RDS

Handbook

Contents

1 | Settings

Settings

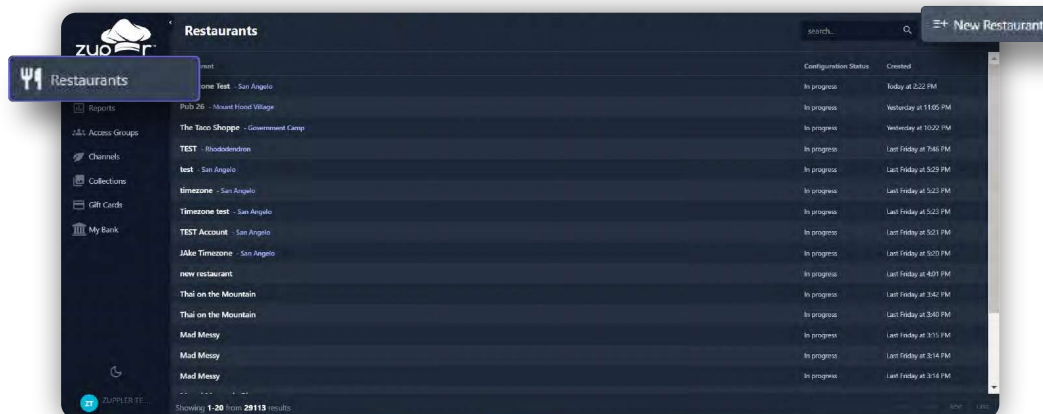## 1.a : Creating a New Restaurant

1. a.i: Create Restaurant on Zuppler Chef

Steps:
- Go to Zuppler Chef
  - Click on the Restaurant tab on the left and then click on New Restaurant button on the top right of the page.
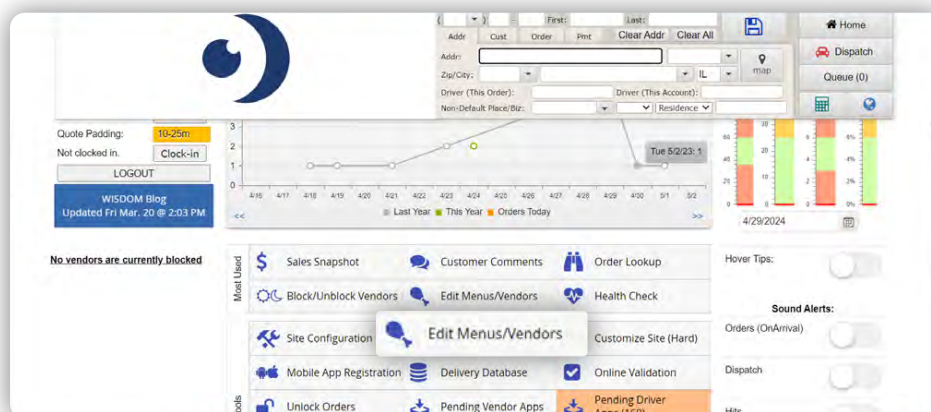

 - Complete the Store Configuration Process.

1. a.ii : Create a New Vendor in DataDreamers

Steps:
- Create a profile on Data Dreamers for your restaurant.
  - Note: This step is necessary to generate the vendor ID that will be added to the ZDS market to complete configuration.
  - How to Add New Vendor
    - Go to DataDreamer backend and click on the Edit Menu/Vendor button

