



Your guide to using Uber Eats Orders

2024

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

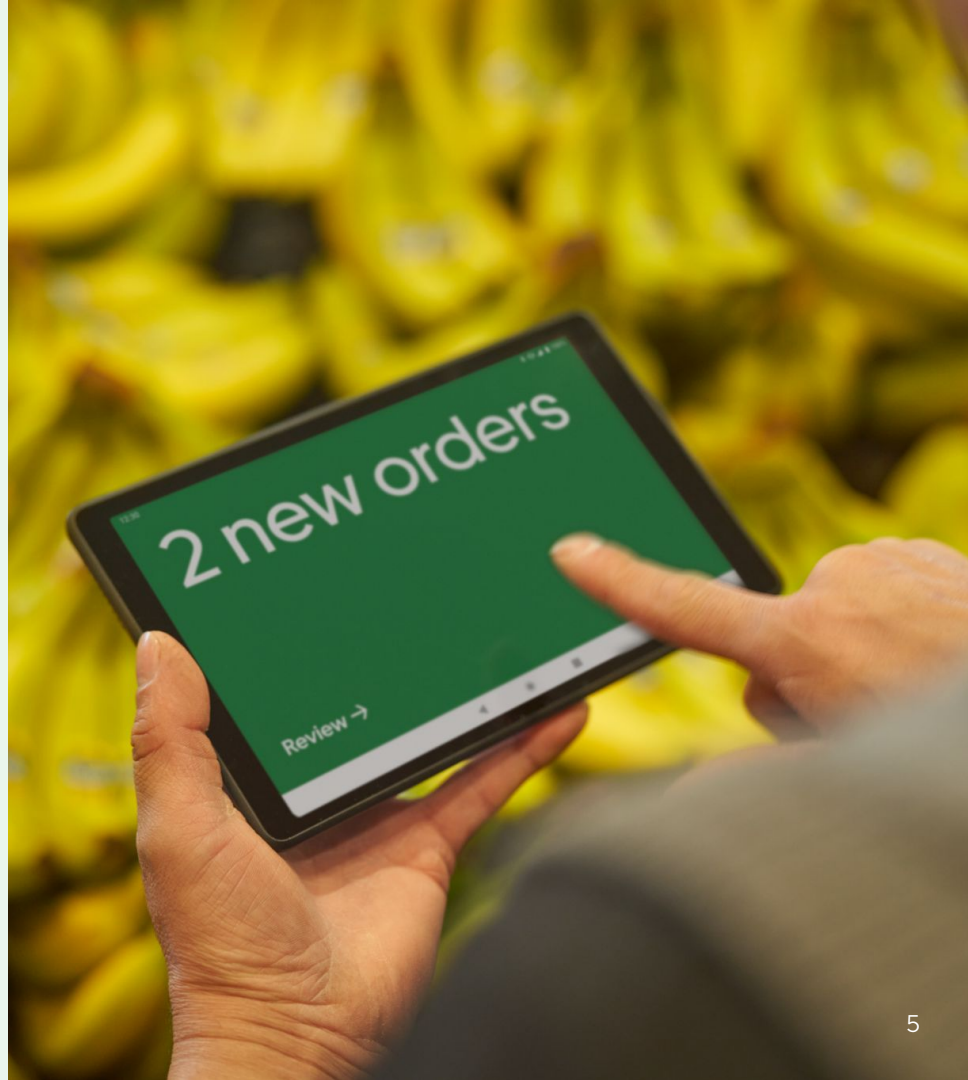
Overview



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.

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

Using Uber Eats Orders



Let's dig into the basics of Uber Eats Orders

- Getting Started: Powering on, connecting to WiFi, updating language (if needed), and logging in
- Navigating the Home Screen
- Configuring your printer
- Understanding order receipts
- Updating your regular and holiday hours
- Ensuring you're online
- Setting your Delivery Settings (for restaurants delivering with their own staff only)



Getting started

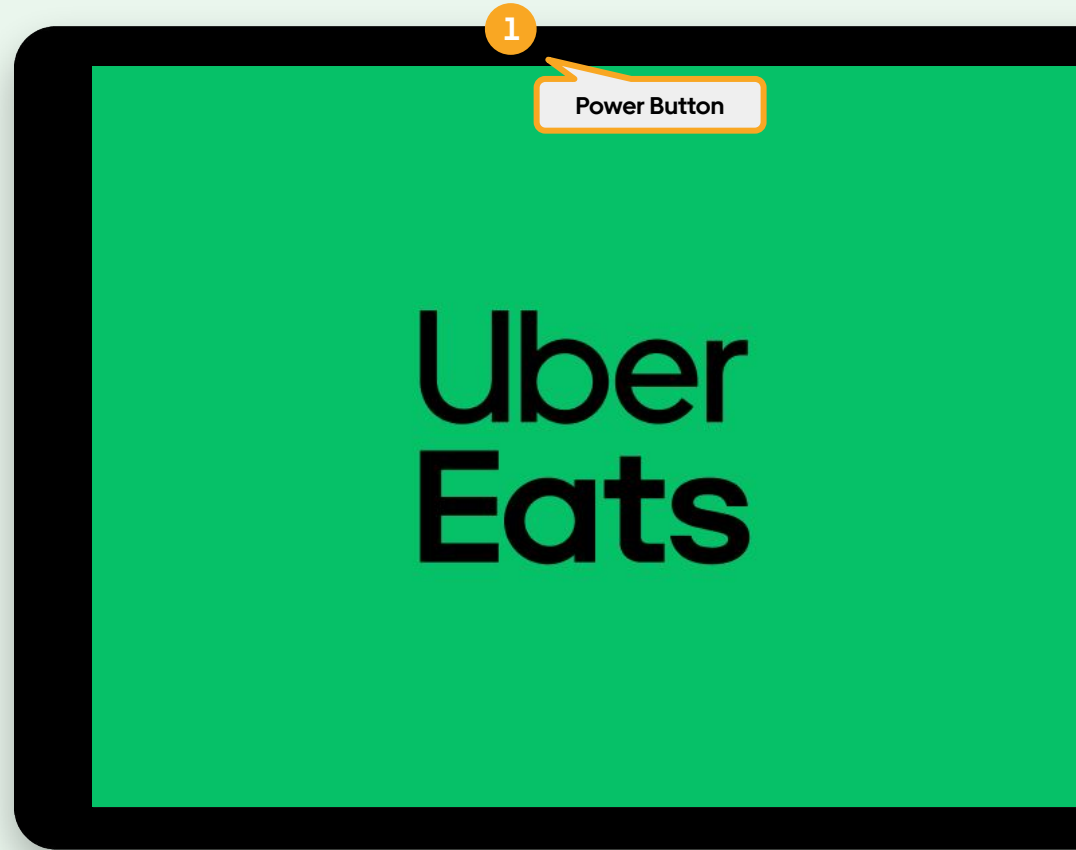
To get started, first **turn on your tablet** by locating and pressing the power button (often on the side/edge of your tablet).

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 update the language follow the steps below:

1. Tap "Settings" → "Select Language" → "Add a language"
2. Tap the magnifying glass in the upper right-hand corner to type in / search for the language you want
3. Tap, hold, and drag the navigation icon (4 horizontal lines) on the far right of the new language you added and drag it to the top → the language of your tablet and the Uber Eats app will update to that language on the top of the list



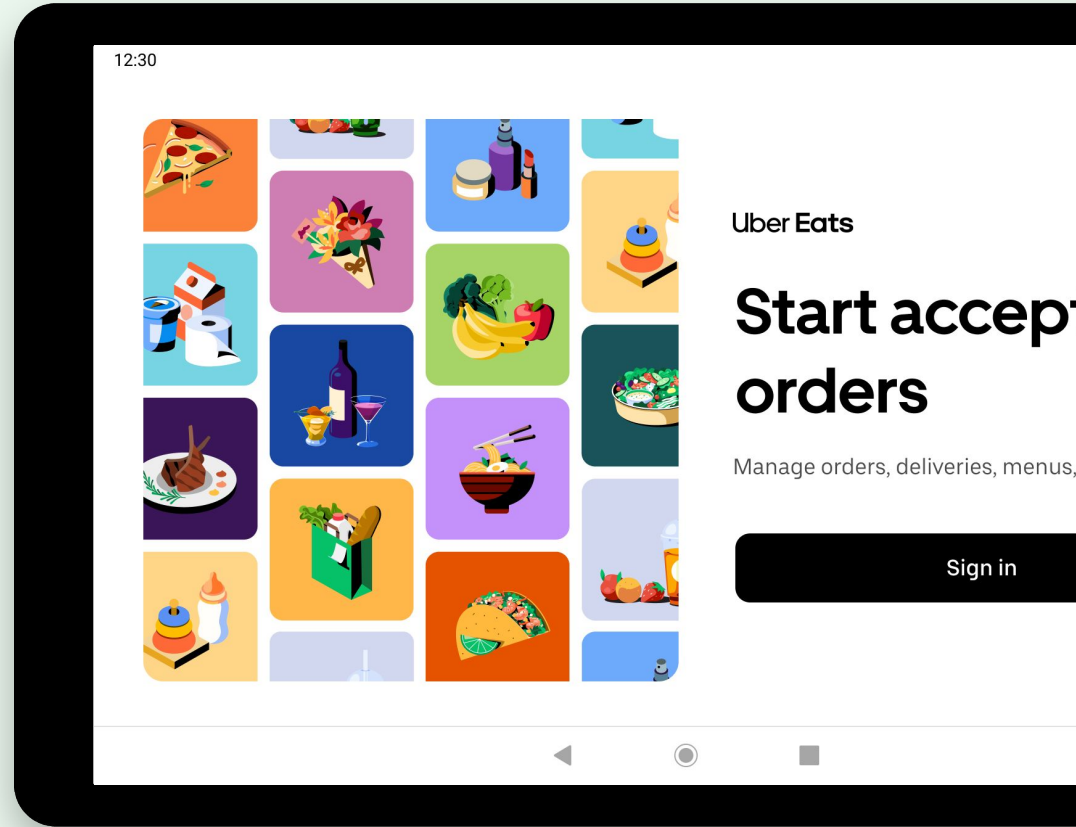
Logging in

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, “Uber Eats login info”). Note these are different from your Uber Eats *Manager* login credentials.

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](#).



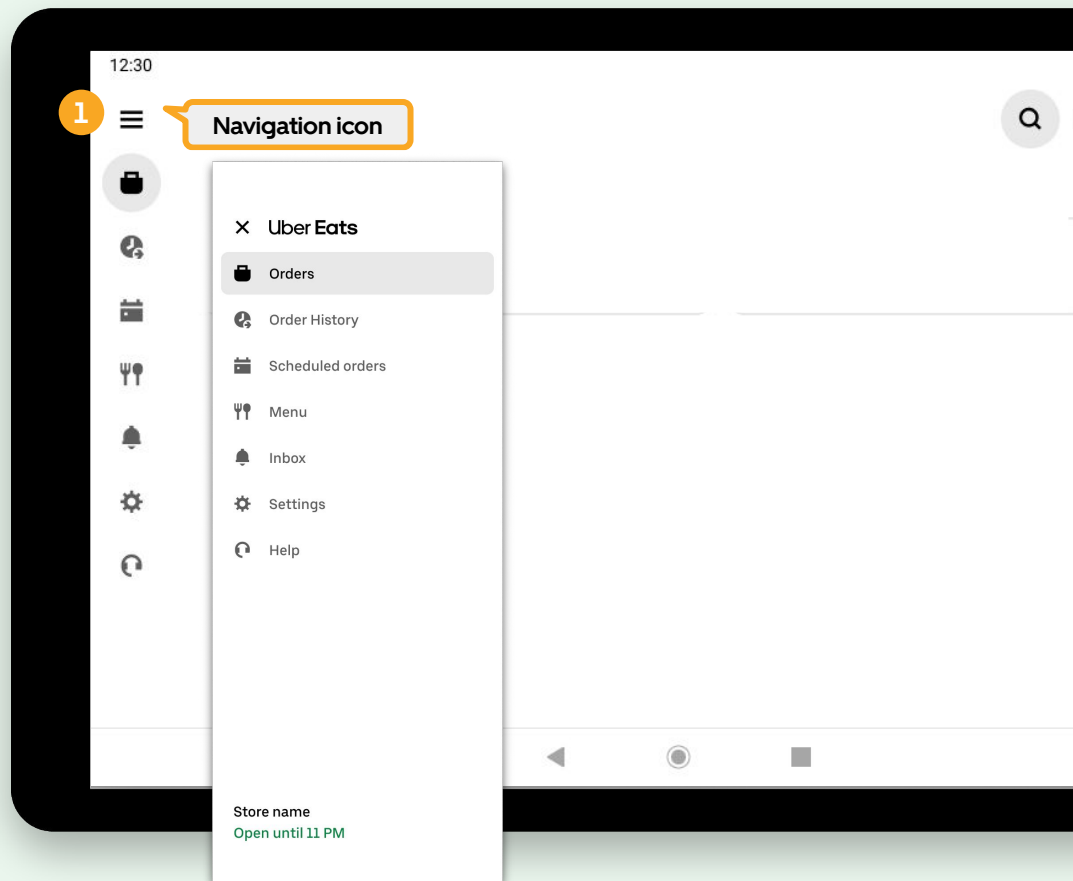
Navigating the Home Screen

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

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

- 2 **Orders** (Preparing & Ready)
- 3 **Order History**
- 4 **Scheduled Orders**
- 5 **Menu**
- 6 **Inbox**
- 7 **Settings**
- 8 **Help**



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.

