

Cannabis Delivery

Uber
Eats | Leafly.

01 Overview

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01

Overview

Where does Merchant Dashboard live?

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



A quick look at the Merchant Dashboard



Order management

- Accept incoming orders,
- Manage your dispensaries delivery orders from start to finish
- Track an order that's out for delivery (WIP)
- Delay or cancel orders



Tracking couriers (WIP)

- See which courier has been assigned to a particular order
- Track their delivery progress



Hours and menus

- Manage other settings, like holiday hours, prep time, etc

02

Using Merchant Dashboard

Let's dig into the basics of Merchant Dashboard

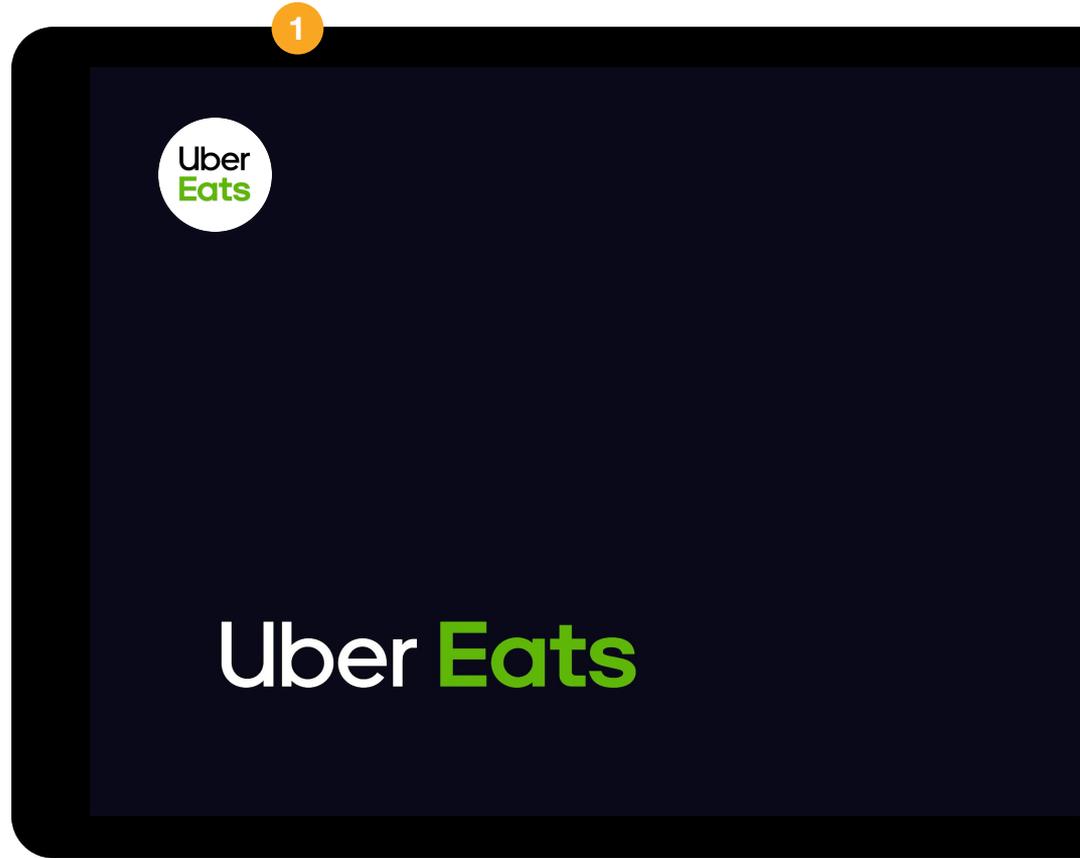
- Powering on and logging in
- The navigation icon
- Your password

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.

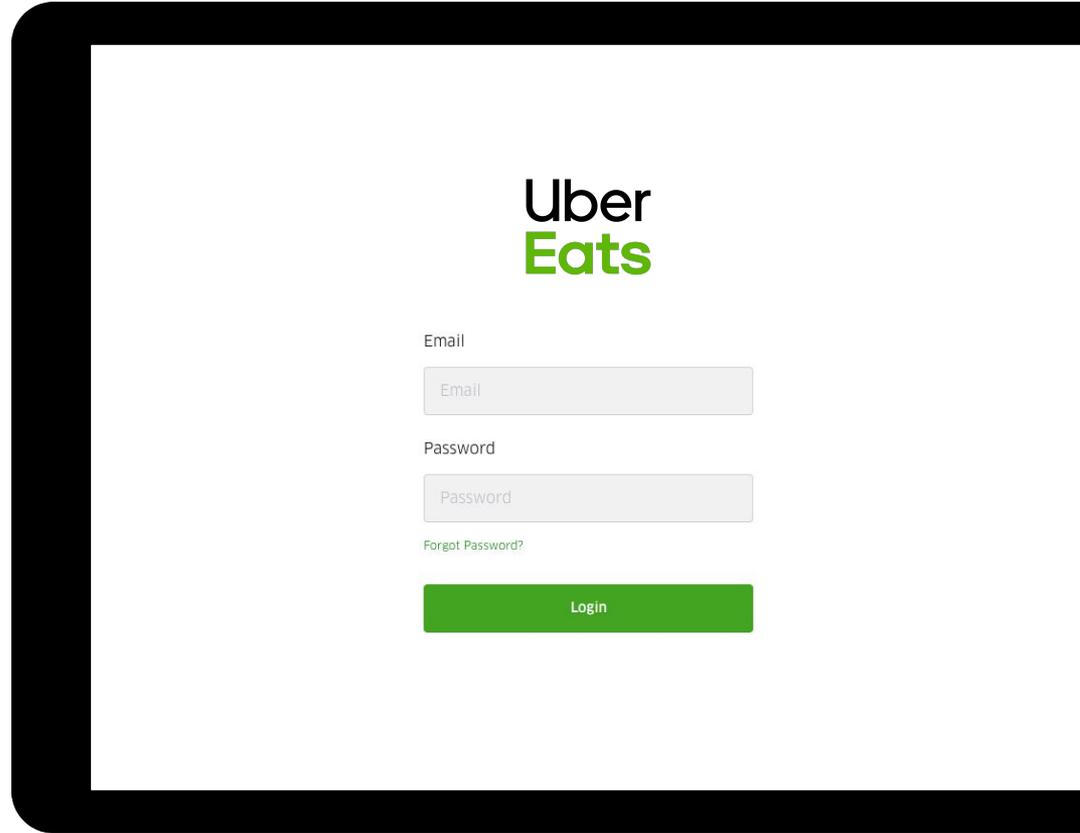
1 Power Button



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. If you forgot or need to reset your password, please email eats-prioritysupport@uber.com and someone will be in touch to help.