▪ On the top left select New from the Choose a Restaurant dropdown menu
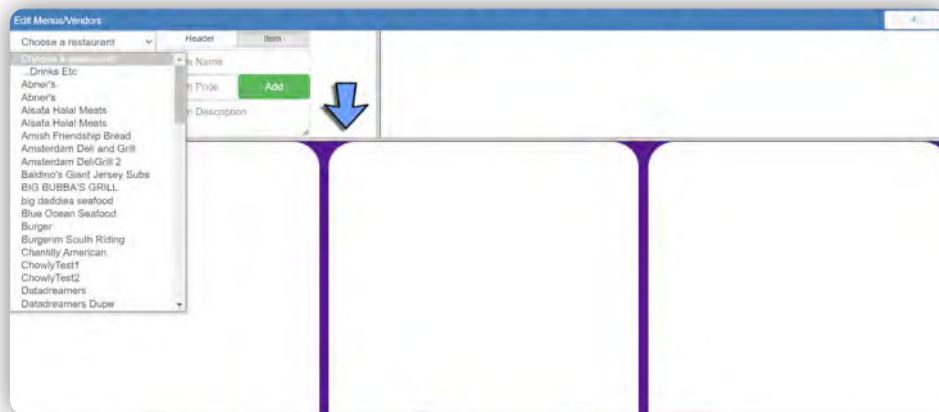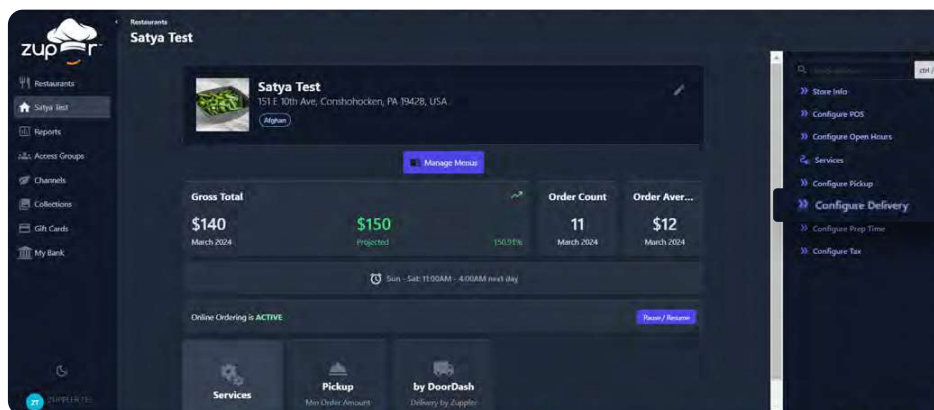

▪ Complete the restaurant Profile and save.

## 1. a.iii: Assign Restaurant to ZDS

Steps:

- Search and open the restaurant page on Zuppler Chef and go to the Configure Delivery

- In the configure delivery page choose Select the deliver Market option available under delivery service and then type and search for the available delivery markets under Delivery Market. Select the required delivery market and hit save.
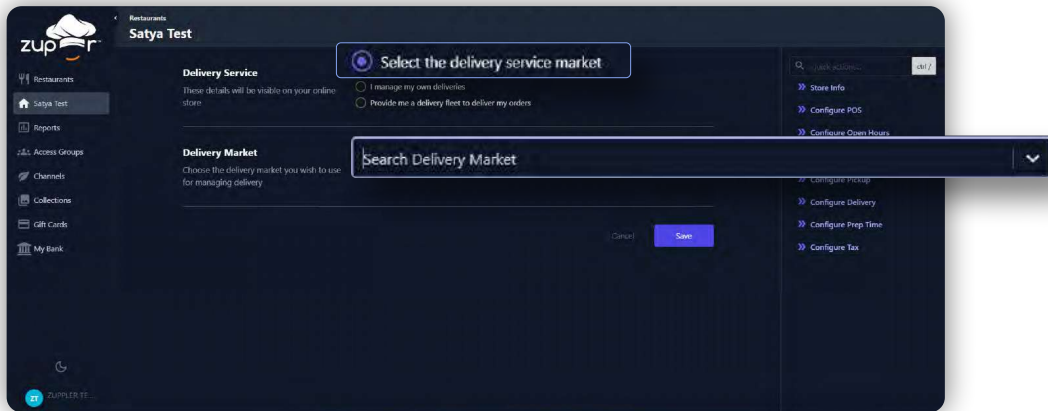
- Once above steps are completed go to the Restaurant Control Panel ZDS page
  ◦ Search for the market where the new restaurant was added and then lookup the new restaurant under the Assign accounts to delivery Service Tab. Start inputting the restaurant name in the search restaurant search bar and select the restaurant from the drop down menu. Then add the vendor ID in the vendor ID field and hit save.
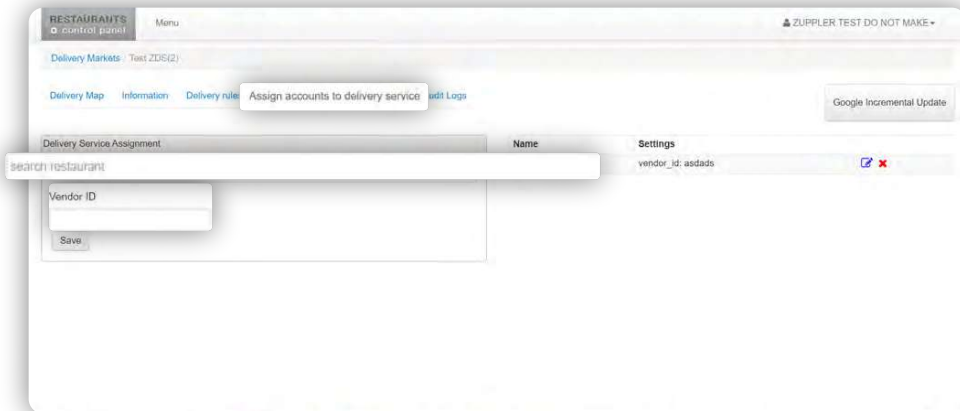