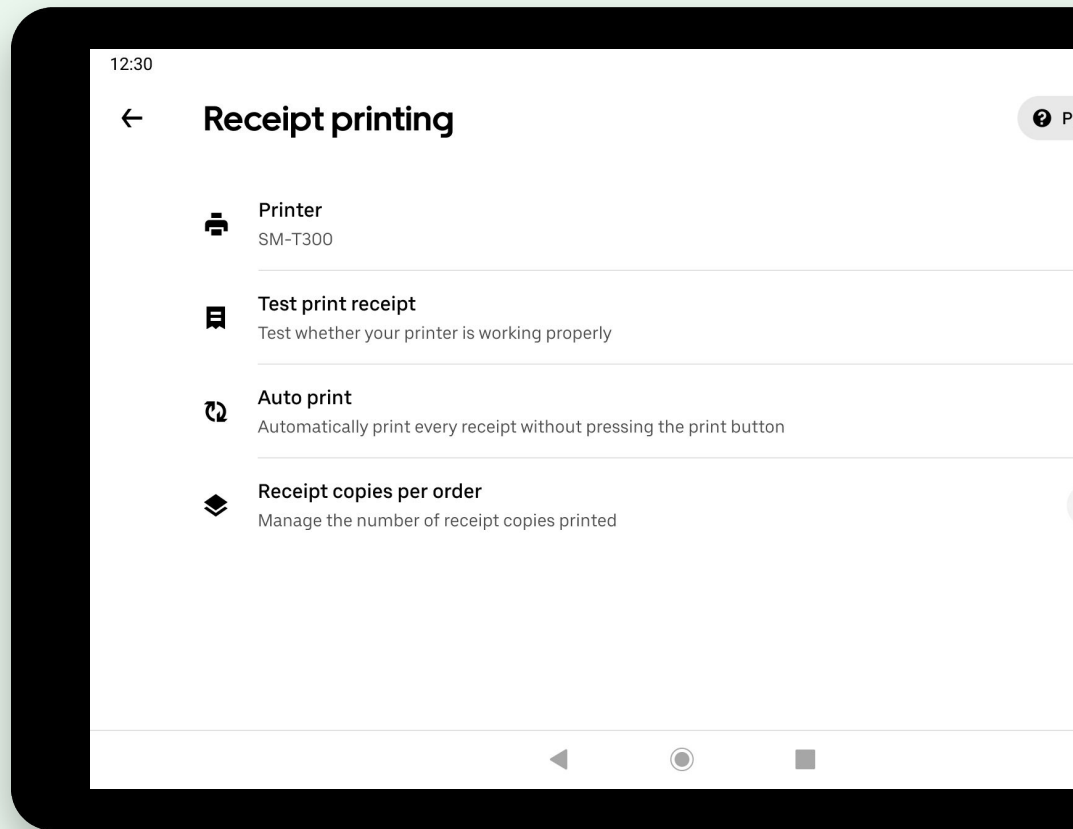
1 Tap **“Receipt printing,”** then wait for your available printers to be displayed.

2 Select the printer you want to use and click continue.

3 Tap “Test print receipt” to confirm you’re all set up.

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.

*Note: Only Available on tablet



Understanding order receipts

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

Customer name and order number

Order details

Delivery type

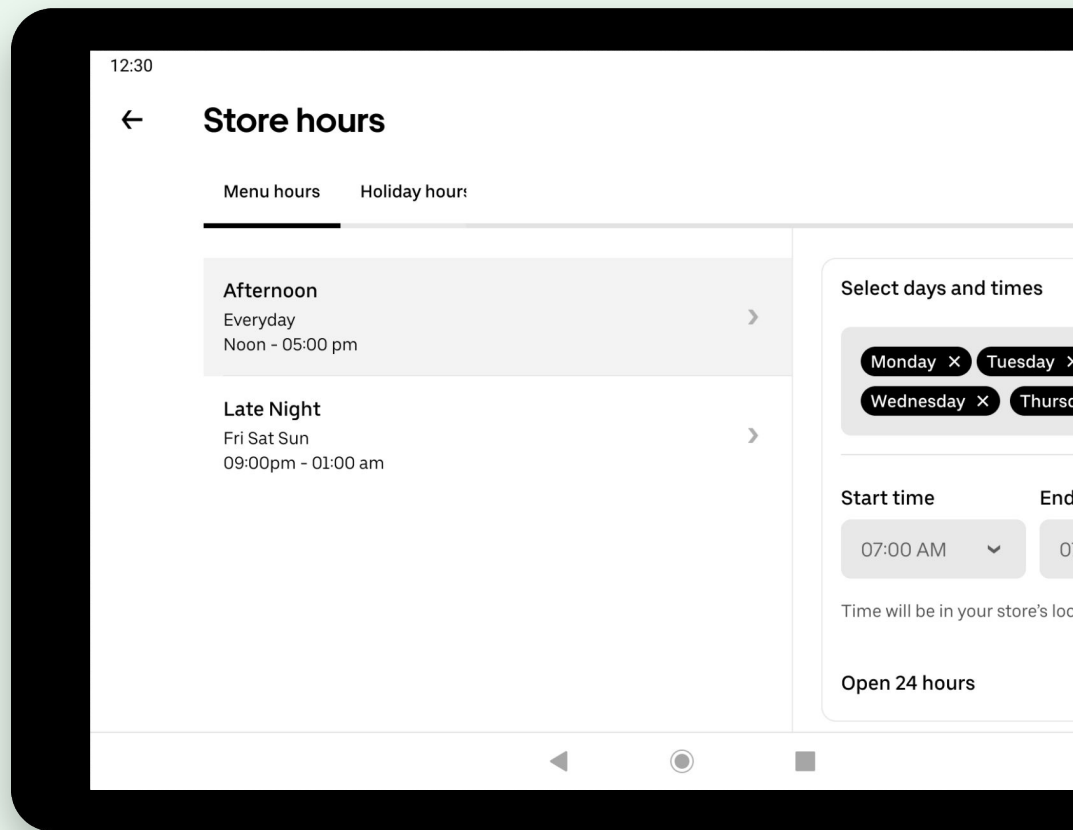
Item notes

Updating Menu Hours

Set regular hours for every item category.

- 1 Go to Settings by tapping the Navigation icon on the home screen, then tap **Store Hours**.
- 2 **Menu hours** are regular store hours that apply to a specific menu.
- 3 To edit store hours, select **Store hours**, then **select the menu** you would like to edit.
- 4 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.

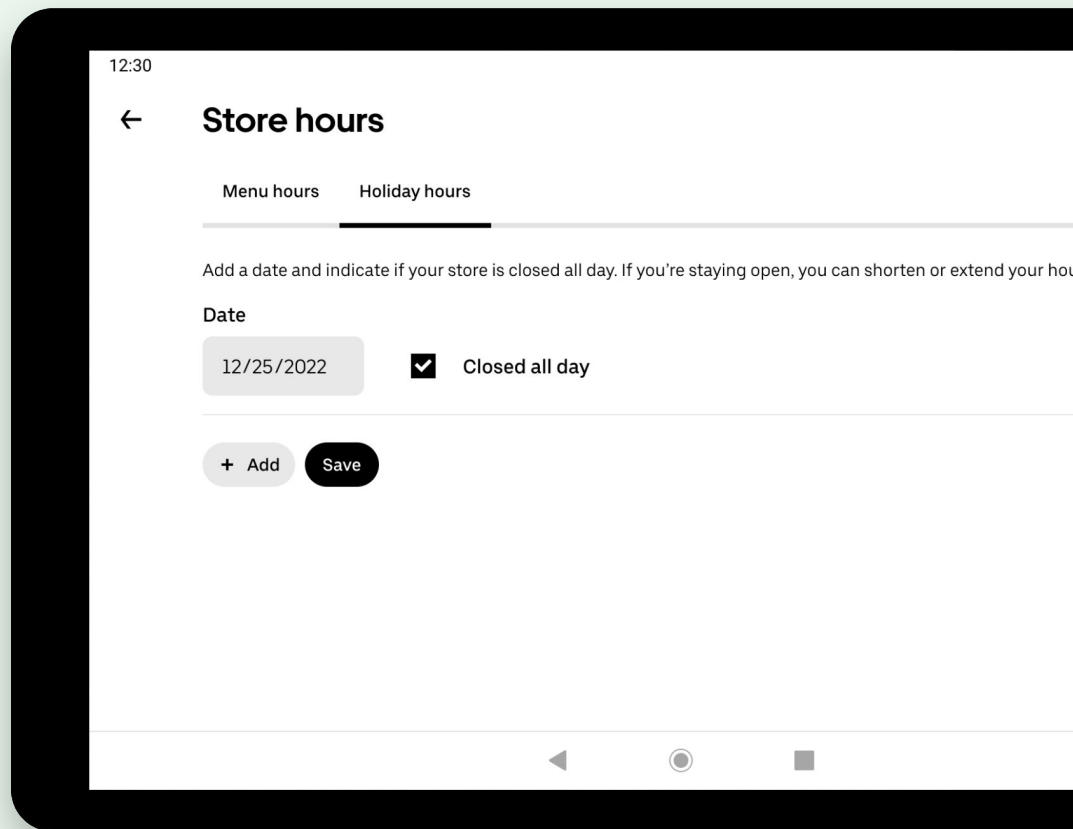
Note: to edit your menu, log into [Uber Eats Manager](#) and see [here](#) for a detailed guide on how to edit your menu.



Updating Holiday Hours

Set holiday hours for your entire store.

- 1 Go to the menu hours settings by tapping the Navigation icon on the home screen, then tap **Store Hours followed by Holiday hours**.
- 2 **Holiday hours** are specific to a period of time and apply to all menus.
- 3 To edit holiday hours, select **Holiday hours**, then select **the date** you'll be closed for holiday
- 4 If you plan to be closed all day, select "Closed all day". If you'll only be closed for part of the day, uncheck "Closed all day" and enter the time you'll be open using the "Open time" and "Close time" fields
- 5
- 6 Tap "Add" to add more holiday hours
- 7 Once done, tap "Save" to update your hours accordingly



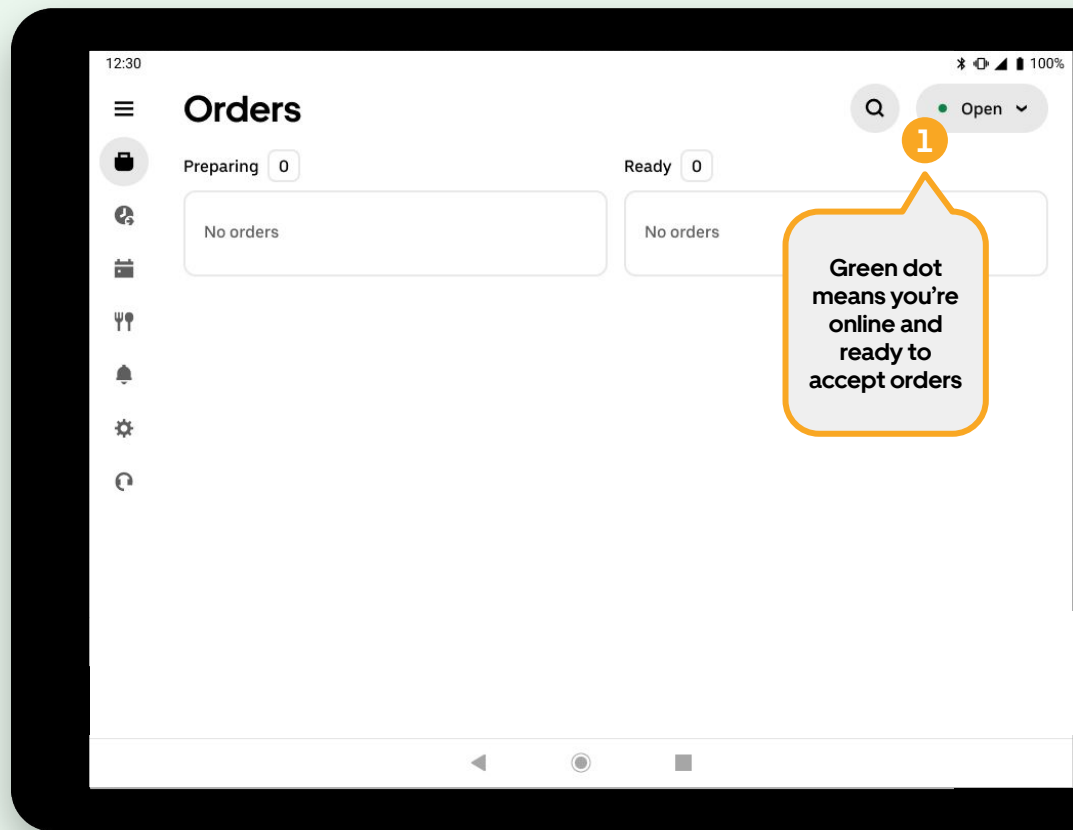
Checking to see if you're online

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

- 1 To confirm you are online, look at the navigation icon in the top-right corner of your screen. It should show say **Open** along with a **green dot**.

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.

