

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.

Uber Eats Manager App: Guide For Merchants



The image displays two screenshots of the Uber Eats Manager app. The top screenshot is a tablet view showing a dashboard for a merchant named Jen at 'Grocery Mart' (4.7 stars). The dashboard includes a sidebar menu with options like Home, Stores, Orders, Analytics, Insights, Feedback, Top Eats, and Reports. The main content area features a 'Good afternoon, Jen' greeting, a 'Last 7 days' filter, and three recommendation cards: 'Launch 'Buy 1, Get 1 Free' to attract new customers', 'Reply to customer reviews to encourage them to reorder', and 'Connect Instagram to inspire customers to order'. Below these are 'Sales analytics' showing a line chart for 'Sales total' comparing 'Last period' (\$11,948) and 'This period' (\$12,354, up 17%), and a 'Notices' section with an 'Add Pickup' button.

The bottom screenshot is a smartphone view showing a summary for 'All 12 stores'. It includes a date filter (Today, Yesterday, Last 7 days, Last 12 weeks), a status indicator 'All stores online', and a 'Sales' section with a bar chart showing sales from 12 AM to 6 PM, totaling \$4,507. At the bottom, there are summary statistics: Order Volume (193) and Ticket Size (\$23.35).

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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, insights, 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.

- Home
- Stores
- Orders
- Analytics
- Insights
- Feedback
- Top Eats
- Reports
- Online Ordering
- Payments
- Menu
- Holiday Hours
- Marketing
- Preparation Times
- Users
- Documents
- Settings

Good afternoon, Aaron

★ 4.7 📍 The Pizza Place - Cobble Hill

Last 7 days

Recommendations

View all 7

Launch 'Buy 1, Get 1 Free' to attract new customers

Create promotion

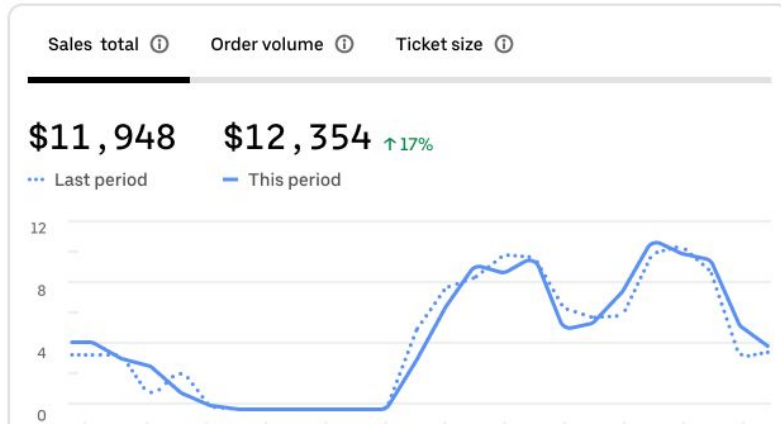
Reply to customer reviews to encourage them to reorder

Reply

Connect Instagram to inspire customers to order

Connect

Sales analytics



All 12 stores

Today | **Yesterday** | Last 7 days | Last 12 weeks

✔ All stores online

Sales

\$4,507

Order Volume 193

Download Uber Eats Manager

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



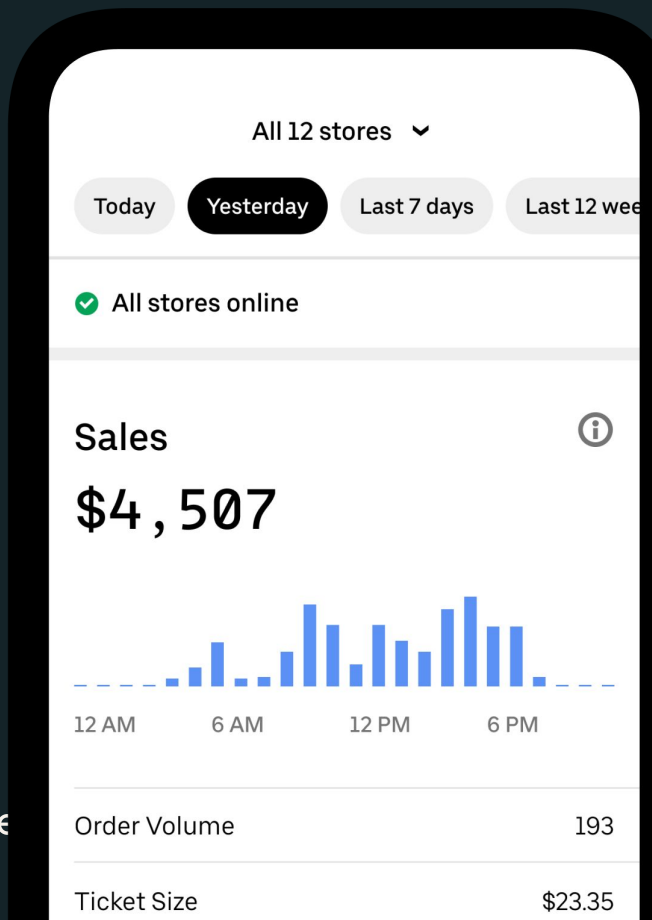
A quick look at the functions on mobile

See insights you can act on

Connect with your customers

Monitor all stores in realtime

Get alerts when you need them



The 'Reviews' screen displays three customer reviews. Each review includes a profile picture, name, order count, a 'Reply' button, and the time left to respond. The first review is from Michael L (3 orders, 7 days left) with a 4-star rating and a comment: 'They didn't include any cutlery, napk...'. The second is from Martin I (10 orders, 4 days left) with a 5-star rating. The third is from Scotty S (New customer, 4 days left) with a 5-star rating. Each review also shows the number of items (1 item) and the total order amount.

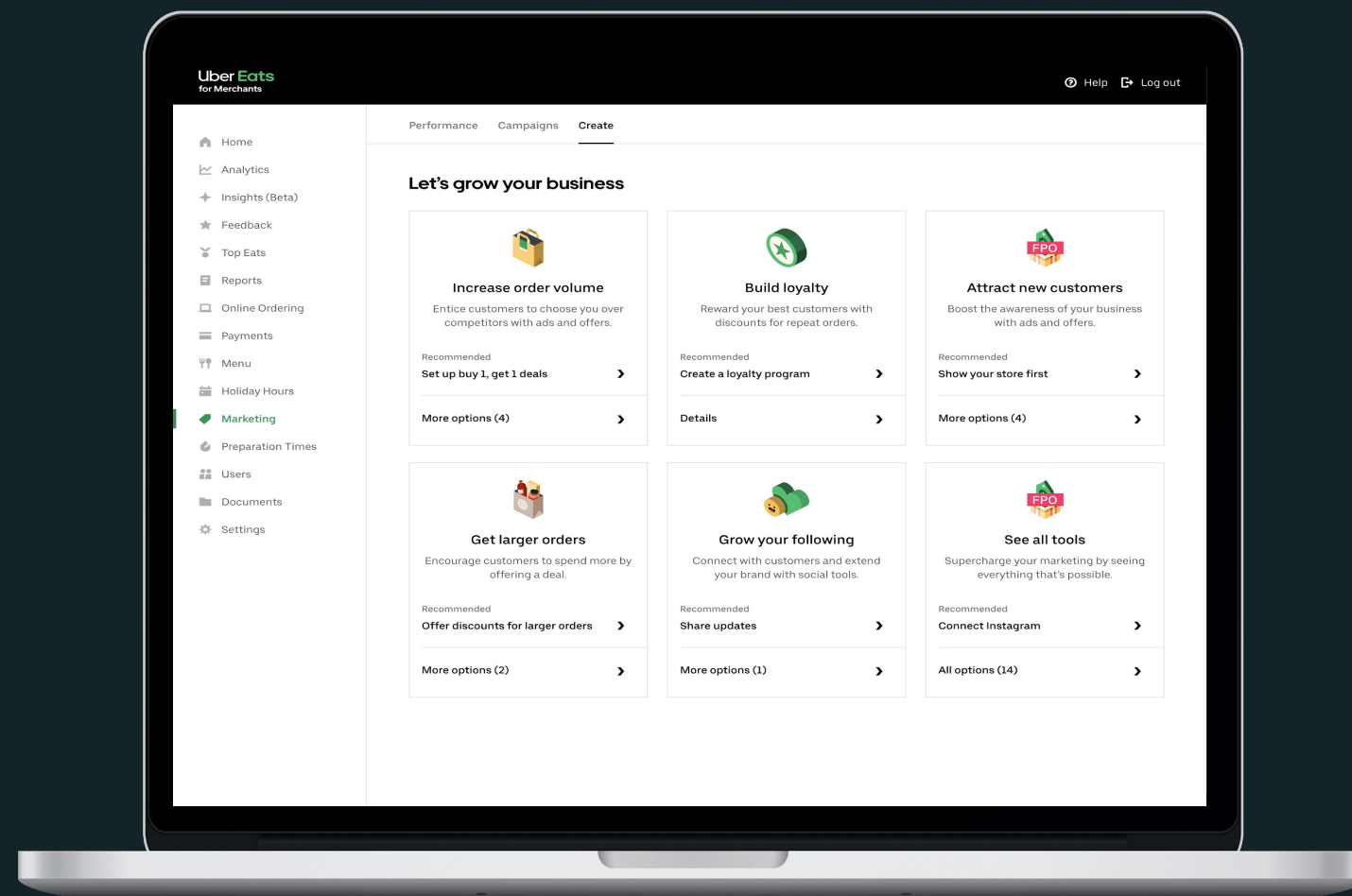
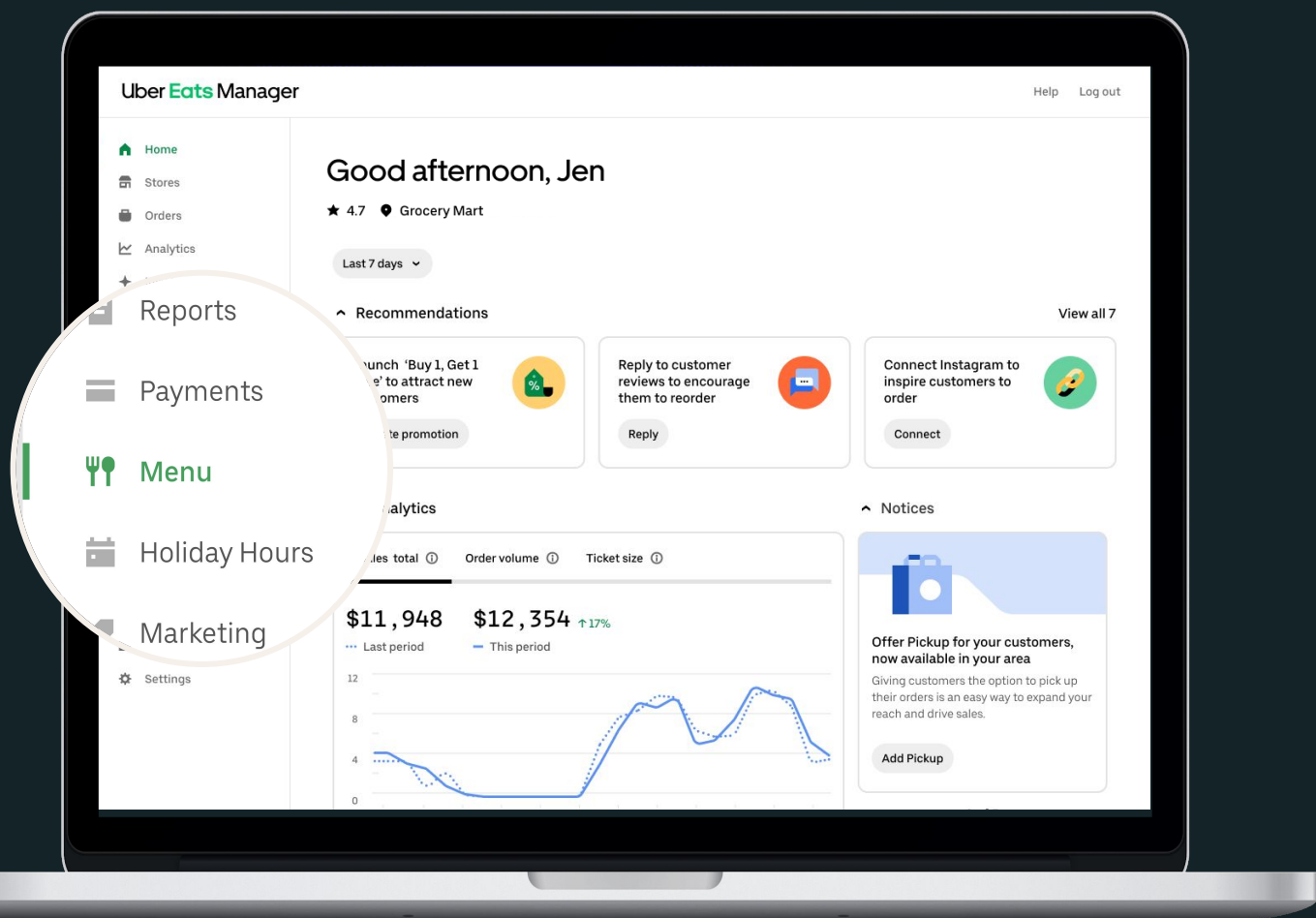
The 'Offline' screen lists two stores that are currently offline. The first is 'Kimchi Town—Bryant Park', which is 'Paused by staff · 2 min ago'. It shows 'Sales \$125.63' and 'Orders 9'. The second is 'Kimchi Town—Soho', which is 'Paused by Uber Eats · 52 min ago'. It shows 'Sales \$58.24' and 'Orders 4'. Each store entry includes a phone icon for contact. At the top, there is a filter for 'All 12 stores' and a 'Sort by availability' dropdown.

The 'Notification Settings' screen allows users to manage alerts. It features three main sections: 'Store status' with a toggle for 'Restaurant status' (includes paused orders), 'Connectivity issues' with a toggle for 'Connectivity issues' (includes internet connectivity and battery), and 'POS integration issues' with a toggle for 'POS integration issues' (connectivity and order injection errors). At the bottom, there is an 'Order status' section with a toggle for 'Missed orders' (Orders your store does not accept).