After all the above steps are completed. The account is ready for orders to inject into the DataDreamers system and Zuppler can calculate the times for the guest based on the ZDS market configuration.

1. b : Hours of Operation on Data Dreamers

Steps:

The Hours of Operation for both Delivery Now and Advanced need to be set to 12:00 AM to 11:55 PM to the Data Dreamers Platform to avoid orders from failing. The reason to have this standard value on DataDreamer is because the Hours of Operation is controlled on the Zuppler system so to avoid any exception due to mismatch the above mentioned time value should be added to all the restaurants in DataDreamers backend.
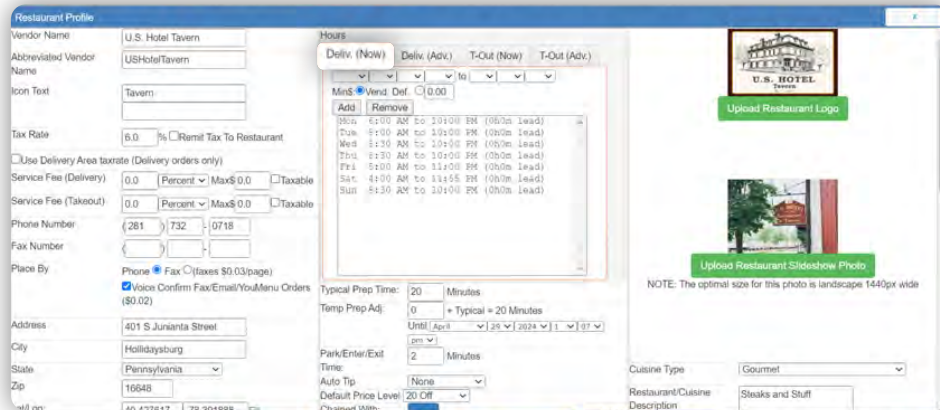
Please note that the Lead Time for Delivery Advanced Orders should be set to 0h 1m (the reason is because DataDreamers system requires a value greater than 0h0m)
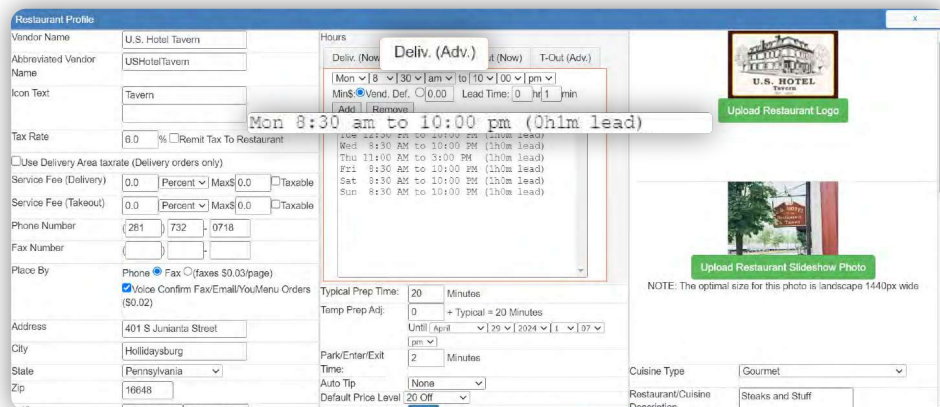