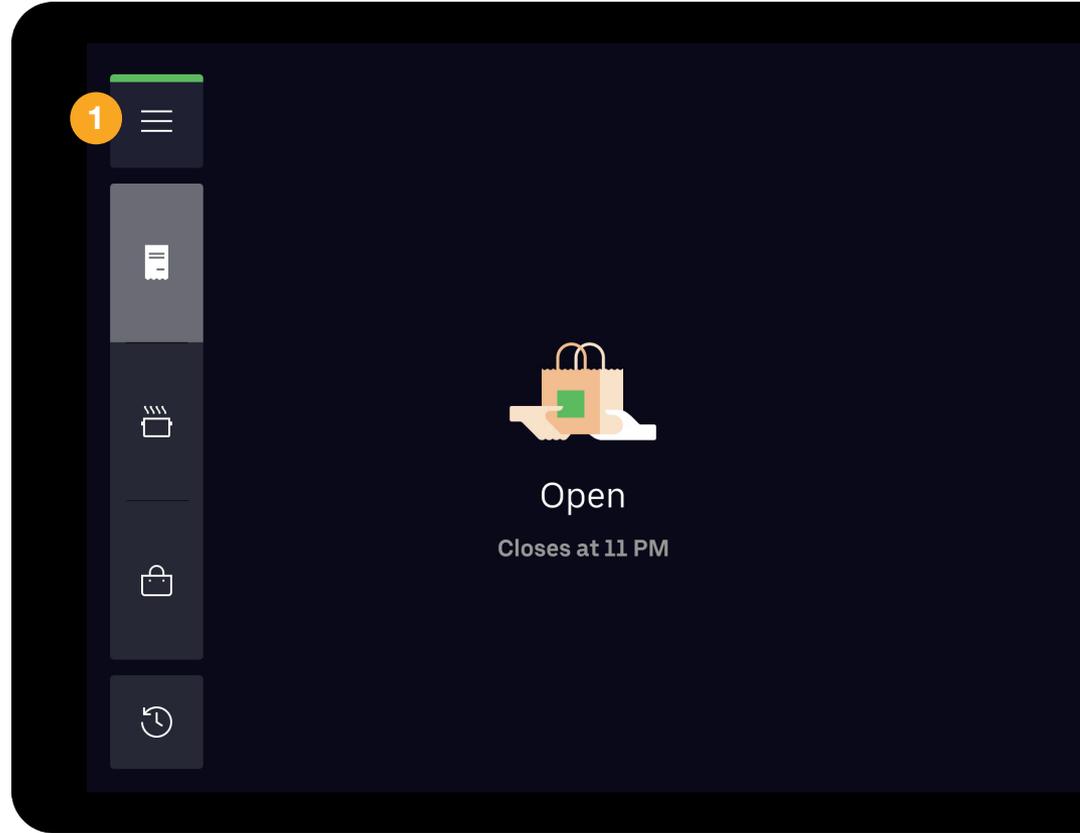
Locate the navigation icon

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:

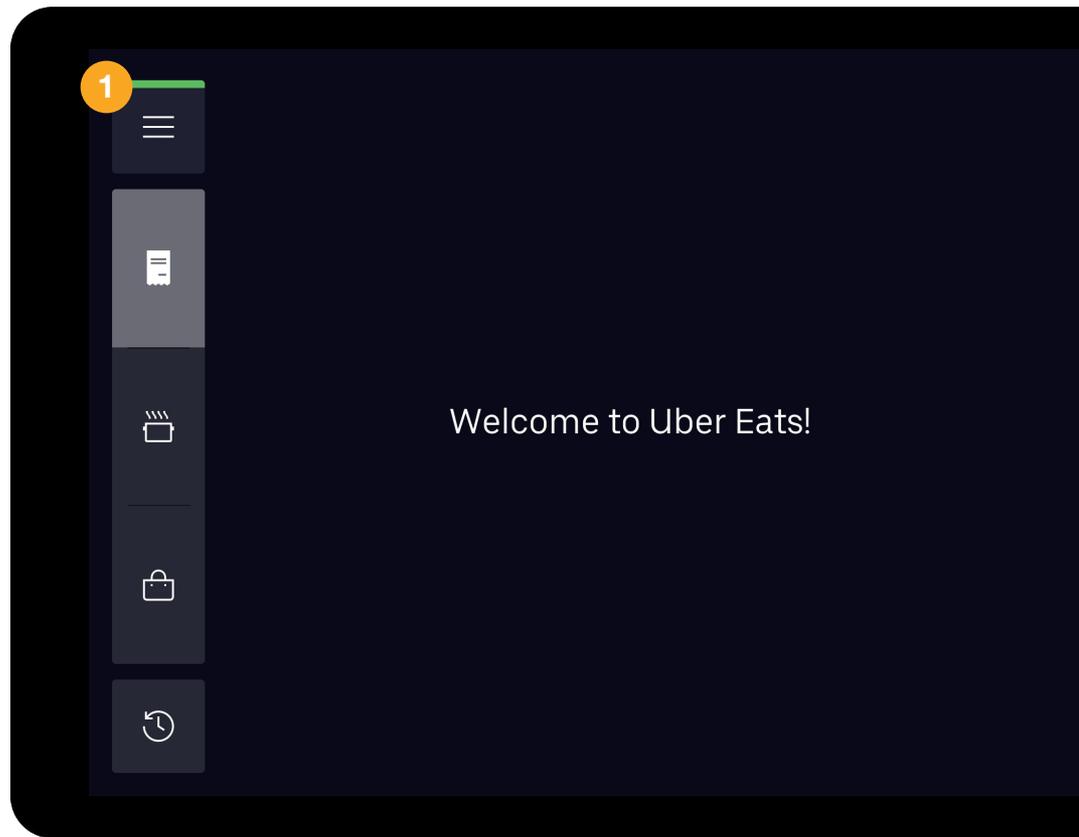
- Live order details
- Prep status
- Delivery information
- Order history