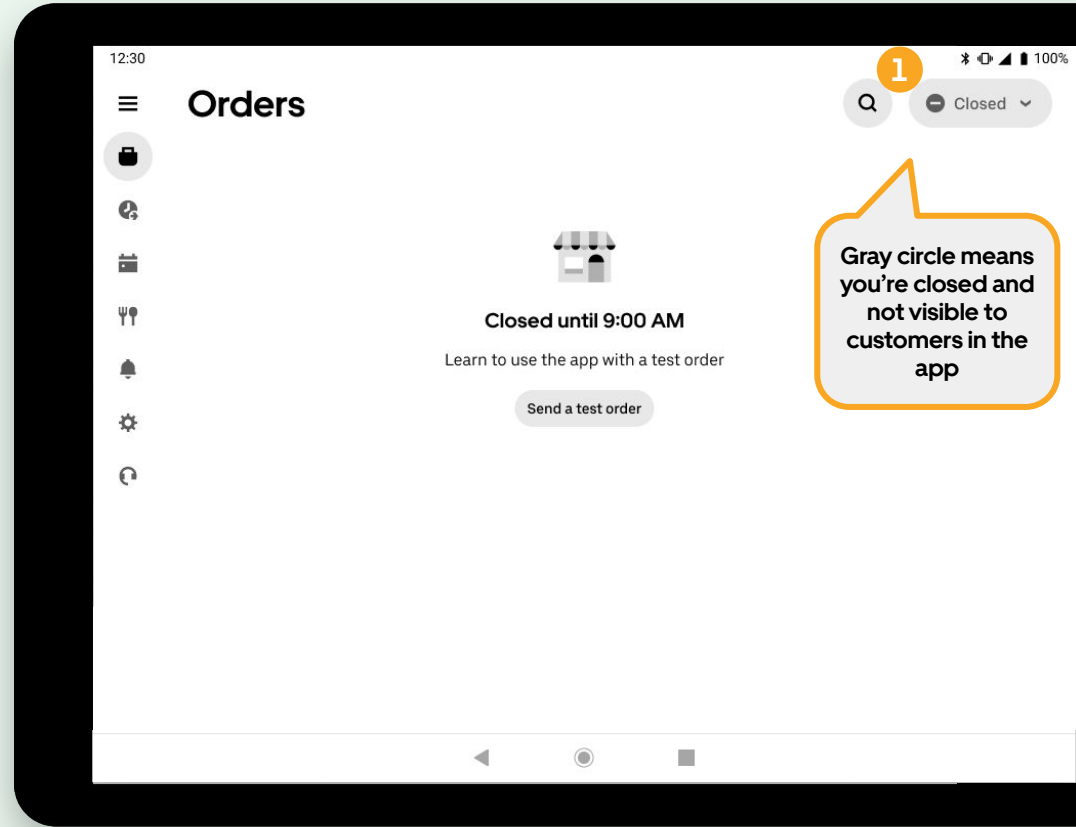


Knowing when your restaurant is closed

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, go the navigation menu (3 bars on the top left), tap "Hours," select the menu you want to edit hours for, then tap "Edit Hours" to correct them

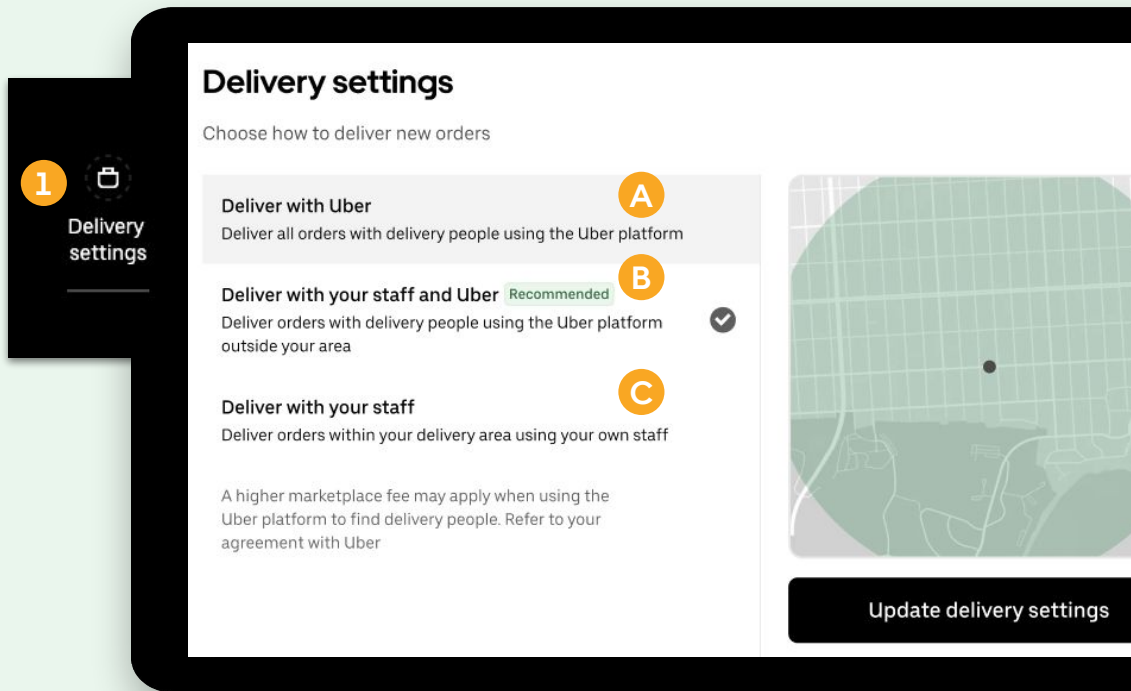


Setting your Delivery Settings

(only applicable to restaurants delivering with their own staff)

If you're using your own staff to make deliveries, you have the option to only use your staff, leverage Uber Eats' delivery partner network to extend your reach, or leverage Uber Eats' delivery partner network for all your orders. Set your preference by:

- 1** Clicking on the 'Delivery settings' icon in the left hand side of the home screen
- A** **If your staff is busy and you want to fully leverage Uber Eats' delivery staff to fulfill orders:** Tap the "Delivery with Uber" panel on the left
- B** **If you want to leverage Uber Eats' delivery partners to areas outside your delivery zone:** Tap on "Delivery with your staff and Uber"
- C** **If you only want your staff delivering orders:** Tap on "Delivery with your staff"



Note: To update your delivery area, delivery fee, and Fulfillment time, log into *Uber Eats Manager* and navigate to "Settings" → "Delivery"

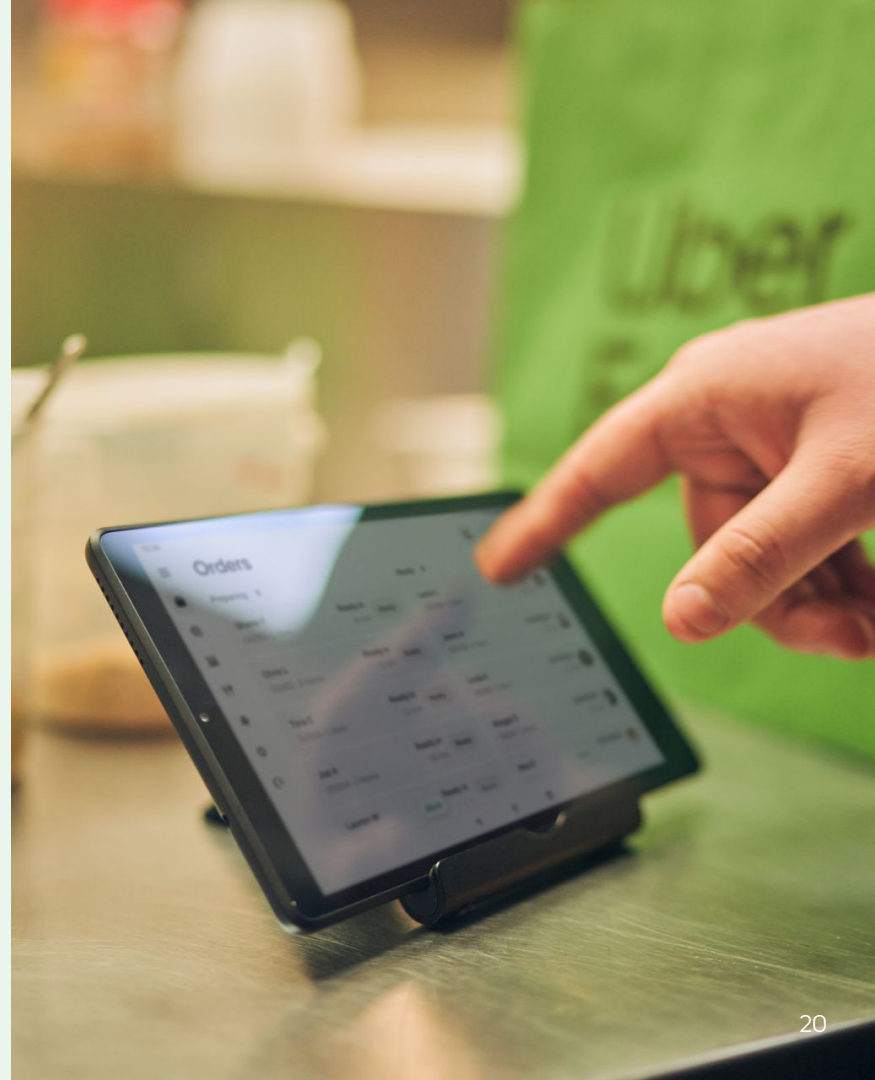
Managing orders



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

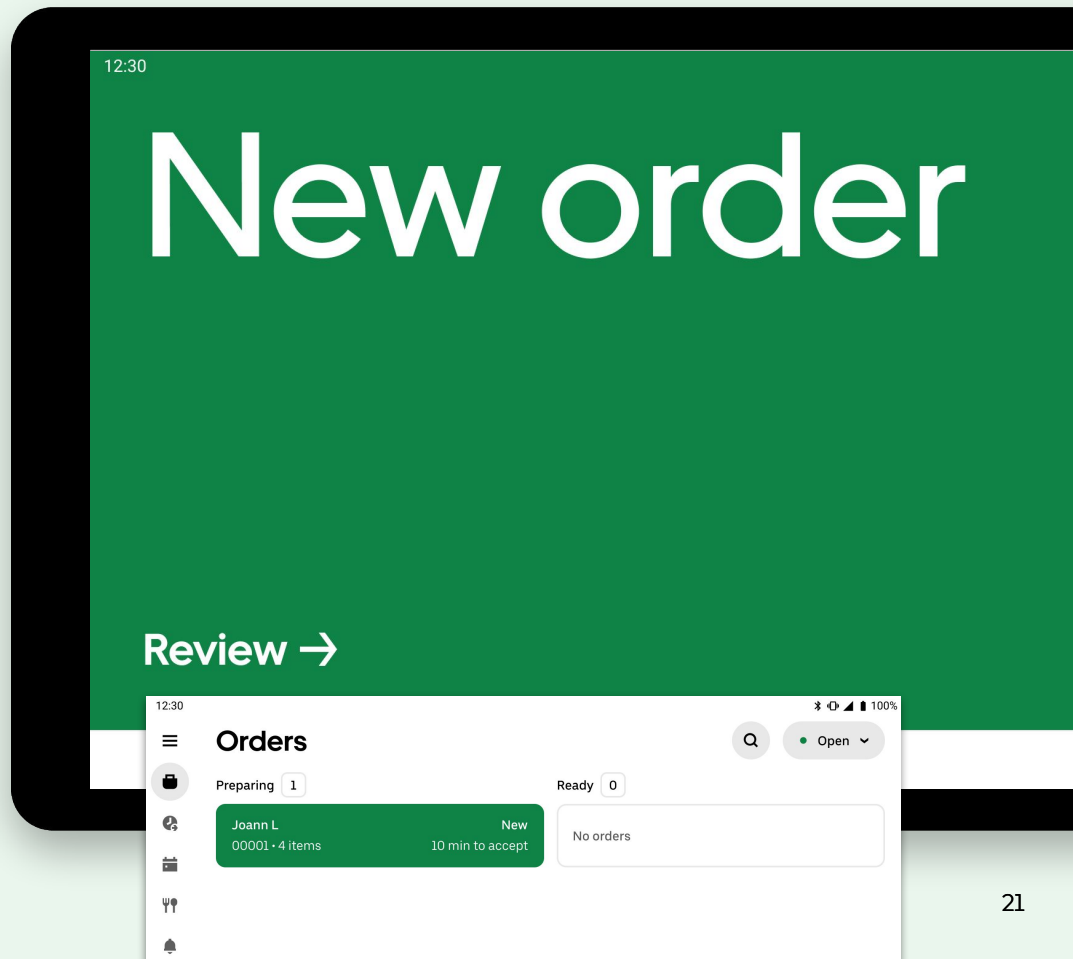
New orders appear on the home screen.

So keep Uber Eats Order app 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.

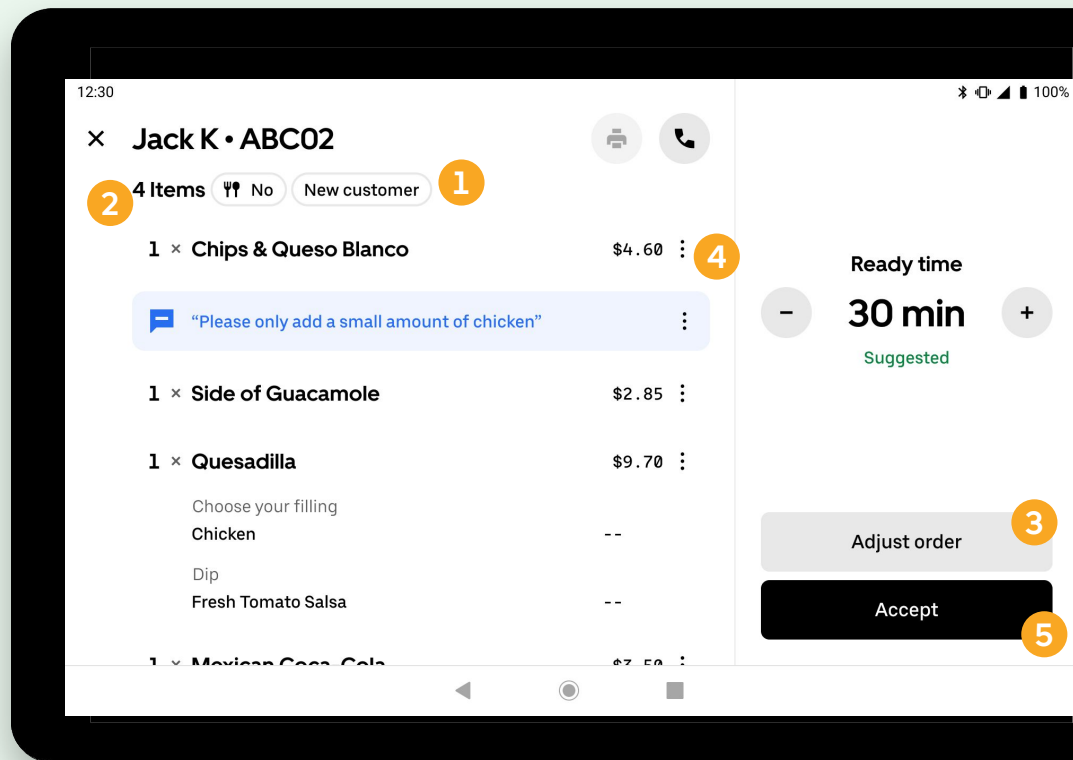
Tap anywhere on the screen to view the order.