By default it is set to 1 hour. The lead time is built into zuppler scheduled ordering flow, so does not need to be configured in DataDreamers. We have seen availability errors in the past for restaurants/RDS that have a lead time set

1. c : Time Calculations

For ASAP/Immediate ordering the time calculation that is displayed for the guest is based on the configuration of Preparation Time + Delivery Time on Zuppler System along with the Quote Padding Configuration on DataDreamers Backend.

How this works:

- Zuppler Configuration
  - Preparation Time - this is configured on Zuppler Control Panel at Restaurant Level
    - Open the restaurant on the Zuppler Control Panel > Settings Tab > Preparation Time
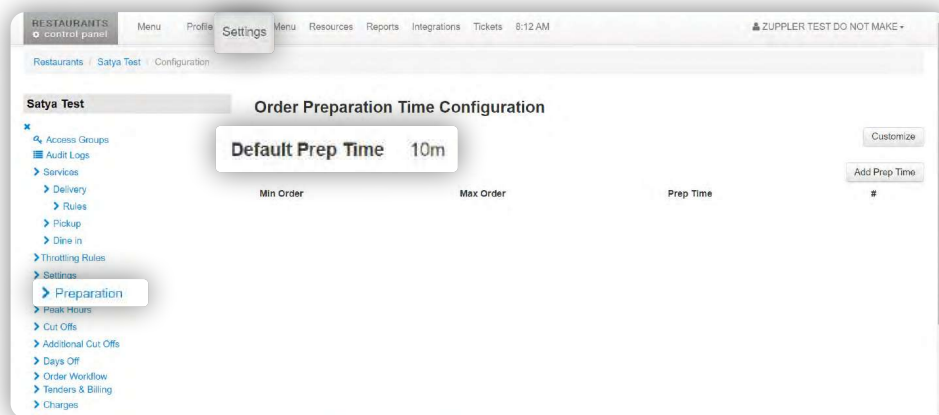
  - Delivery Time - This is configured in ZDS market
   - Open ZDS market > Delivery Rule (edit or add new rule)
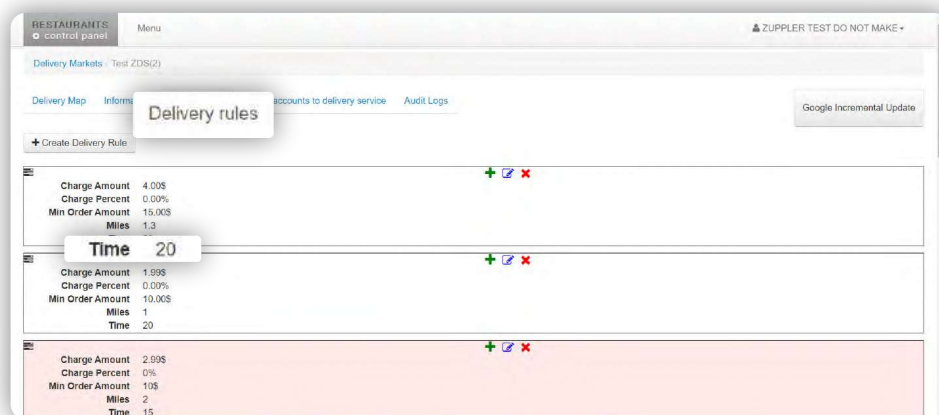
- DataDreamers Configuration
  - Padding - This is the additional time that will be added on top of the already calculated preparation & delivery time. Kindly note this only applies to ASAP orders only. Does not apply to SCHEDULED orders.
    - Open the dispatch application and this would be on the top right. You can click on the Quote button to expand this configuration on a pop up window
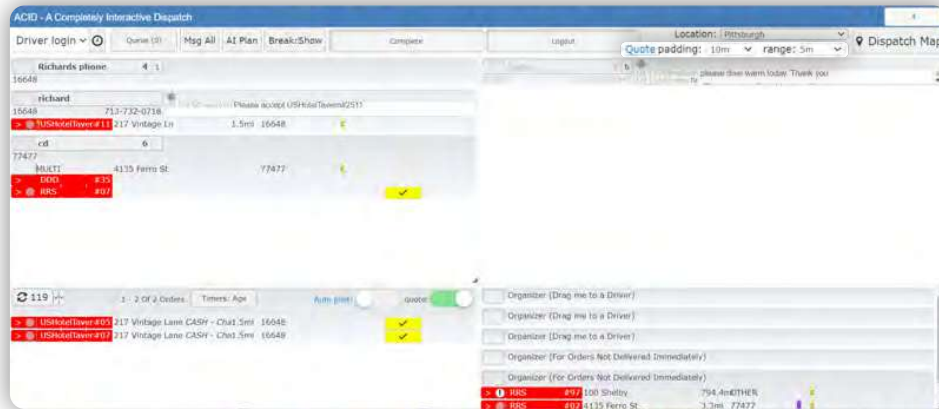
  - Range - this lets your quote time be exact or in a range format on the order in DataDreamers.
    - Open the dispatch application and this would be on the top right. You can click on the Quote button to expand this configuration on a pop up window.
      - Note: The Range is not displayed in the online ordering UI, the online ordering UI will only display the high end value. For example if the Range is 10:00 AM - 10:15 AM then the online ordering UI will display 10:15 AM.