Check to see if you're online

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

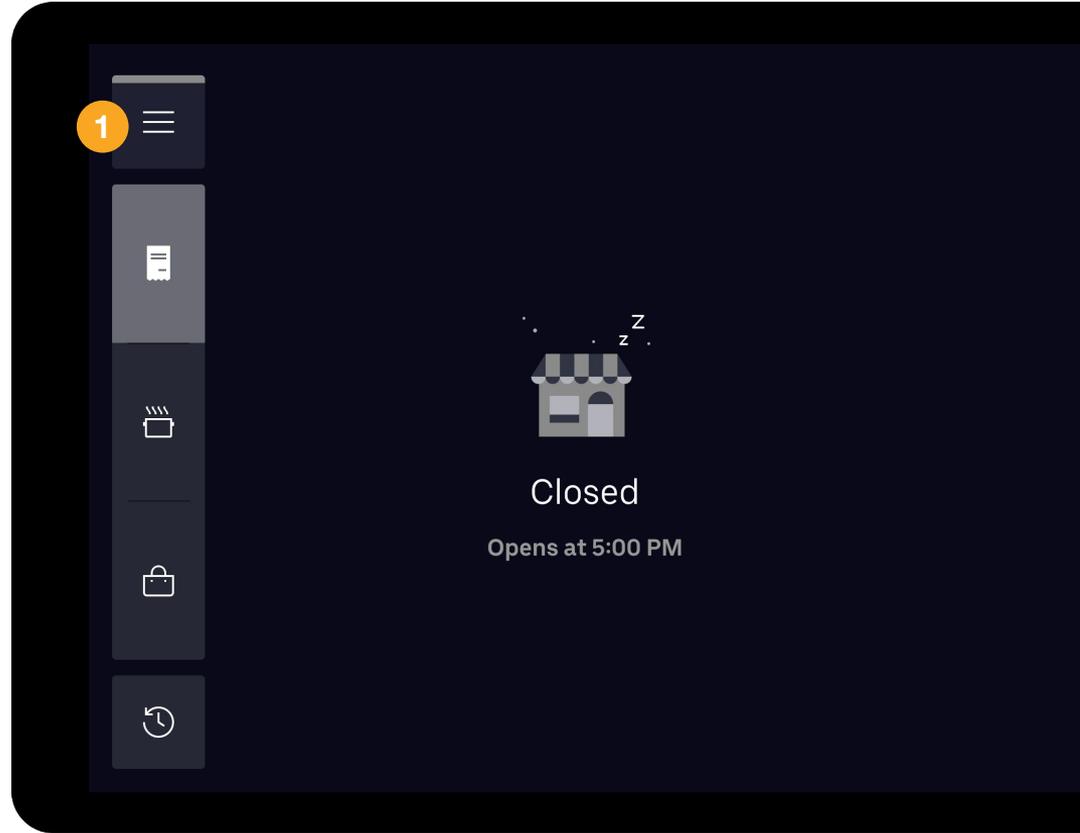
- 1 To confirm you are online, look at the navigation icon in the top-left corner of your screen. It should show a **green bar**.
If the bar is a different color, tap on the icon for instructions to get back online.



Know when your store is closed

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

Merchant Dashboard also displays the time it opens again.



03

Order Flow

Merchant Dashboard organizes each order into a **step-by-step process**

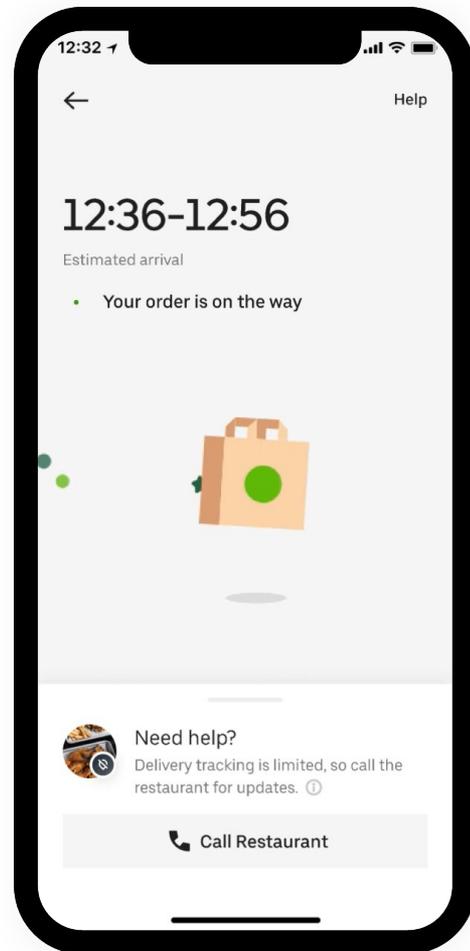
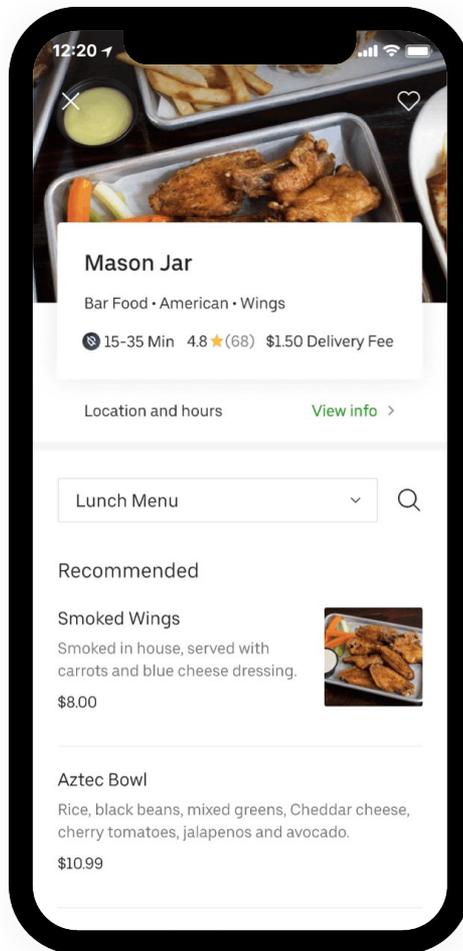
Orders typically flow like this:

