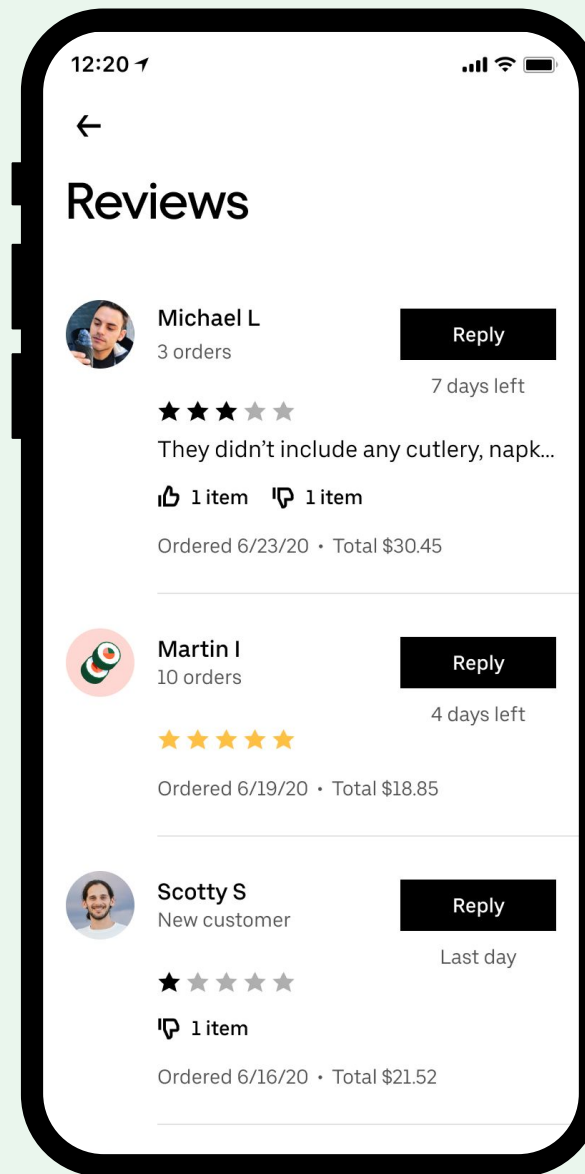
Uber Eats Manager is available on both desktop and mobile devices.