A quick look at the functions on desktop

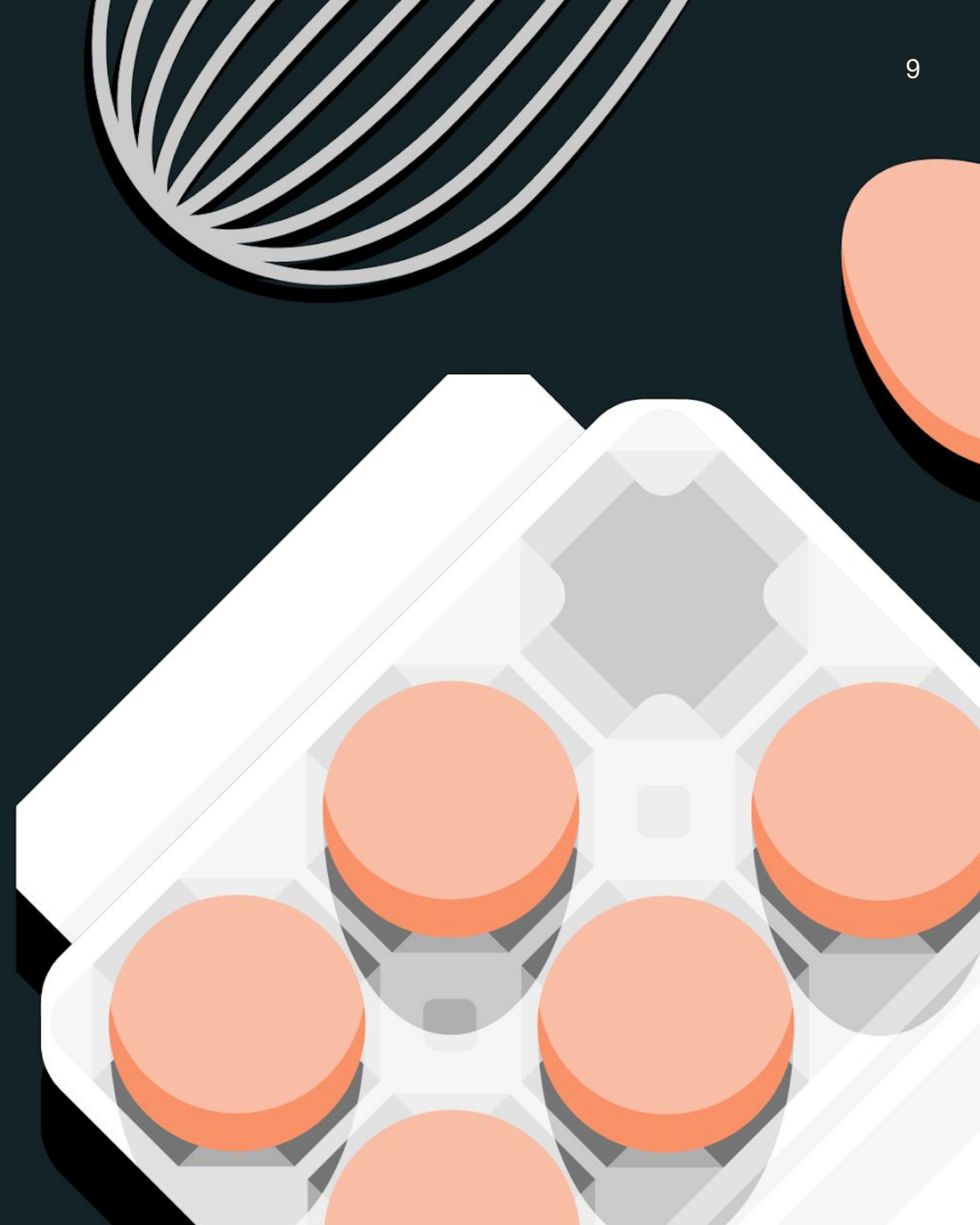
Manage your Menu

View your Marketing efforts



Getting started

Login and start growing your business today



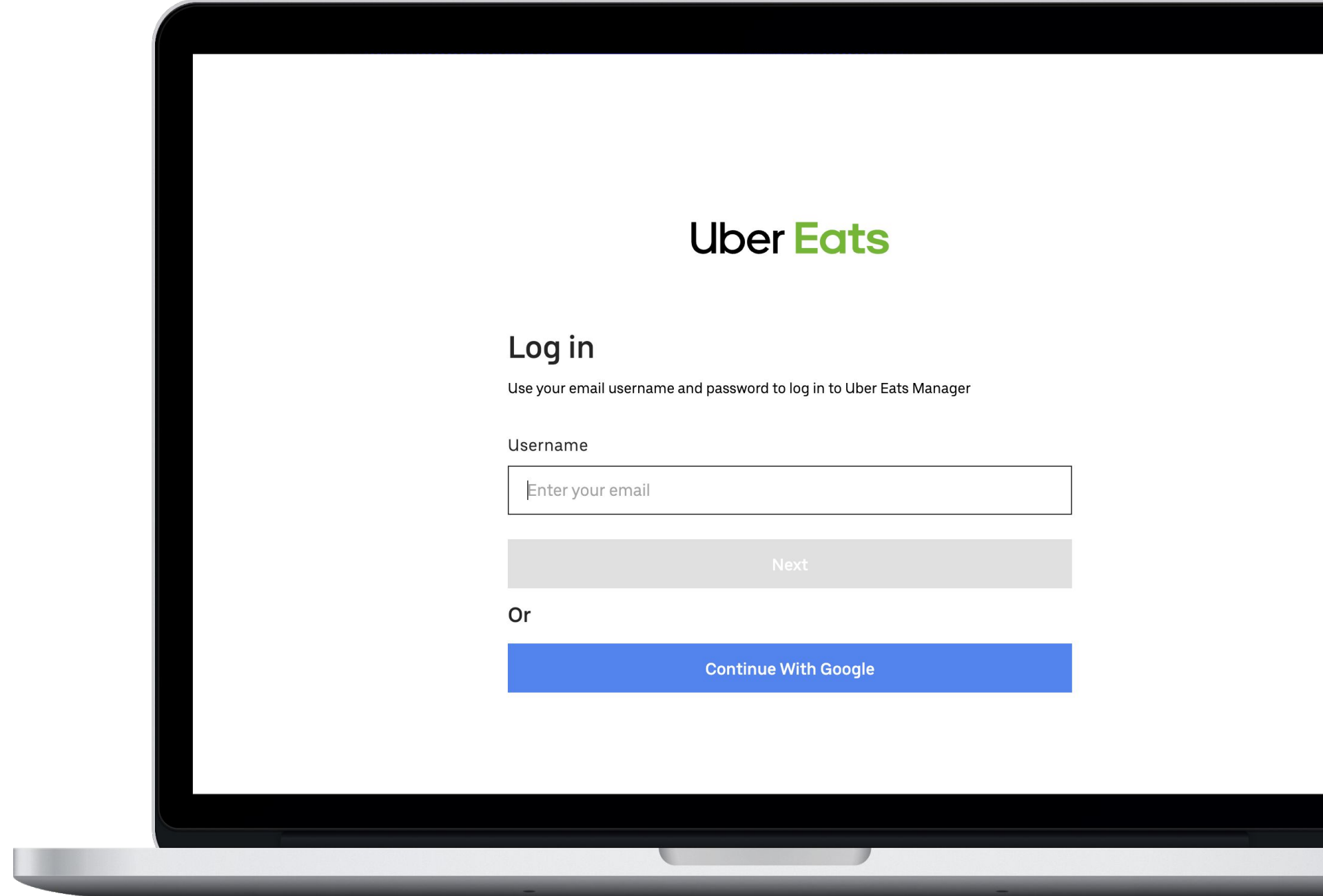
Log in

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).

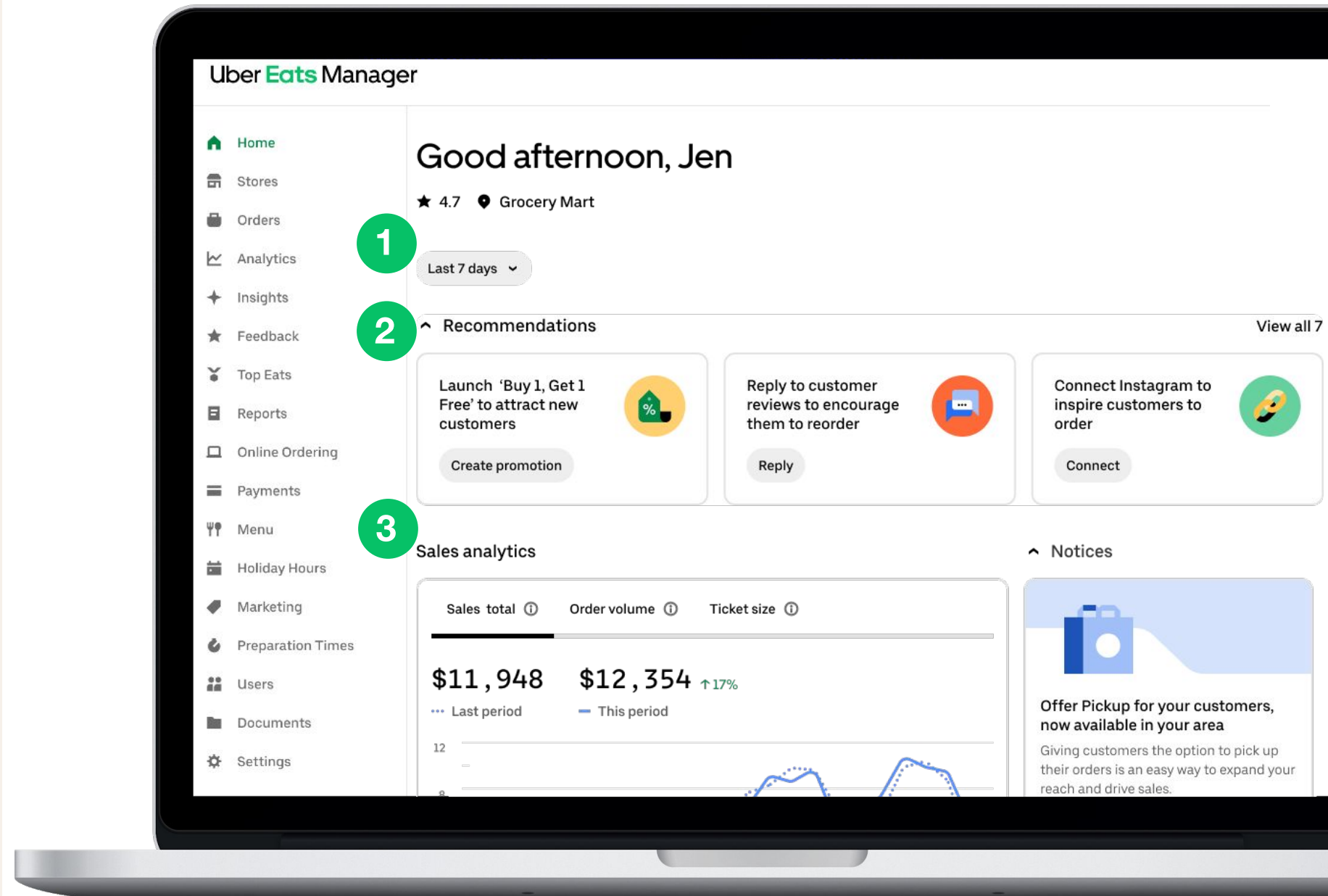
Be careful! Multiple incorrect login attempts may lock your account for up to one hour. Contact restaurants@ubereats.com if you have forgotten your password.



Understanding your store home dashboard

The home dashboard provides an **overview** of your store analytics.

- 1 Select the date range of the performance you'd like to view.
- 2 Get recommendations on how to optimize your storefront and sales
- 3 Get time-based comparisons on your sales, order volume, or ticket size.



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

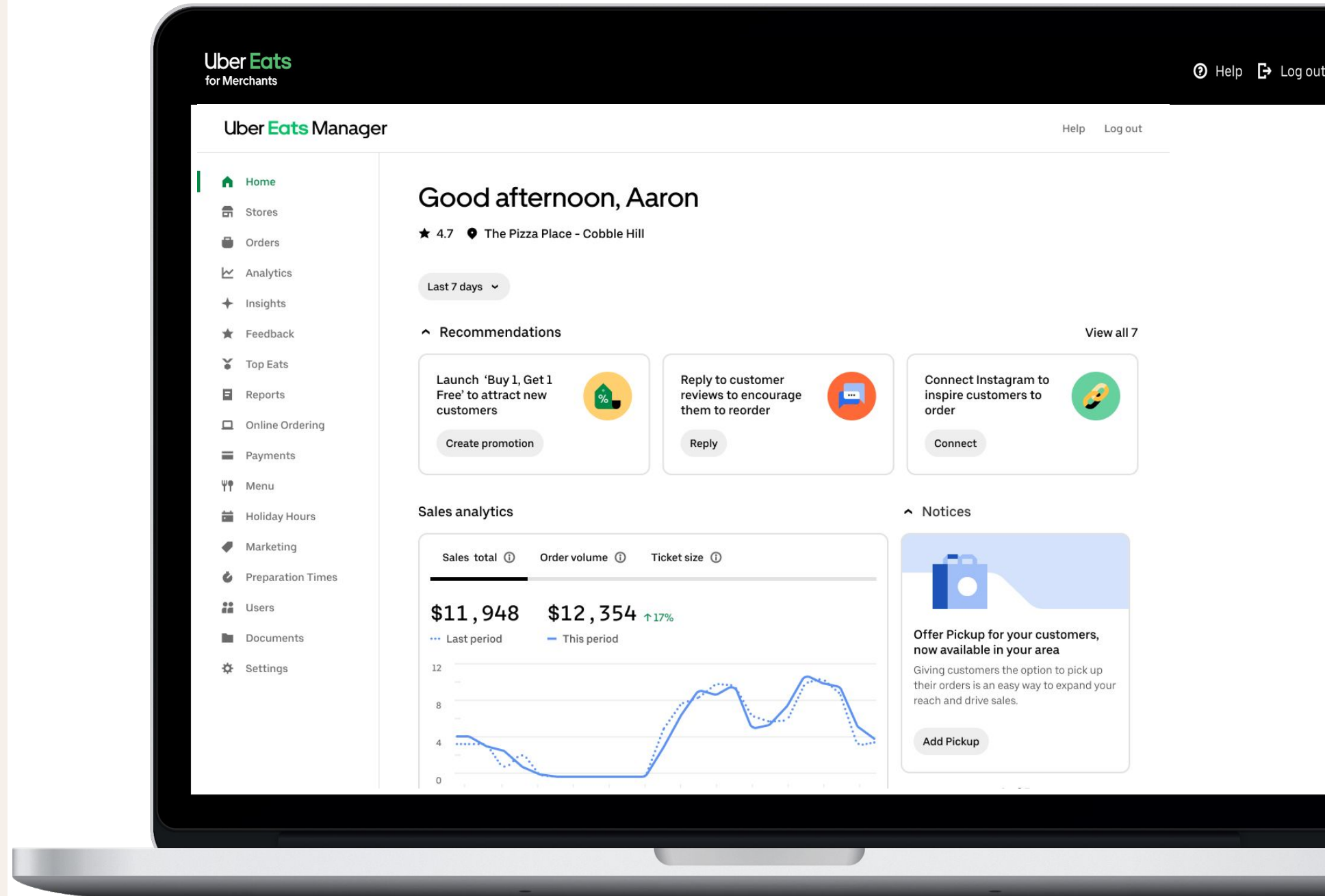
Analytics - See sales, operations, and customer stats.