Guest UI
- When the user selects delivery and reaches the time selector popup screen the first time calculation occurs. This calculation is based on the configurations on the zuppler system. Prep Time + Delivery Time (ZDS)
- Once the user processed further and reached the order summary page at this point the padding value gets added to the already calculated times in time selector popup screen. UI will display preparation time(zuppler) + delivery time(zuppler) + padding(datadreamers).
- Once the user proceeds further and selects the payment tender at this point UI will display preparation time(zuppler) + delivery time(zuppler) + padding(datadreamers).
- Once the payment is processed the final confirmation page also displays the estimated time that would be preparation time(zuppler) + delivery time(zuppler) + padding(datadreamers).
- UI Behaviour (Visual)

-
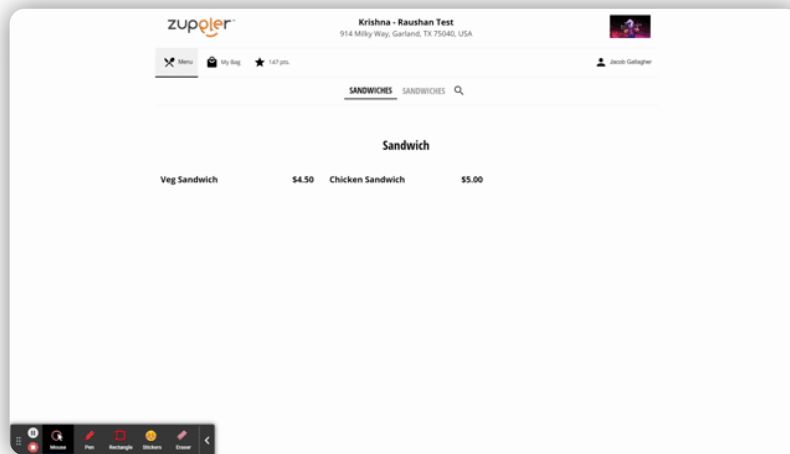
Sample Calculation:

- Preparation Time = 10 mins (Zuppler Control Panel)
- Delivery Time = 15 mins (ZDS)
- Padding = 10 mins (DataDreamers)
  - Let's say the user's current time is 1 PM then based on the above configuration the estimated time the user will see in the final screen would be 1:35 PM.
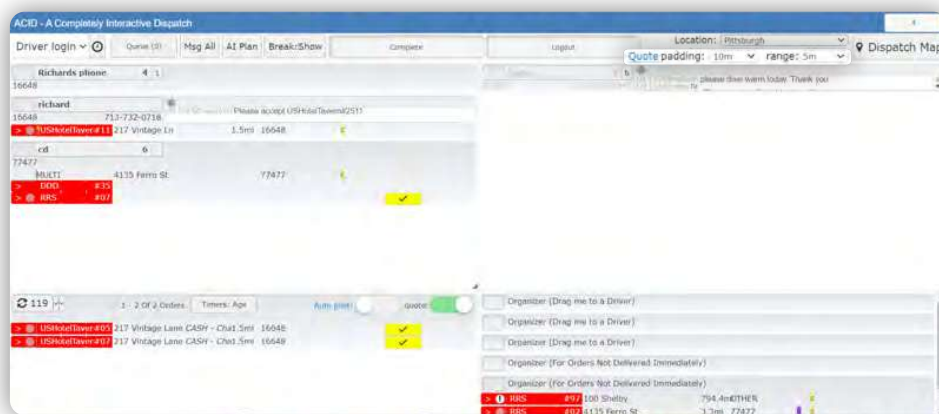

Summary of where Quote Padding time is accounted for and displayed for the guest:

- Order Summary page
- Payment Page
- Confirmation Page
- Confirmation email that is sent to the guest

1. d : Online Ordering Availability

- Pausing/Resume Online Ordering
  - This action needs to be performed on the Zuppler Control Panel application.
    - Note:
      - The restaurant does not need to be marked inactive on DataDreamers backend as pausing it Zuppler Control Panel is enough.
      - This feature will be available on Zuppler Chef soon so you no longer have to use the Zuppler Control Panel application to perform this action.
  - Search for the restaurant and on the profile page hover the mouse over the restaurant name and the pause ordering option will display, select the desired duration and click on the red button to complete the process.
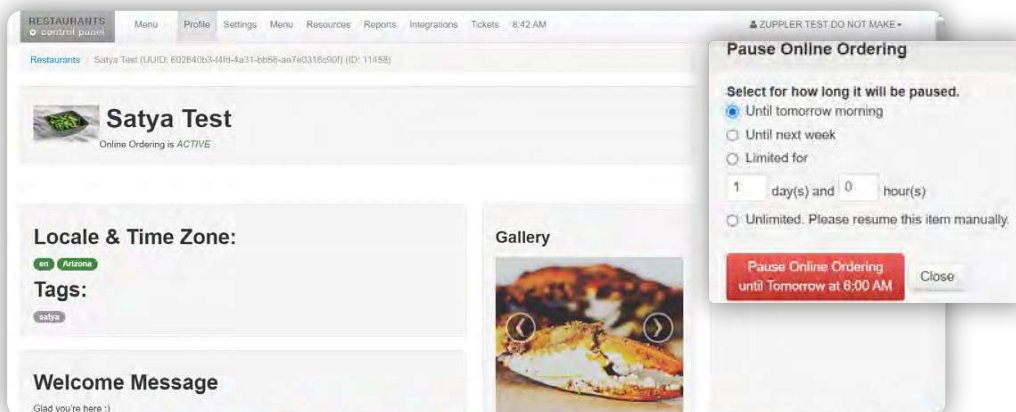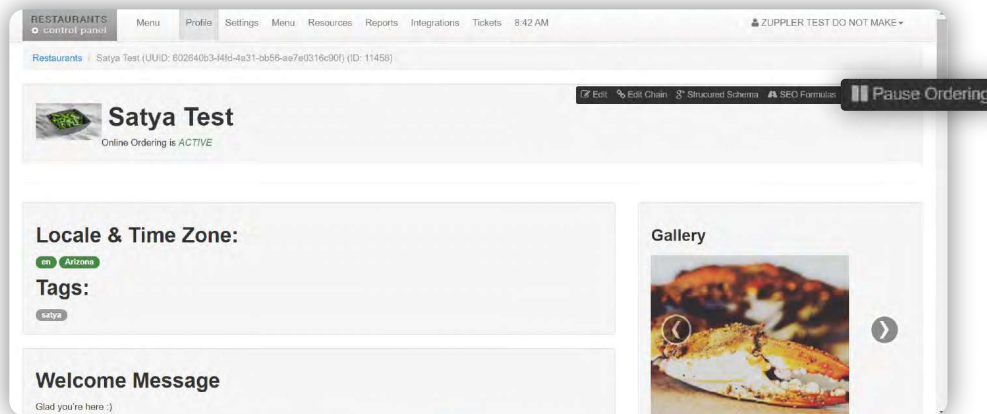
2 | Menu Management

Menu Management

This will be done on Zuppler Chef.