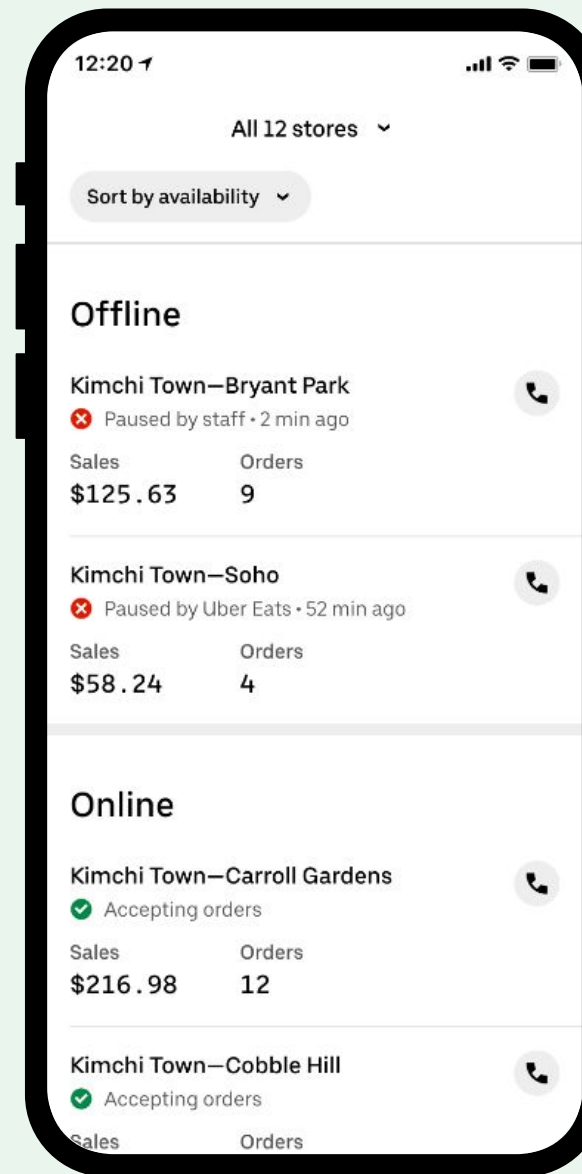
A quick look at the functions on mobile



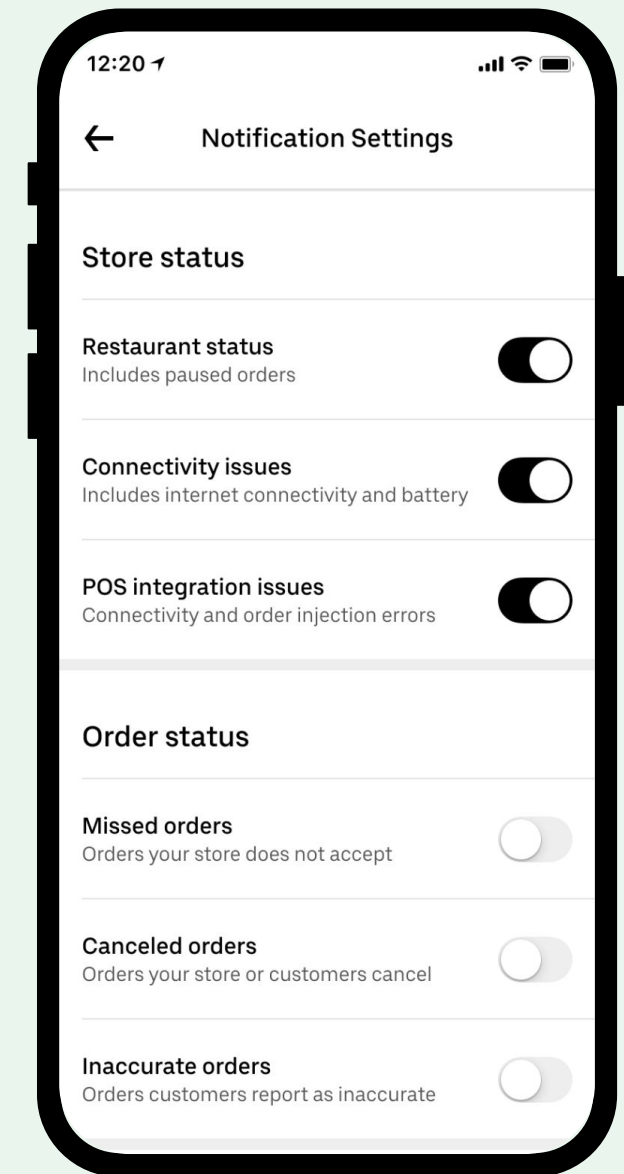
See insights you can act on



Connect with your customers

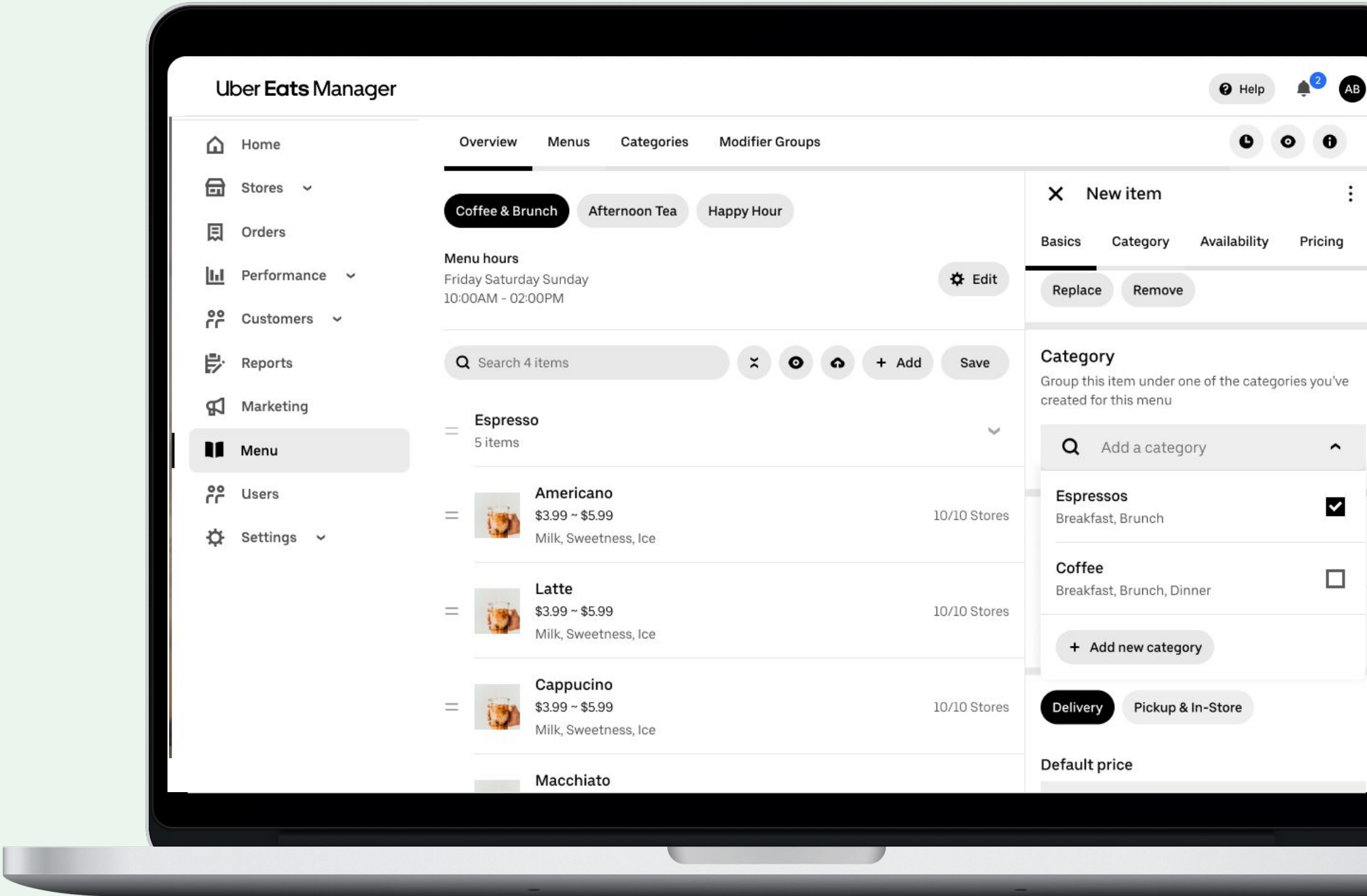


Monitor all stores in realtime

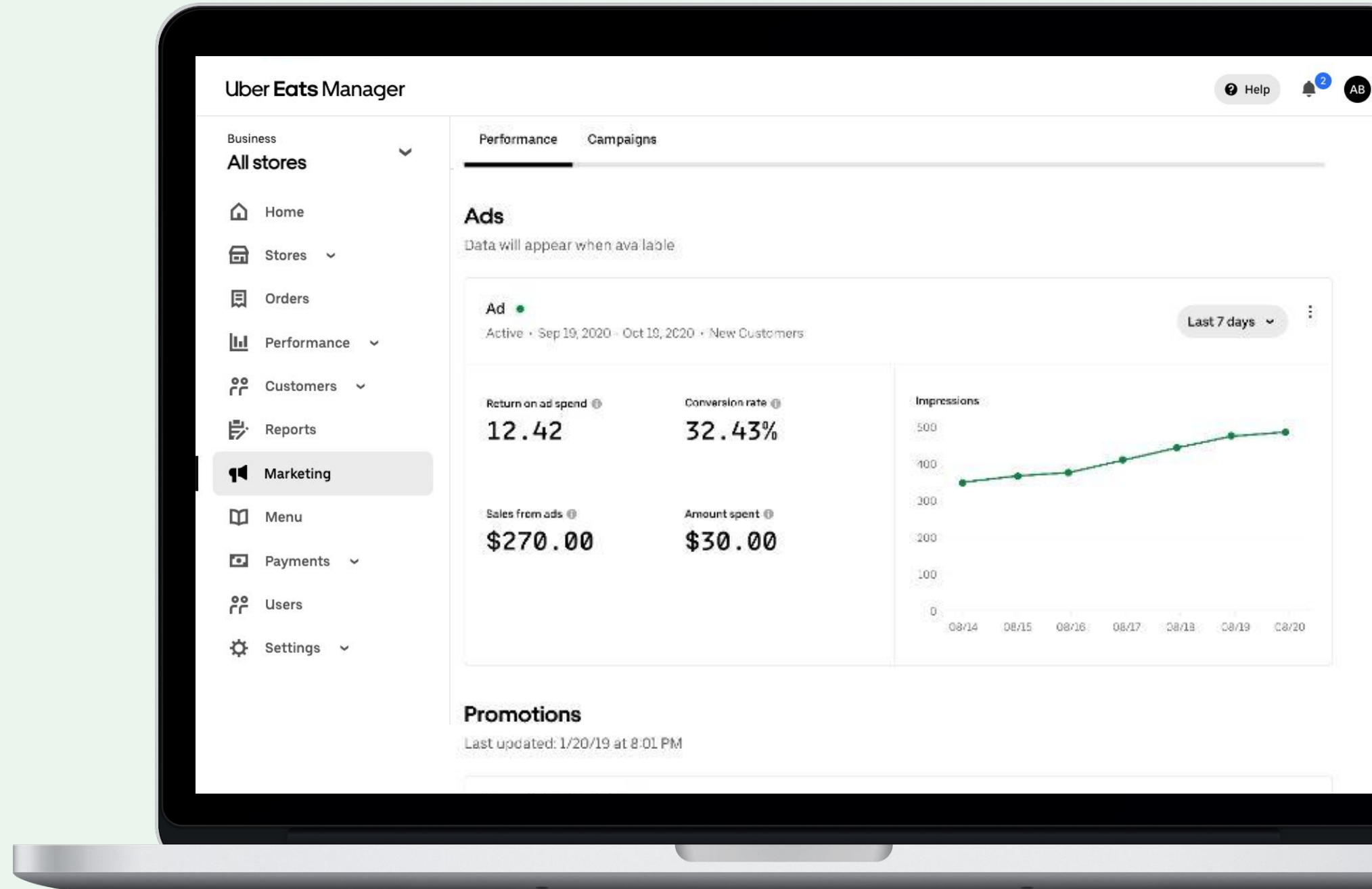


Get alerts when you need them

Manage your menu



View your marketing efforts



Getting started

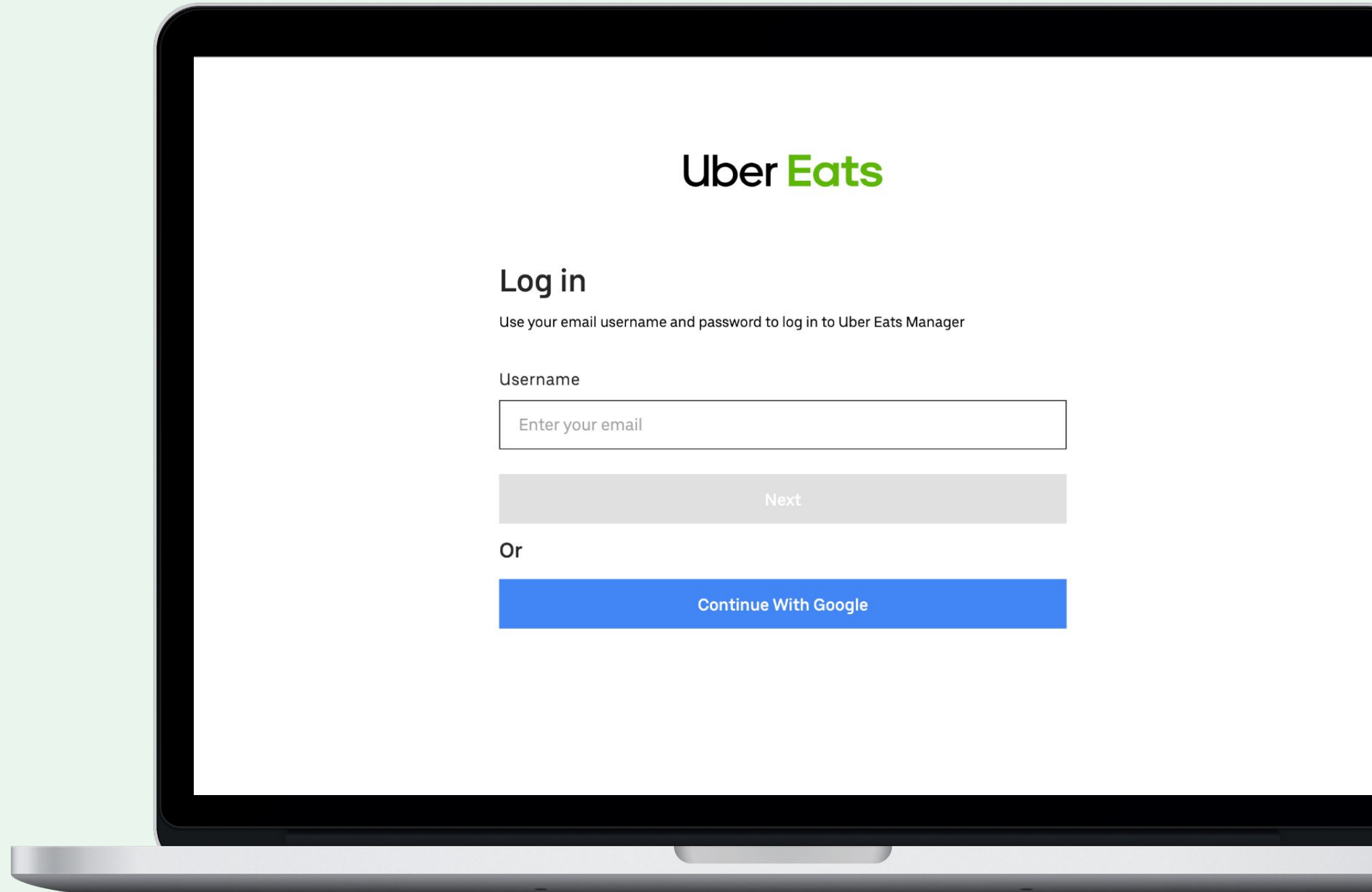
Login and start growing your business today

Log in

Access the Uber Eats Manager app on your computer by visiting merchants.ubereats.com/manager

Enter the credentials you used during sign-up. Note that your login info for Uber Eats Manager (UEM) is different to Uber Eats Orders (UEO).

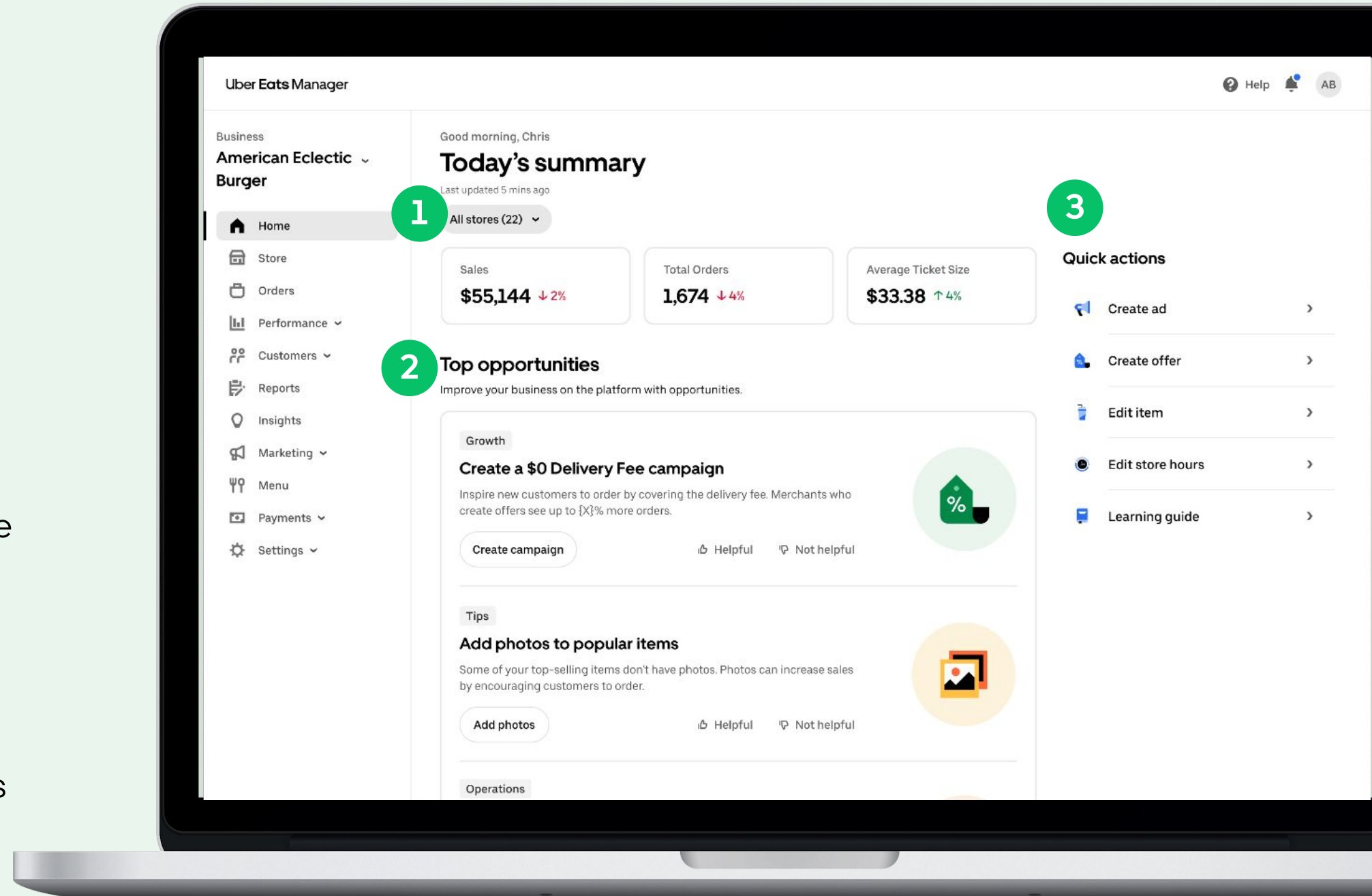
Be careful! Multiple incorrect login attempts may lock your account for up to one hour. Contact restaurants@ubereats.com if you have forgotten your password.



Understanding your store home dashboard

The home dashboard provides an overview of your store analytics.

- 1 Select the store(s) of the performance you'd like to view.
- 2 Get recommendations on how to optimize your storefront and sales
- 3 Access quick actions to make updates to your store



Navigating Uber Eats Manager

Access important aspects of your business

Payments - Get insight into your earnings, fees and payout

Stores - Merchants with up to 550 stores can view who's online, live sales + orders

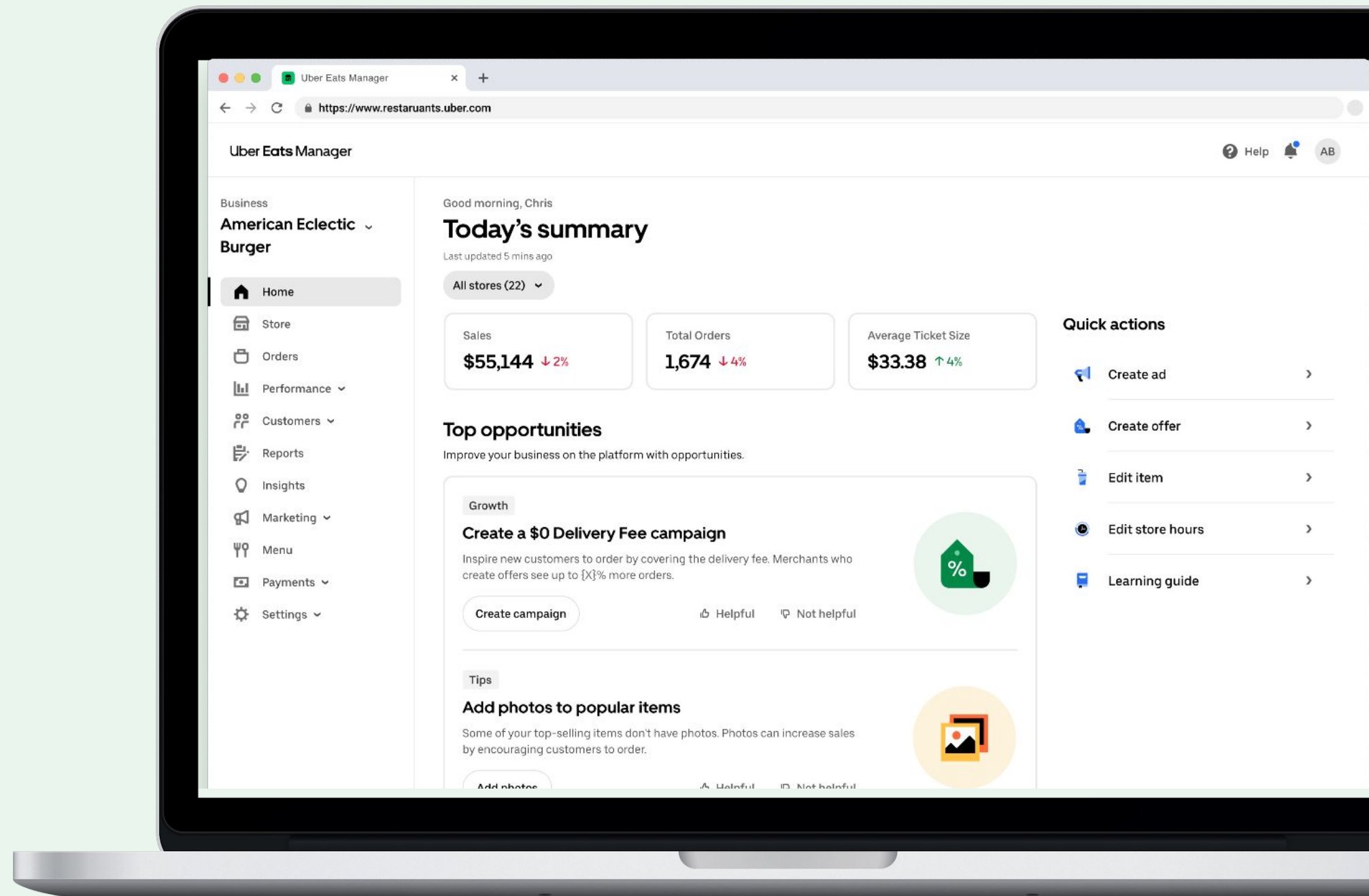
Performance - See sales, operations, and customer stats.

Customers - Respond directly to customer comments and provide discounts for future purchases

Reports - Download reports to track and measure your Key performance indicators

Preparation times - Adjust order fulfillment times to improve customer satisfaction via the Menu tab

Users - Add or remove user permissions



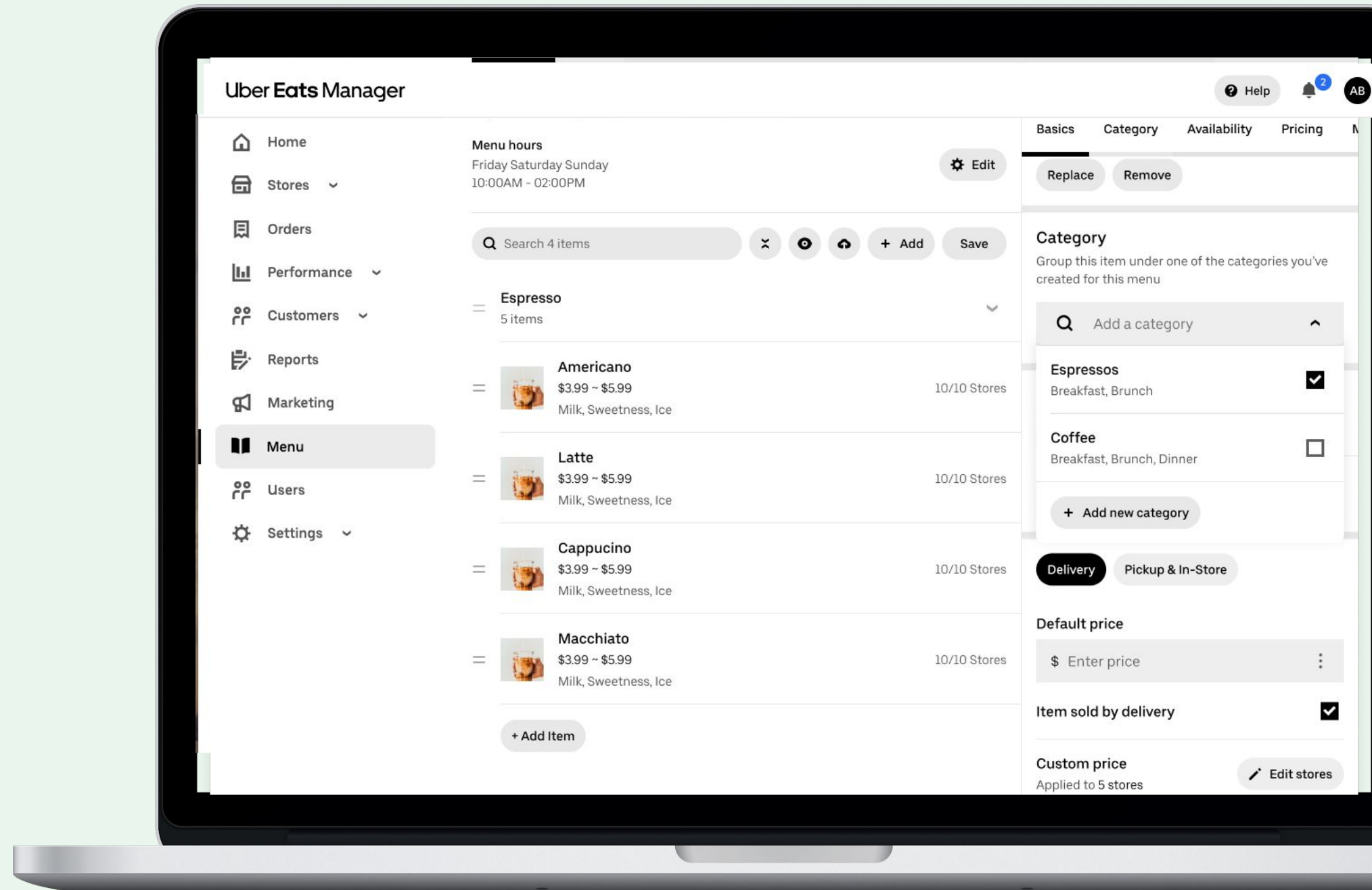
Review your catalog/menu

Add, delete, and edit your store's inventory

Menu Maker Overview

- Manage your catalog, prices, item availability, and more
- Make adjustments at any time
- Create new menus, categories, items, and modifiers
- Add photos
- Organize how your menu appears for customers

Please see our [detailed guide on how to edit your catalog / menu](#) for more information.