Feedback - 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

Users - Add or remove user permissions



Note: Features vary depending on region

Review your catalog / menu

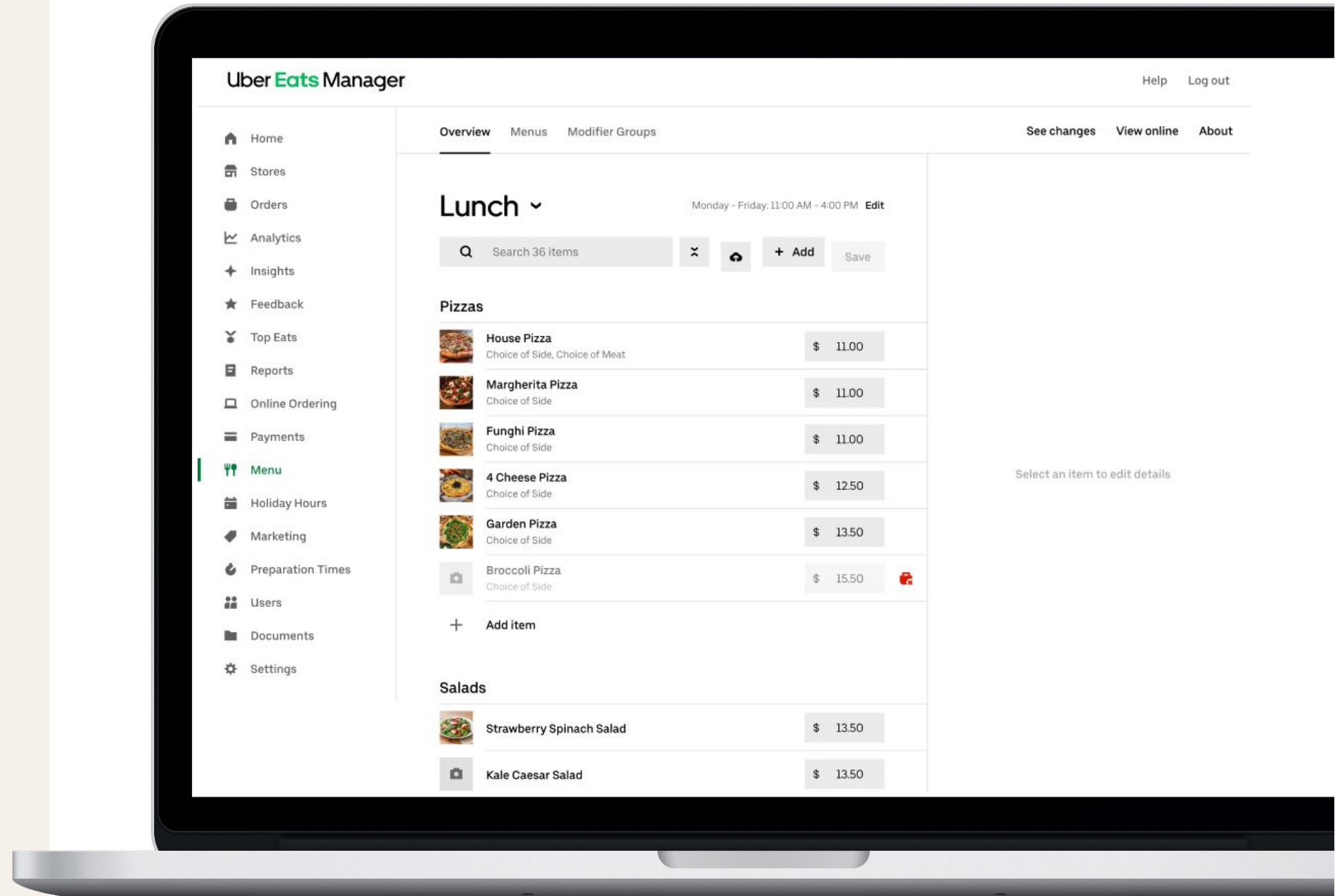
Add, delete, and edit your store's inventory



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.



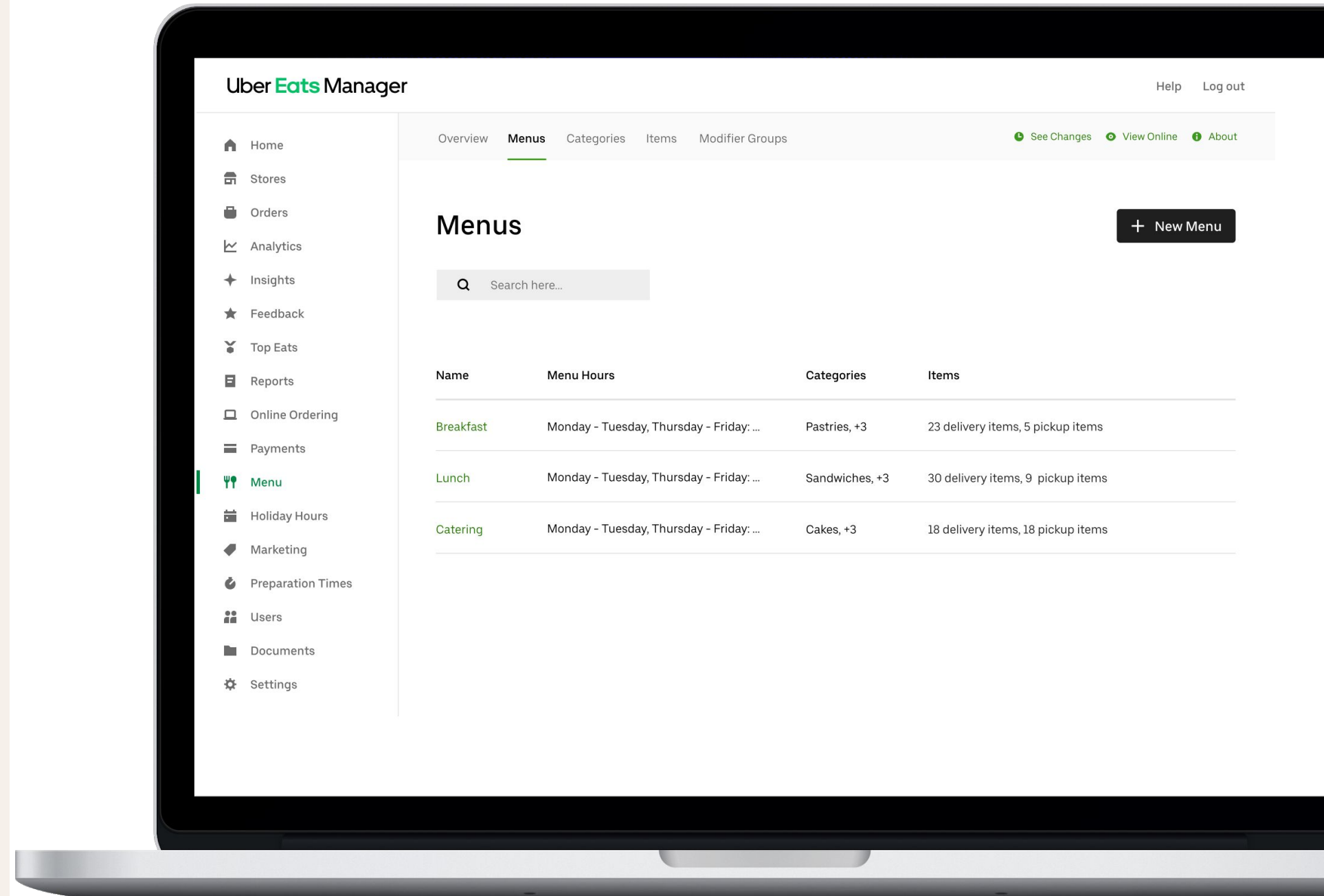
Menu Hours

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:

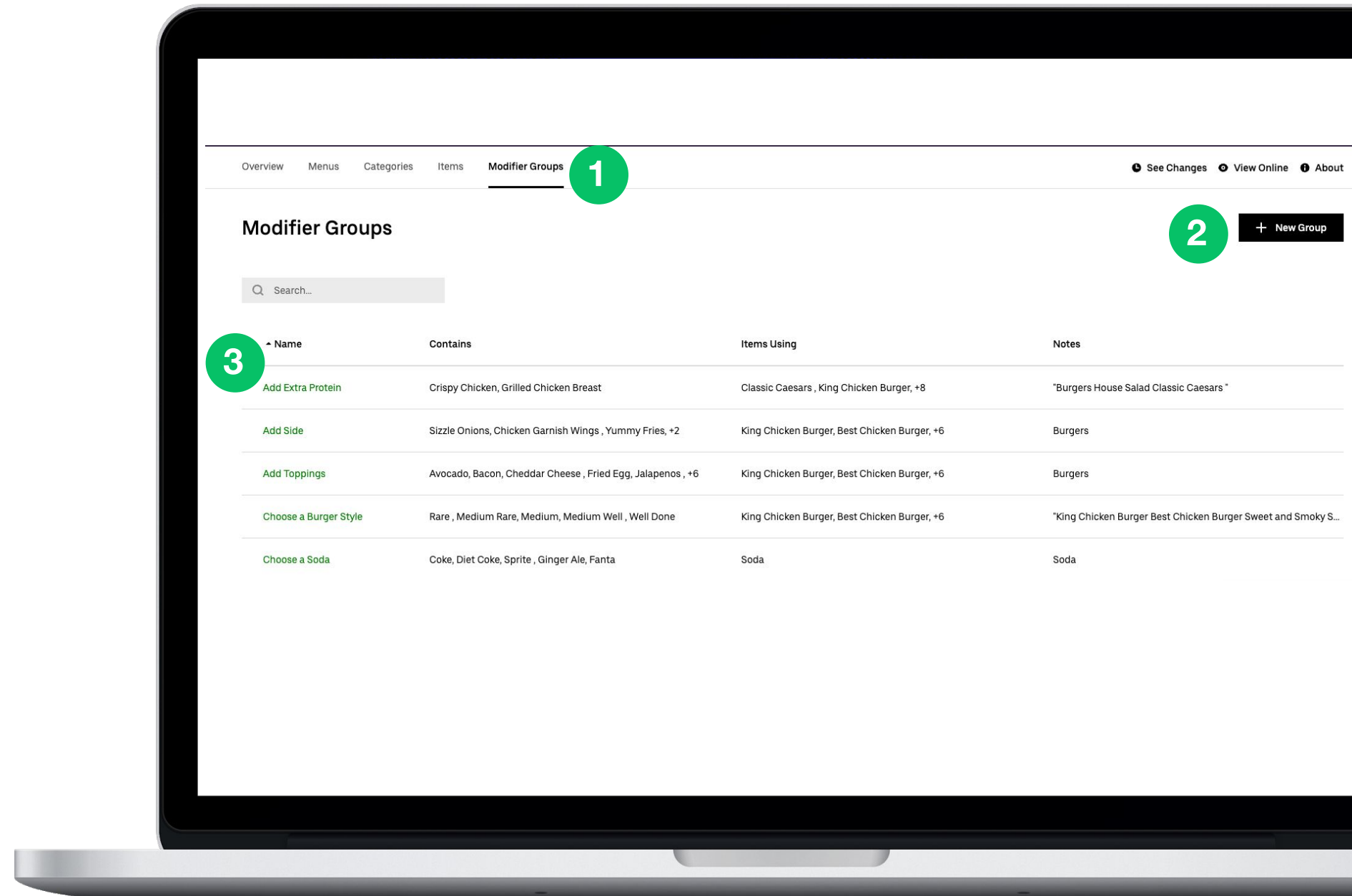
- What **toppings** they want on their burger
- If they want a **side** of fries or salad
- Which **size** of soft drink

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**

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



Update general settings

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

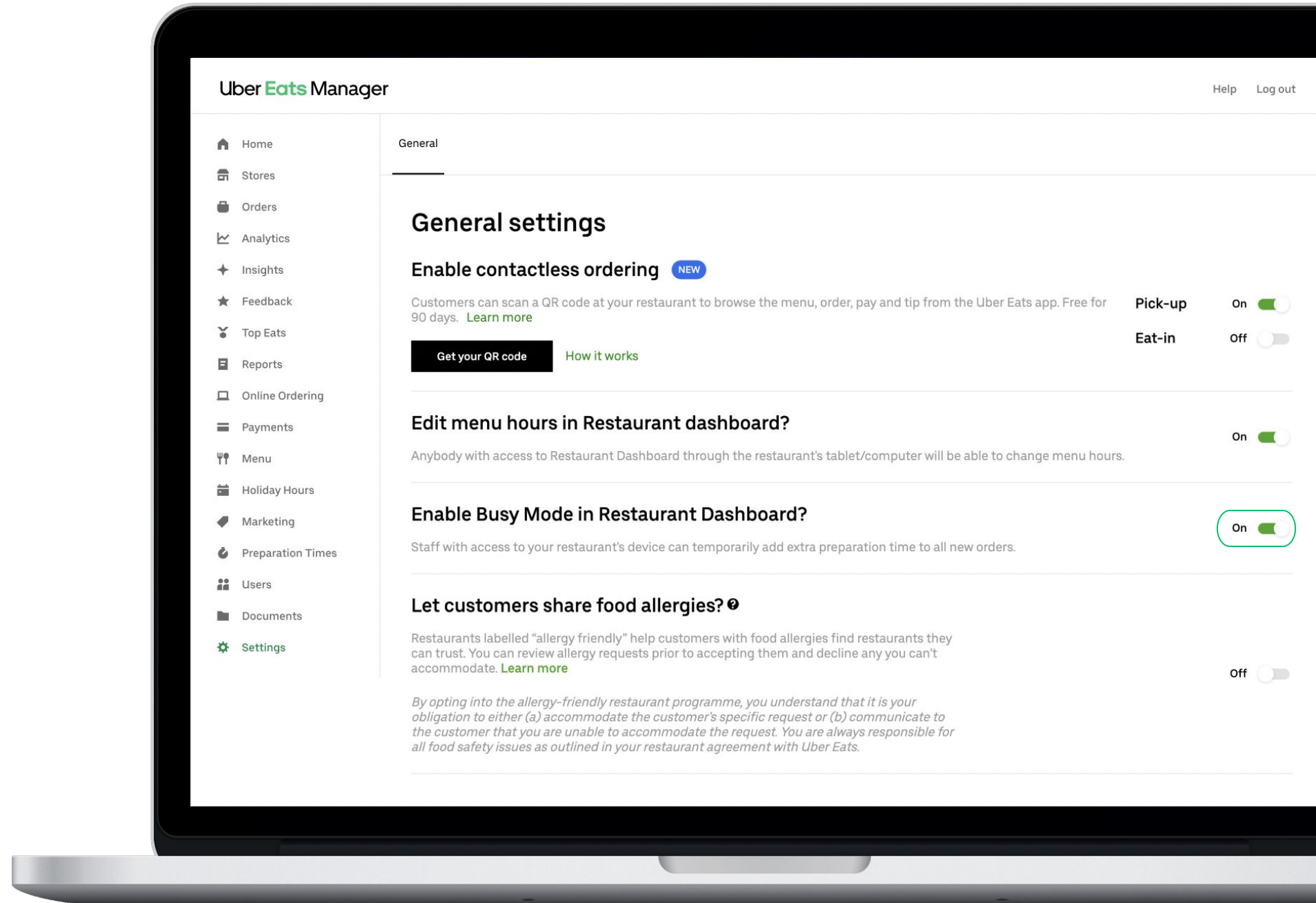


Enabling Orders app adjustments

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
Users	✓	✓	×
Payments	✓	✓	×
Tax Information	✓	✓	×
Settings	✓	✓	×
Marketing	✓	✓	×
Invoices	✓	✓	✓
Home	✓	✓	✓

