

AAG Delivery Guide – Guest Resolution



Delivery Guest Resolution

Pain Point: For orders placed through Applebee’s Delivery (Dispatch), it is the restaurant’s responsibility to manage all aspects of the guest resolution process. This is different than orders placed through the third-party delivery service providers, as the DSPs handle guest resolution issues related to orders placed through them.

BDP: Having a script in place to use when a guest calls regarding a delivery order is the best way to direct guests to the appropriate resolution channel.

How It Works:

1. The To Go Specialist asks the guest “Did you place your delivery order from the Applebee’s website or Applebee’s Mobile App?”
2. If “Yes” (ordered through Applebee’s website or Applebee’s Mobile App):
 - a. Notify the Manager on Duty.
 - b. Manager accesses the OLO Dashboard (my.olo.com).
 - c. Using the guest’s name, search for the Order Details.
 - d. Resolve the guest issue and process any requests (e.g., refund, re-delivery, billing information).
NOTE: If the guest issue is the fault of the delivery company, the restaurant can request reimbursement from the delivery company through the Dashboard. This should be done only after the issue has been successfully resolved with the guest.
 - e. Notify your market leadership if you have any guests that report issues with delivery of orders placed through the Applebee’s website or Applebee’s Mobile App.
3. If “No” (delivery provided by a Delivery Service Provider):
 - a. Direct the guest back to the DSP.
 - b. NOTE: The DSP is responsible for all refunds.
 - c. Use your current guest resolution processes to ensure immediate guest satisfaction as necessary.

To Get Started: Ensure each Team Member understands how to determine which delivery method the guest used and understands when to resolve the issue and when to direct the guest to the DSP for resolution.

FYI - When a delivery order hits your KDS – you WILL receive payment regardless if the order is picked up or not.



AAG Delivery Guide – OLO/Dispatch



Dispatch = Applebees.com Delivery using Door Dash as DSP

OLO/Dispatch Dashboard: <https://my.olo.com>

OLO Dashboard Log-In: _____

OLO Dashboard Password: _____

Password reset process – Click Forgot Password?

OLO Portal – Store Level Functions:

- Access to all current and pre-orders through OLO rails (OLO, delivery and delivery partners except Grubhub).
- Access to see detail of bulk orders (bulk orders hit the KDS immediately or at 8am of order day, even though pre-scheduled). Bulk orders = 29 entrée count or larger (more than 4 catering platters) and will trigger a 45-minute pick up lead time.
- Shows 30 days of sales and order history
- Indicates if your store is off-line or disabled = contact your Area Director or Marketing Coordinator to turn back on.

OLO Portal – Dispatch Functions:

- Under Order Details page, access dispatch orders to cancel a delivery, reschedule delivery or issue a refund
 - If the dispatch cancellation is due to Door Dash's fault – you can request reimbursement through the portal from them. You will receive an email each time an order is canceled by Door Dash – subject line: Delivery Canceled

Guest Refund Request:

Under the Order Details page, searching by guest name – you can refund the guest.

Dispatch/Door Dash Driver Issues:

You can rate the drivers under each order detail, if necessary.

Restaurant Closing Early (weather or mechanical issues):

Once OLO is turned off (by AD), OLO rails turns off online orders and dispatch orders.

Connectivity Issues

If you lose internet, OLO rails will immediately disconnect and reconnect when back on. If you have internet and your OLO is not working, call the ASI help desk. If they cannot help, contact your AD.

AAG Delivery Guide – Door Dash



Door Dash Portal - <https://www.doordash.com/merchant>

Door Dash Log-In: _____

Door Dash Log-In Password: _____

Password reset process – select forgot password in portal.

All Order & Guest Issues:

Door Dash Support Team Phone: 855-973-1040

Door Dash Support Team Email: n/a – use portal “help” option

If these do not solve, please email JDonnelly@appleamerican.com and copy your AD and Marketing Coordinator.

Guest Refund Request:

We cannot refund the guest; they must request refund from Door Dash. Manage the moment as always with our guests to ensure their happiness with us.

Door Dash Driver Issues:

In portal, under Deliveries, you can report issues with specific drivers under the orders they picked up. You can even ban a driver from picking up orders, if necessary.

Door Dash Pick-up Instructions:

Currently, due to COVID the driver pickup instructions are: *“Our restaurant may look closed, but we are open! Please call to let us know you are here.”* This will change once all dining rooms are open.

Restaurant closing early (weather or mechanical issues):

Once OLO is turned off (by AD), OLO rails turns off Door Dash. You can look in the OLO and Door Dash portal to see if you have any open orders you will need to fulfill OR call the guest to cancel.

Door Dash Restaurant Showing Closed – When you should be Open:

Door Dash can temporarily kick you off due to un-connectivity from OLO rails – if you believe you are off-line, you can check in the portal under business hours, and special hours. Select *UNPAUSE* to immediately be back online. If you get kicked off-line, it automatically puts you back on next business day.

Incorrect Pricing

Watch for incorrect prices – if you see one come through email info to your Marketing Coordinator.

Dispatch Orders: Door Dash is our third-party vendor delivering orders placed on Applebees.com. Please use the [Dispatch Guide](#) for Dispatch issues.

AAG Delivery Guide – Grubhub



GRUBHUB

Grubhub is NOT connected to OLO Rails – orders come in on the tablet and have to be manually entered immediately.

All Order & Guest Issues:

Grubhub Support Team Phone: (877) 866-4482 +1

Grubhub Support Team Email: EliteCare@grubhub.com

- *If your tablet is broken, include pictures of visible broken area and number on back of tablet in your initial email*

If these do not solve, please email JDonnelly@appleamerican.com and copy your AD and Marketing Coordinator.