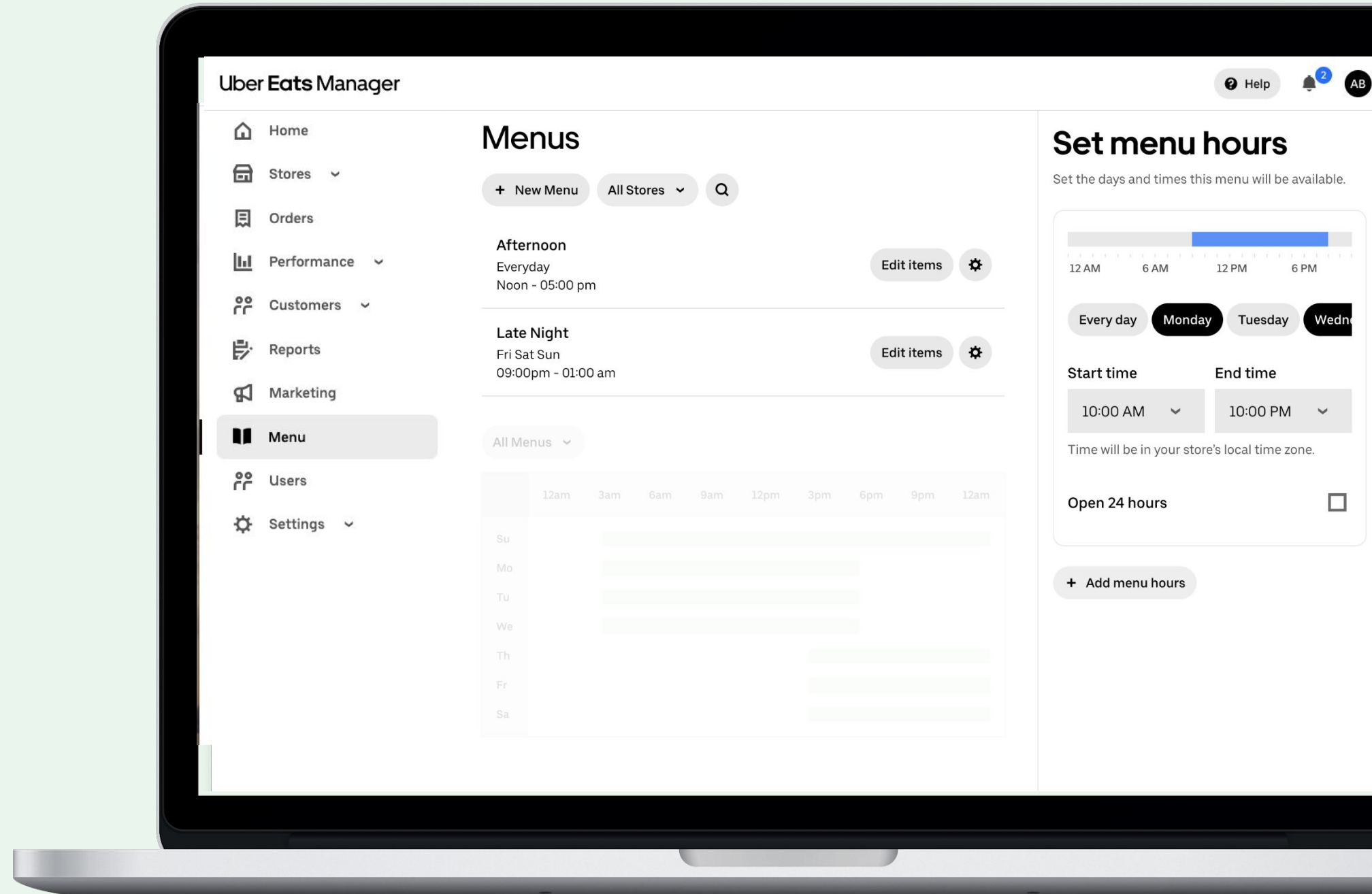
Menu Hours

Menu hours determine when your store is visible in the Uber Eats app.

Within Uber Eats Manager, you can:

- Adjust menu hours at any time
- Create multiple menus to designate hours of visibility for a group of menu items (optional)
 - For example, you might have separate menus with distinct hours for Breakfast, Lunch, and Dinner.
 - Or you might be a liquor store located somewhere with restrictions around what time certain items can be purchased.

Please see our [detailed guide on how to edit your catalog / menu](#) for more information.



Modifier Groups

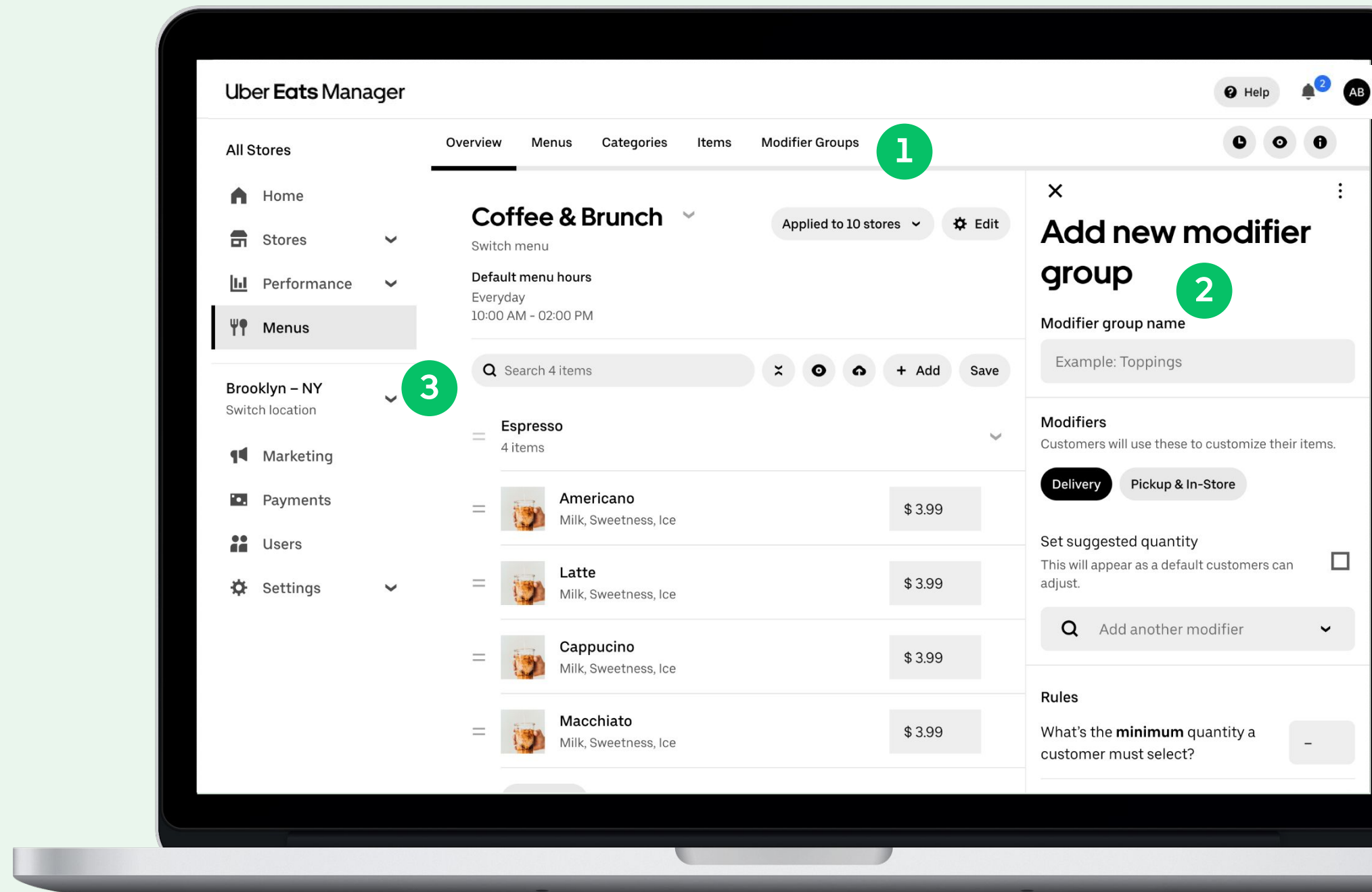
Modifier Groups are how customers tell you details for specific items. For example:

- What toppings they want on their burger
- If they want a side of fries or salad
- Which size of soft drink

You can reuse a modifier group for multiple items.

Creating a new Modifier Group:

1. Navigate to the **Modifier Groups** tab of Menu Maker
2. Click the black **New Group** button
3. Enter the **Modifier Group** name
4. Add items to your modifier group in the **Add Item** field
5. When the item is selected, click the black **Add** button. After adding, you can set a new price for the item that is different from its default price
6. Click **Save**



Update general settings

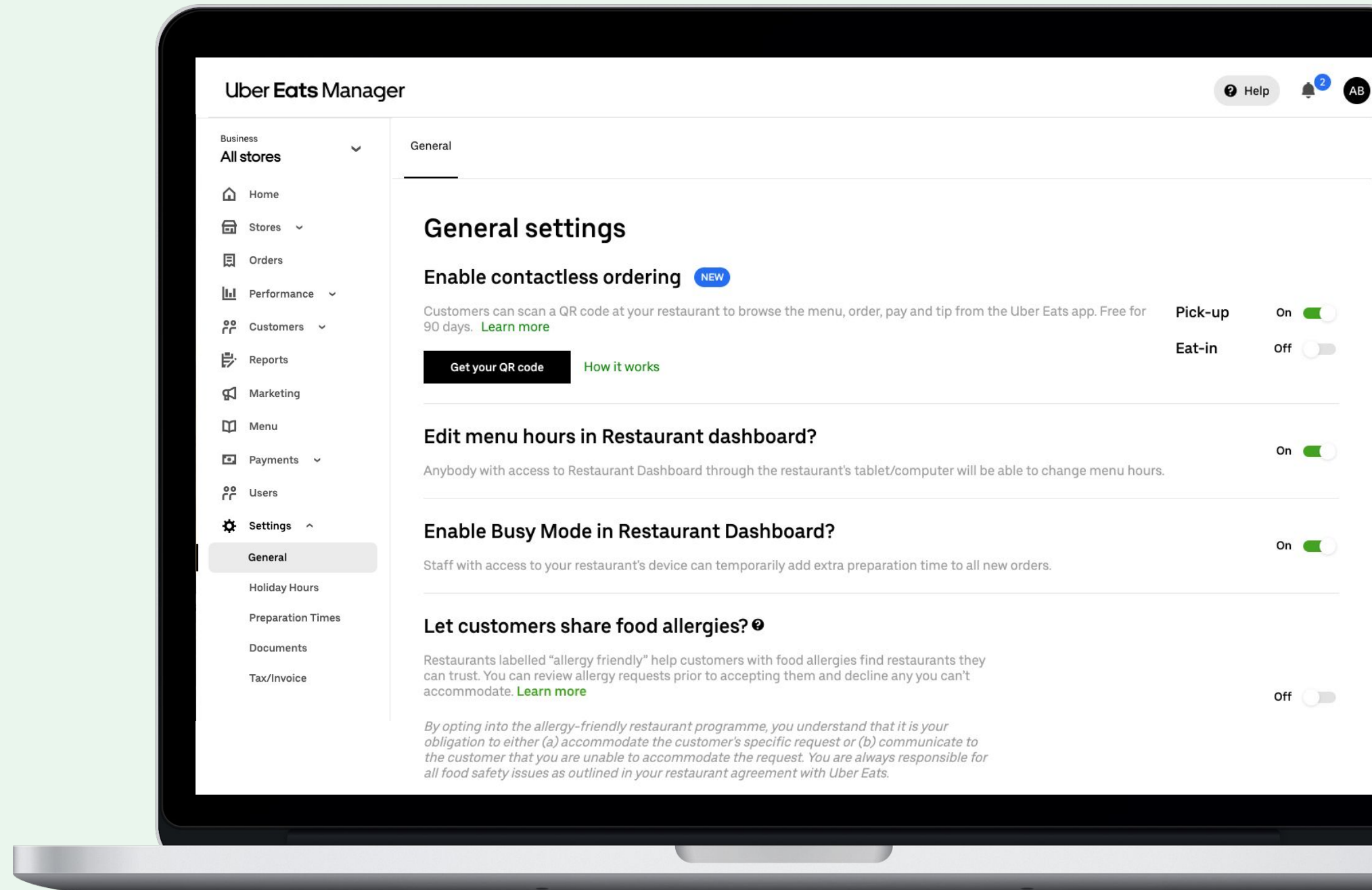
Setup holiday hours, prep times, user access, and more

Enabling Orders app adjustments

Some settings within the Orders app are controlled by the Uber Eats Manager app.

To enable them:

1. Login to the Uber Eats Manager app
2. Under Settings, toggle the adjustments you would like your staff to have access to



Users identified by roles

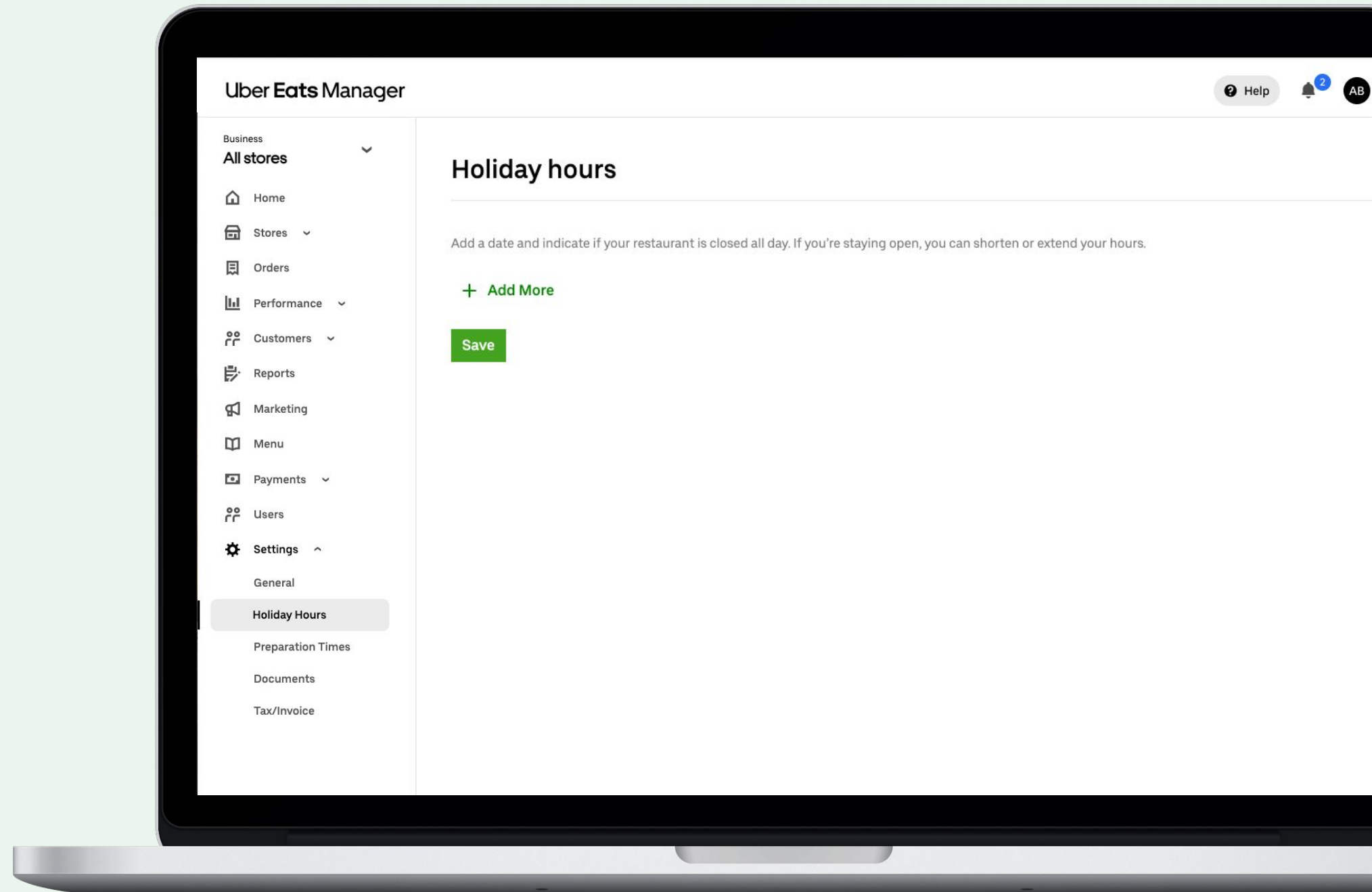
In the Users tab you can view who has access to certain pages by clicking **What are the roles?**

Eats Manager Roles			
Roles allow users to interact with the pages they need to help run your store.			
	 Admin* All pages	 Manager All pages	 Staff Most pages
Label	✓	✓	✓
Label	✓	✓	✓
Label	✓	✓	✓
Label	✓	✓	✓
Label	✓	✓	✓
Label	✓	✓	✗
Label	✓	✓	✗

Add holiday hours

Add unique hours outside of your regular hours where your store would be closed.