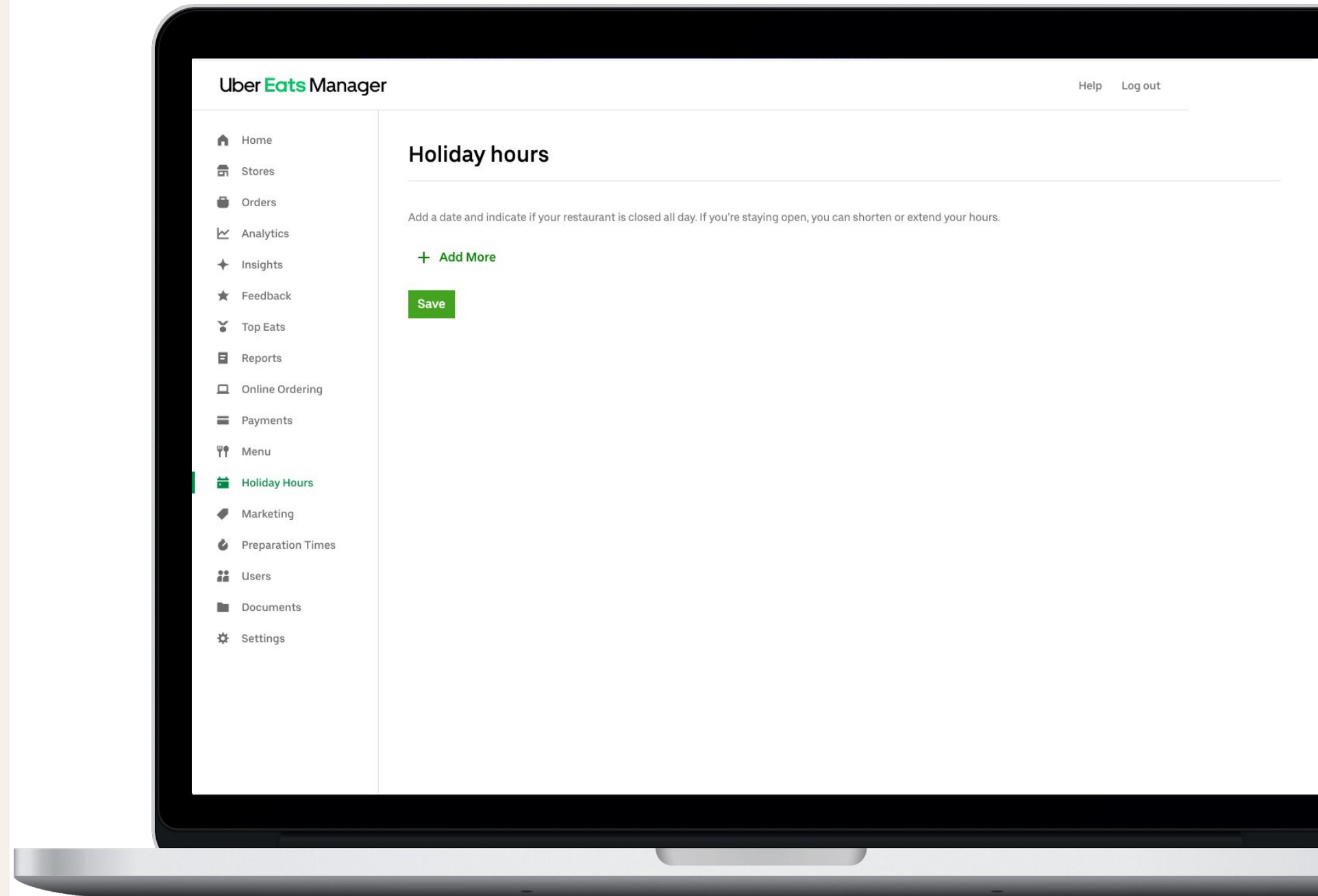
✓ Access × No Access *Signed up store for Uber Eats

Ok

Add holiday hours

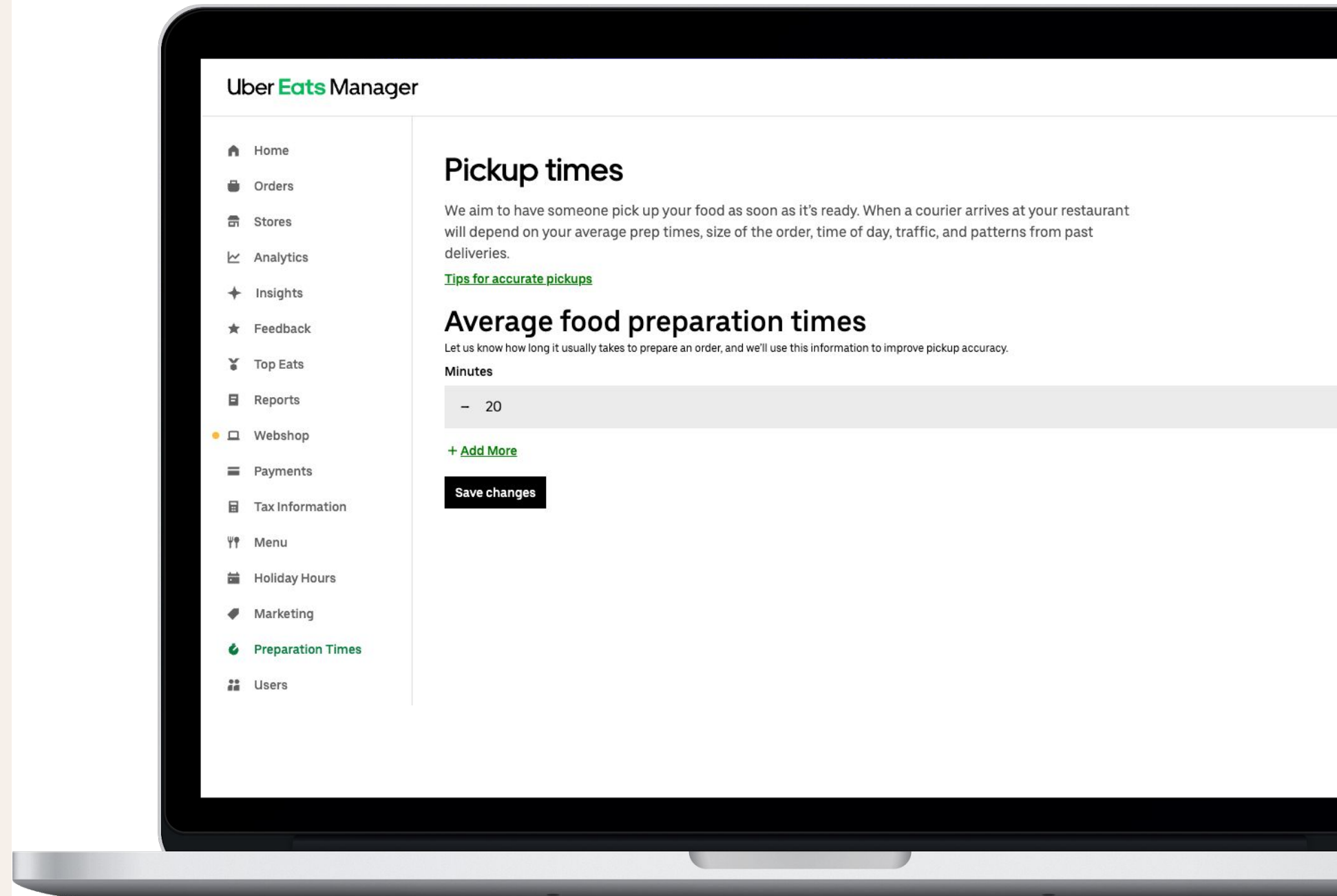
Add unique hours outside of your regular hours where your store would be closed.

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.

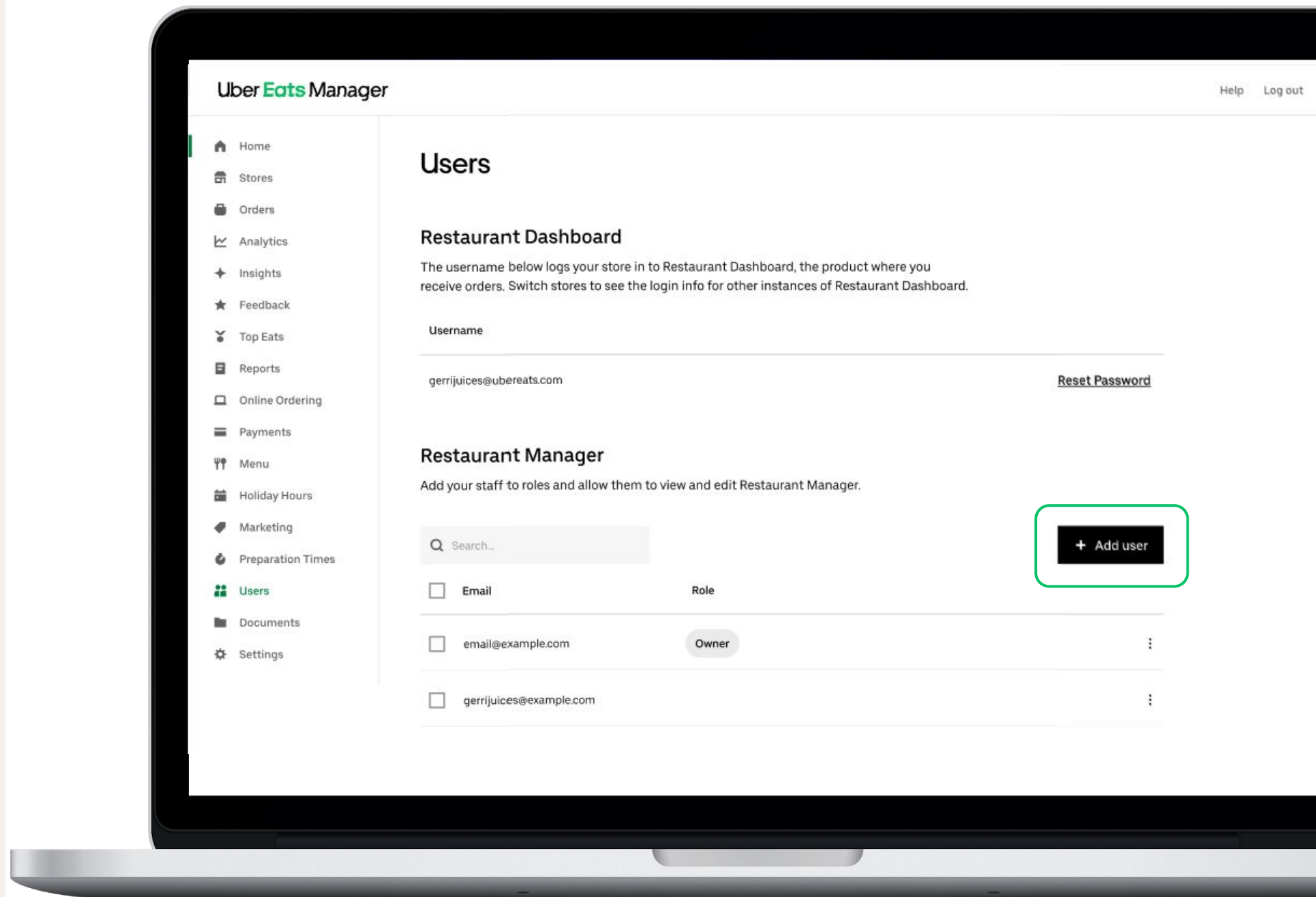


Adding new users

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.



Understanding feedback and ratings

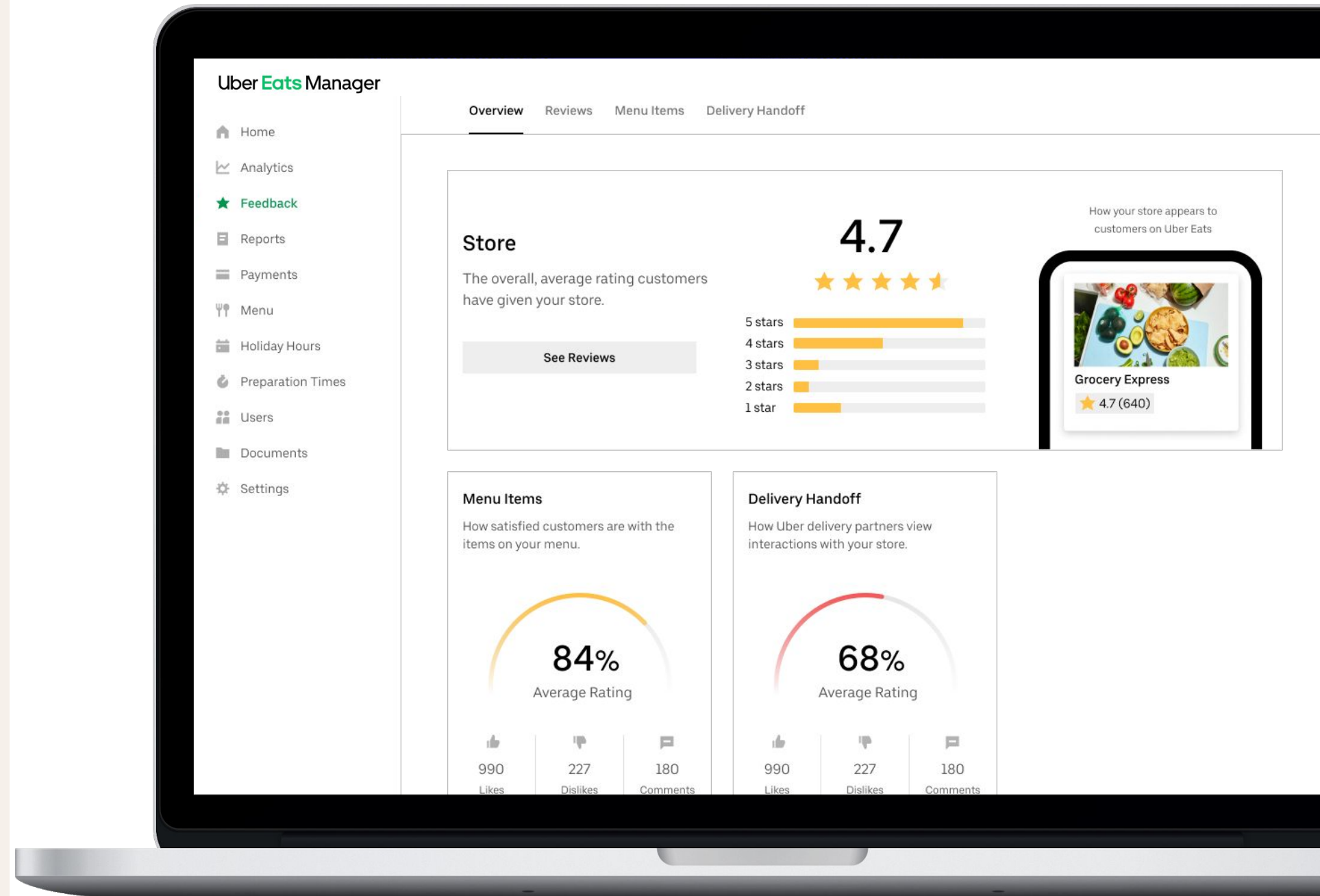
See what your customers are saying



Feedback at a glance

The feedback tab provides:

- An average star rating for customer satisfaction from the last 90 days
- Customer reviews about your store and its products.
- Comments from delivery people regarding your order handoff.