- Client Overview
- Accept an order
- Prepare an order
- Hand off the order to your store courier

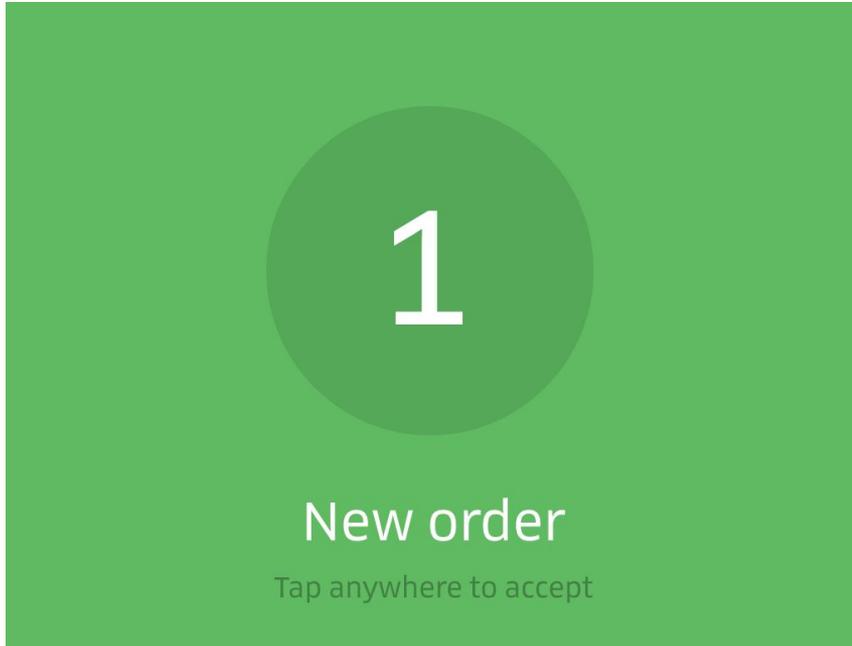
Giving customers a delivery timeframe

When using your own delivery staff, your customers will get an estimated delivery time frame instead of having real-time order tracking through the Uber Eats app.

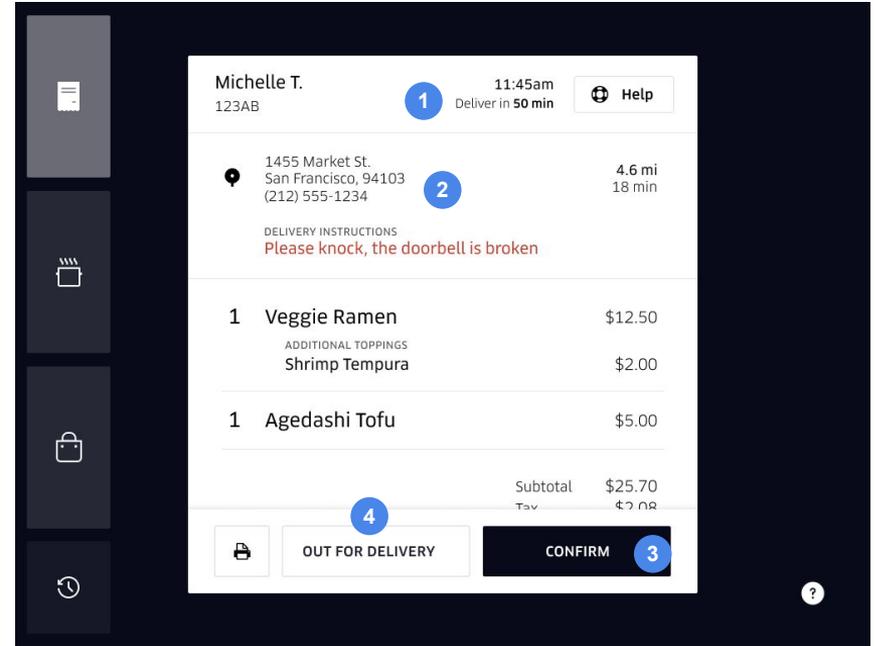
This timeframe is set by you in Merchant Manager. It includes your “total delivery time”, which includes your estimated prep and delivery time.