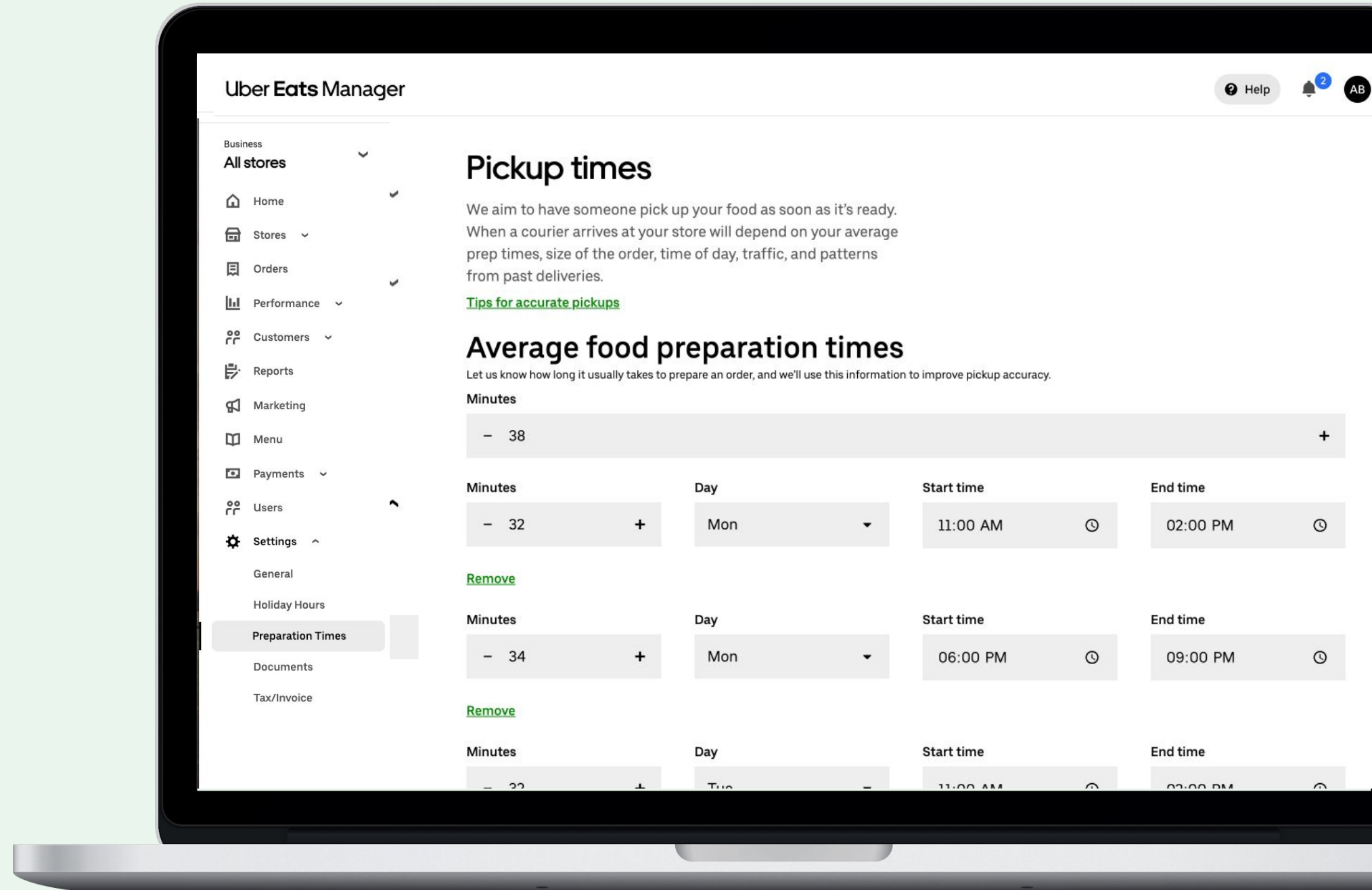
Any hours added here will override the menu hours that were already set.



Adjust preparation times

Set accurate prep times to keep your delivery operation efficient.

Access the Uber Eats Orders app to delay pick-up times by enabling 'Busy Mode' when more time is needed.



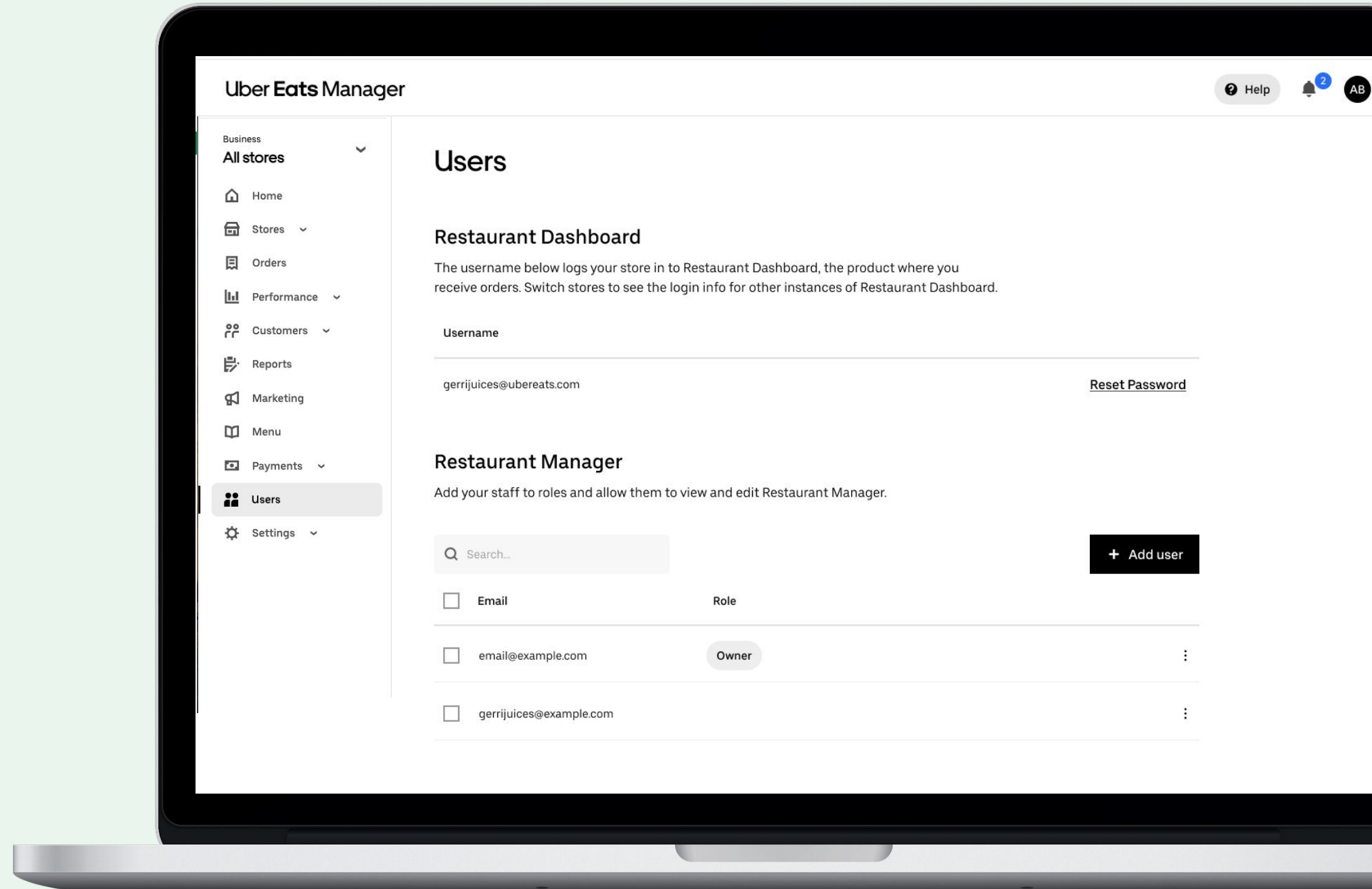
Adding new users

Adding new users allows them to:

- Log in to Uber Eats Manager
- View store performance
- Make changes

Only users with Admin or Manager can add or remove users. You can add as many users as you like.

Note: When starting, all users will have the same permissions. Adjust accordingly.



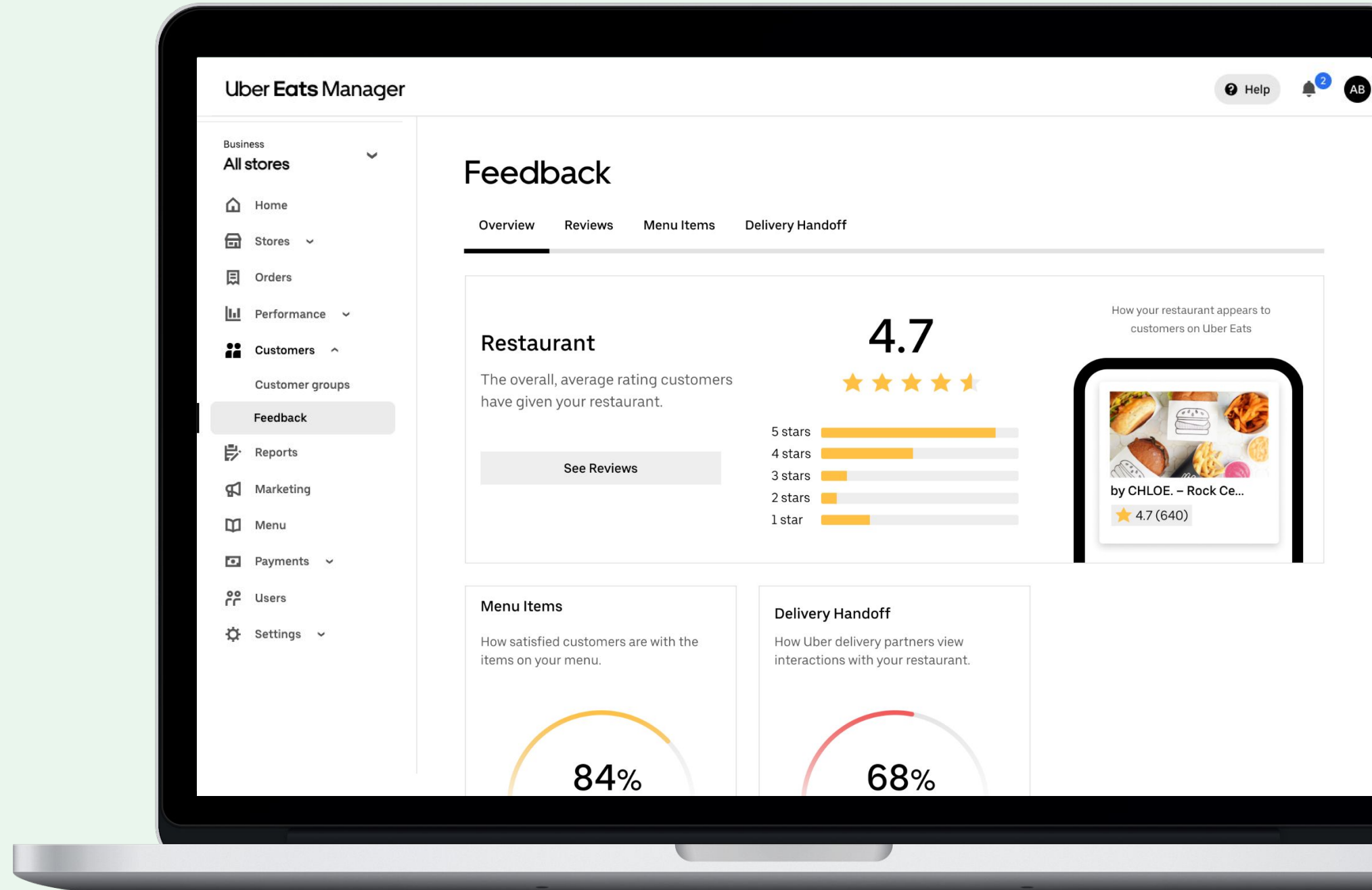
Understanding feedback and ratings

See what your customers are saying

Feedback at a glance

The feedback tab provides:

- An average star rating for customer satisfaction from all store reviews
- Customer reviews about your store and its products
- Comments from delivery people regarding your order handoff

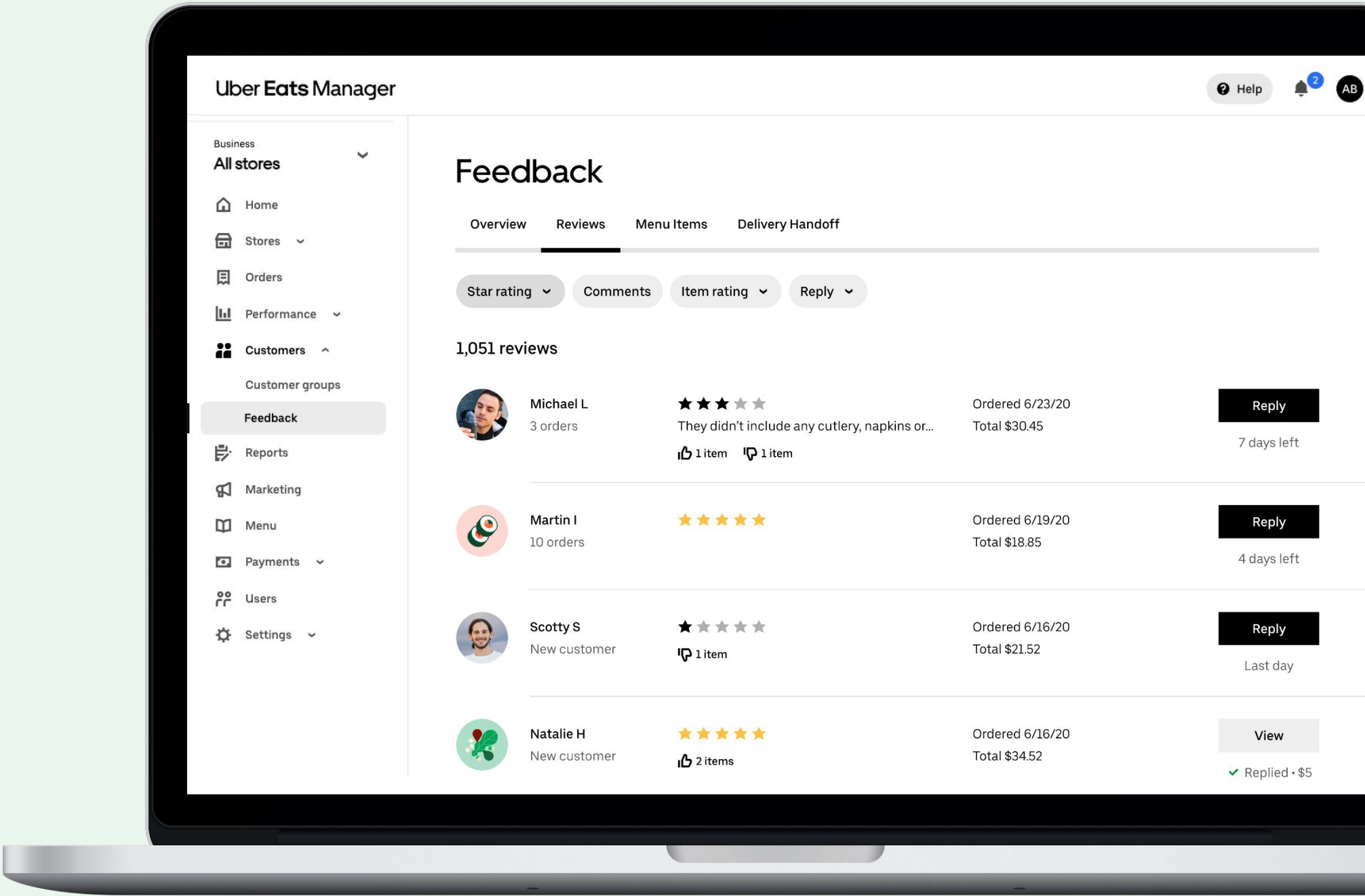


Customer reviews and responses

Customers can rate their overall experience on a scale of 1 to 5 stars and provide feedback after each order.