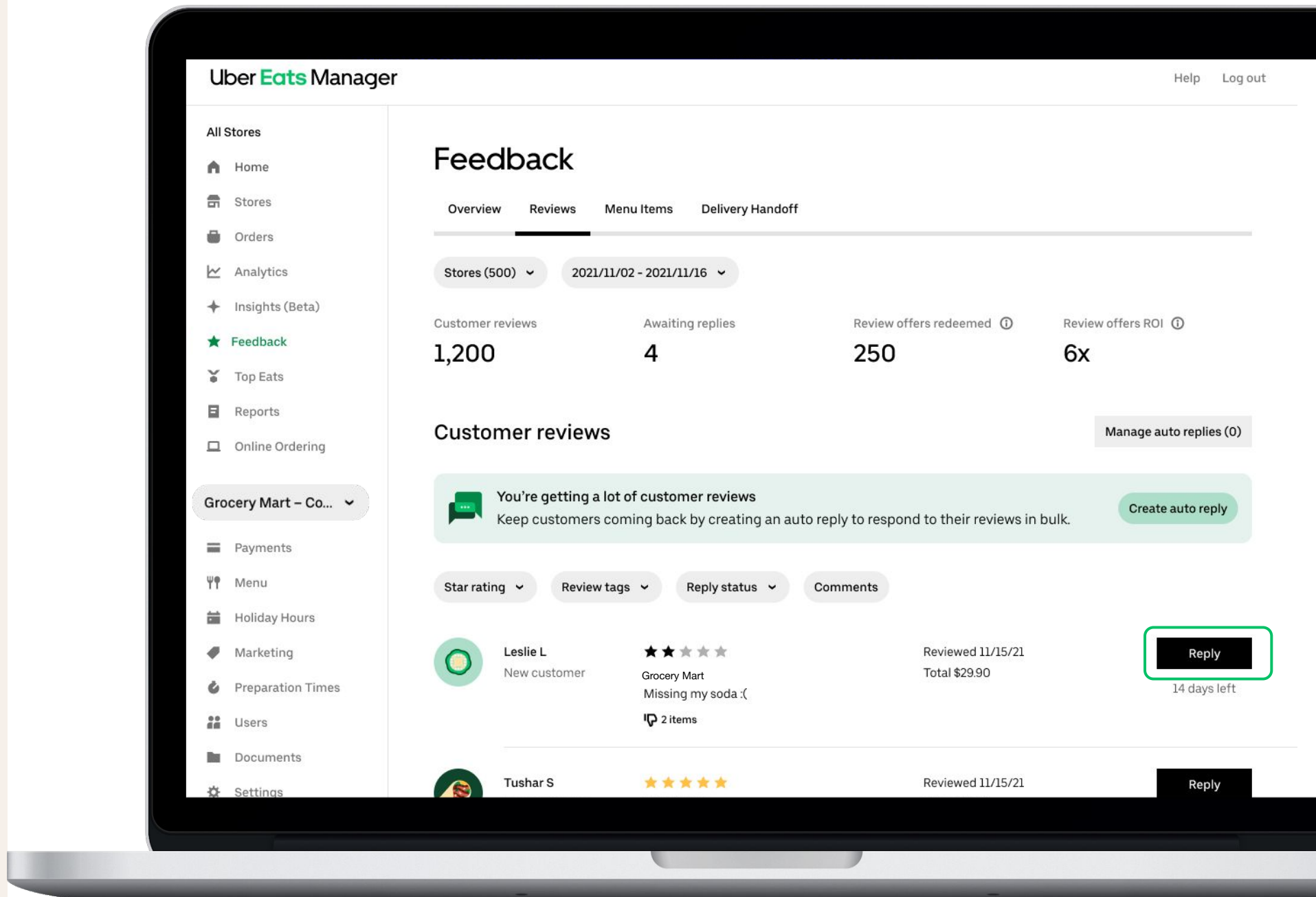


Customer reviews and responses

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

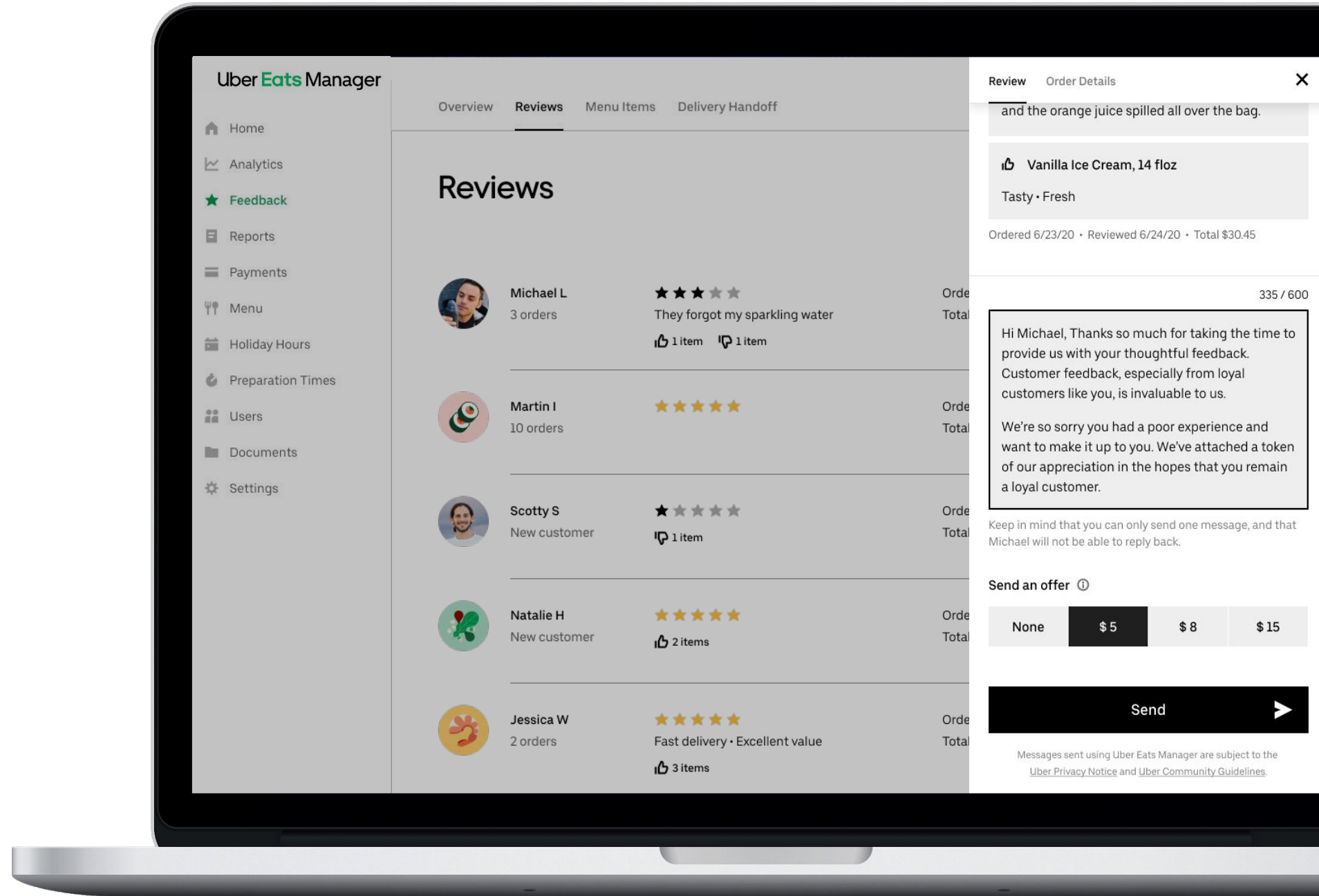
Tap Reply for a detailed view of the customer review and order details

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**.

The screenshot displays the Uber Eats Manager interface, specifically the 'Menu Items' section. The interface is divided into several key areas:

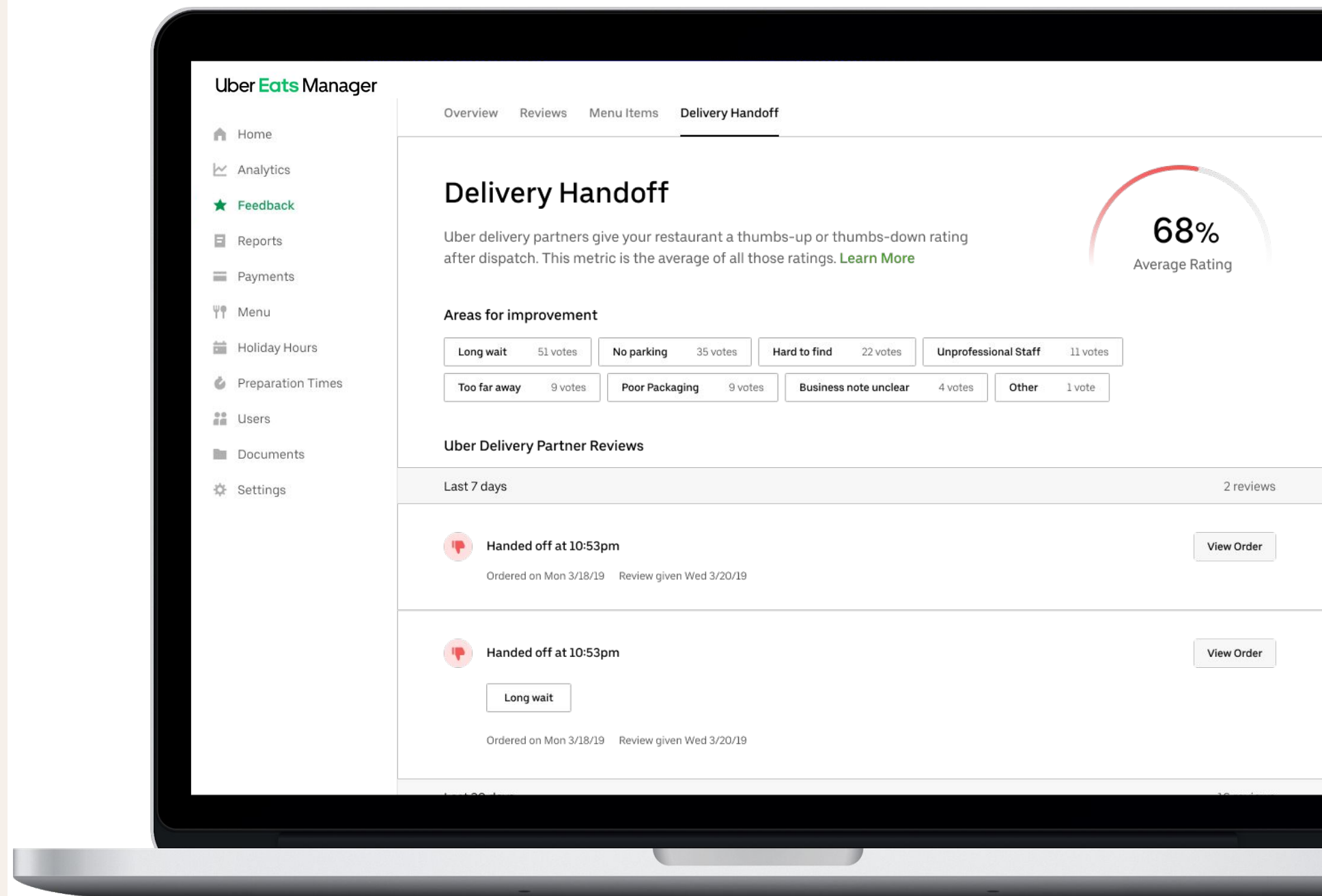
- Header:** 'Uber Eats Manager' with navigation tabs for Overview, Reviews, Menu Items (selected), and Delivery Handoff.
- Left Sidebar:** A vertical menu with options: Home, Analytics, Feedback (highlighted), Reports, Payments, Menu, Holiday Hours, Preparation Times, Users, Documents, and Settings.
- Main Content Area:**
 - Menu Items:** A section explaining that customers rate items after delivery, with an 'Average Rating' of 84% based on 1,217 ratings in the last 90 days. A green circle '1' highlights this metric.
 - Areas for improvement:** A section showing common issues: Packaging (51 votes), Taste (35 votes), and Presentation (9 votes). A green circle '2' highlights this section.
 - Menu Item Rank:** A list of items sorted by rating, with a dropdown menu set to 'Highest to lowest rated'. A green circle '3' highlights this section. Items include:
 - Orange Juice 11.5oz (100% rating, 9 thumbs up, 0 thumbs down, 0 comments)
 - BBQ Chips 5.2oz (100% rating, 6 thumbs up, 0 thumbs down, 0 comments)
 - 2% Milk, Half Gallon (100% rating, 6 thumbs up, 0 thumbs down, 0 comments)
 - Toothpaste 8 oz (97% rating, 30 thumbs up, 1 thumbs down, 1 comment)
 - Reviews:** A section showing reviews from the last 7 days (3 reviews total). A green circle '4' highlights a specific review for '2% Chocolate Milk, Half Gallon' with a thumbs-down icon and a 'View Order' button. Other reviews include 'Toothpaste 8 oz' and 'Natural Spring Water, 30.4 Fl Oz, Pack of 8'.