RD Experience: Order Flow



Orders will ring and display will pop up in green



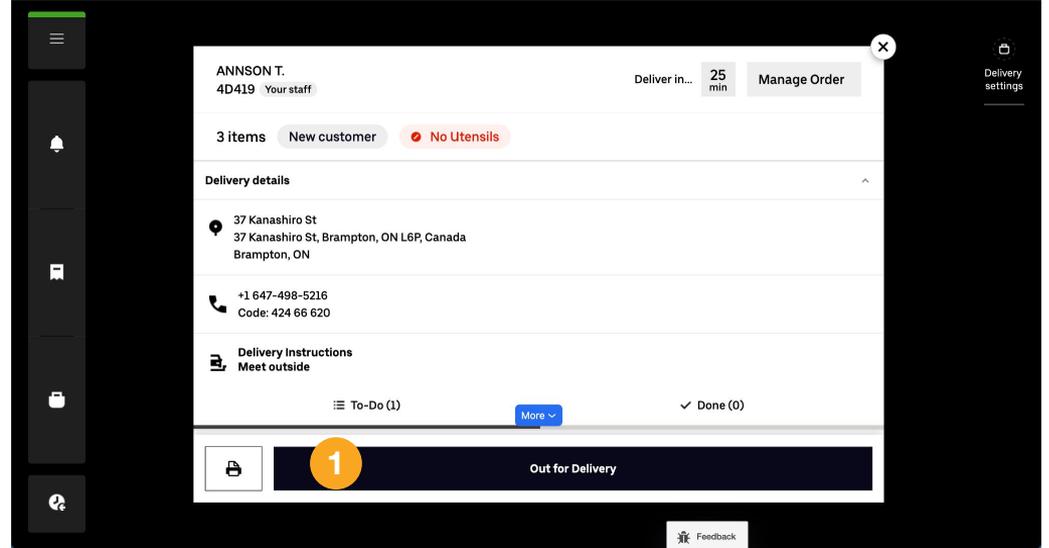
1. Time should be delivery time (not prep time)
2. Customer's address, delivery notes & anonymized phone # and code (code not shown above - courier will need to dial the anonymized number followed by the code)
3. When the store clicks "Confirm," customer will receive a notification that their order is in progress
4. When the store marks "Out for Delivery," customer is notified that the order is on the way

BYOC

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

1

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.



RD Experience: Order History

No courier information for BYOC orders

Order history Show all Select a date: Dec 13, 2017

Completed				
Status	Order	Customer	Paid	Courier
> <input checked="" type="checkbox"/> Delivered 12:04pm	31D44	Jessica A.	\$25.76	--
> <input checked="" type="checkbox"/> Delivered 12:06pm	ABC12	Jessica A.	\$25.76	--

Timestamp requirements:

Eaters will be prompted to enter whether they received their order or not. Once they select 'Yes', the order will be auto-completed for the dispensary. In the case the eater does fulfill the prompt, orders will be auto-completed after 3 hours.

ORDER HISTORY

Only Completed orders appear in Order History. No changes to Order Details section

Order history Show all Select a date: Dec 13, 2017

Completed				
Status	Order	Customer	Paid	Courier
> <input checked="" type="checkbox"/> Delivered 12:04pm	31D44	Jessica A.	\$25.76	--
> <input checked="" type="checkbox"/> Delivered 12:06pm	ABC12	Jessica A.	\$25.76	--

Order details

1 Veggie Ramen	\$11.00
- Shrimp Tempura	0
1 Agedashi Tofu	\$5.00
1 Spinach Gomaе	\$6.50
Subtotal	\$22.50
Tax	\$1.80
Total	\$24.30

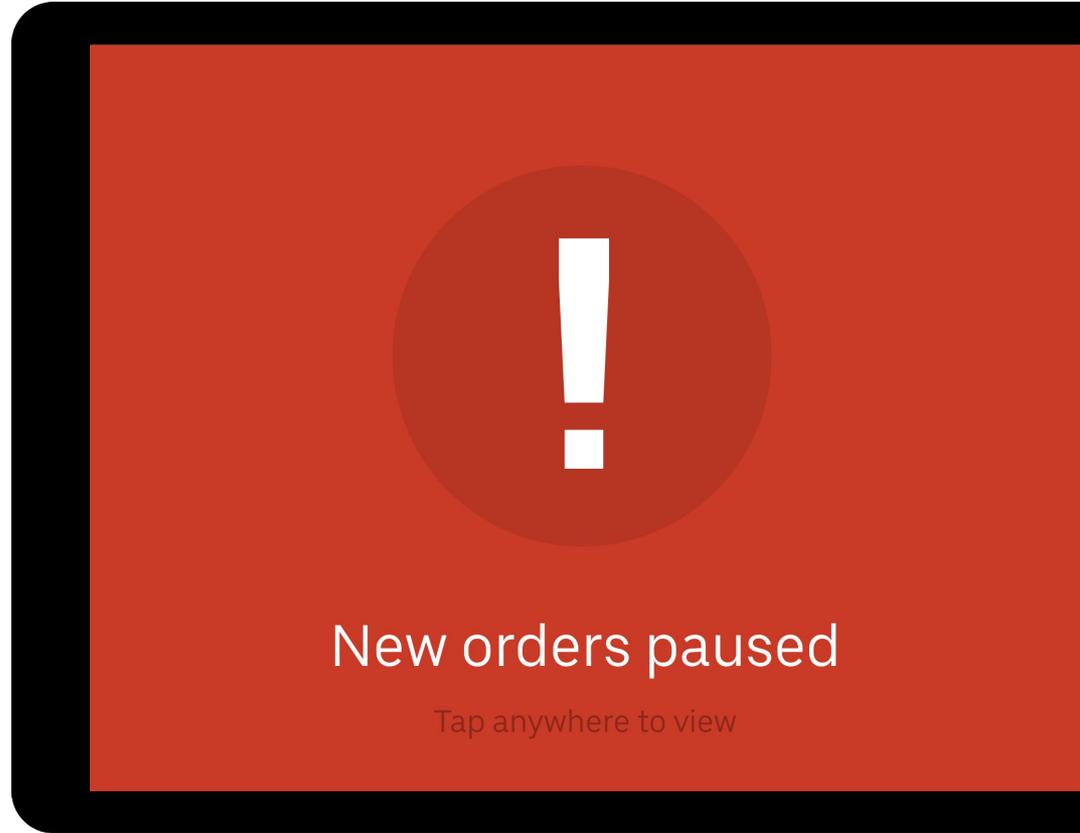
ORDER HISTORY DETAILS

Overlooking new orders

Seeing red? You may be autopaused.

If two consecutive orders aren't accepted, your store is automatically taken offline.

