

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 preorders through OLO rails (OLO, Cosmic, dispatch and delivery partners).
- Access to see detail of bulk orders (bulk orders hit the KDS immediately or at 8am of order day, even though prescheduled). 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 disabled - contact your AD or Marketing Manager to turn back on.

OLO Portal – Applebee's 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 rmagee@appleamerican.com and copy your AD and Marketing Manager.

Guest Refund Request:

We cannot refund the guest; the guest 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.

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 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 on-line. If you get kicked off-line, it automatically puts you back on next business day.

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 now integrated with OLO and tablet is not needed.

Grubhub Portal - <https://restaurant.grubhub.com/login>

Grubhub Log-In: _____

Grubhub Log-In Password: _____

Password reset process – select forgot password in portal.

All Order & Guest Issues:

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

Grubhub Support Team Email: EliteCare@grubhub.com

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

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 the portal, select Rate your Drivers on the left side. The drivers on same day orders will pop up to rate.

Restaurant closing early (weather or mechanical issues):

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



AAG Delivery Guide – UberEats/Postmates



Uber Eats



Postmates

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

UberEats Log-In: _____

UberEats Log-In Password: _____

Password reset process – Click Forgot Password? *UberEats & Postmates merged.*

All Order & Guest Issues:

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

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


UberEats Support Team Email: eats-prioritysupport@uber.com

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

Guest Refund Request:

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

UberEats Driver Issues:

You can rate the drivers (courier) through the 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.

Restaurant closing early (weather or mechanical issues):

Once OLO is turned off, 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.



AAG Delivery Guide – Cosmic Wings Virtual Brand



Cosmic Wings is a virtual brand only ordered through Cosmicwings.com and DSP's. Orders come through OLO to KDS.

All Order & Guest Issues:

All guest issues are handled by the DSP and the brand.

Guest Refund Request:

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

Cosmic DSP Driver Issues:

Report the driver and order number to your Marketing Manager. They will flag/ban driver in portal.

Menu Management in OLO:

The menu for Cosmic is built in OLO – 86'ing items to a temporary outage can be done by your AD.

POS

New POS category – Cosmic Wings. All POS keys will have V included in abbreviation to distinguish between Applebee's order and virtual brand order.

DO NOT 86 THESE KEYS – 86'ing will allow the guest to order, but cancel at checkout, resulting in a poor guest experience.

Restaurant closing early (weather or mechanical issues):

AD must disable/enable in OLO selecting Cosmic Wings and store name.