From here, you can respond within 14 days to a customer to thank them for their review by tapping **Reply**.

Note: It is not possible to delete customer ratings.



Providing customer appeasements

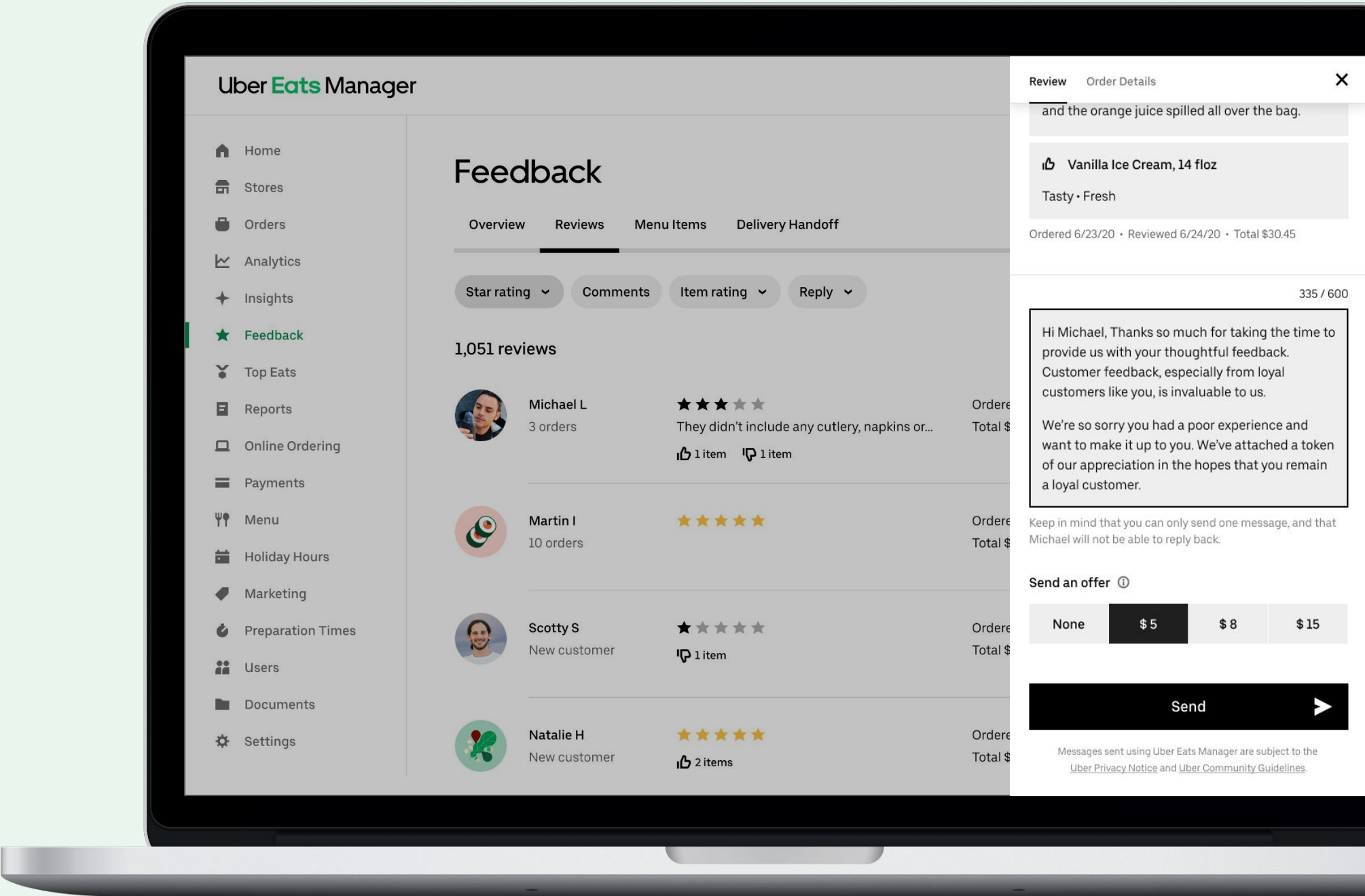
Tap Reply for a detailed view of the customer review and order details.

Here, you can:

- Respond directly to the customer
- Address any issues
- Provide a monetary offer for their next order at your store

Once sent, the customer will be notified via email, and the appeasement will automatically be applied to their next order at your store.

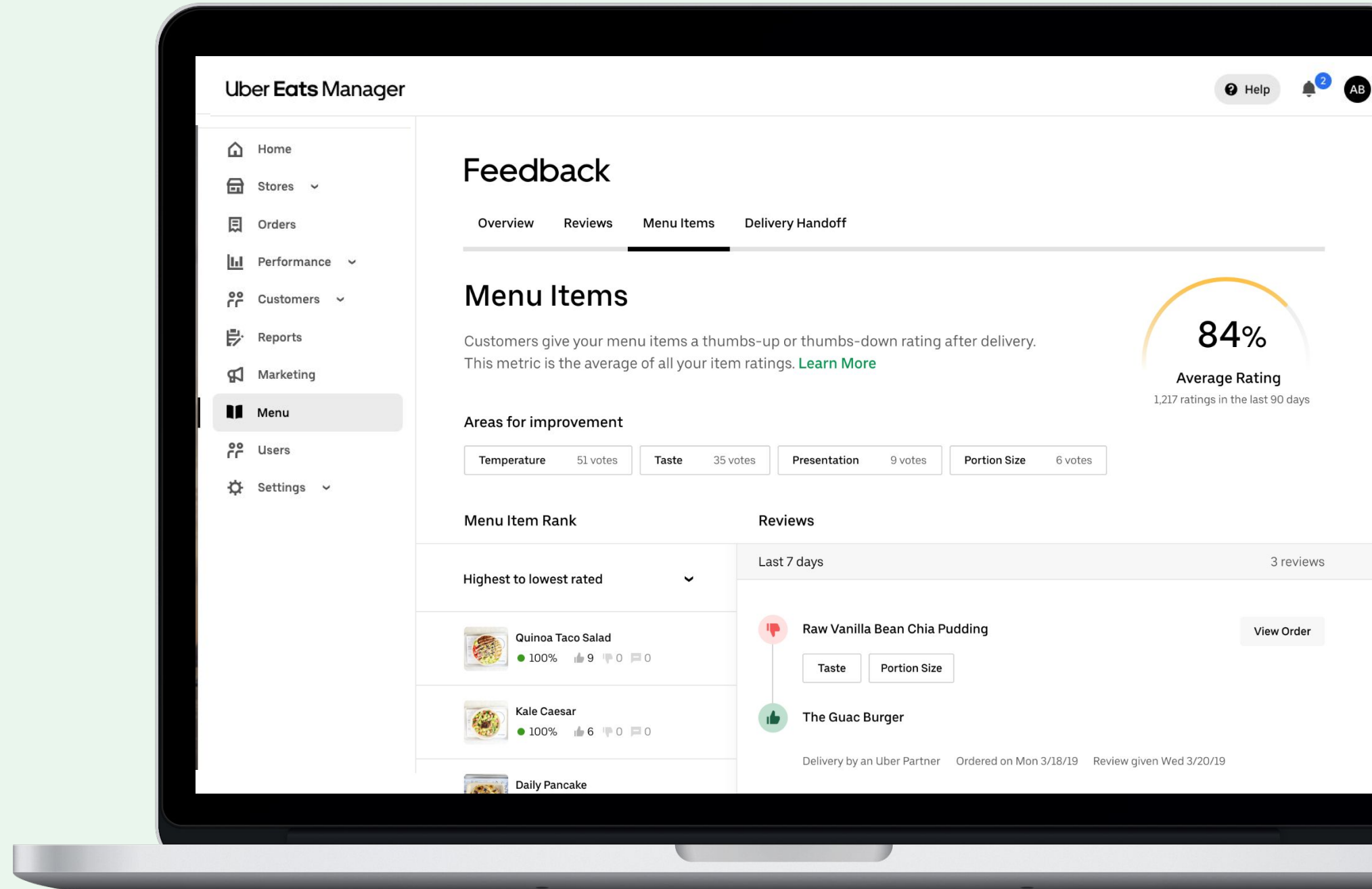
Please note, customer reviews and your responses are private and cannot be viewed by other customers.



Menu item feedback

Customers are prompted to rate each item (thumbs up or down) once their order is received.

- 1 The **Average Rating** is based on how many items receive a thumbs up versus a thumbs down.
- 2 Most common issues your customers have flagged.
- 3 Overview of the highest and lowest rated items. Tap on each to see reviews.
- 4 Reviews from the last seven days. To view details associated with any review, click on **View Order**.

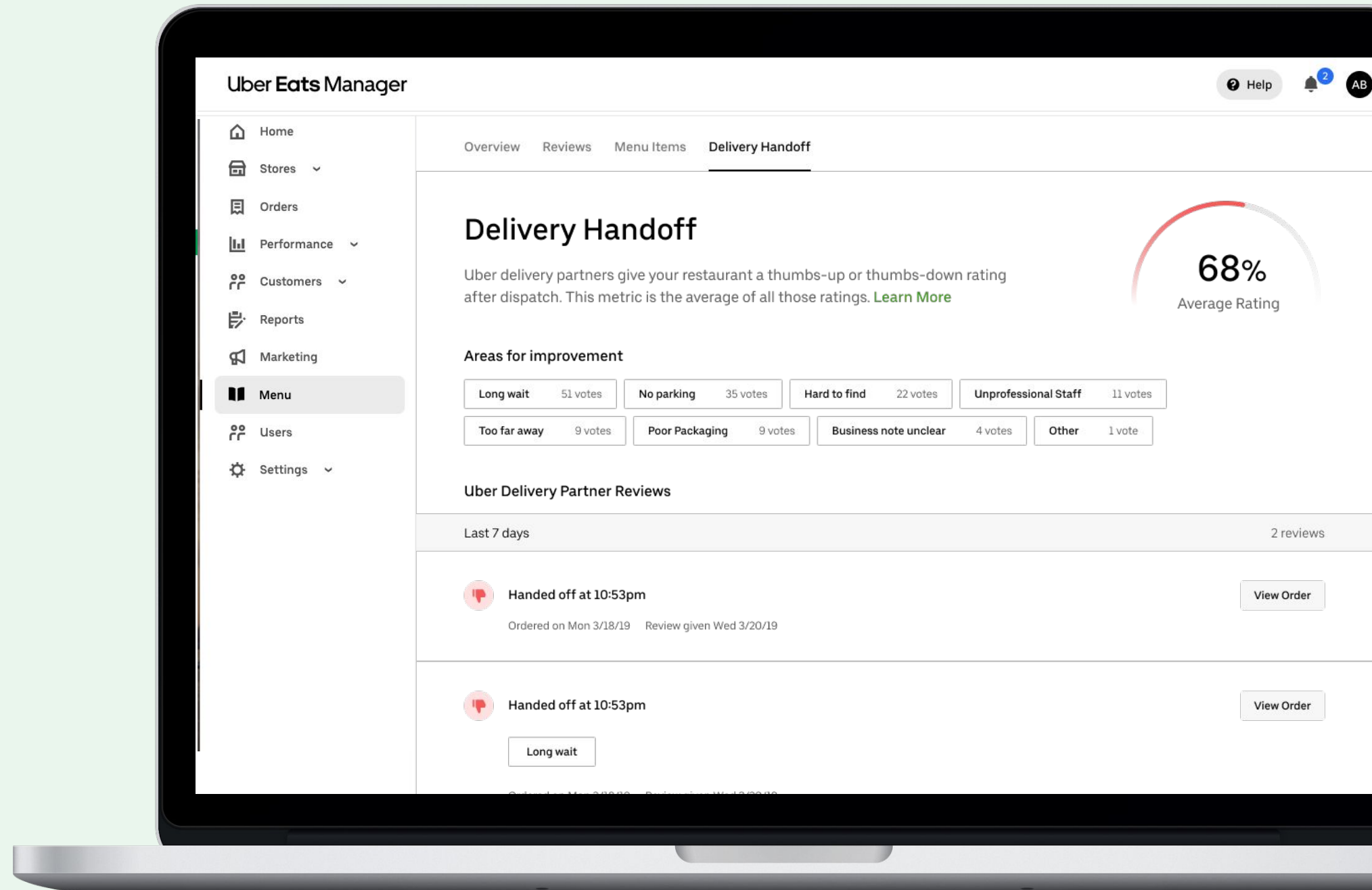


Delivery handoff feedback

This feedback shows how satisfied delivery people are with the handoff process at your store and can help identify ways to improve your delivery operations.

Delivery handoffs are rated with either a thumbs up or thumbs down, with an average percentage on the top right corner.

Tap on View Order to see details of each feedback.



Manage your performance

View your analytics, multiple store locations, insights and marketing performance

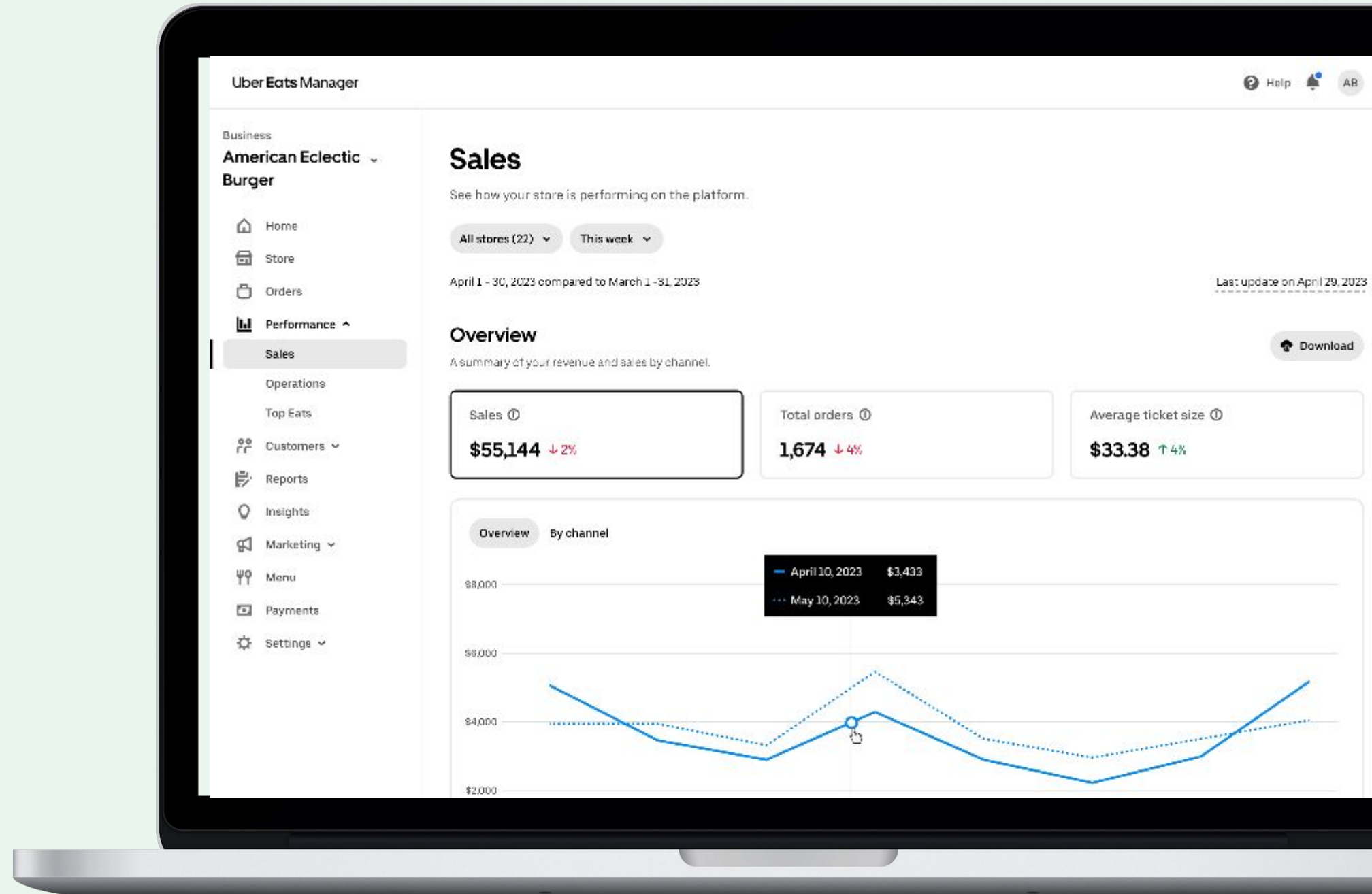
View your analytics

The analytics page is an in depth version of the sales data found on your home page and can take up to 24 hours to populate.