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



05

Real-time adjustments

Things happen quickly in a store, but the Merchant Dashboard can **help you keep up** with these on-the-fly adjustments

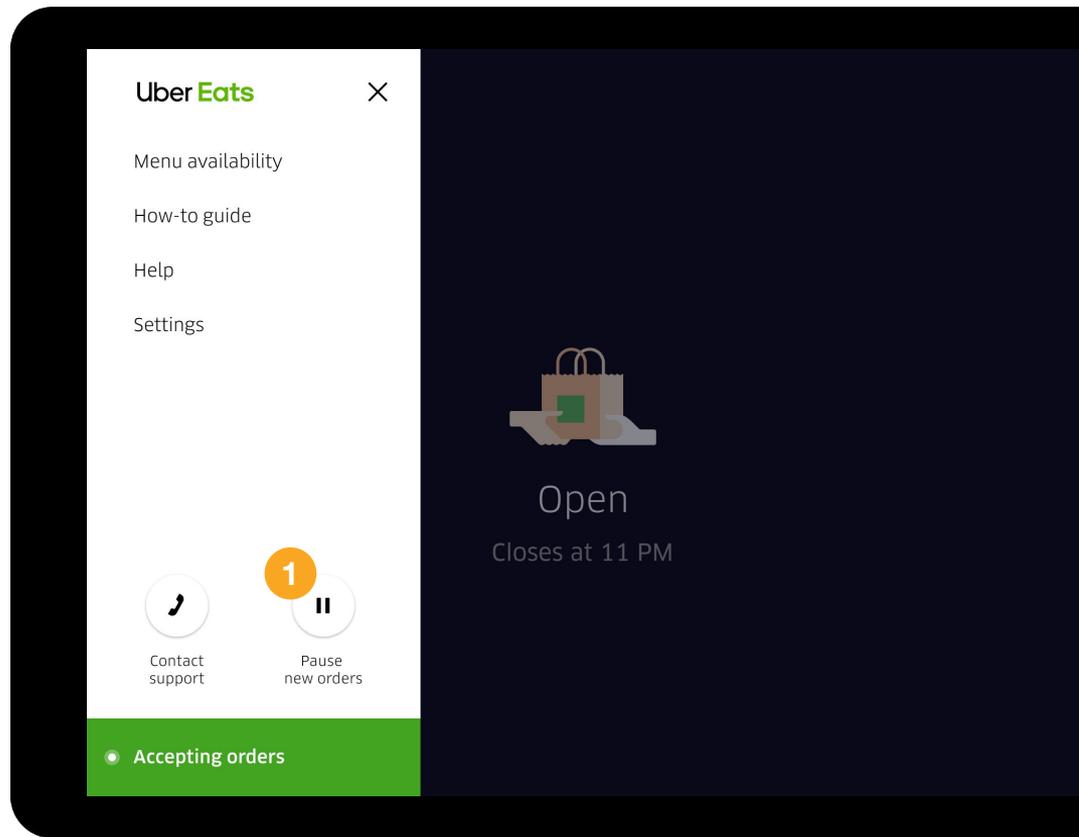
- Pause new orders
- Unpause new orders
- Delay an order
- Cancel an order

Pause new orders

Need a break? No problem.

You can pause your store from receiving new orders for a certain amount of time.

- 1 Simply tap the navigation button at the top left, then tap “Pause new orders.”

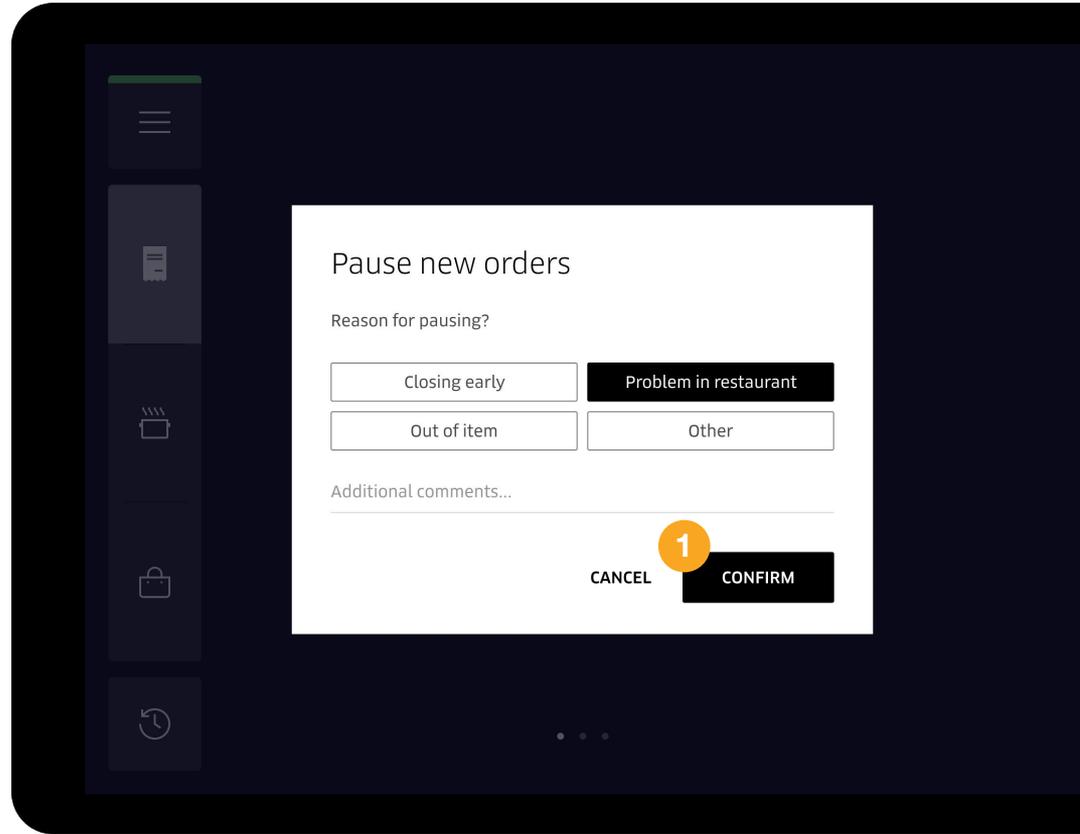


Pausing new orders

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."