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



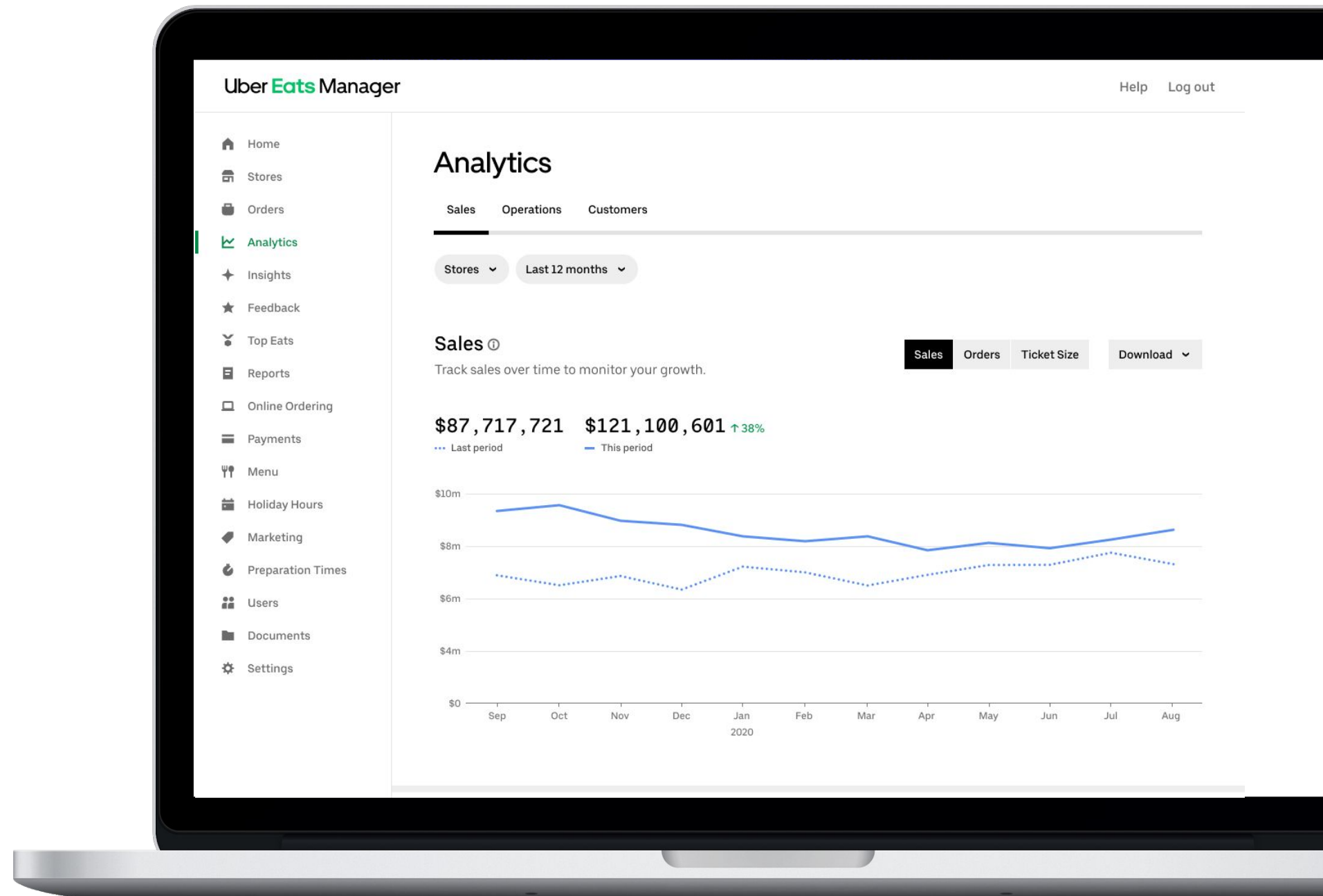
View your Analytics

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.

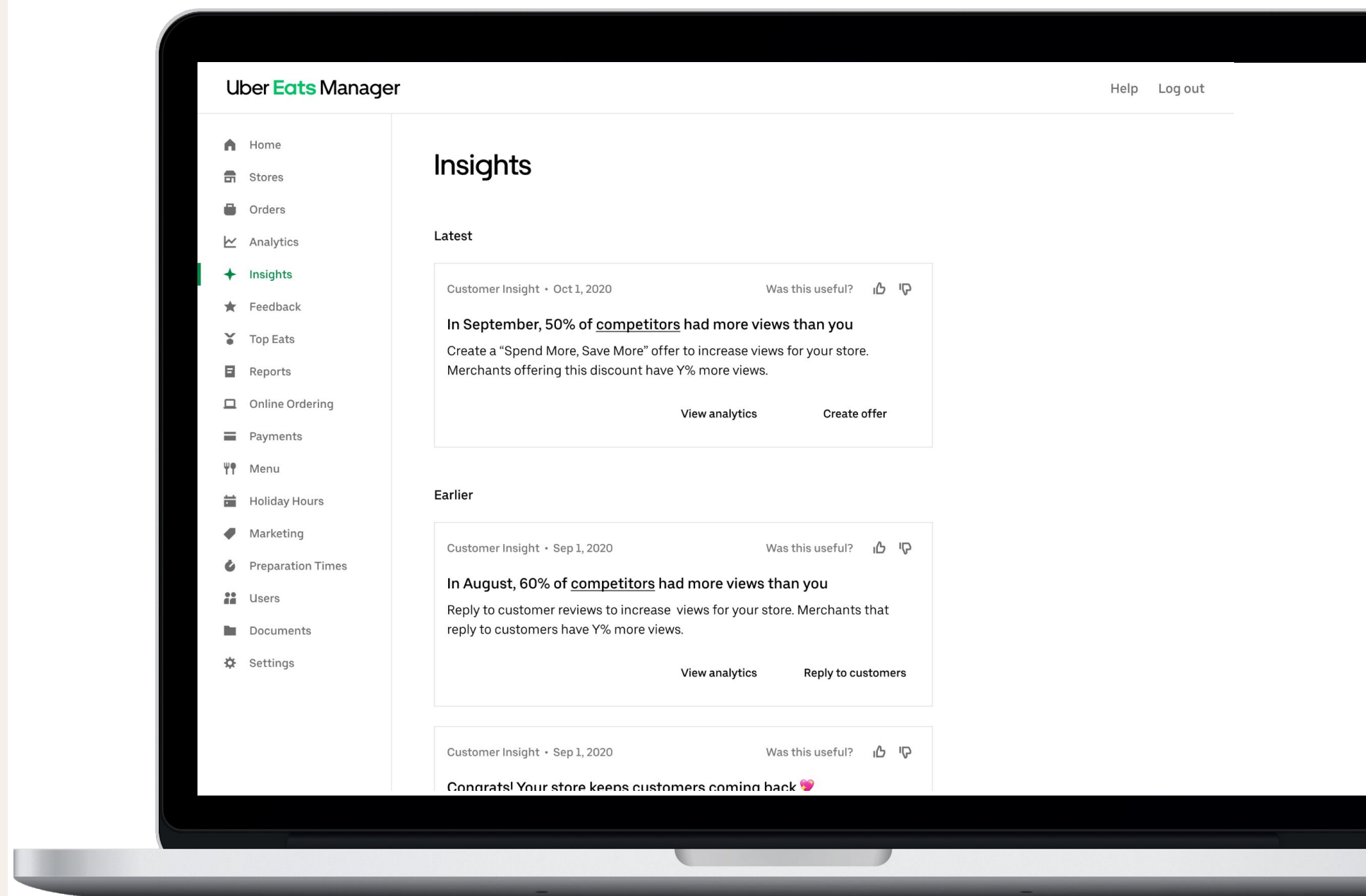
Store ranks help merchants understand where each store stands against the other, enabling merchants to leverage data for successful decision making.

The screenshot displays the Uber Eats Manager interface. On the left is a navigation menu with options: Home, Orders, Stores, Analytics, Insights (highlighted), Feedback, Top Eats, Reports, Webshop, Payments, Tax Information, Menu, Holiday Hours, Marketing, Preparation Times, Users, Documents, and Settings. The main content area is titled 'Customers by Store' and includes a search bar, a 'Download' button, and a table of store performance metrics.

	Store	Total	% Δ	New	Repeat
1	↑ The Pizza Place – Flatiron 720139 · 178 Lexington Ave, New York, NY 10016	200	↑ 58%	44	44
2	- The Pizza Place – East Village 720138 · 42 Avenue A, New York, NY 10009	200	↑ 22%	32	44
3	↓ The Pizza Place – Bryant Park 720135 · 1400 Broadway, New York, NY 10018	200	↑ 19%	34	44
4	↑ The Pizza Place – Greenwich Village 720140 · 27 Prince St A, New York, NY 10012	200	↑ 27%	23	44
5	- The Pizza Place – Cobble Hill 720136 · 238 Court St, Brooklyn, NY 11201	200	↓ 5%	36	44
6	- The Pizza Place – DUMBO 720137 · 19 Old Fulton St, Brooklyn, NY 11201	200	↑ 3%	18	44
7	- The Pizza Place – Tribeca 720135 · 153 Chambers St, New York, NY 10013	200	0%	25	44
8	↑ The Pizza Place – Williamsburg 720139 · 364 Grand St, Brooklyn, NY 11211	200	↑ 42%	20	44
9	↓ The Pizza Place – Harlem 720139 · 227 Malcolm X Blvd, New York, NY 10...	200	↓ 1%	22	44
10	↑ The Pizza Place – Bed-Stuy 720139 · 51 Hancock St, Brooklyn, NY 11216	200	↓ 8%	26	44

Gain Insights

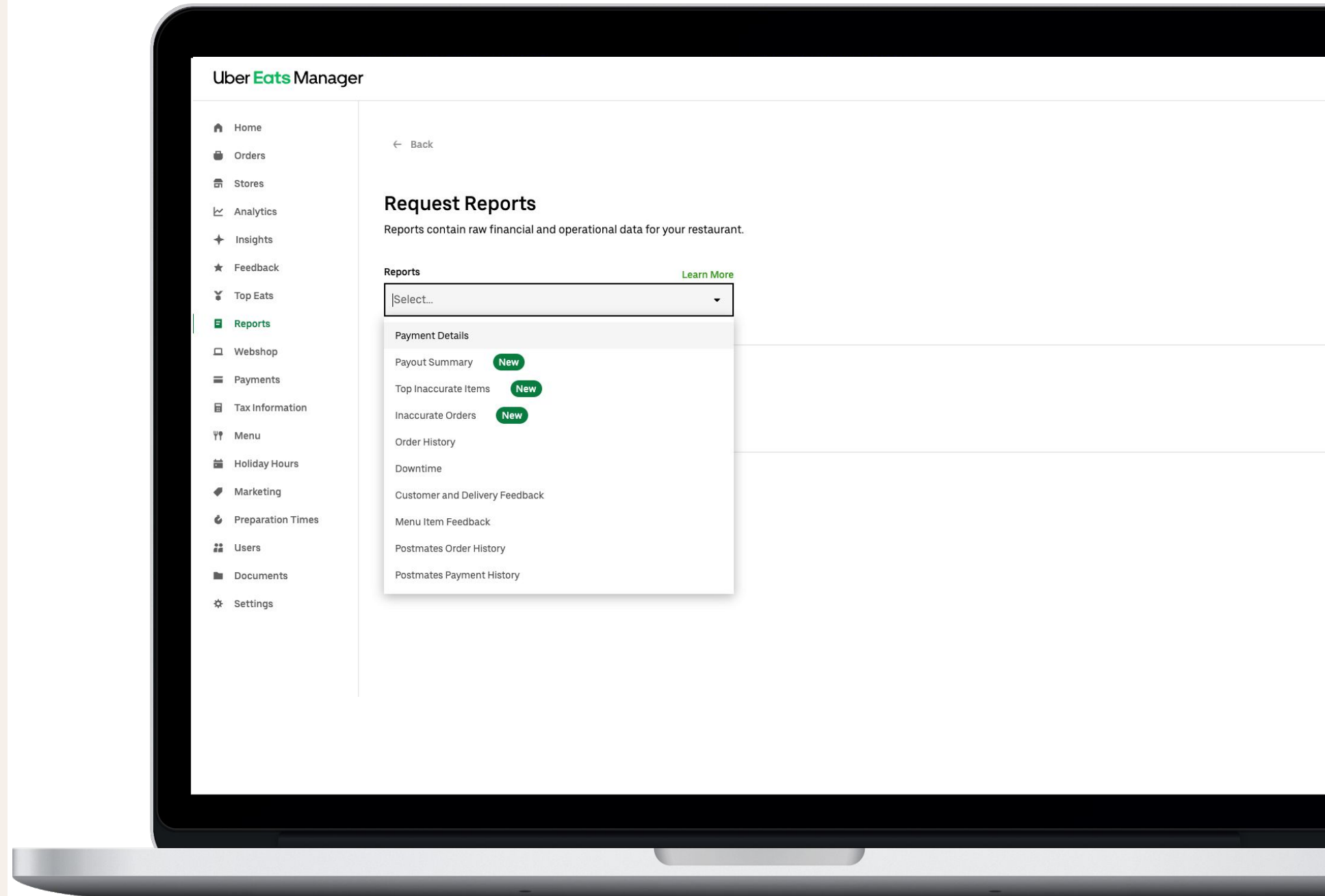
Uncover customer insights-and more! Use the series of insights to help make successful business decisions, identify your business's successes, learn methods that are working and those that aren't.



Reporting

Easily request 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.
Postmates Order History	Access Postmates order history
Postmates Payment History	Access Postmates payment history



Note: Features vary depending on region

Marketing tools to help you stand out

Boost visibility, attract new customers, create loyal regulars



Create an Ad

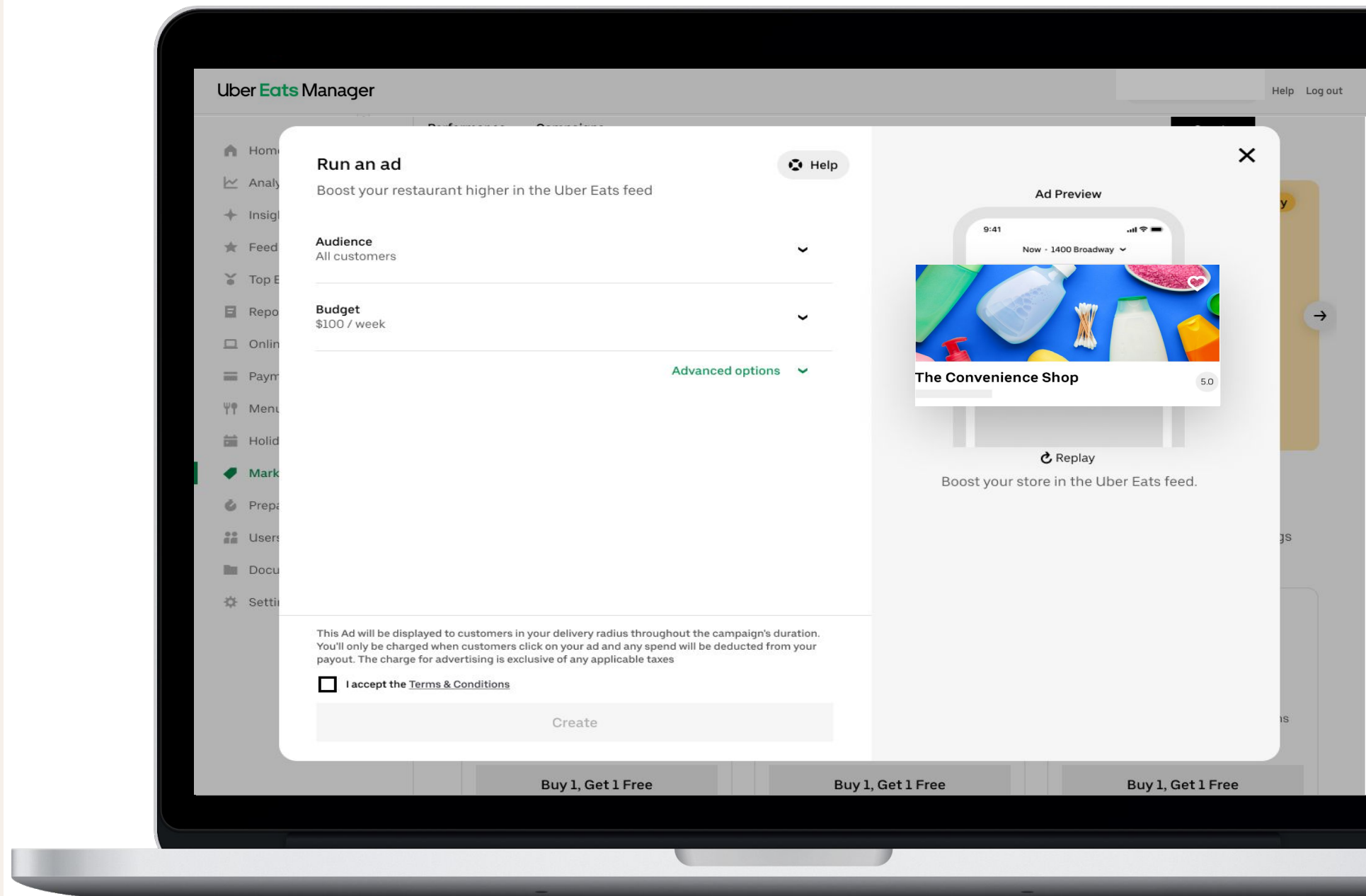
Get high visibility.