New orders will also show up on the order overview screen in green.



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 “Adjust 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.



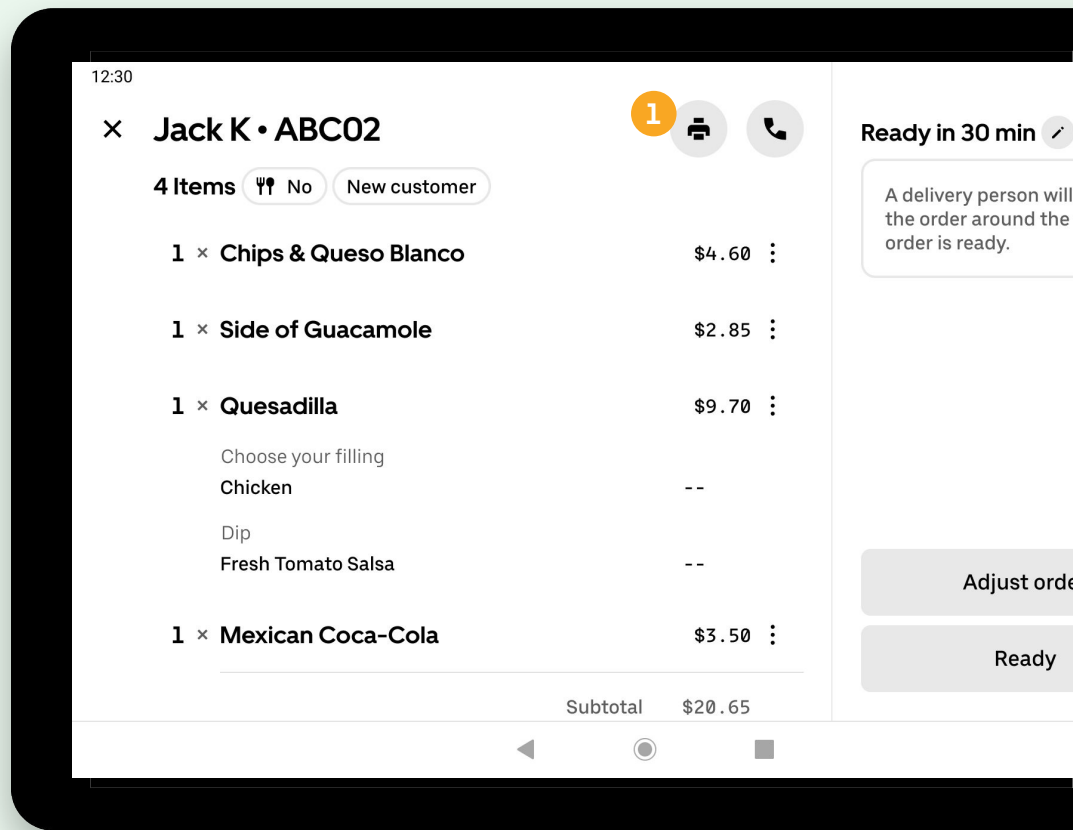
Printing an order

To print an order, begin by displaying the order details (Orders can be printed directly from your device).

- 1 Next, find the printer icon in the top-right corner. Tap it to print.

***Note:** Your order will print once you accept the order. Additionally, printing is not required, though some partners may choose to do so.

You can also set up auto print by going to the setting tab, clicking Receipt printing and then selecting Auto print.

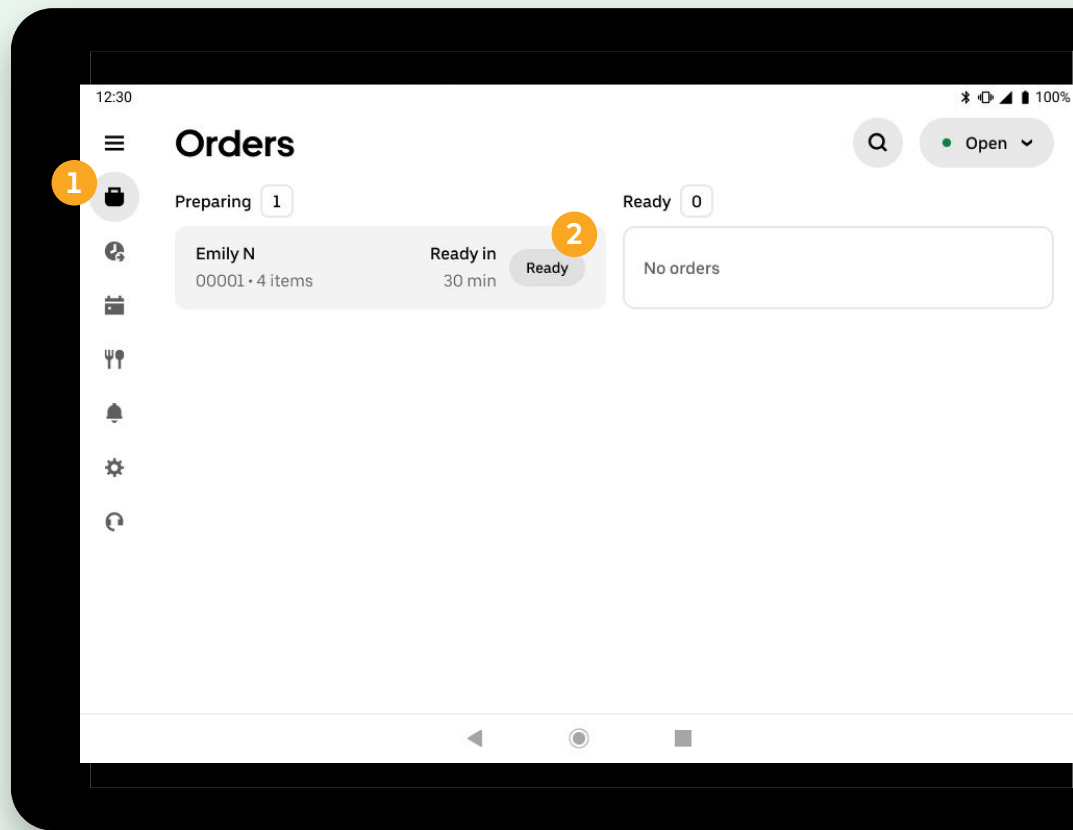


Reviewing & Preparing an order

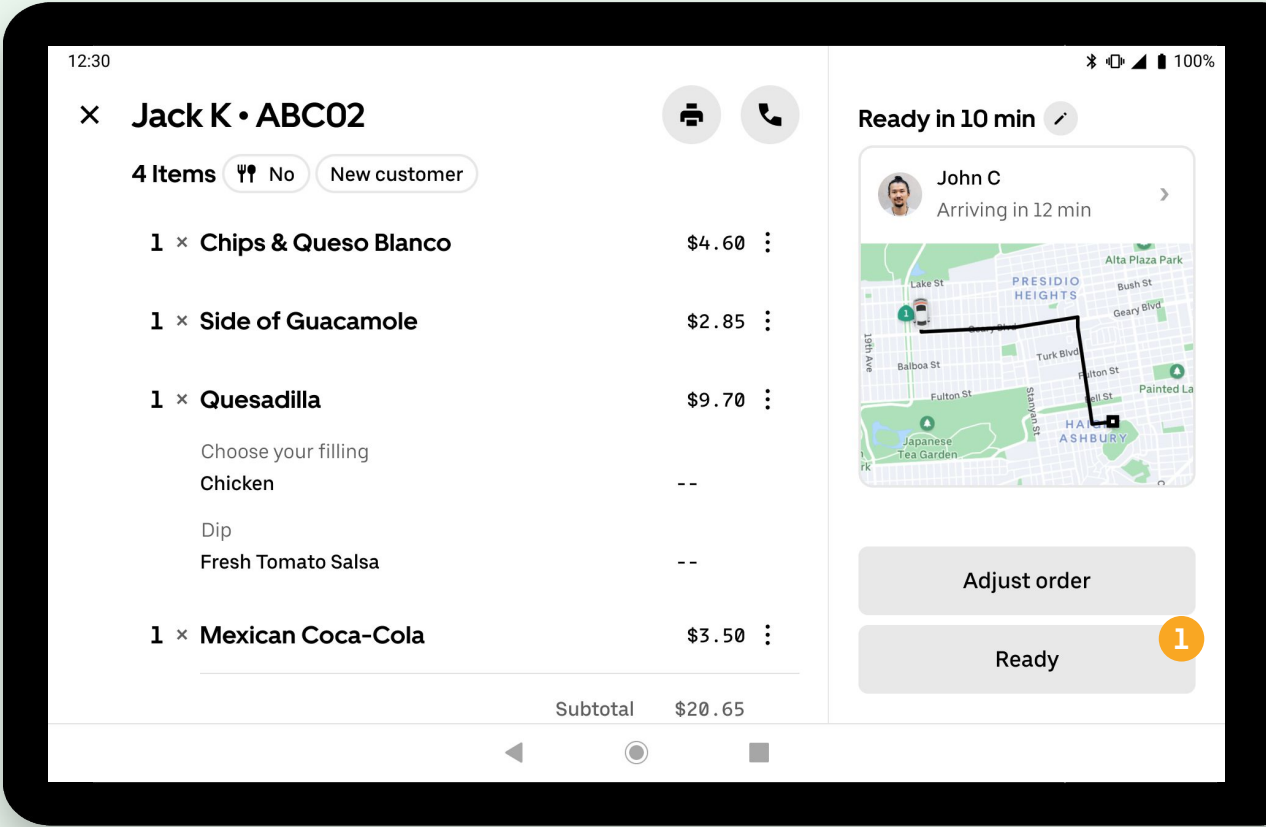
You can double-check the details of an order anytime.

- 1 To view order details, tap the Orders icon 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" so we can send a delivery person as soon as possible.

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



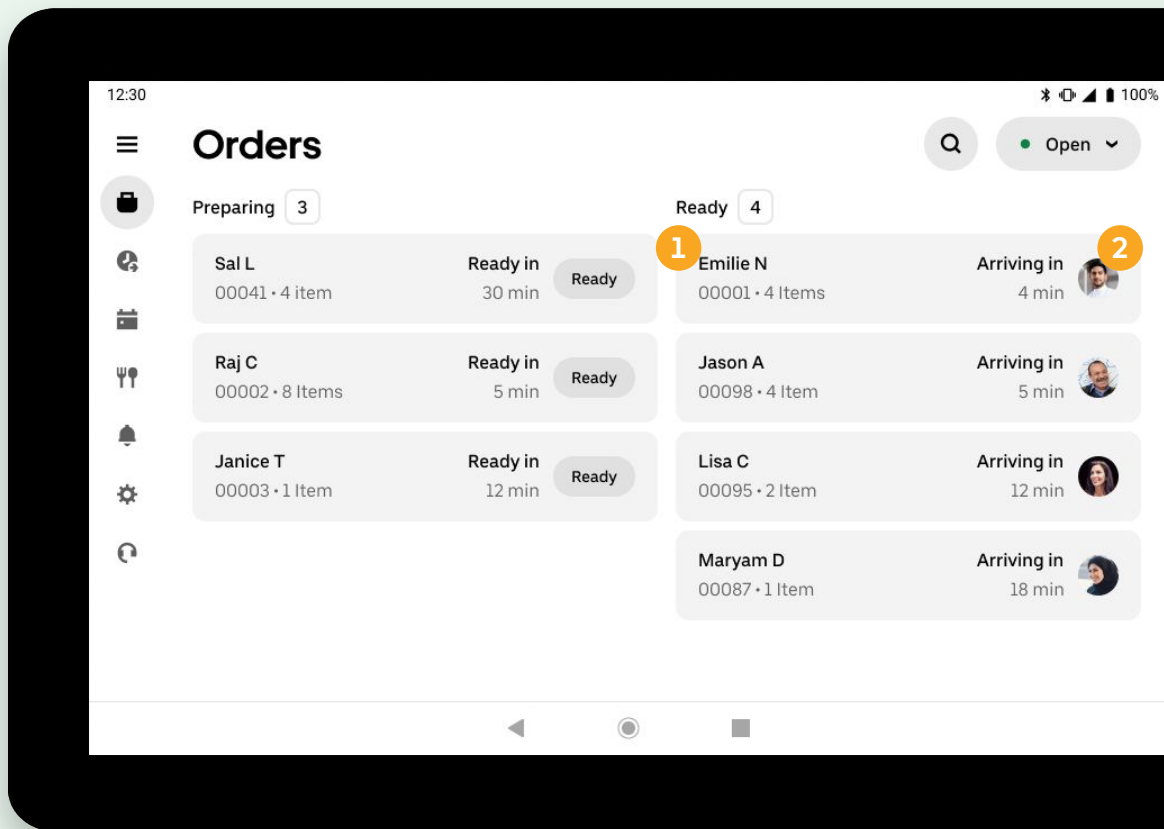
Marking an order ready



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 the order details card. Tapping