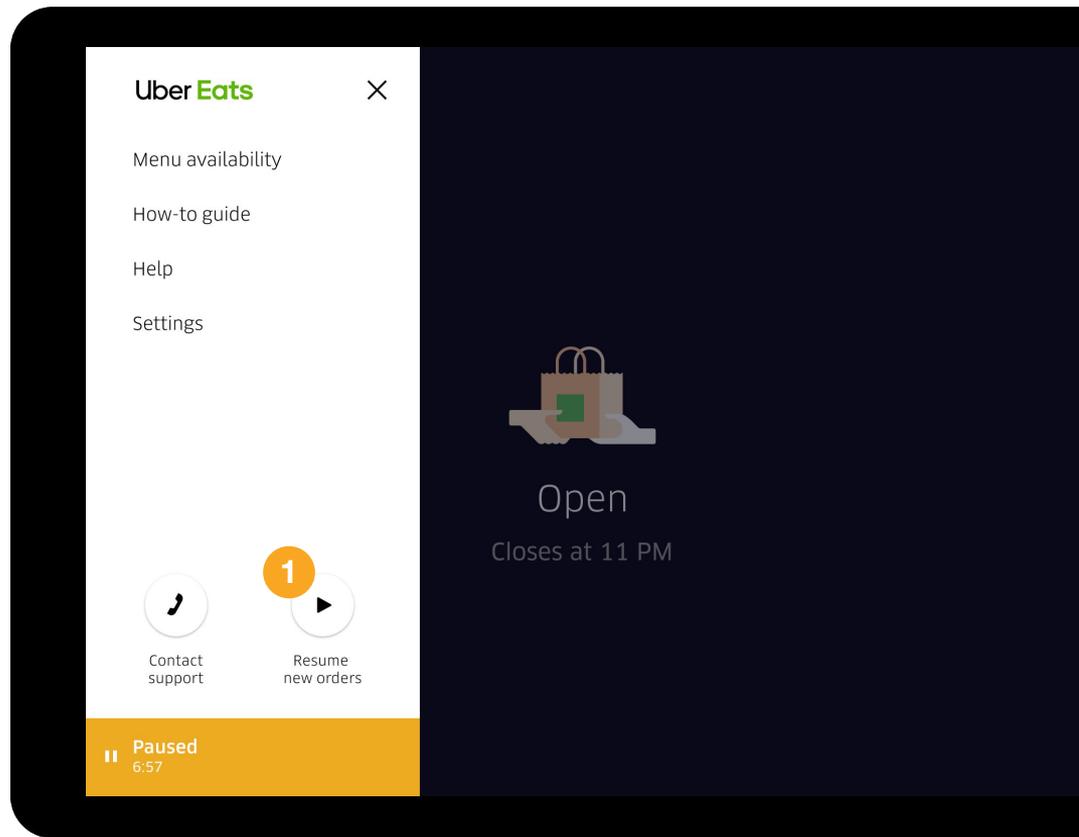


Unpause new orders

Ready to be back in business?

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

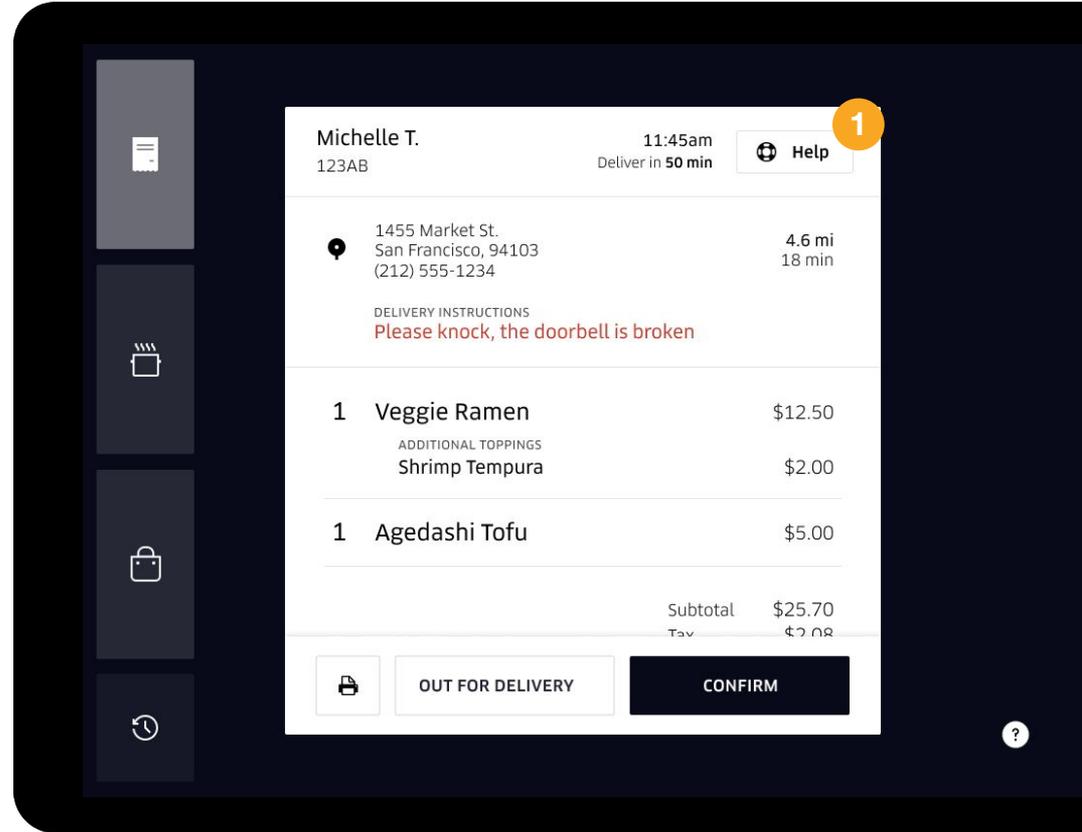
- 1 You can take your store back online before then, or at any time, by tapping the navigation button and tapping "Resume new orders."