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 a Promotion

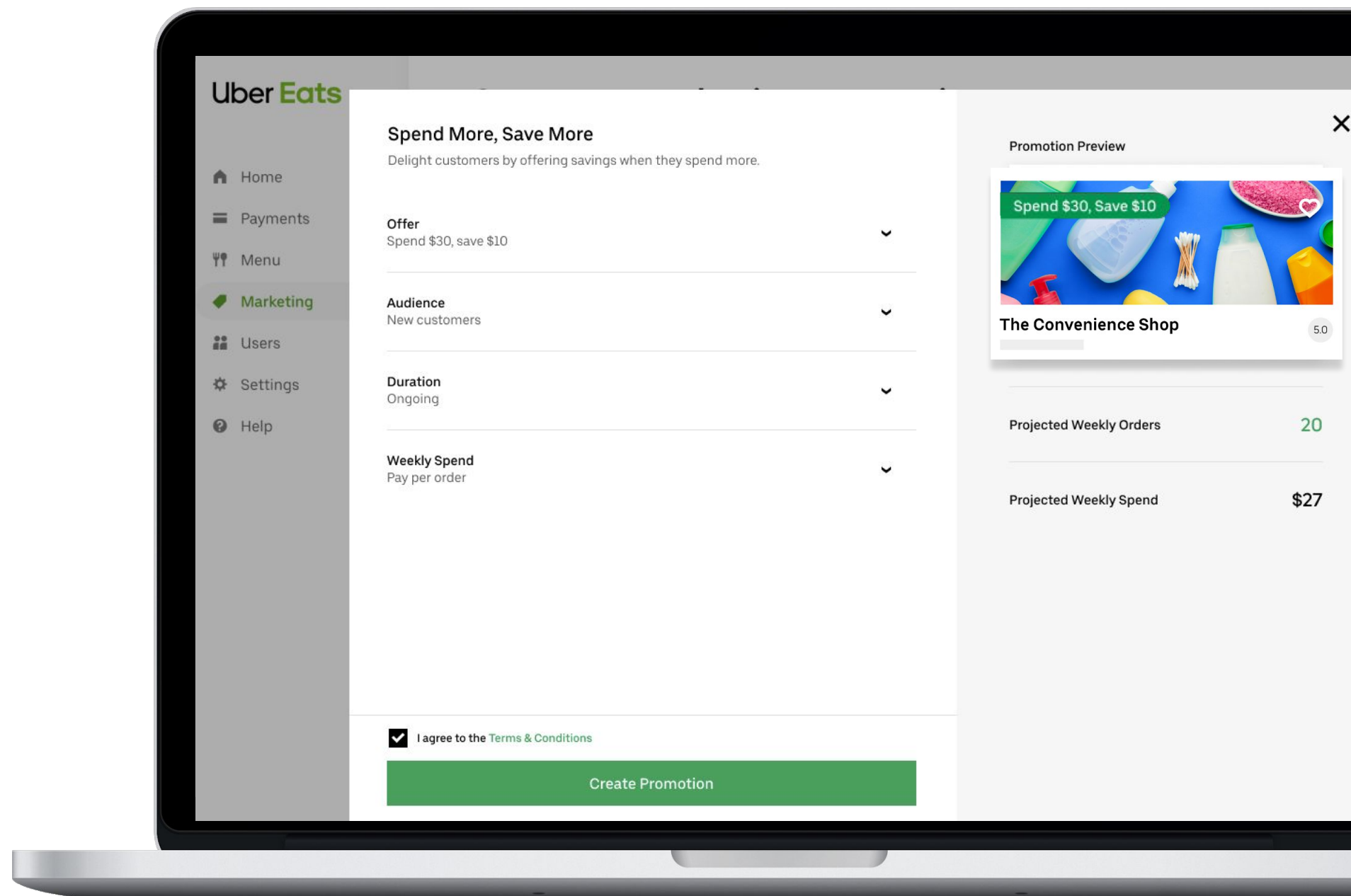
Convert visibility into orders.

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

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

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

*Actual results may vary.



Create a Loyalty program

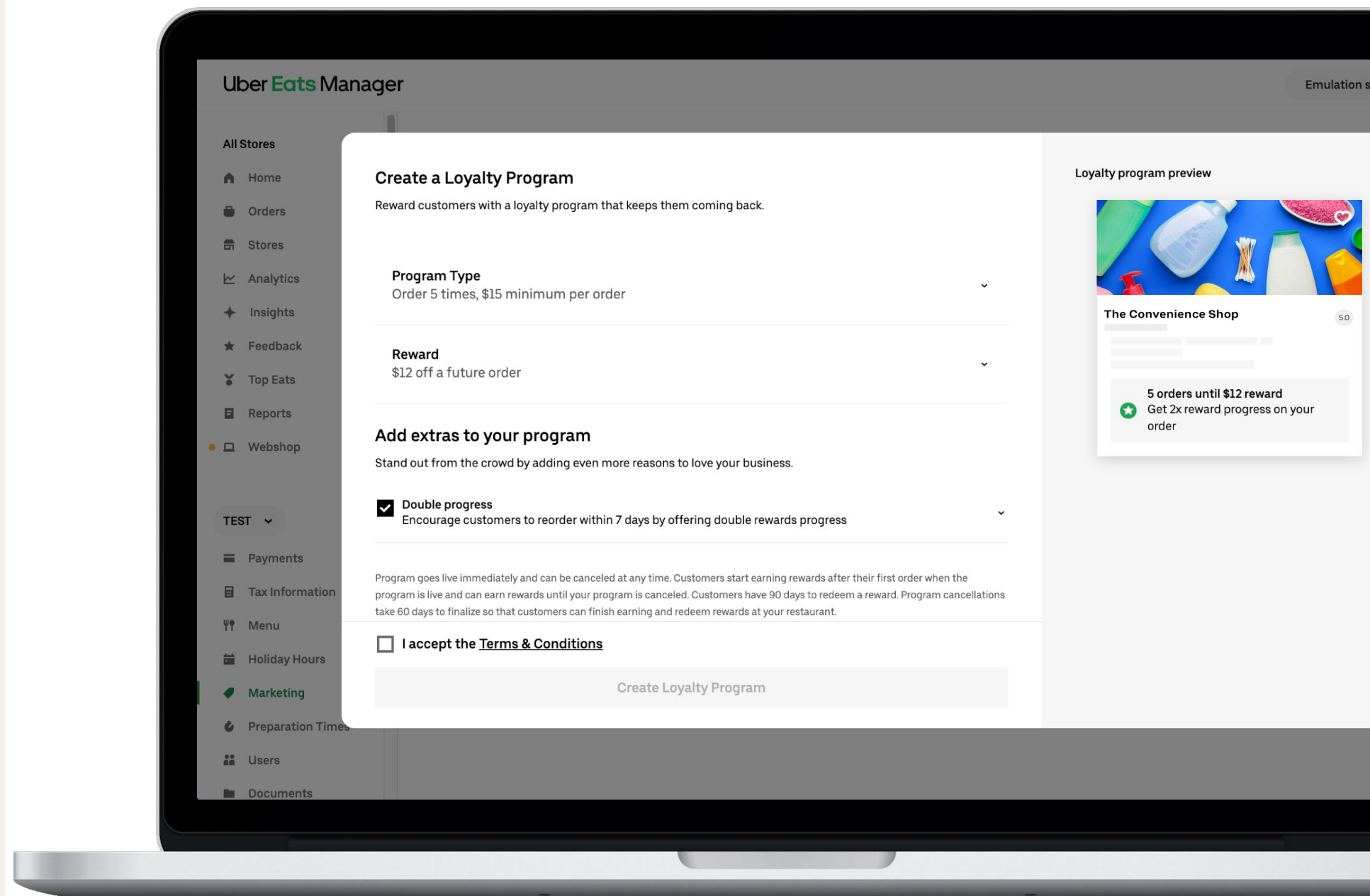
Turn first orders into regulars.

Keep your customers coming back by rewarding them for their business.

Offer rewards for total spend or repeat orders and create loyal regulars.

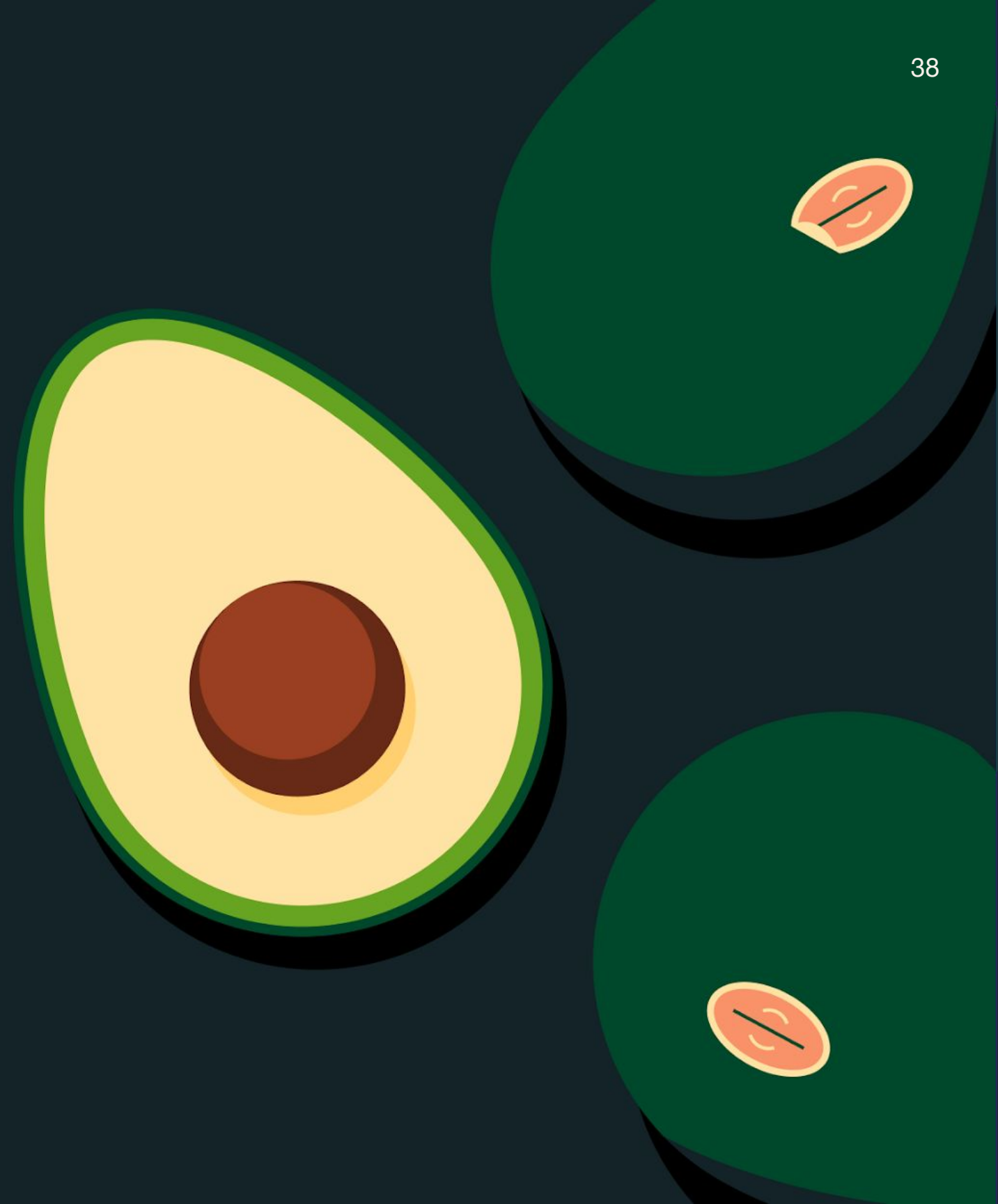
Pay only when a customer redeems an earned reward (cost per redemption).

*More repeat customers overall increased consumer retention. Performance data based on 2020 averages. 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.

The screenshot displays the 'Uber Eats Manager' interface. The left sidebar contains navigation options: Home, Stores, Orders, Performance, Marketing, Menu, Payments (selected), Users, and Settings. The main content area is titled 'Payments' and includes tabs for 'Payouts' and 'Banking'. A date range selector shows 'Apr 18 - Apr 20' and a 'Download' button. The summary section shows: Total Payout of \$639.27 (up 91%), 17 Customers (up 54%), 17 Orders (up 54%), and Customer refunds of (\$13.24) (up 0%). Below this is a 'Pay breakdown' section with a note: 'Your next payout is Apr 25, 2022. Payments typically deposit in 1-3 business days but may vary based on your bank.' A table lists the breakdown items:

> Earnings	\$556.55
> Uber fees	(\$101.26)
> Customer Refunds	(\$13.24)
> Other payments	\$158.55
> Net Taxes	\$38.67
Total payout ⓘ	\$639.27