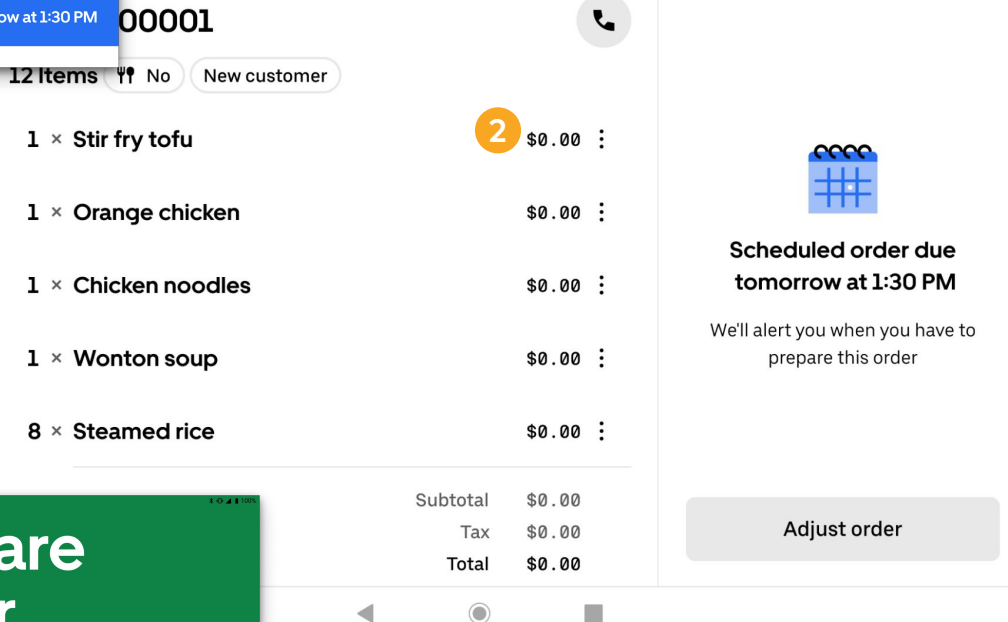
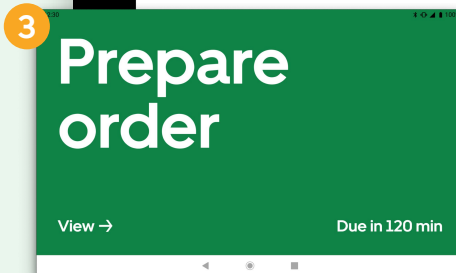
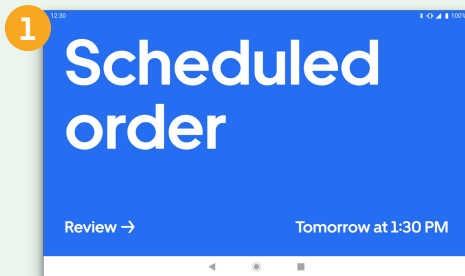
Handling Scheduled Orders

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). To view a scheduled orders click the Scheduled orders tab

2 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



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
- Pausing new orders
- Adding additional prep time
- Canceling an order
- Request Multiple Delivery Partners (if available)
- 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

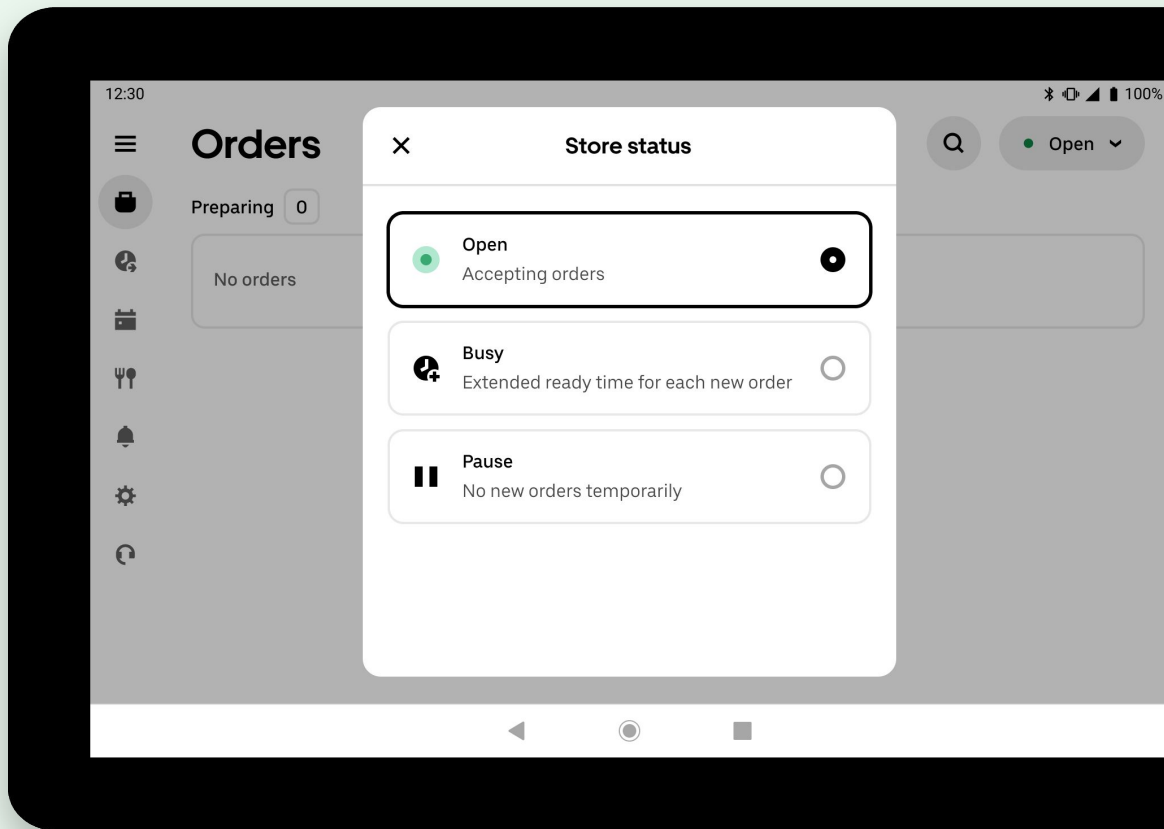
Enabling Busy Mode

Are things taking longer than usual?

Simply tap the open button on the top right of the screen, then tap Busy to delay.

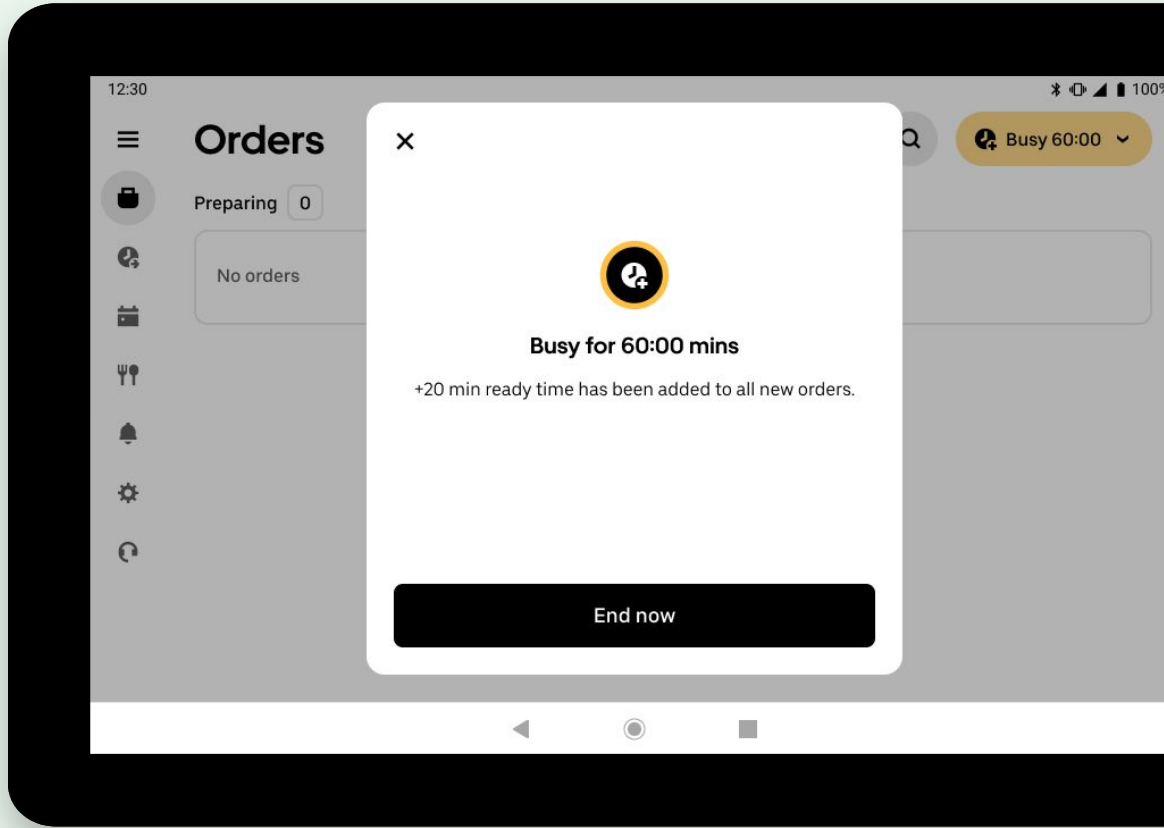
Choose to add more minutes to your fulfillment time and how long you'd like to stay in busy mode.

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 Tap the yellow button on the right screen corner, then tap **End now**.

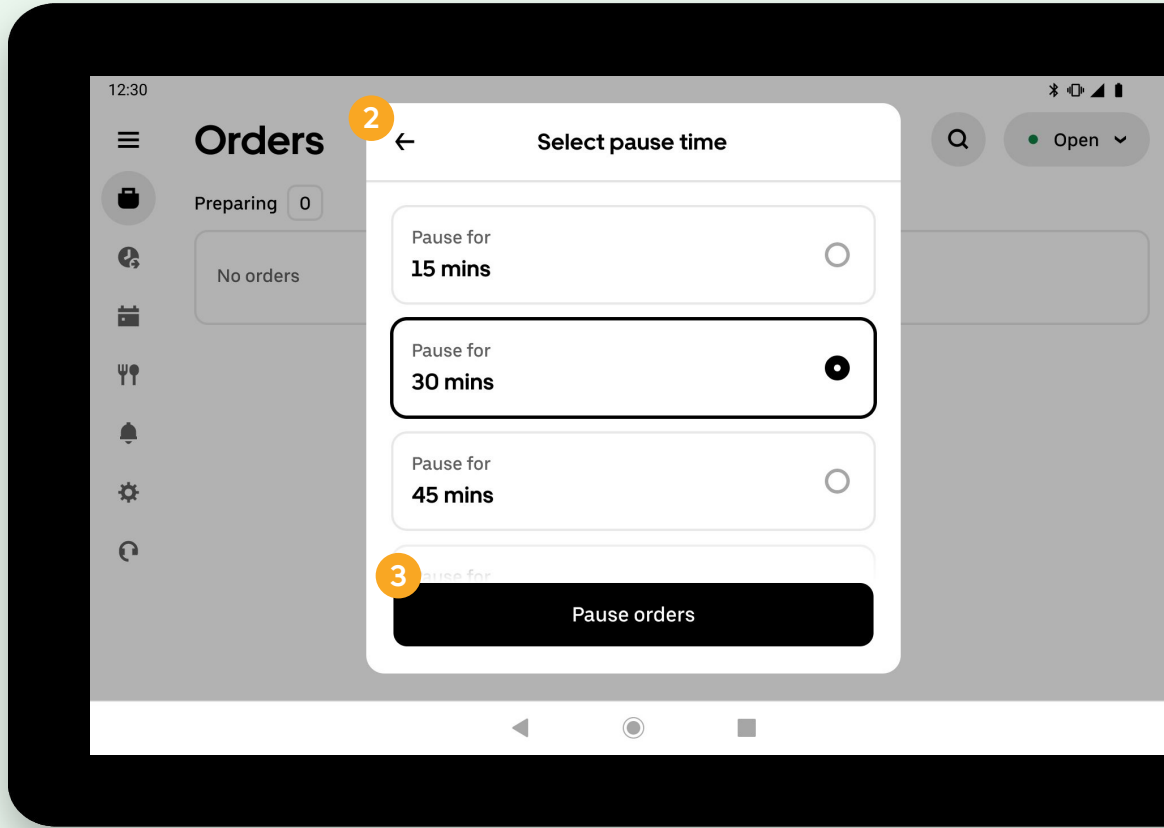


Pausing new orders

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 store status button at the top right, then tap “Pause”
- 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 “Pause orders”