Use it to view Sales, Order, or Ticket Size.

Other analytics include:

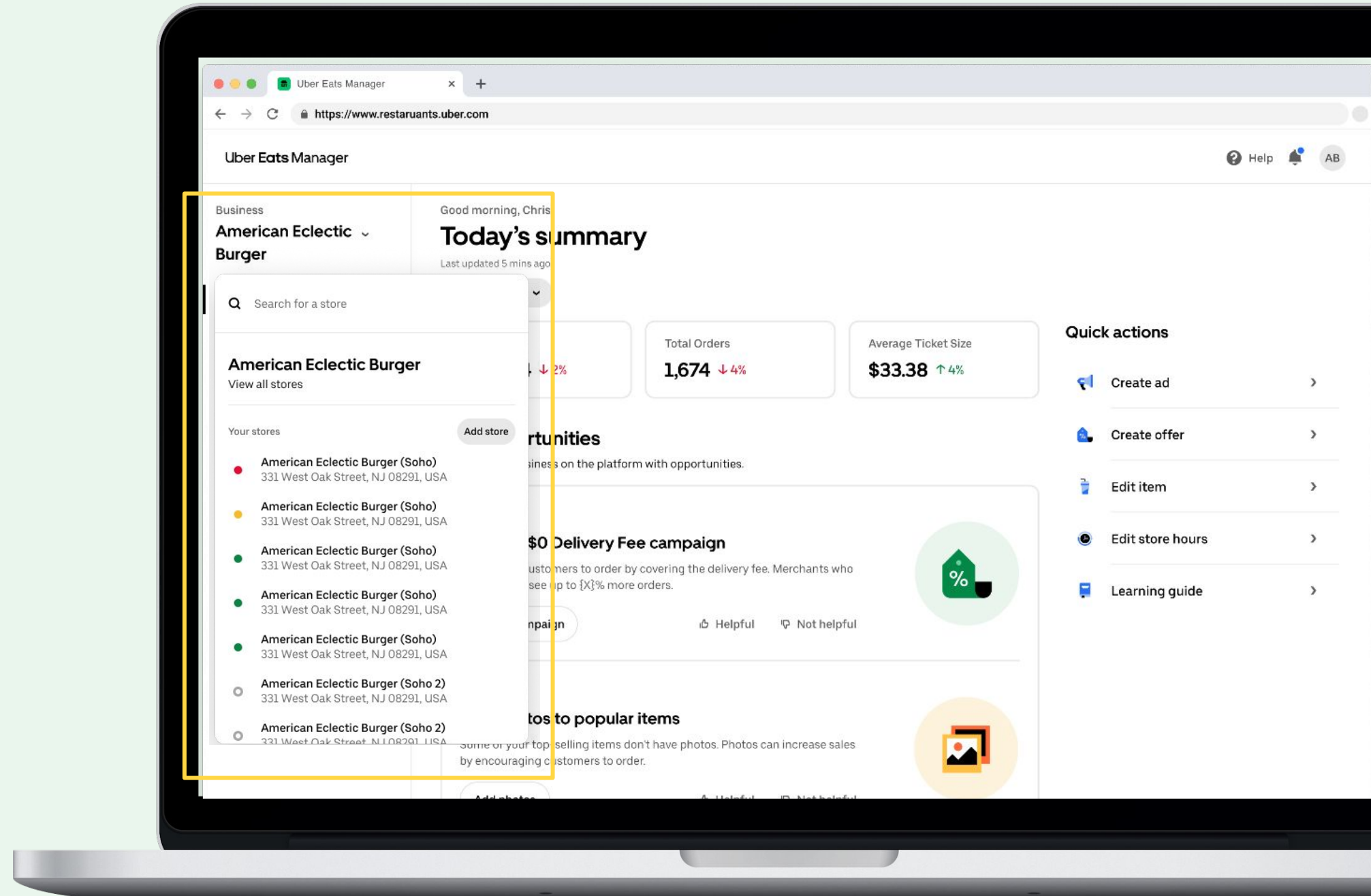
- Customer conversions
- New customers
- Order Issues
- Online Rate



Manage multiple stores at once

Merchants who operate multiple locations can monitor and track their locations all in one area and switch the display from store view to item view.

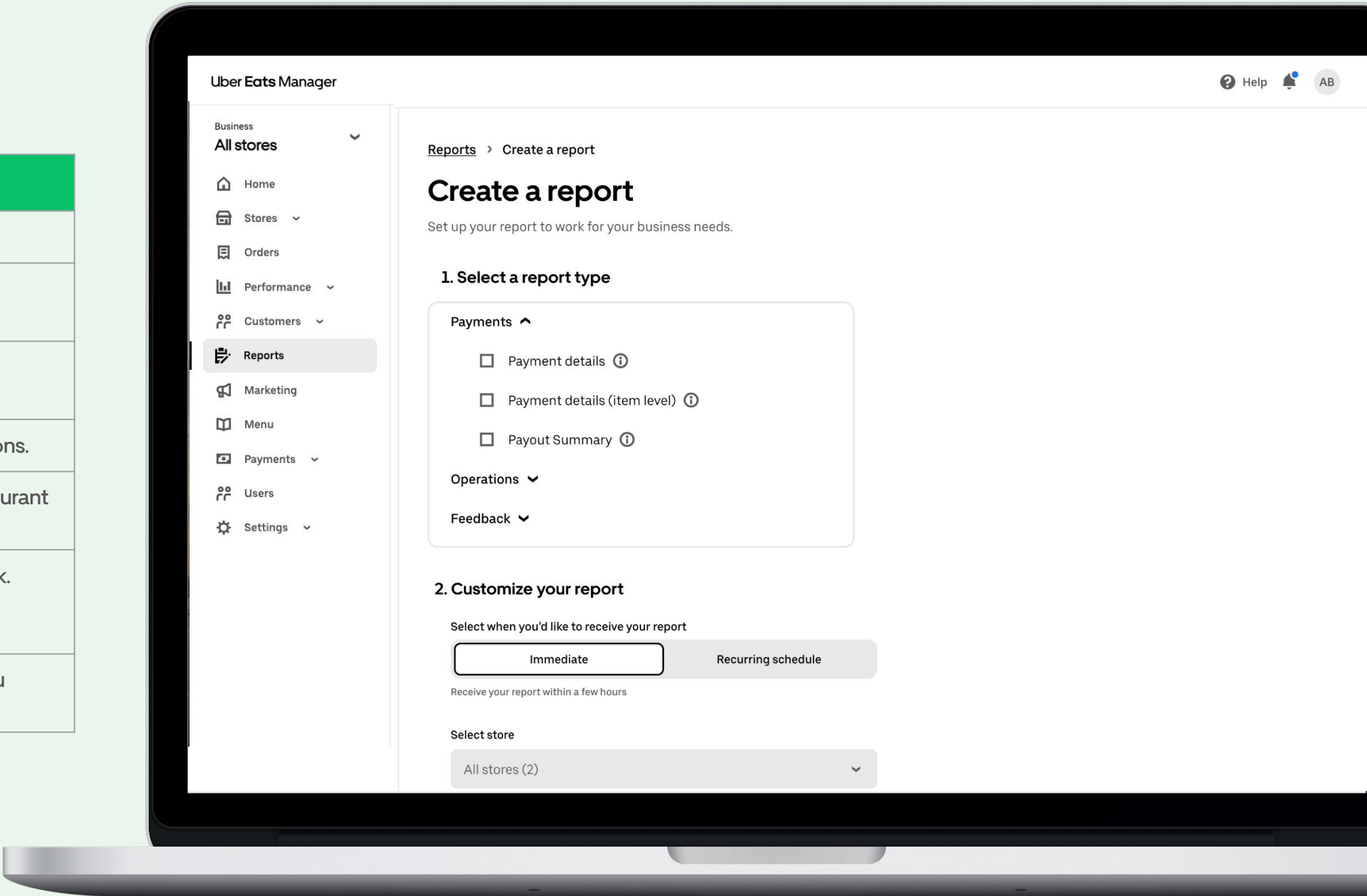
Store ranks help merchants understand where each store stands against the other, enabling merchants to leverage data for successful decision making.



Reporting

Easily request, schedule and download the following reports types:

Reports	Description
Payment Details	Contains payout and other financial information.
Payout Summary	Contains aggregated payout information.
Top Inaccurate Items	Item-level report, aggregated by store & count
Order History	Contains an overview of your Uber Eats transactions.
Downtime	Provides an hourly breakdown of when your restaurant should have been on Uber Eats but wasn't.
Customer and Delivery Feedback	Contains customer and delivery person feedback.
Menu Item Feedback	Contains comments and ratings about your menu items.



Marketing tools to help you stand out

Boost visibility, attract new customers, create loyal regulars

Create an ad

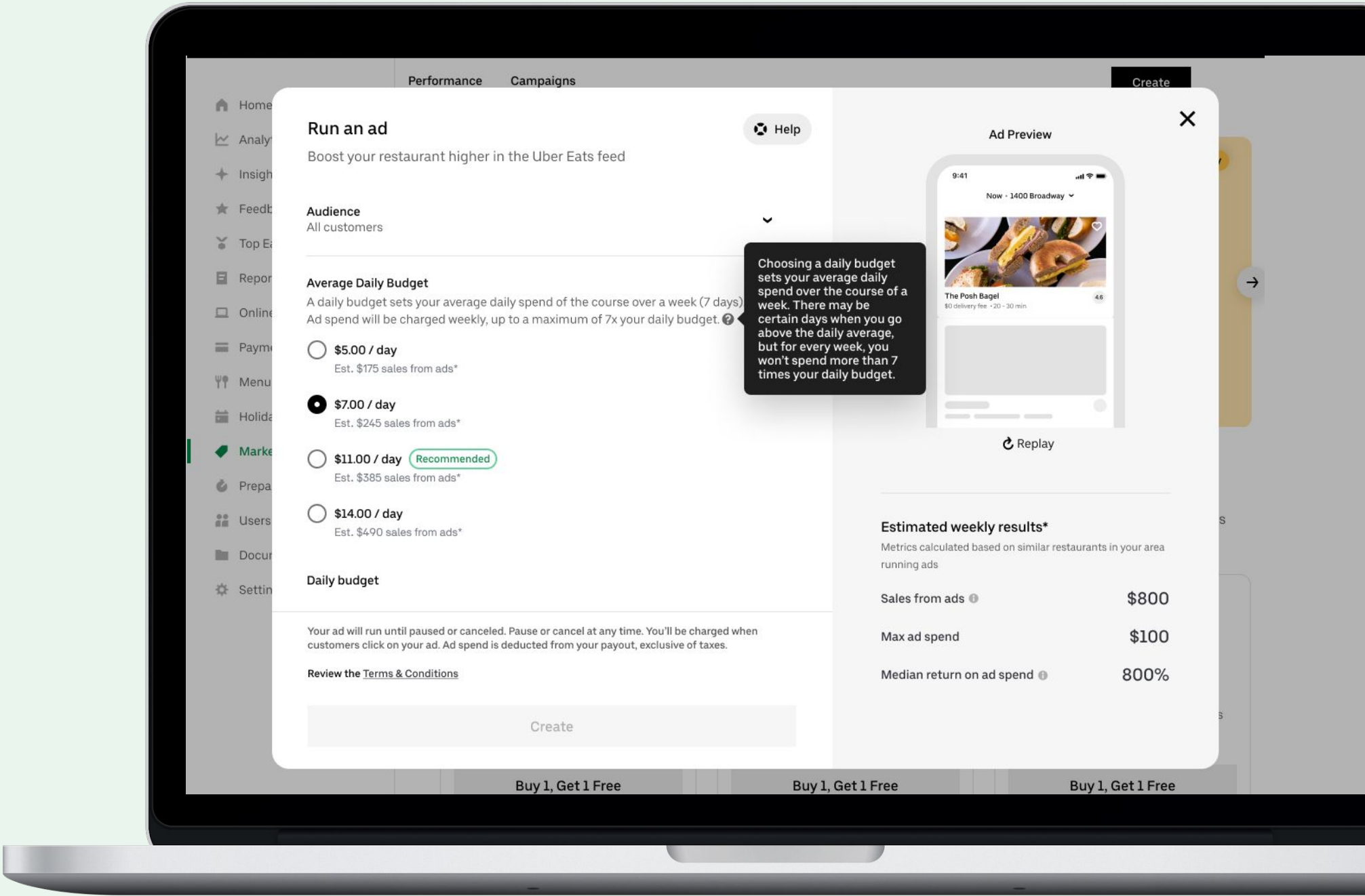
Get high visibility

Attract new customers by advertising your store to targeted customers in your area.

On average, merchants that run Ads see a 27% increase in new customers from their Ads campaign.*

Pay only when a customer clicks your listing (cost per click).

*Based on data from US merchants, comparing users exposed to ads and not exposed to ads between 8/1/2021 and 9/1/2021. Actual results may vary.



