

AAG OLO, Dispatch & DSP GUIDE



Delivery Guide 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?"

ANSWER = YES

- Notify your MOD.
- MOD: Login to <https://my.olo.com> (OLO Dashboard)
- Using the guest's name, find the order details.
- Resolve the guest issue and process requests like refunds, re-delivery, billing information, etc.

*NOTE: If the guest issue is the fault of the delivery company, request reimbursement through the Dashboard. This should be completed only after the issue has been successfully resolved with the guest.

- Notify your AD when guests report issues regarding delivery of orders placed on the Applebee's website or Applebee's Mobile App

ANSWER = NO

- Direct the guest back to the DSP.
- The DSP is responsible for any refund.
- Use your current guest resolution process to ensure immediate guest satisfaction as necessary.

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.

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OLO & Dispatch Guide

What is OLO? Online Ordering Platform used by Applebees.com & Mobile App

What is Dispatch? Applebees.com delivery service, provided by Door Dash



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

OLO Dashboard Log-In: _____

OLO Dashboard Password: _____

Password reset process – Click Forgot Password on website

OLO Dashboard – Store Level Functions:

- Shows 30 days of sales and order history.
- Indicates if your store is off-line or disabled. Contact your Area Director to turn OLO back on.
- Access to all current and pre-orders through OLO rails (OLO and all DSPs).
- Access to see details of bulk orders.

What is a BULK ORDER?

- A bulk order is triggered when the entrée count is 29 or more OR when there are more than 4 catering platters on one order.
- The MOD must always login to the OLO Dashboard to verify the requested order pick up time.
- Bulk orders hit KDS immediately when the order is placed for same day pick up. Future same day pick up times are treated the same.
Example: Order placed at 12pm for a 3pm pick up is immediately released to KDS. Bulk orders placed for pick up right away are also released to KDS immediately.
- Lead time quoted to guests who order for immediate pick up is 45 minutes.
- Bulk orders placed for a future date hit KDS at 8am on the order pick up date no matter what time the order is scheduled for pick up.

OLO Dashboard – Dispatch Functions:

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

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OLO & Dispatch Guide cont.



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 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 all ability to receive online orders, dispatch orders and all DSPs.

Connectivity Issues:

If you lose internet, OLO will immediately disconnect and reconnect when you are back online.

If you have internet, and OLO is not working, call the Dine Help Desk. If they cannot help, contact your AD.

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DoorDash Guide

DoorDash Dashboard: <https://www.doordash.com/merchant>

DoorDash Dashboard Log-In: _____

DoorDash Dashboard Password: _____

Password reset process – Click Forgot Password on website

All Order & Guest Issues:

DoorDash Support Team Phone: 855-973-1040

DoorDash Support Team Online: 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; they must request refund from DoorDash. Manage the moment as always with our guests to ensure their happiness with us.

DoorDash Driver Issues:

In the dashboard, 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 DoorDash. You can look in OLO to see if you have open orders you need to fulfill OR call the guest to cancel.

DoorDash Restaurant Showing Closed when you should be Open:

DoorDash 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 the next business day.

Dispatch Orders:

DoorDash is our third-party vendor delivering orders placed on Applebees.com. Please use the Delivery Guide Resolution for Dispatch support.

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GrubHub Guide

GrubHub Dashboard: <https://restaurant.grubhub.com/login>

GrubHub Dashboard Log-In: _____

GrubHub Dashboard Password: _____

Password reset process – Click Forgot Password on website

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 dashboard, you can rate the drivers (must be same day as delivery)

Restaurant closing early (weather or mechanical issues):

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

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UberEats & Postmates Guide

UberEats & Postmates merged but you may see orders from both DSP brands.

UberEats & Postmates Dashboard: <https://restaurant-dashboard.uber.com>

UberEats Log-In: _____

UberEats Log-In Password: _____

Password reset process – Click Forgot Password on website.



POSTMATES

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 a refund from UberEats or Postmates. Manage the moment as always with our guests to ensure their happiness with us.

UberEats & Postmates 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 and Postmates. You can look in OLO to see if you have open orders you need to fulfill OR call the guest to cancel.

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Deliver Logic Guide

Deliver Logic is a collection of smaller “mom and pop” DSP’s.

Deliver Logic Dashboard: <https://restaurants.deliverlogic.com>

Deliver Logic Log-In: _____

Deliver Logic Log-In Password: _____

Password reset process – Click Forgot Password on website.



All Order & Guest Issues:

Live Web Portal Support <https://www.deliverlogic.com/npsupport>

DeliverLogic / ActiveMenus
Support



OR

Scan with your phone

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 Deliver Logic. Manage the moment as always with our guests to ensure their happiness with us.

Deliver Logic Driver Issues:

Visit web portal support link.

Restaurant closing early (weather or mechanical issues):

Once OLO is turned off, OLO rails turns off Deliver Logic. You can look in OLO to see if you have open orders you need to fulfill OR call the guest to cancel.