Pay Frequency

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

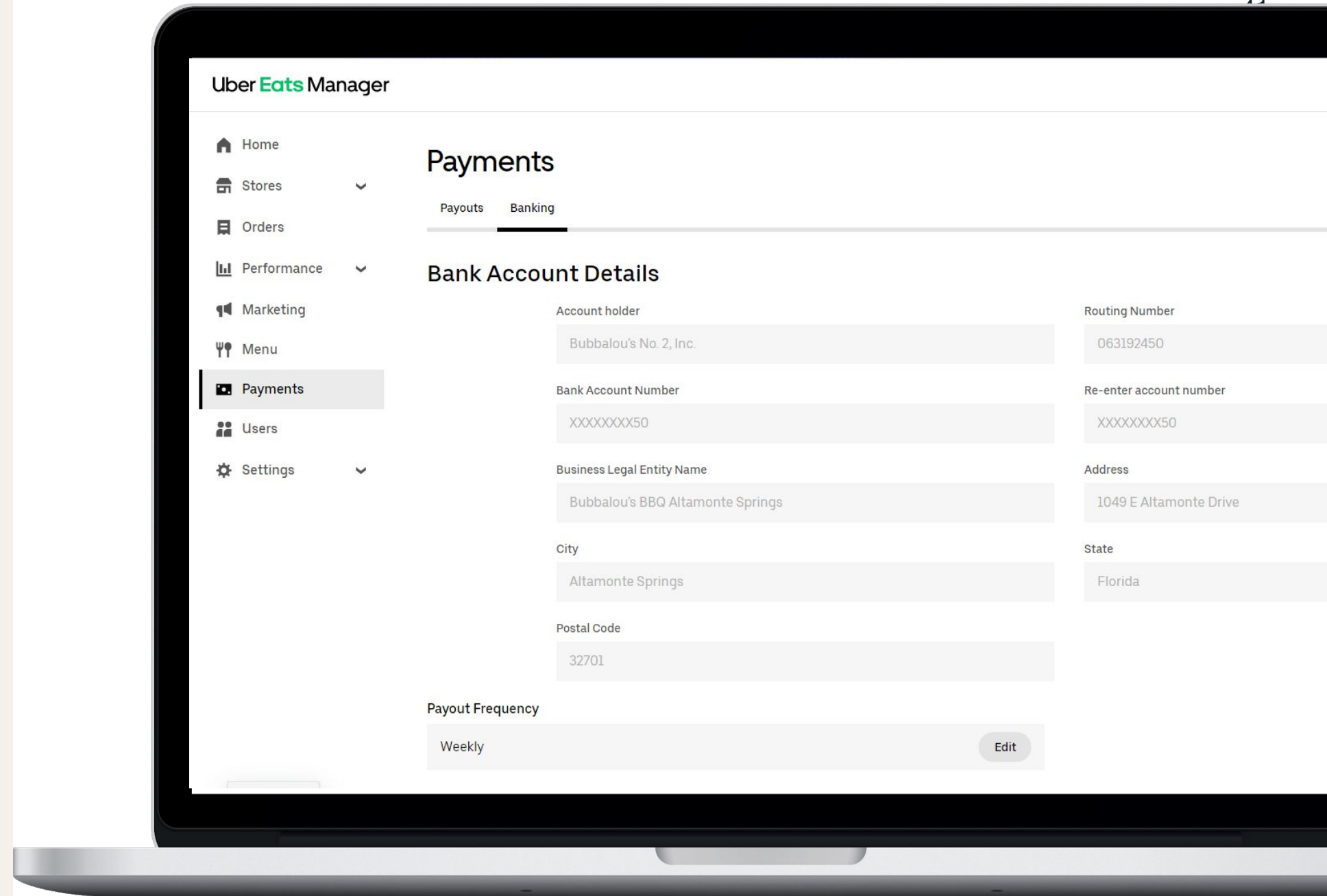
The screenshot displays the Uber Eats Manager interface. The left sidebar contains navigation options: Home, Stores, Orders, Performance, Marketing, Menu, Payments (highlighted), Users, and Settings. The main content area is titled 'Payments' and has sub-tabs for 'Payouts' and 'Banking'. Under 'Banking', there is a 'Bank Account Details' section with fields for Account holder (Bubbalou's No. 2, Inc.), Bank Account Number (XXXXXXXX50), Business Legal Entity Name (Bubbalou's BBQ Altamonte Springs), City (Altamonte Springs), and Postal Code (32701). Below this, the 'Payout Frequency' is set to 'Weekly' with an 'Edit' button. A modal dialog titled 'Payment frequency' is open, showing two options: 'Daily' (unselected) and 'Weekly' (selected). The 'Daily' option includes a \$1.00 per payout fee and 5x weekly payments. The 'Weekly' option is free and paid on Mondays. A disclaimer at the bottom of the modal states that clicking 'save' implies agreement to a \$1.00 accelerated remittance fee. The modal has 'Cancel' and 'Save' buttons.

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**.

Uber Eats Manager

Help Log out

Earnings Invoices Invoice settings

Uber to Restaurant 2022/03/23 - 2022/04/05 BULK CSV

Order number	Type	Date issued	PDF
--	Uber to Restaurant (Week of 03/23-03/29)	2022-03-28	

< Previous 1 1 Next >

Review and upload documents

Manage store documents and view tax information.



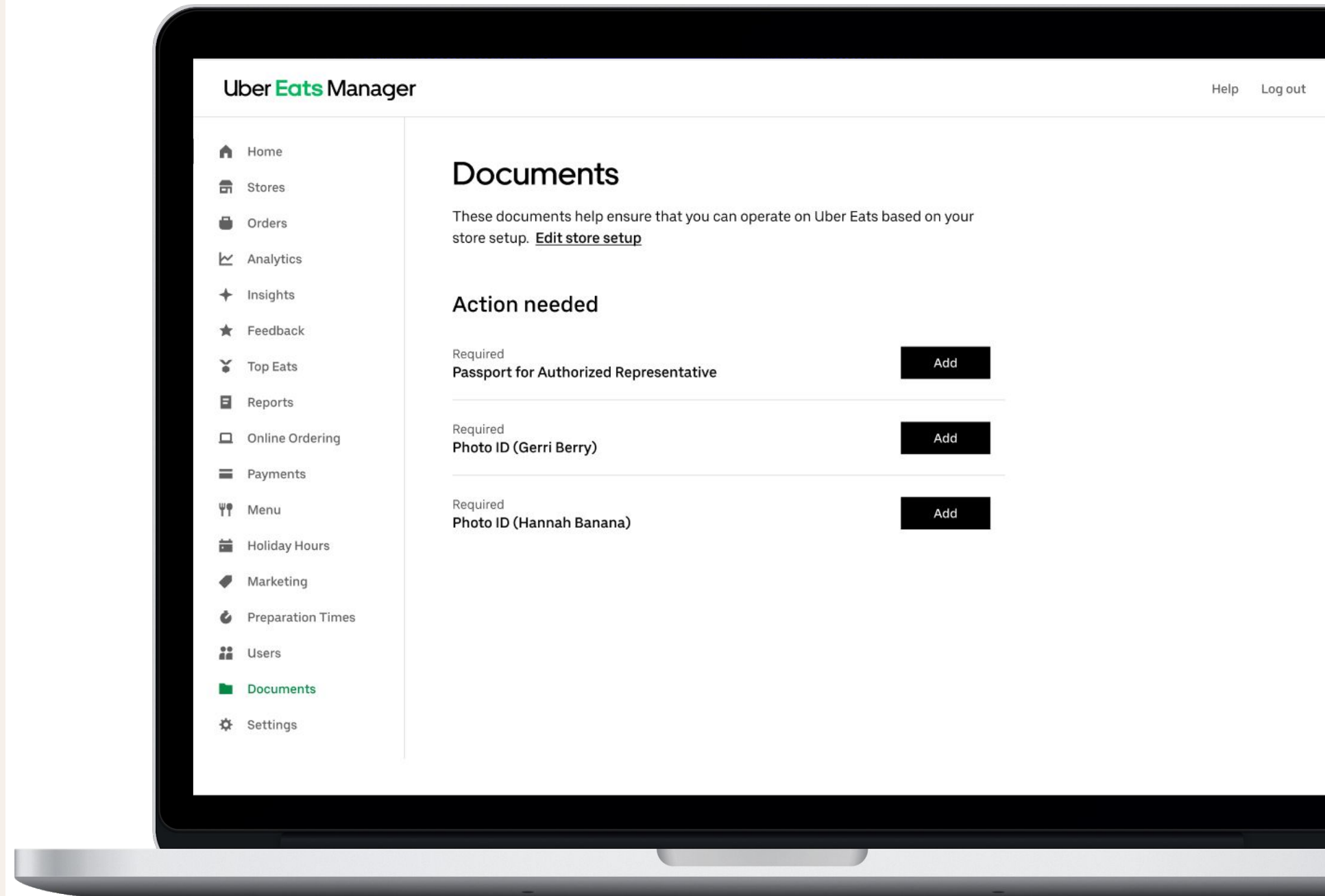
Upload required documents

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.



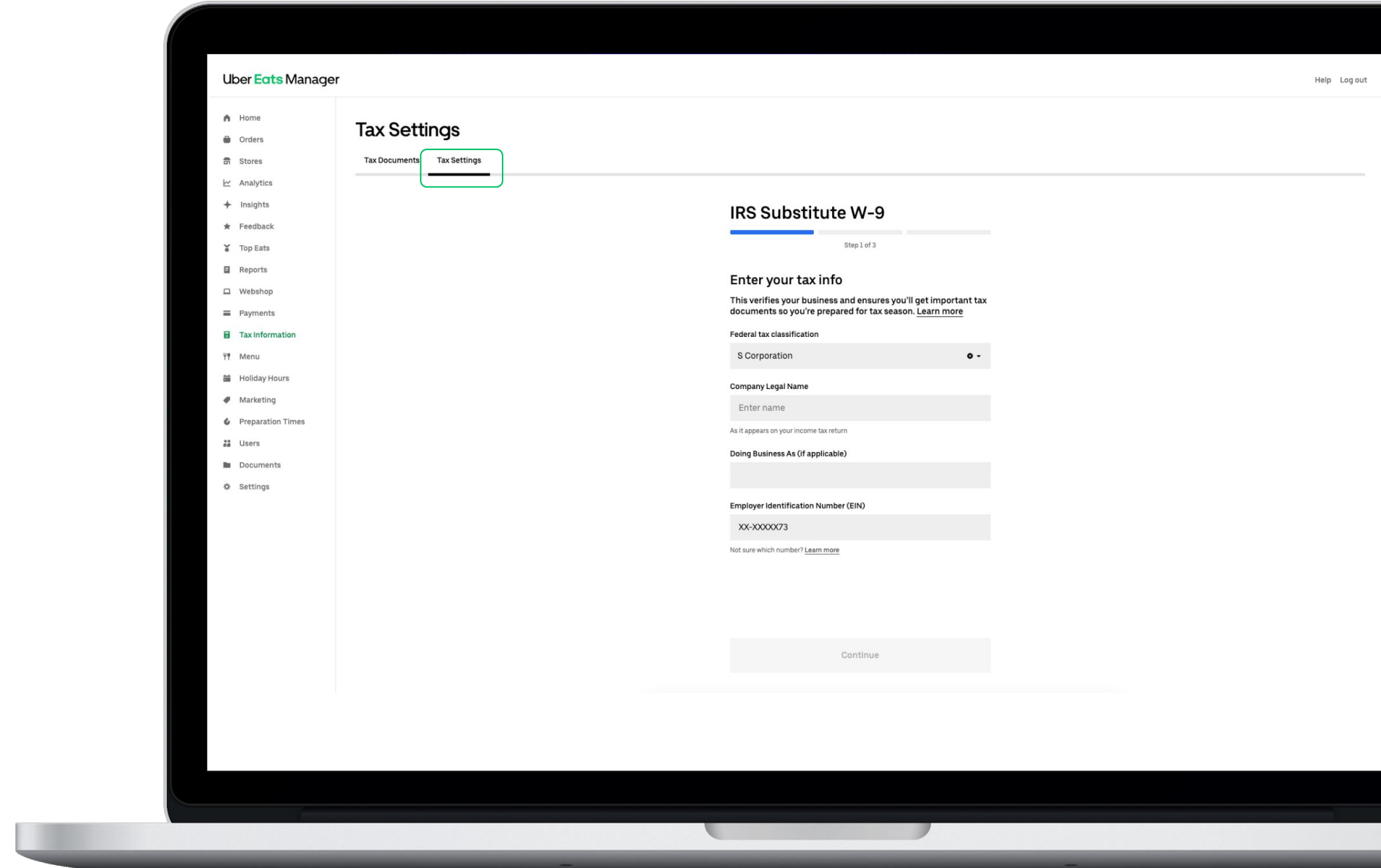
Tax Settings

Tax Settings (W9 Form) is used to collect merchant tax information such as:

- Tax ID
- Tax Classification
- Company Name
- Address

This information is used to issue 1099 tax forms showing partner earnings for the year and are sent to the IRS and to partners who earn over \$20,000 in most states or over \$600 in some states.

Note: Your tax info will vary depending on your region

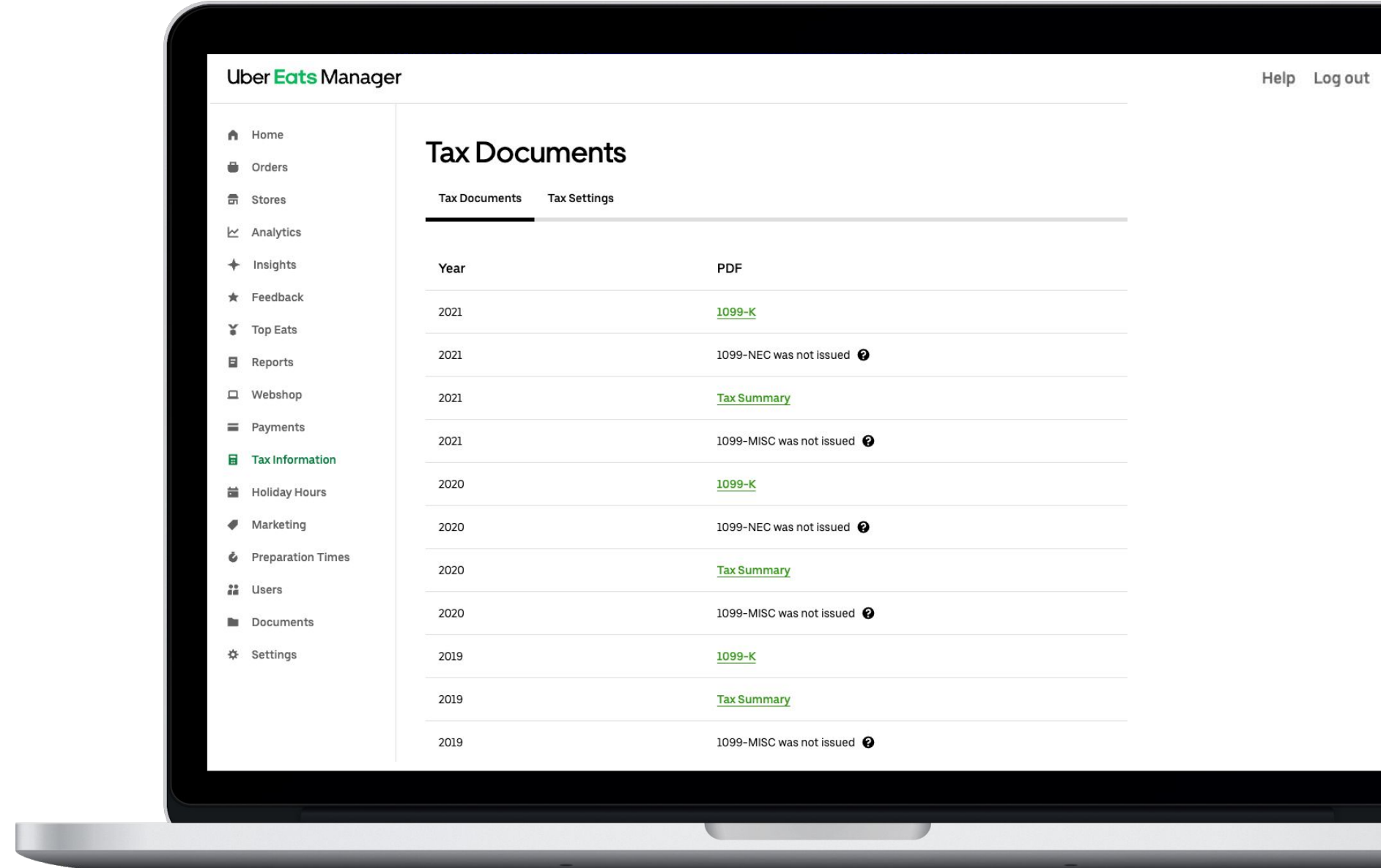


Tax Documents

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](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

LATAM Whatsapp Support: [+5215549999129](tel:+5215549999129)

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.



Uber Eats

Let's grow your business!