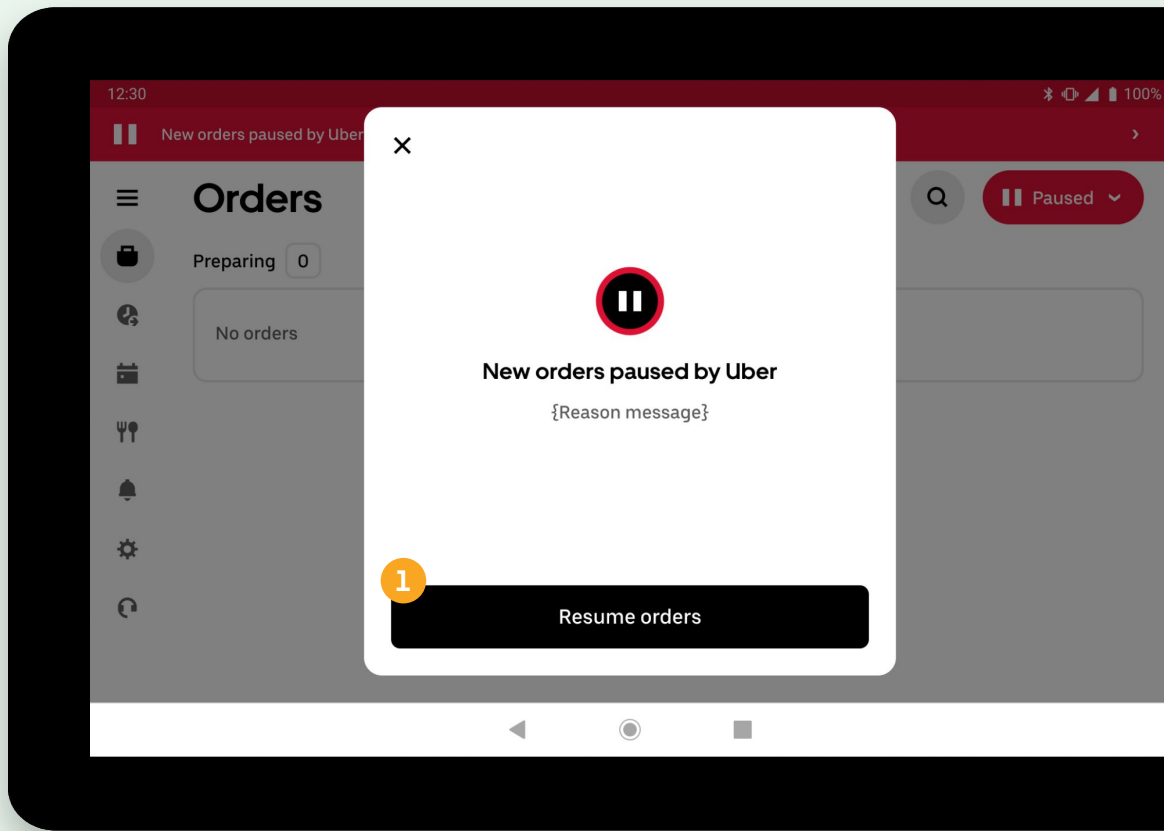


Unpausing new orders

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 store status tab on the home screen, then tap **Resume orders** to begin receiving new orders.



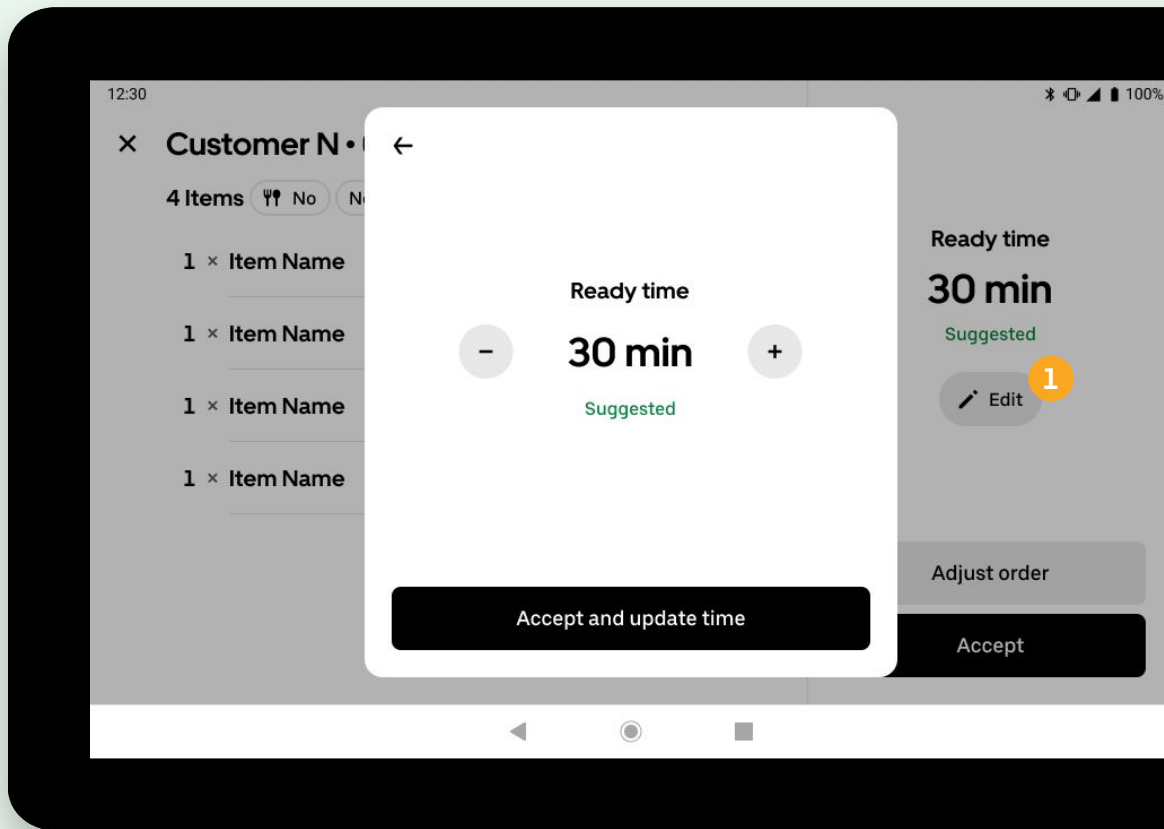
Delaying an order

Need more time?

- 1 Tap the Edit button on the order to add additional time.

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

To update the ready time of an order after you have accepted it, select the order and click on the icon at the top right of the screen. Adjust the time and click Update.



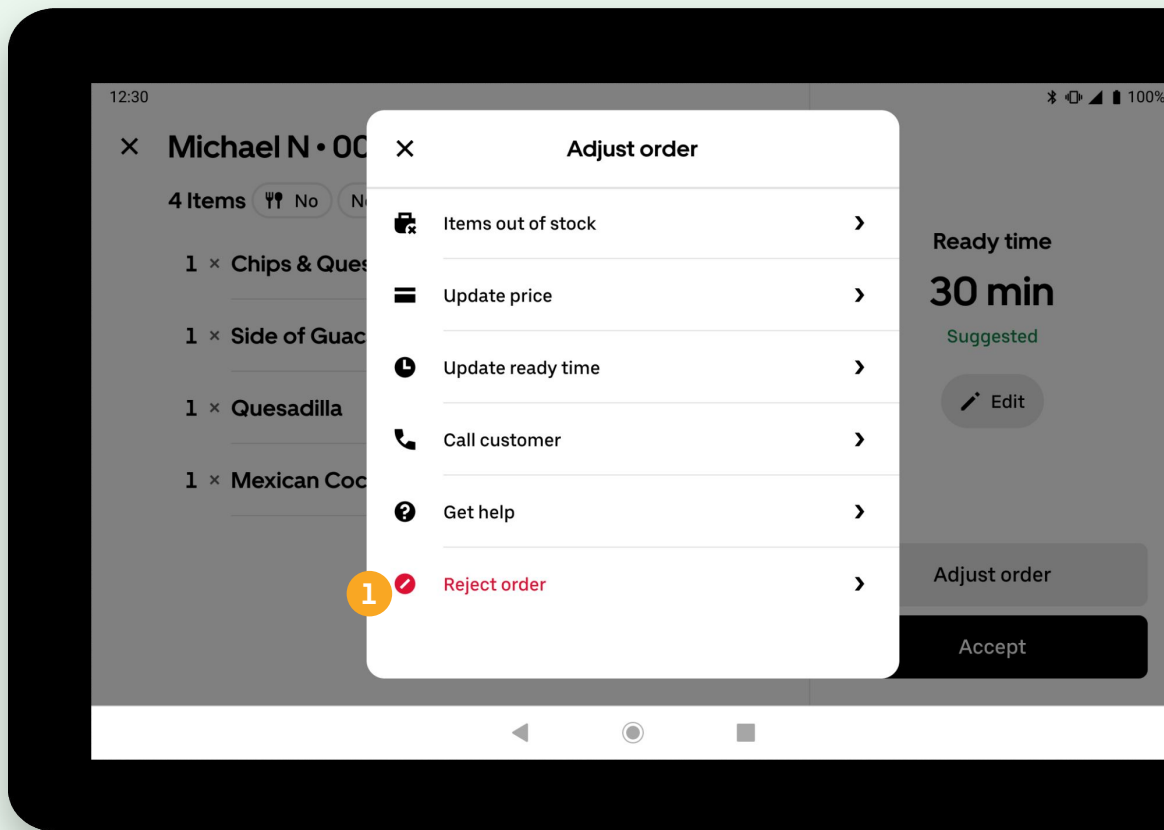
Canceling An order

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.

- 1 Tap the “Adjust Order” button at the bottom of the order details page and click Reject order.

Select a reason for canceling, and then tap “Confirm”



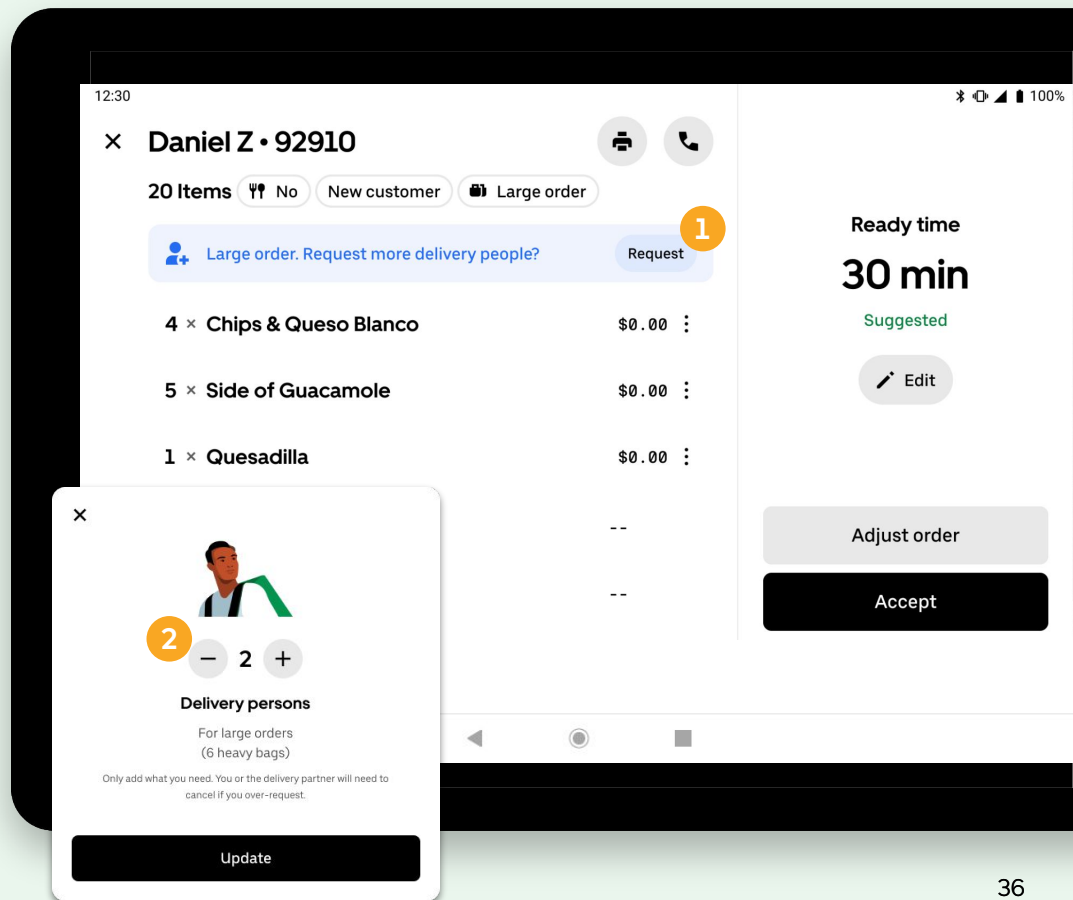
Request Multiple Delivery Partners (if available)

Need more than one Delivery Partner to fulfill your order?

If (and only if) you operate in a market where majority of delivery partners deliver using 2-wheeled vehicles, you can request 1-2 more delivery partners via the "Adjust Order" button. Additionally, if your order is above a certain size, we'll provide a banner at the top which you can tap to request more delivery partners

- 1 Tap "Request" on the large order pop up
- 2 Tap the "+" button to choose whether 2 or 3 delivery partners are needed to pick up order
- 3 Tap update, and a grey banner will appear indicating you have requested multiple delivery partners.