Just-in-Time Order Flow

All locations are now on just-in-time order flow. This allows orders to be sent to the tablet when the driver is a certain distance away from your location. When the driver is 15 mins out, the order will fire to your tablet. This moves all orders to auto-confirm, eliminating the need to confirm orders. New order sound is more urgent – means a driver is on the way!

Guest Refund Request:

We cannot refund the guest; they must request refund from Grubhub. Manage the moment as always with our guests to ensure their happiness with us.

Grubhub Driver Issues:

In your tablet, you can rate drivers (must be done day order is picked up).

Grubhub Pick-up Instructions:

Currently, due to COVID the driver pickup instructions are: *“Our restaurant may look closed, but we are open! Please call to let us know you are here.”* This will change once all dining rooms are open.

Restaurant closing early (weather or mechanical issues):

Turn tablet off – make sure to turn back on when you open!

Incorrect Pricing

Watch for incorrect prices – if you see one come through email info to your Marketing Coordinator.

Hide Sold Out Items

Tap left navigation icon, then tap Menu. Select the item you want to hide and for how long.

AAG Delivery Guide – Grubhub



Neighborhood Wings – Virtual Brand

Our virtual brand, Neighborhood Wings, is our delivery only concept – for now executed just through Grubhub – that focuses on selling limited items like wings and apps.

Neighborhood Wings - Tablet

NW should appear on all tablets. If not follow steps below:

- **Log out of Grubhub Delivery App and then log back in** to add the Virtual Brand to the tablet. Failing to do this will prevent any Virtual Brand orders placed by the guest from flowing to the tablet, even though a driver will still be dispatched by Grubhub. (Note: a simple power off and power back on is not sufficient).
- **Test a Neighborhood Wings Order:** After logging back into the Grubhub App on launch day, initiate a test order to ensure orders are flowing to your restaurant through the App.
- **Perform Test Order:** Select Settings Tab – Send yourself a test order to make sure everything is functioning correctly by selecting “Send Test Order”. Confirm the test order is visible on the tablet inside the restaurant.
- **Use Current Login Credentials:** To ensure orders can process correctly – the restaurant needs to continue using the same Grubhub login credentials that are currently using for the Applebee’s brand. Do not use ADMIN level login credentials at the restaurant level, as this will automatically cancel any order processed by a guest

Order flow

Just-in-time, same as Applebee’s orders

POS

New POS category – Virtual 1. All POS keys will have V1 included in abbreviation to distinguish between Applebee’s order and virtual brand order

Pricing

Use keys in POS under category – Virtual 1 to ring. Pricing for Applebee’s menu maybe be different for NW items.



AAG Delivery Guide – Uber Eats



Uber Eats

Uber Eats WEB Dashboard – <https://restaurant-dashboard.uber.com>

Uber Eats Log-In: _____

Uber Eats Log-In Password: _____

Password reset process – Click Forgot Password?

All Order & Guest Issues:

Uber Eats Support Team Phone: **(833) ASK-EATS** - (833-275-3287)

- Only call this number with issues regarding an order that's in progress

Uber Eats Support Team Email: eats-prioritysupport@uber.com

- *If your tablet is broken, please contact Uber Support to see if they want you to return it.*

If these do not solve, please email JDonnelly@appleamerican.com and copy your AD and Marketing Coordinator.


Uber Eats Now Linked To OLO:

Uber Eats is now driven by OLO, similar to other 3rd Party Delivery Partners (except Grub Hub). Orders go directly to our POS. You can continue to use the tablet, but can also access the dashboard through restaurant-dashboard.uber.com (you must use Google Chrome).

Guest Refund Request:

We cannot refund the guest; they must request refund from Uber Eats. Manage the moment as always with our guests to ensure their happiness with us.

Uber Eats Driver Issues:

You can rate the drivers (courier) through the tablet or dashboard. Select the order history icon , and then tap thumbs up or thumbs down on the right-hand side of an order. If you select thumbs down, you'll be prompted to provide specific feedback on the issue. If it's an immediate concern, call the support number above.

Uber Eats Pick-up Instructions:

Currently, due to COVID the driver pickup instructions are: *"Our restaurant may look closed, but we are open! Please call to let us know you are here."* This will be updated once all dining rooms are open.

Restaurant closing early (weather or mechanical issues):

Once OLO is turned off (by AD or MC), OLO rails turns off Uber Eats. You can look in the OLO and Uber Eats to see if you have any open orders you will need to fulfill OR call the guest to cancel.

Incorrect Pricing

Watch for incorrect prices – if you see one come through, email info to your Marketing Coordinator.

AAG Delivery Guide – Postmates



Postmates Support:

Phone: (833) 201-3748

Postmates Support Online Form:

<https://support.postmates.com/merchant/contact-us/help>

If these do not solve, please email JDonnelly@appleamerican.com and copy your AD and Marketing Coordinator.

Postmates Merchant Portal

There is no restaurant-level access to a merchant portal with Postmates.

Guest Refund Request:

We cannot refund the guest; they must request refund from Postmates. Manage the moment as always with our guests to ensure their happiness with us.

Postmates Driver Issues:

Contact Postmates support.

Restaurant Closing Early (weather or mechanical issues):

Once OLO is turned off (by AD), OLO rails turns off Postmates. You can look in the OLO to see if you have any open orders you will need to fulfill OR cancel.

Postmates Restaurant Showing Closed or Orders Not Coming Through:

Contact Postmates support.

Incorrect Pricing

Watch for incorrect prices – if you see one come through email info to your Marketing Coordinator.