Live Order Help

1 Click the “Help” button for the following options:

- Delay an order
- Cancel an order



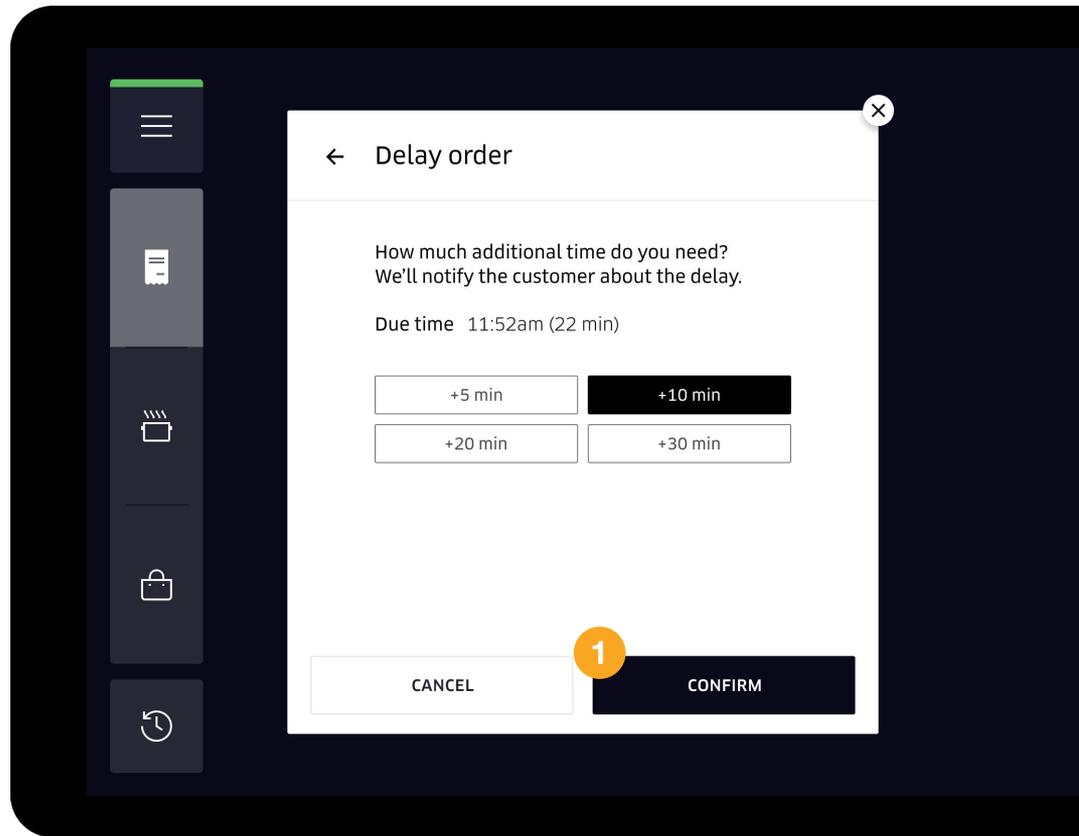
Delay an order

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.



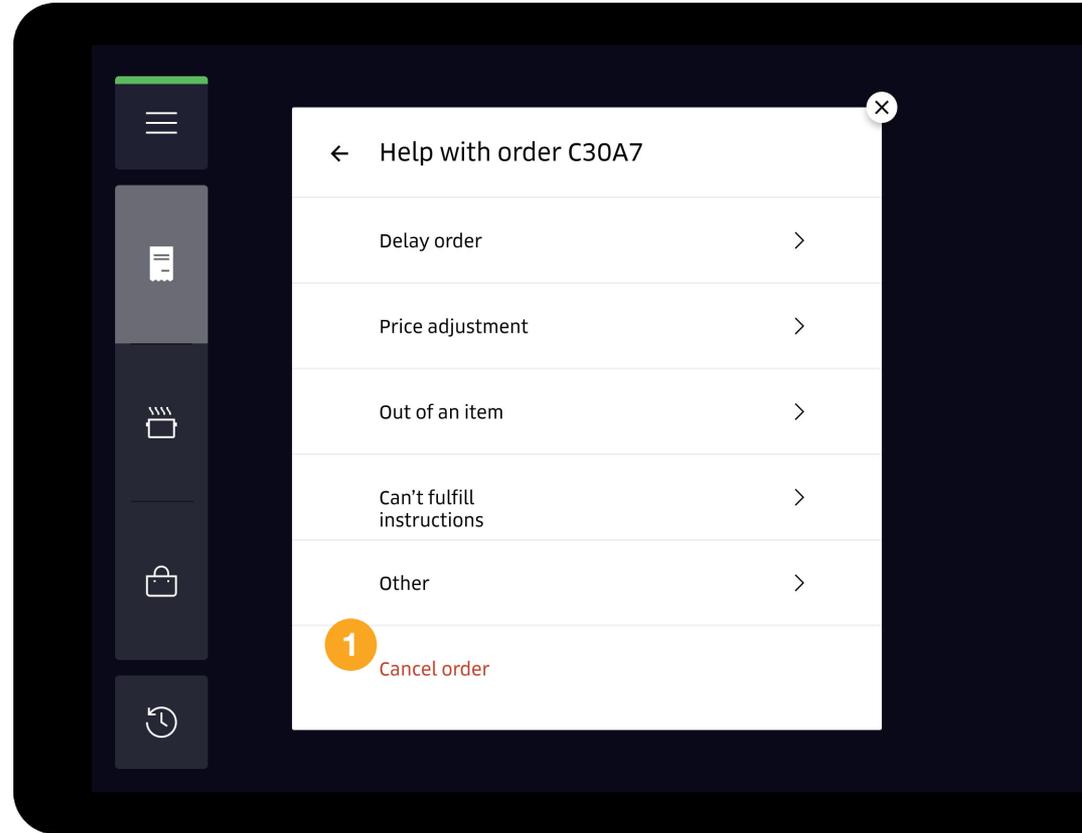
Cancel an order

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.”



08

We're here to help

Need to get in touch?

Uber Eats Live Support

[1-833-275-3287](tel:1-833-275-3287)

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

Uber Eats Email Support

eats-prioritysupport@uber.com

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

- Tablet or Portal access issues



Thank you.

Uber **Eats**