Once Menu is migrated from DataDreamers to Chef, then the menu does not need to be managed on the DataDramers system. All menu management will be done in Zuppler Chef

2. a : Migrate-Build/Manage

Steps:

• Search for the restaurant in the restaurant tab and click and open the restaurant that needs the update.

• Once restaurant page is open click on manage menu button to open the menu editor
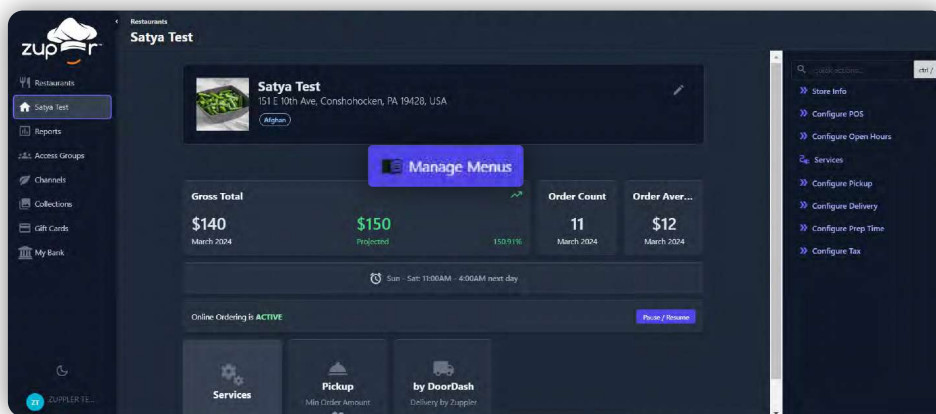
• Please note if the menu was not created on the chef application then we need to migrate that menu over to chef. The menu editor page for these accounts/menus will display a message to initiate the migration. Click on the button to trigger migration.


• Build/Manage the menu on the Menu Editor (Add categories, items, modifier group, and modifiers as per the available menu. Also, you can add the menu availability from Chef)