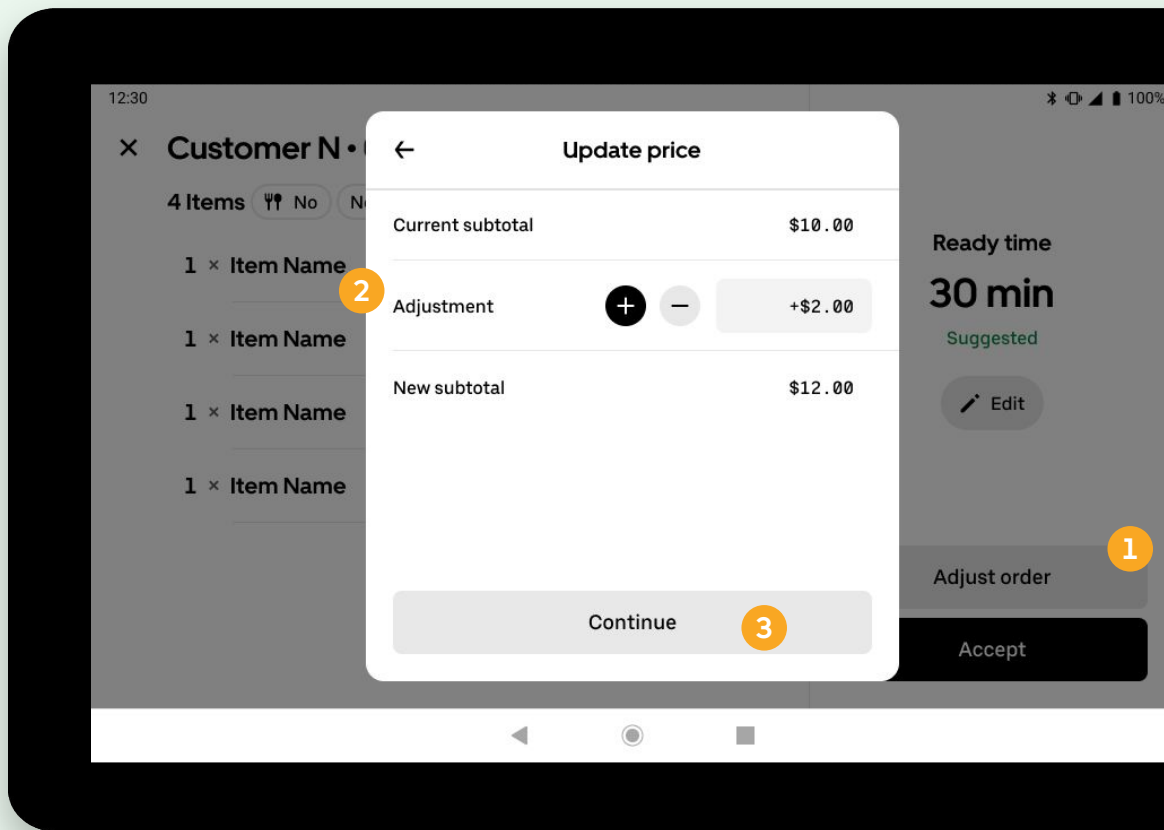
Please note, the Dispatch multiple couriers feature can only be enabled before a courier has been dispatched.



Adjusting the price of an order

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

- 1 While viewing an order, tap the “Adjust Order” button, then “Price adjustment.”
- 2 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.
- 3 Tap “Continue” You can view the adjustment in the order details under the subtotal.



Marking an item / modifier out of stock

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"

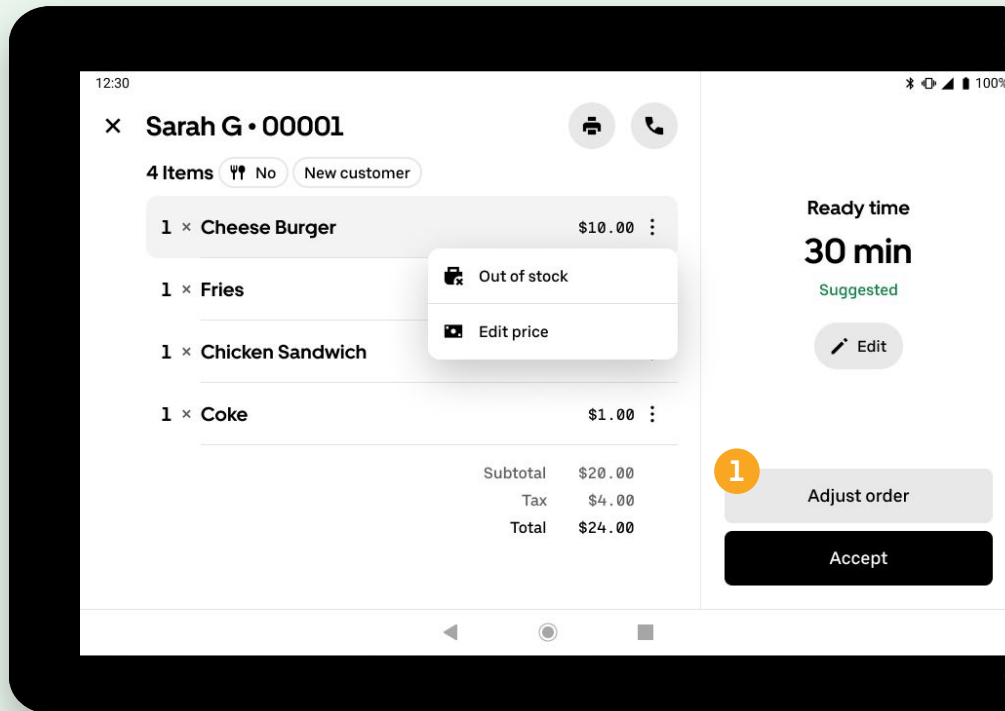
A new window will appear, allowing you to confirm which items/modifiers you'd like to mark as out of stock

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 / customization out of stock

We'll update your menu and notify the Eater

1 To mark an item or modifier as out of stock click on the "Adjust order" button and select Items out of stock.

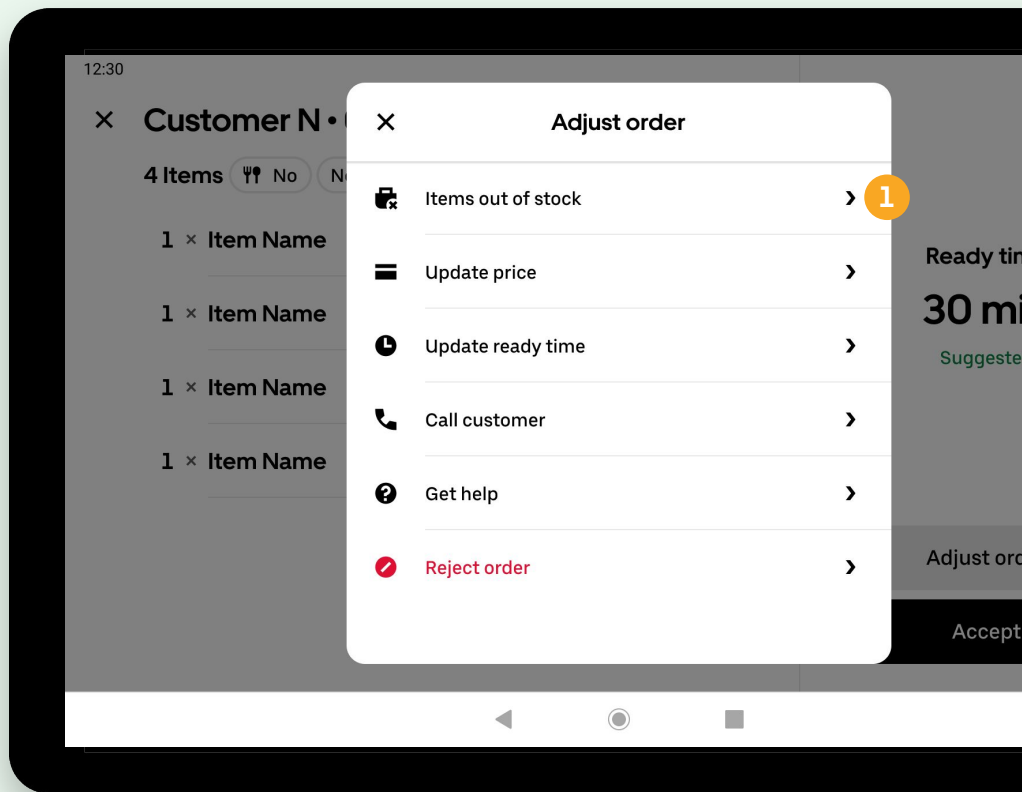
On the next screen, choose how long the item will be out of stock

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:

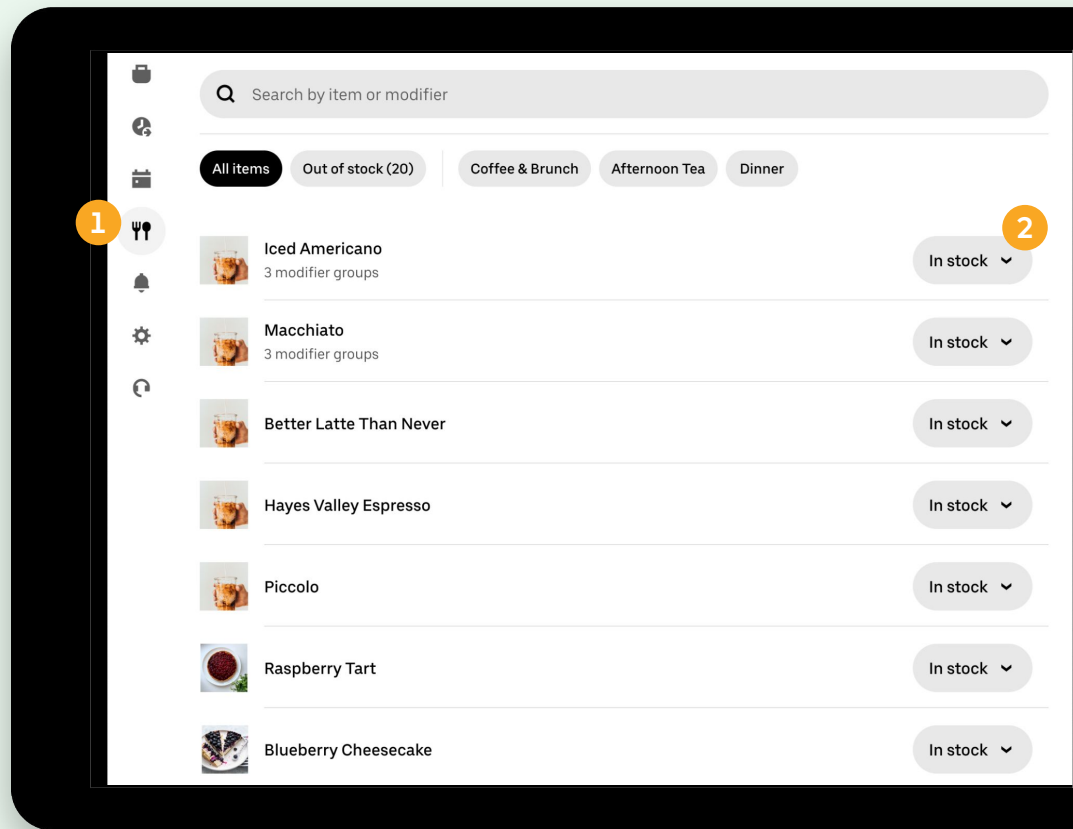
- Customer ordered through Uber Eats website (vs. the app)
- Customer paid via third party (e.g., Apple pay)
- You are POS-integrated with Uber Eats



Marking an item / customization out of stock

Run out of something? It happens.

- 1 Tap the menu 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."



Troubleshooting



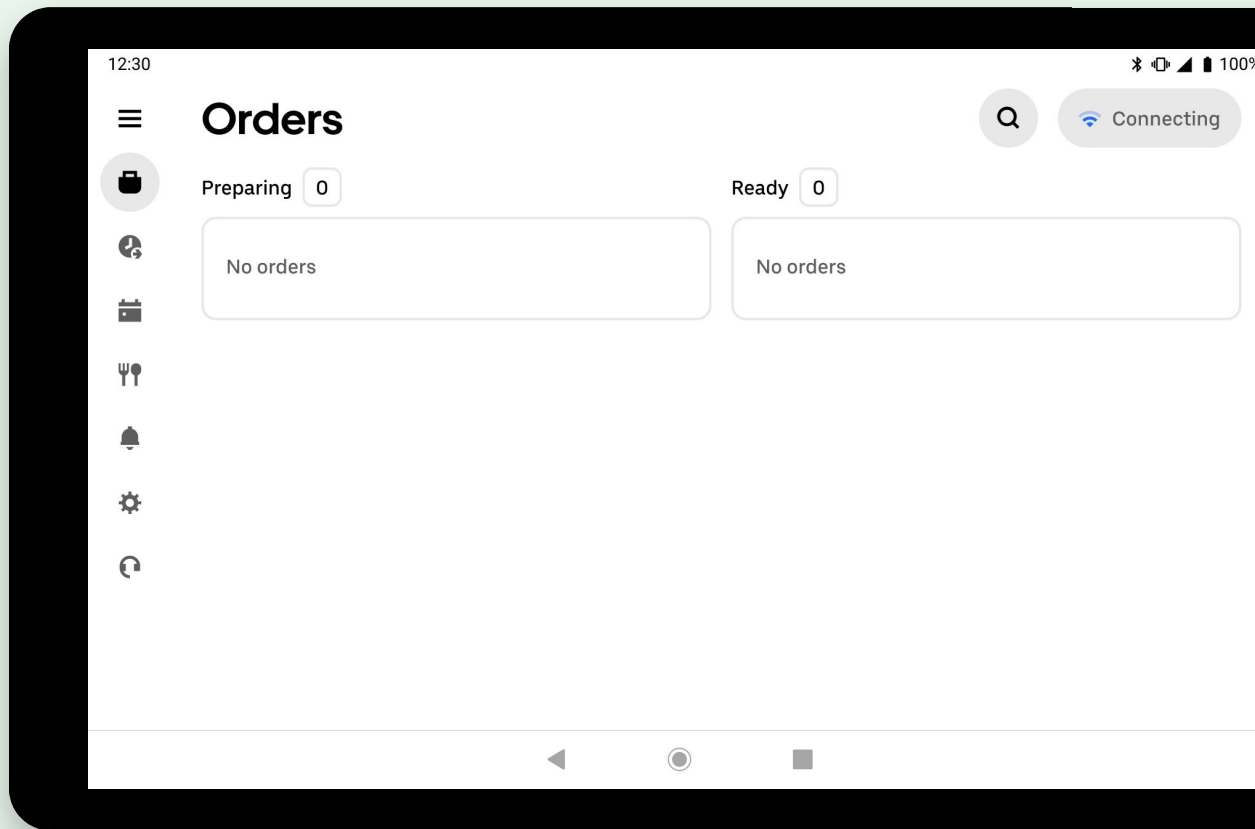
If Uber Eats Orders isn't working correctly, it may be due to the following



Connecting to internet

Give Uber Eats Orders a moment to establish a connection.