Run an Offer

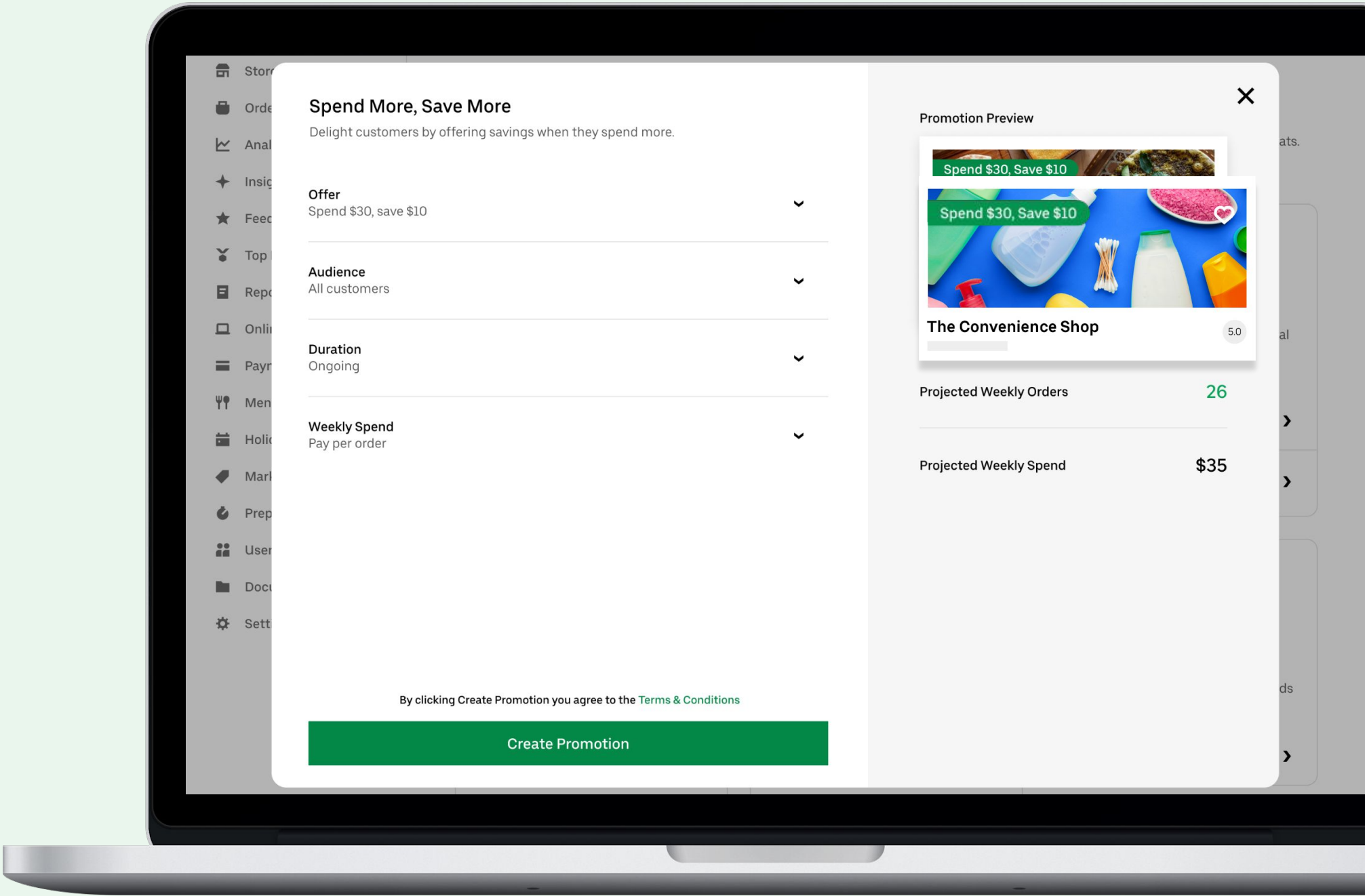
Convert visibility into orders

Attract and target customers with special offers. From offering free items, to creating Buy One, Get One savings, offers can help convert views into orders.

Merchants that run offers, typically increase up to 50% of their sales.*

Pay only when a customer redeems your offer (cost per acquisition).

*Actual results may vary.



Managing payments

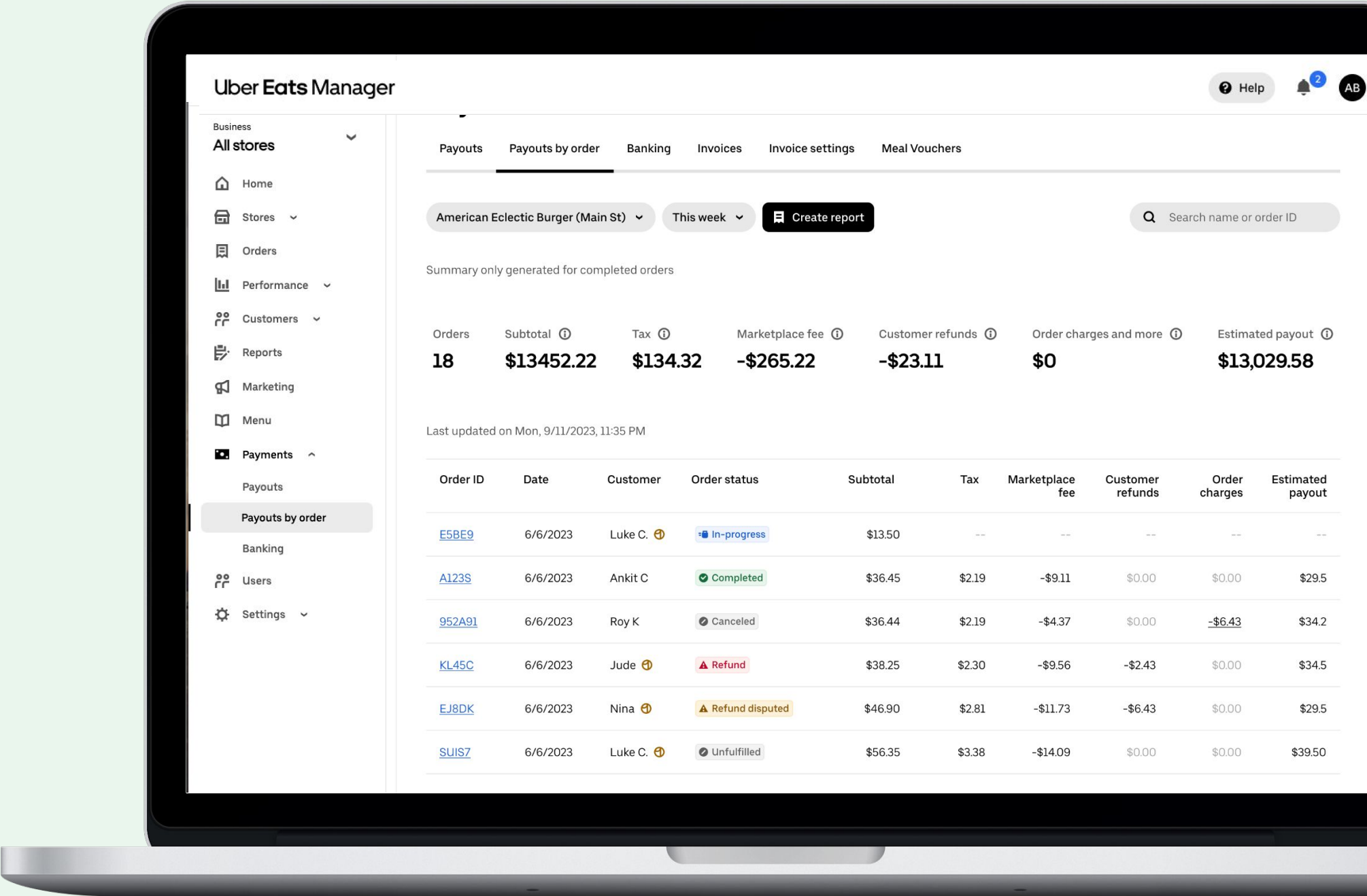
Manage, review and export your payment details

Overview of your earnings

The payments tab provides details of your store’s earnings and tools to make accounting and reconciliation easier.

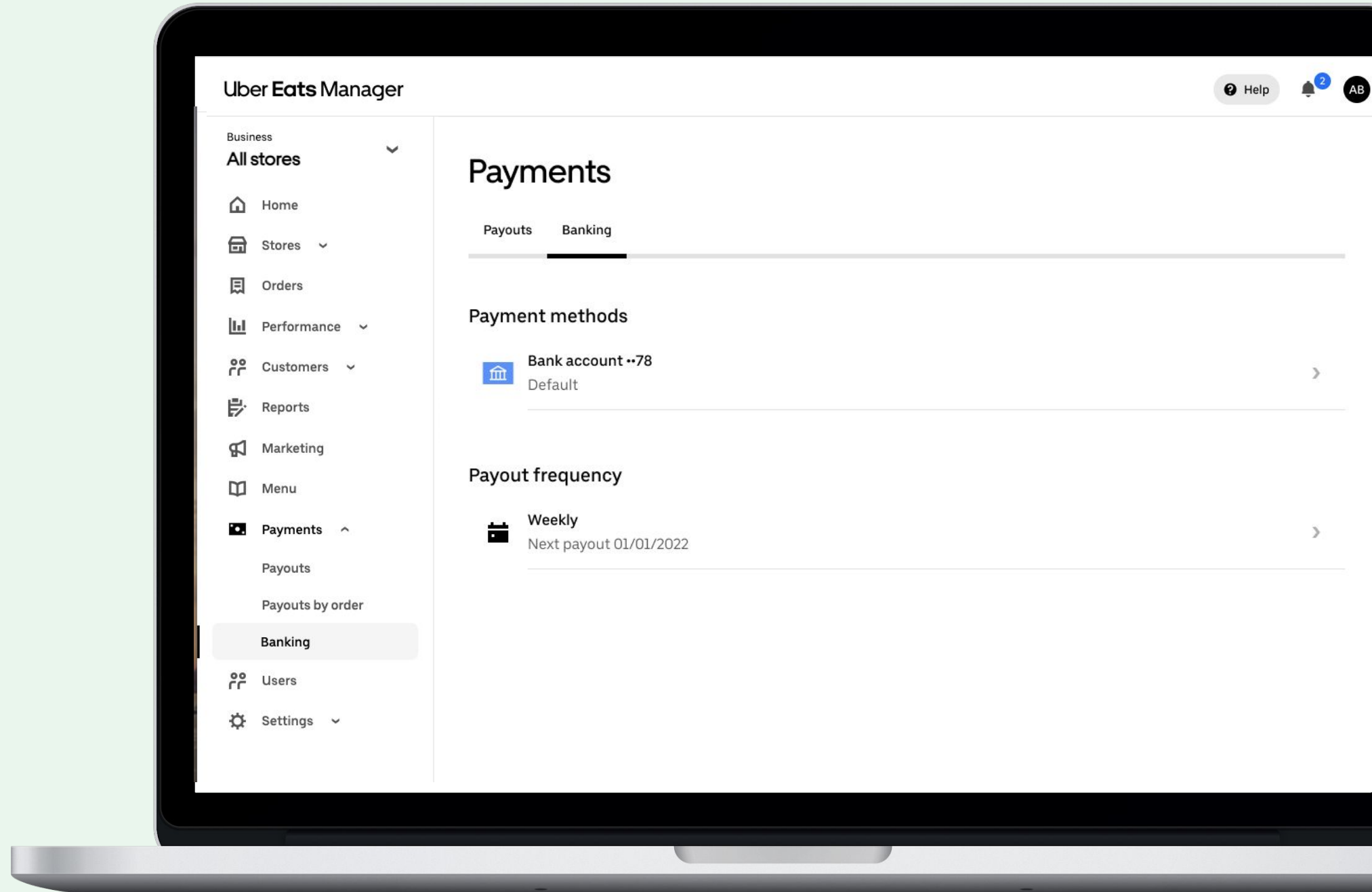
Review payments in any given period on this Earning page or download a copy through the reports hub.

For additional information and or support, please visit our [payments page](#) of the Uber Help center.



Pay frequency

You have the option to switch your payments from weekly to daily in the Payments tab.

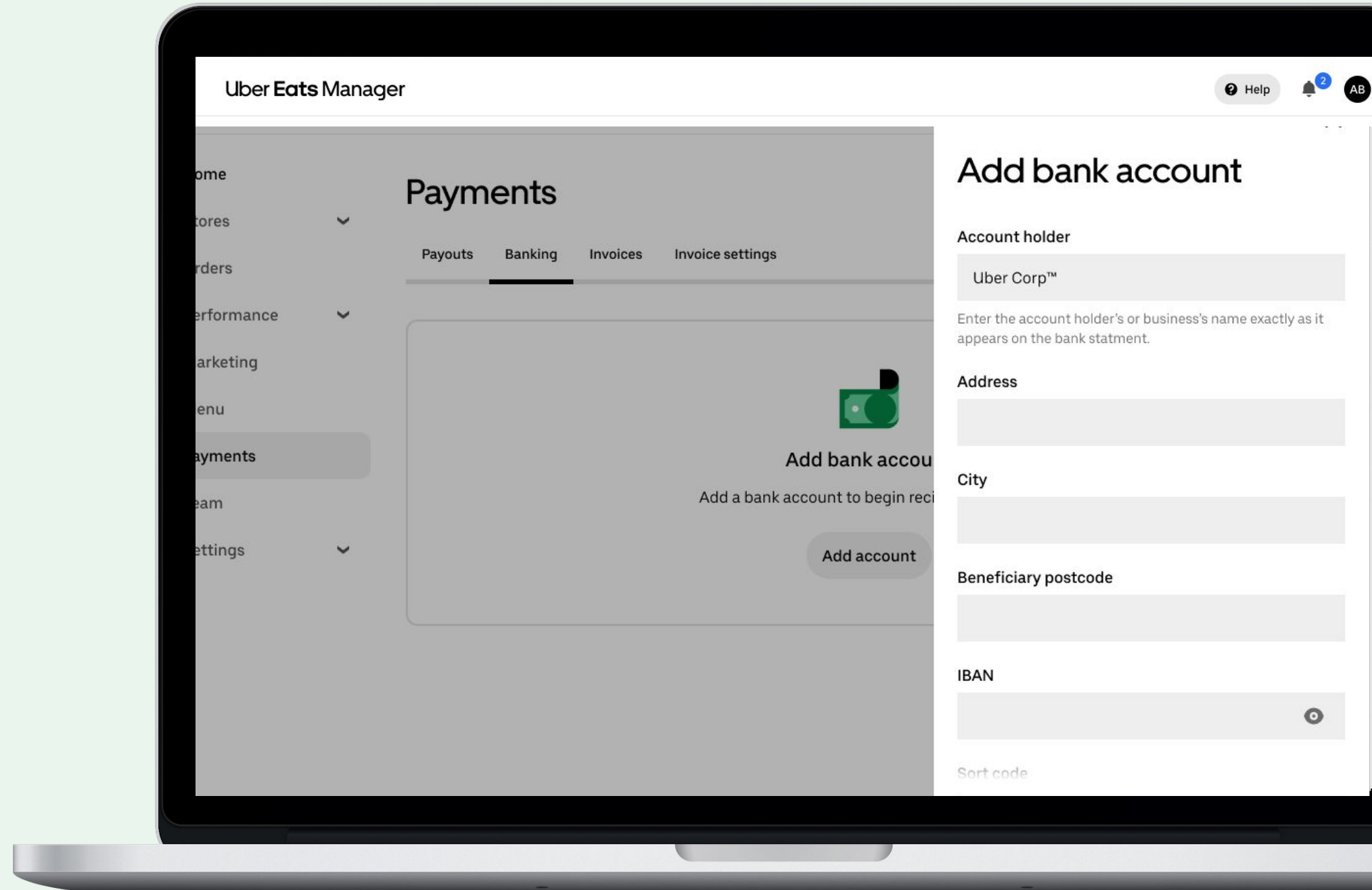


Banking information

Merchants are responsible for adding all banking details and are responsible to any typos.

Banking credentials are only accepted **once** through Uber Eats Manager.