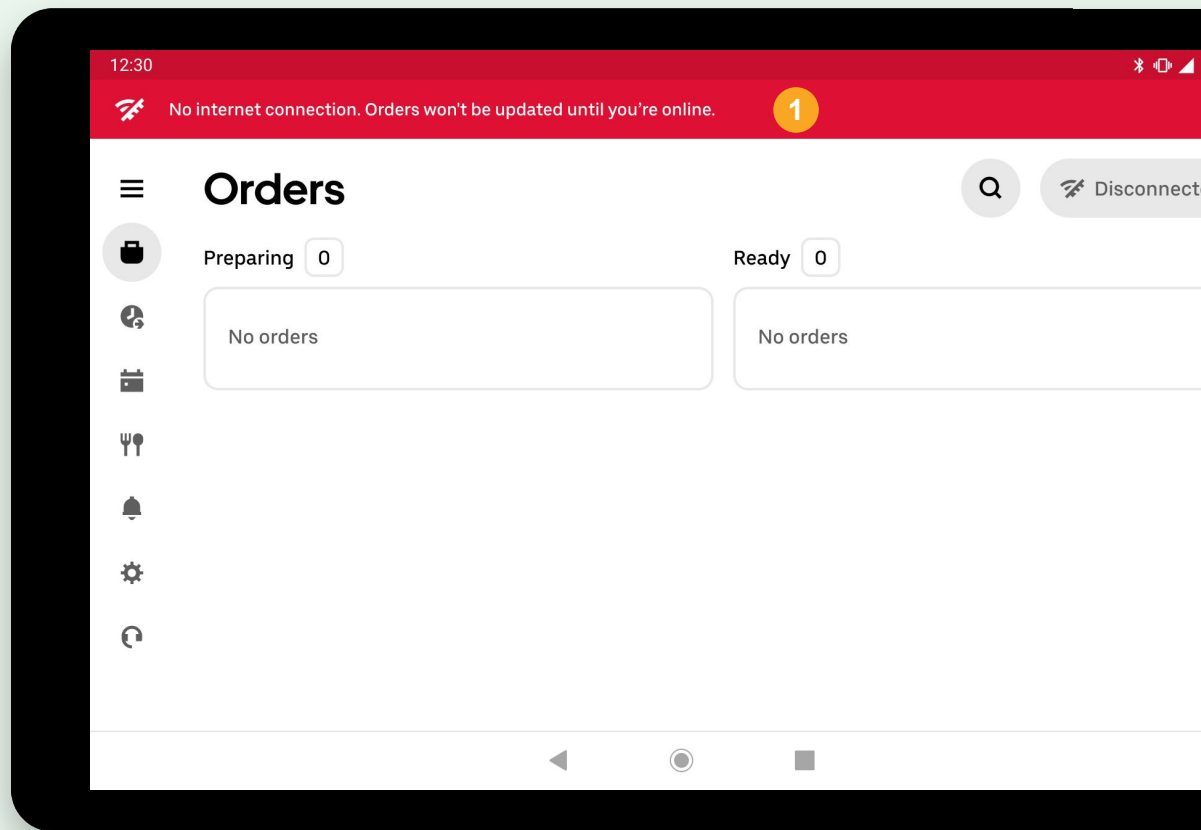
Once you're online, you'll start receiving orders again.



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

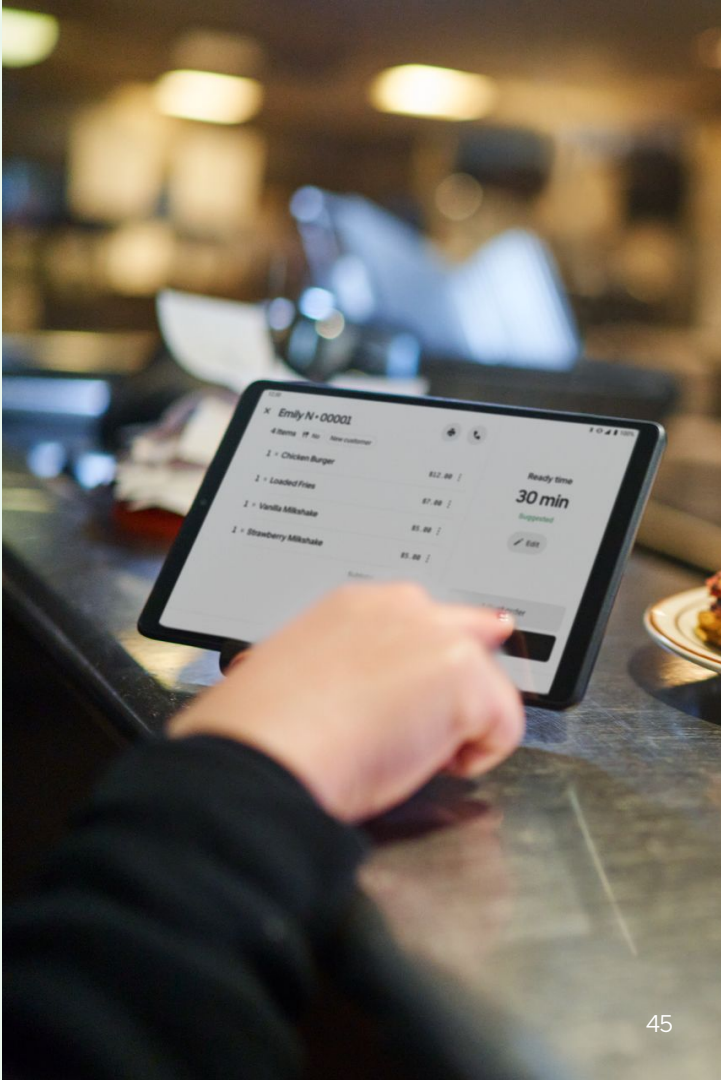
When using a new device or trying to connect to a network for the first time

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

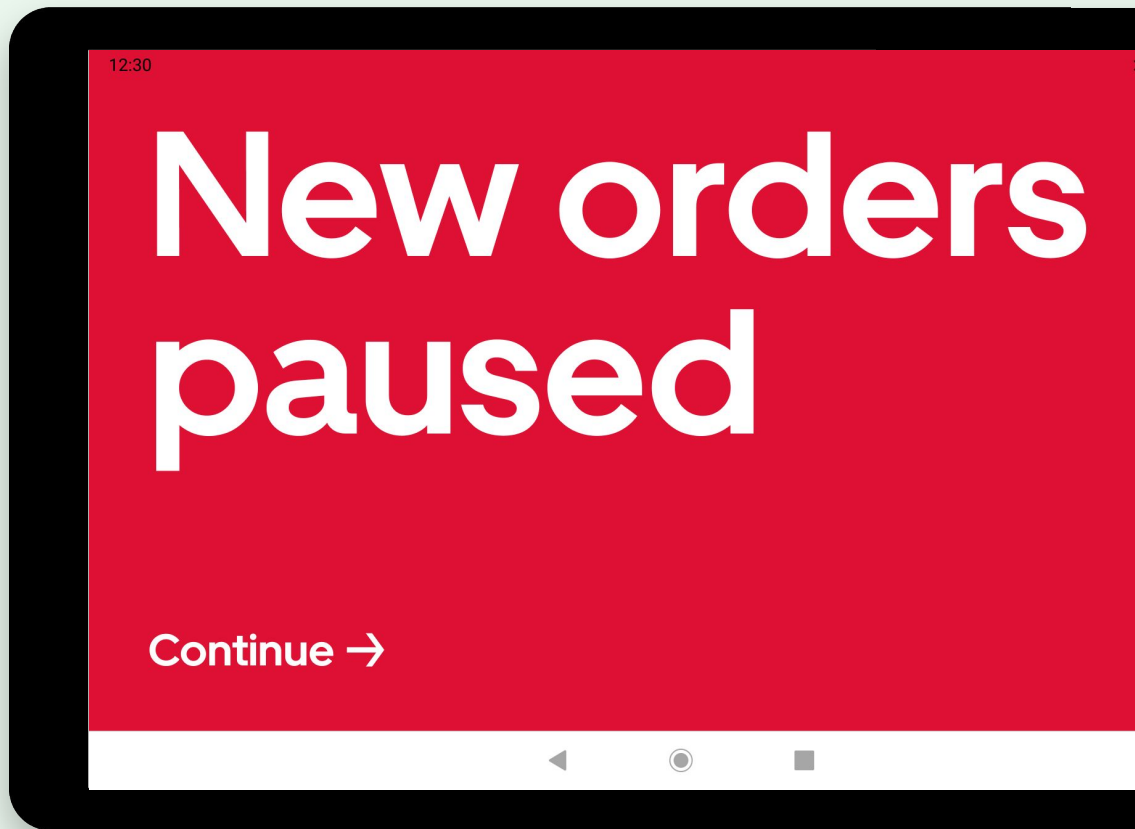


Overlooking new orders

Seeing red? You may be auto-paused for the following reasons:

- **Unaccepted orders:** Consecutive orders not accepted on your store's tablet or did not successfully inject into your POS system due to integration issues
- **Store caused consumer cancellations:** Your acceptance time or food preparation time is longer than usual, resulting in consumers canceling orders.
- **Store cancellations:** Your store canceled an order with the reason "Store is closed", or "Store is too busy"
- **Multiple incomplete orders:** Consecutive orders were not completed by your store
- **Multiple delivery person cancellations at store:** Multiple delivery persons canceled after arriving at your store

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

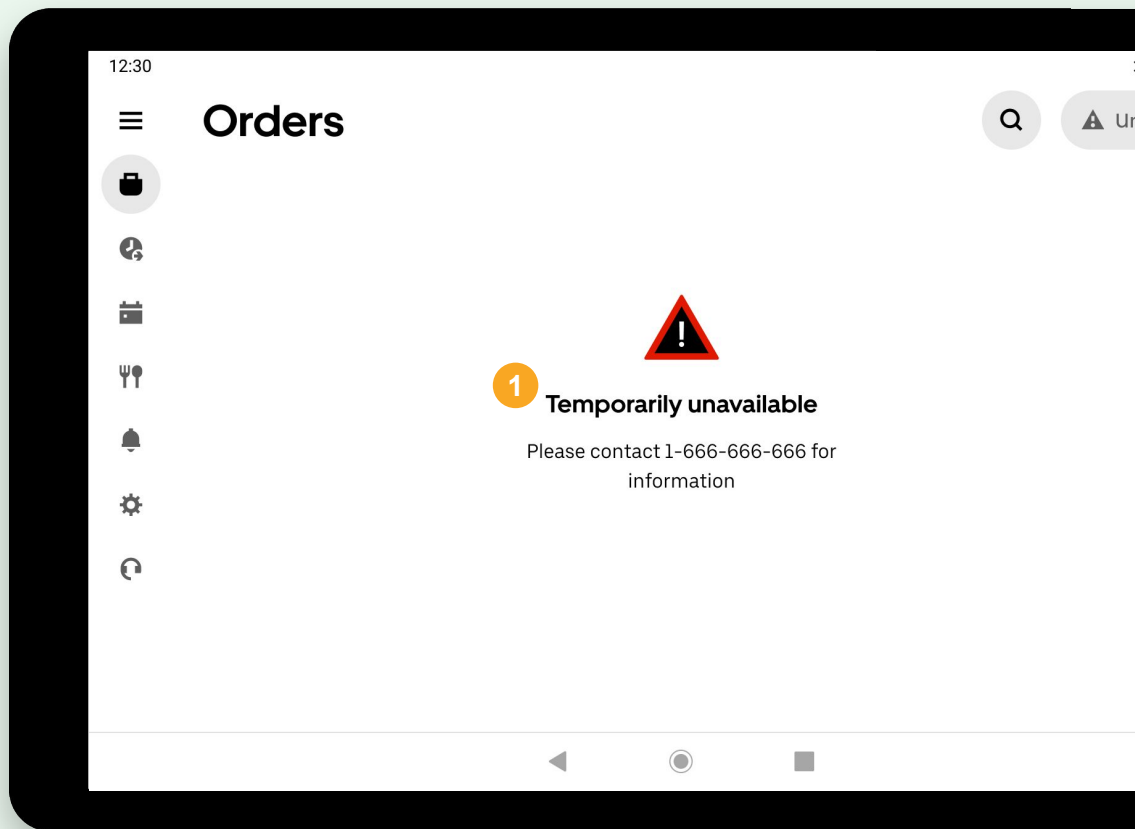


Not receiving orders

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.



We're here to help



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Need to get in touch?

Uber Eats Live Order Support: [1-833-ASK-EATS](tel: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.

Training guides

Access interactive training modules [here](#)

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





Thank You!