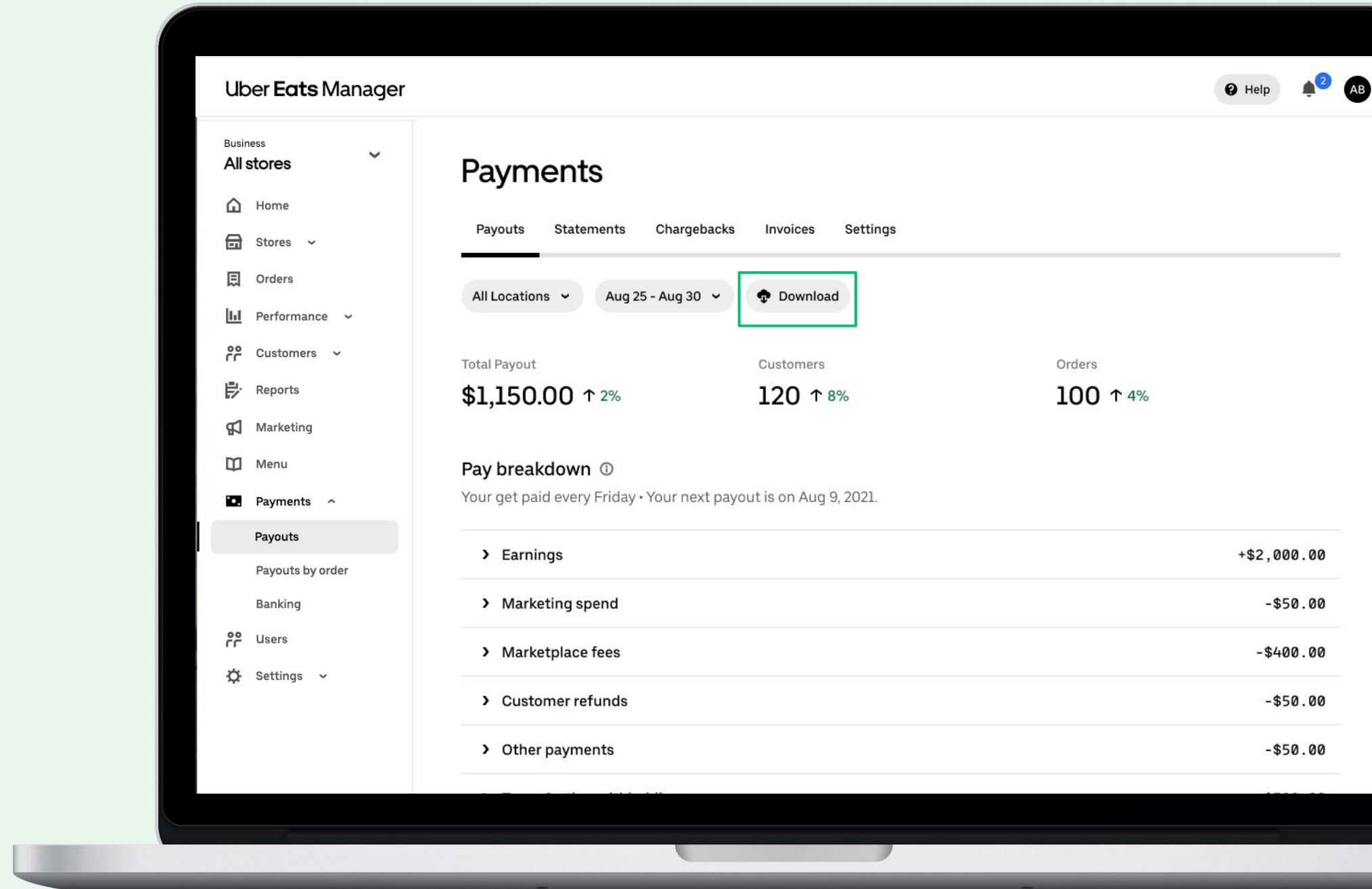
For any changes that need to be made after initial setup, please email restaurants@uber.com



Payment invoices

For your convenience, all invoices can be viewed through the Manager app or downloaded to CSV.

Simply select the date range of the invoices you'd like to download and then **Bulk CSV**.



Review and upload documents

Manage store documents and view tax information

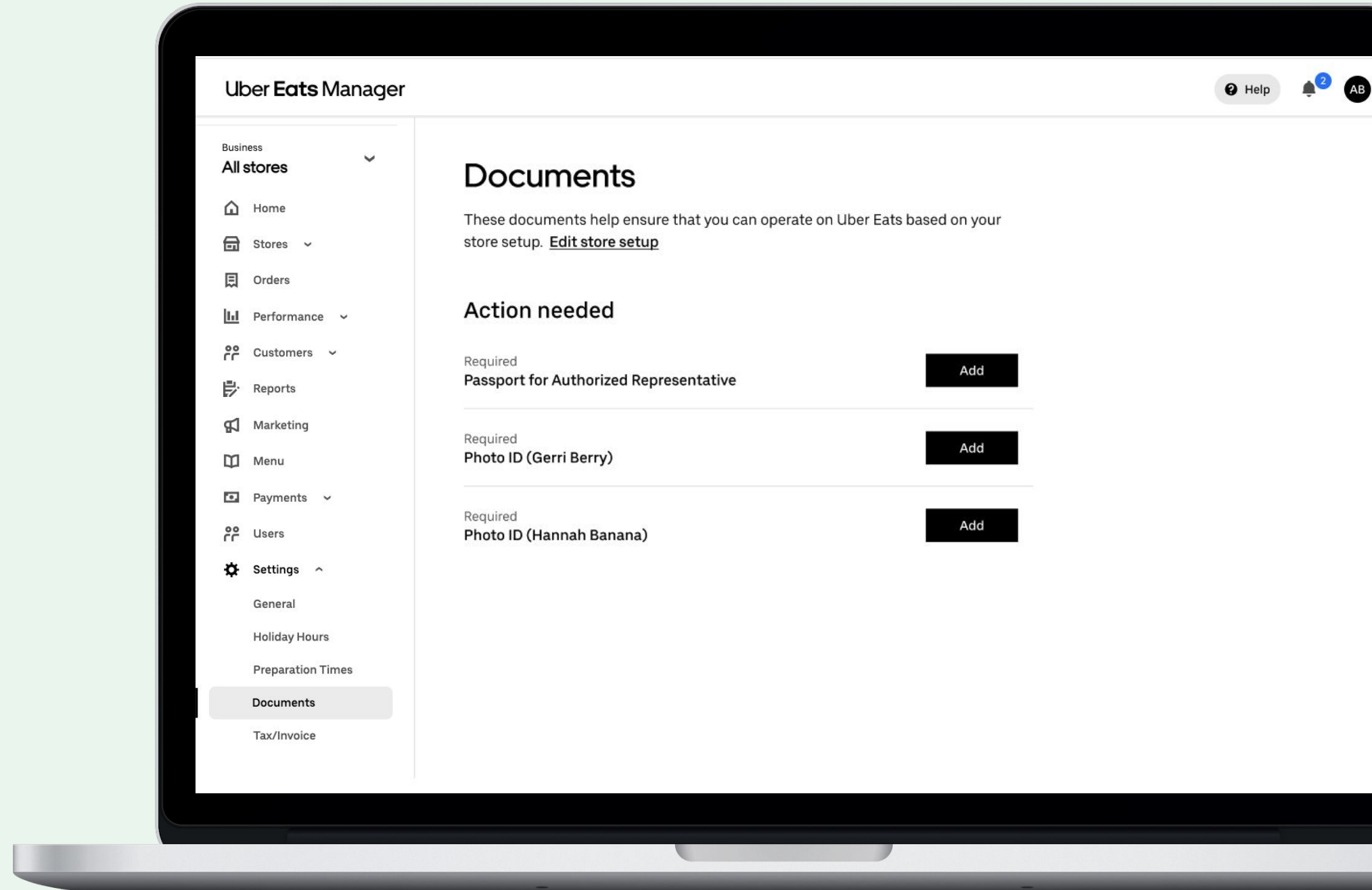
Upload required documents

To get started, we may require a few documents.

1. Follow the prompt in the documents tab
2. Upload each by tapping the add button.

Once all documents are uploaded and approved, you will be ready to start taking orders!

Note: Depending on your region; not all merchants will see this display.



Tax settings

Tax Settings is used to collect Merchant tax information such as:

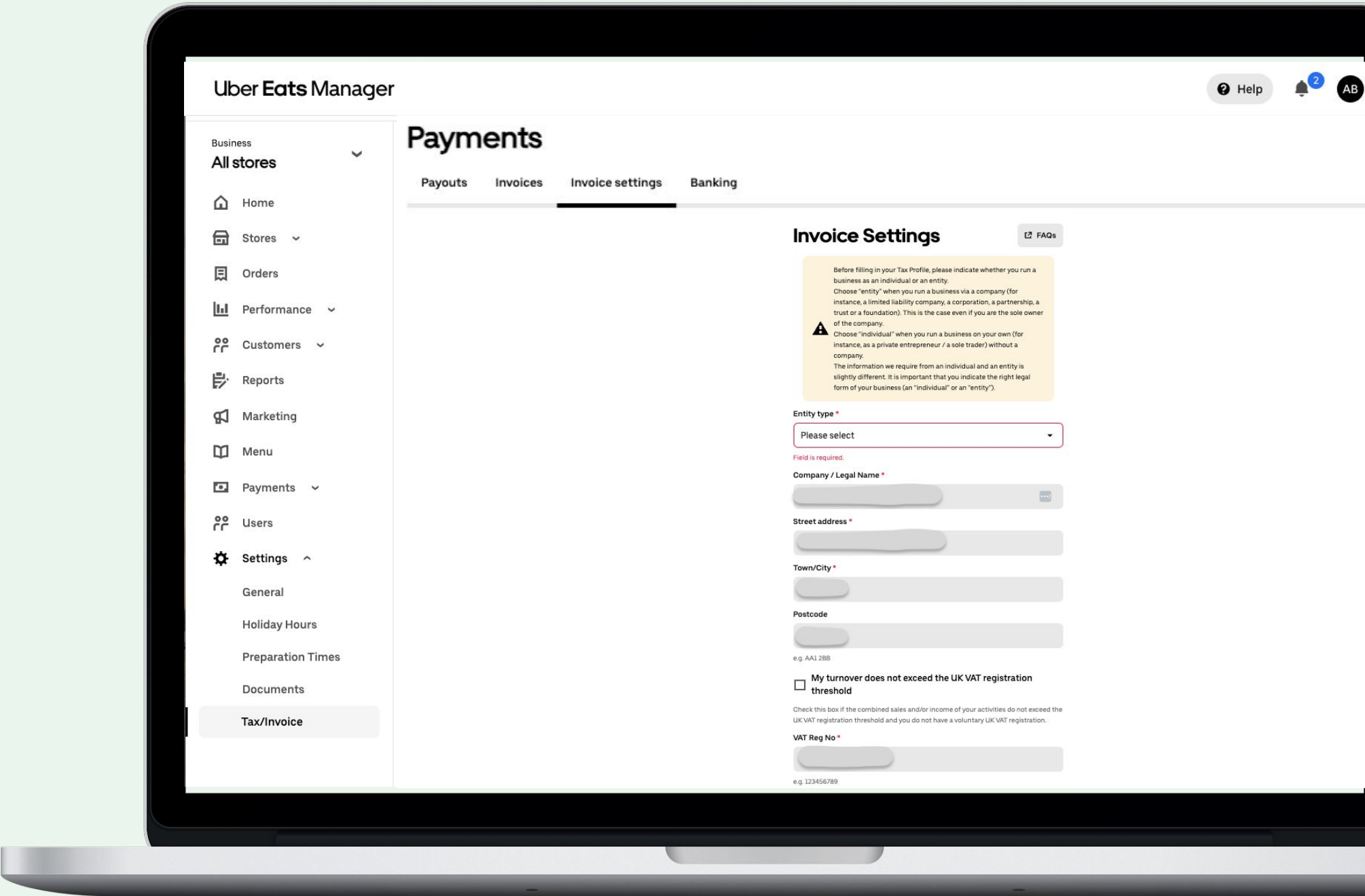
- VAT Number (if VAT registered)
- Business Registration number (where required)
- Company Name
- Address

This information is used:

- To ensure correct information is surfaced on your invoices from Uber;
- To ensure correct information is surfaced on your invoices to Uber (self-issued by Uber where applicable);
- To report your information as may be required by data sharing obligations (for example DAC7).

Tax Settings can be accessed via the Payments tab in the left navigation of the Uber Eats Manager portal. Completing the Tax Setting is mandatory. Please ensure to keep the Tax Settings page up to date at all times.

Note: Your tax info will vary depending on your region

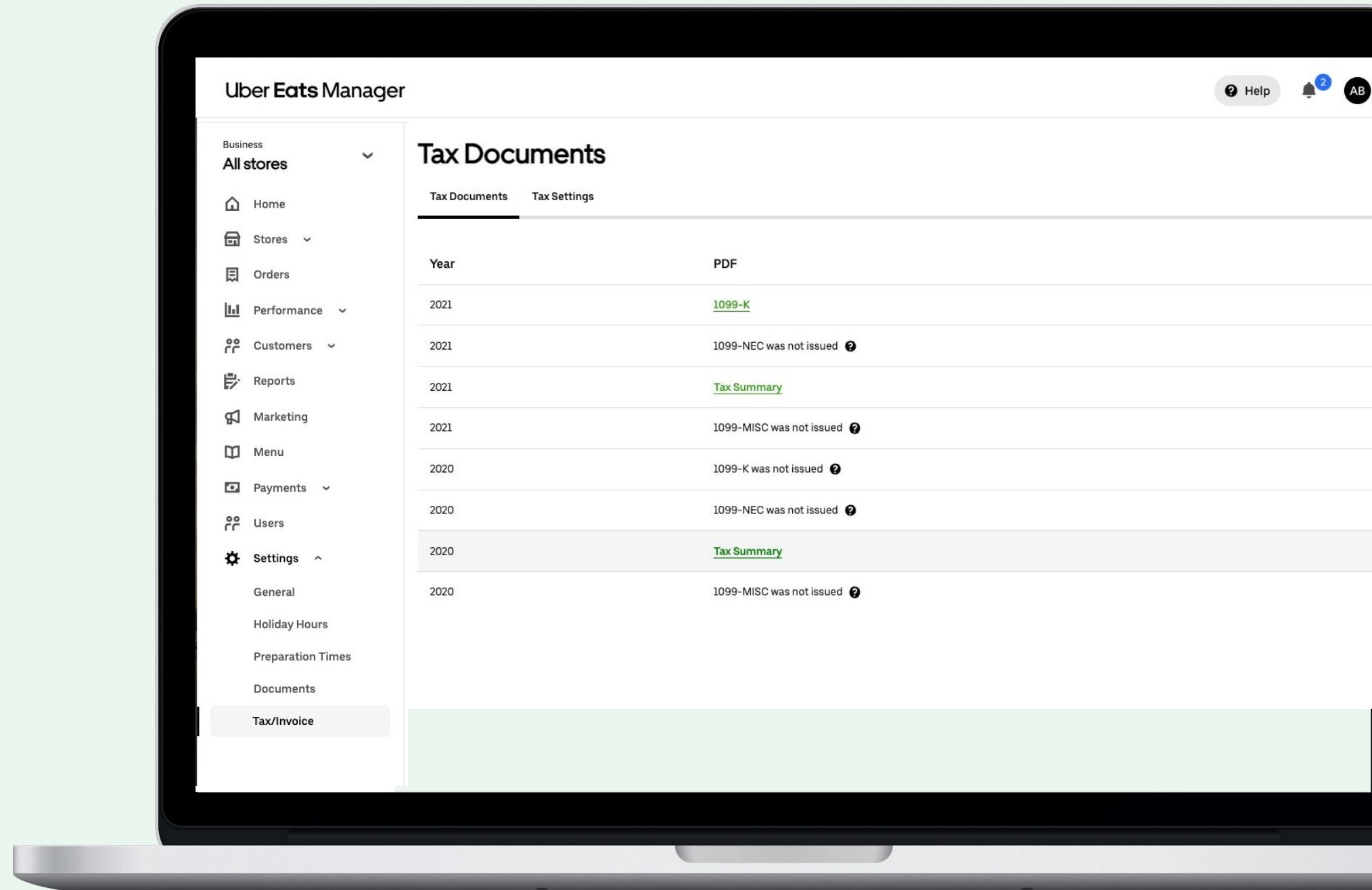


Tax documents

The Tax Documents tab lets you view and download the following:

- PDFs of forms (1099-K and 1099-MISC)
- Tax summaries for the year

Both Tax Documents and Tax Settings can be accessed via the Tax Information tab in the left navigation of the Uber Eats Manager portal.



We're here to help

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.



Let's grow your business!



Uber Eats