2. b : Availability

Steps:
- Pausing Menu Components (menu, category, item, modifier groups, modifiers)
  - ◦ This action need to be performed on the Zuppler Chef application
  - ◦ Steps:
    - ▪ Go to the Restaurant tab, search and open the Restaurant and then click on Manage Menu button to open the menu editor.
    - ▪ Once the editor is open then click on the Menu component you want to pause, as an example let's say we want to pause a category. So click on the Category and on the top right there will be a green button Category Setting. Click the button to open the category configuration page. In this page under availability you will see the pause/resume button, click and select the duration.
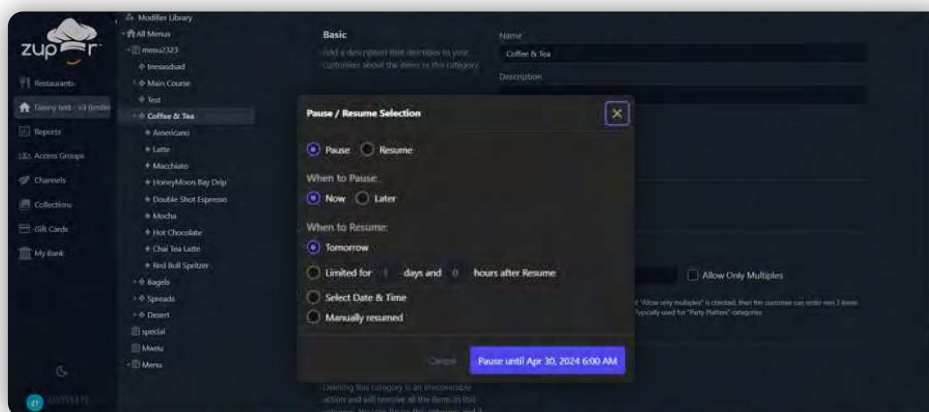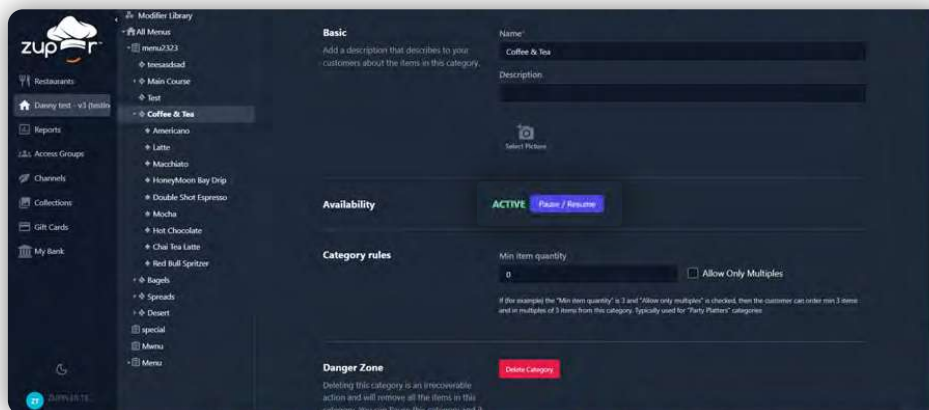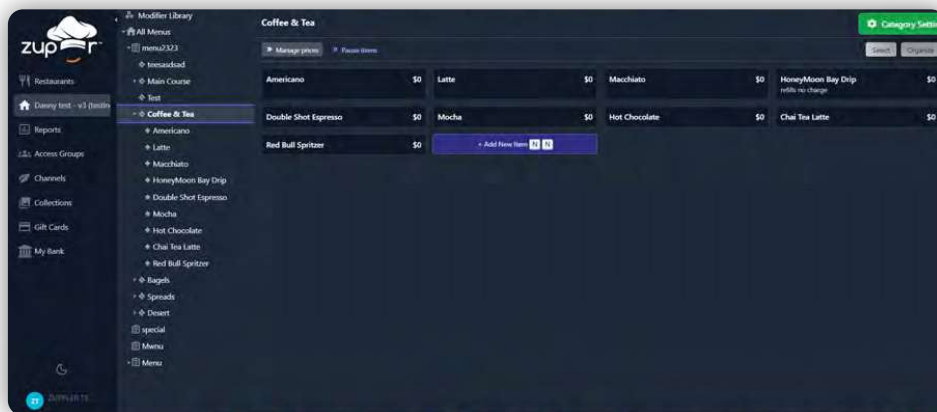
3

Create gallery
on Chef &
Image Assignment

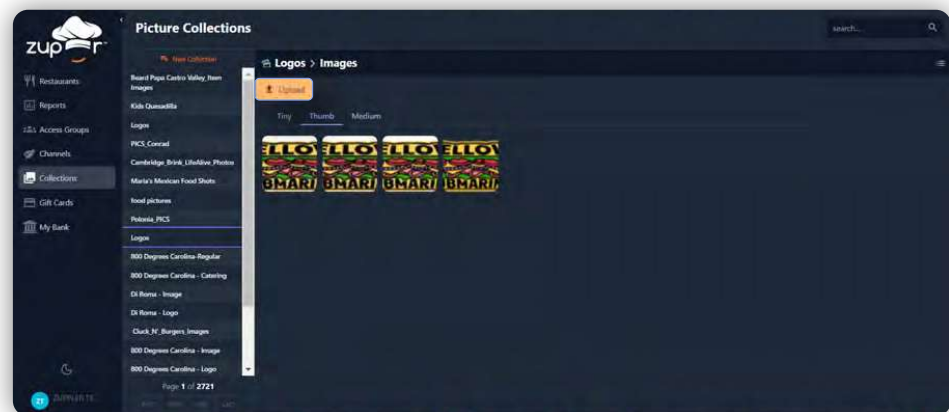# Create gallery on Chef & Image Assignment

3. a : Create/Manage Gallery

Steps:

• Click on the Collections tab and create a New Collection.

• Once a collection is created, start to upload images by clicking on the Upload button.

3. b : Image Assignment

Steps:

- Add Logo
  - ◦ Open the restaurant by searching the restaurant in the restaurant tab and then click on the camera icon beside the restaurant name. Search for the collection and then assign the image by selecting the image and saving.
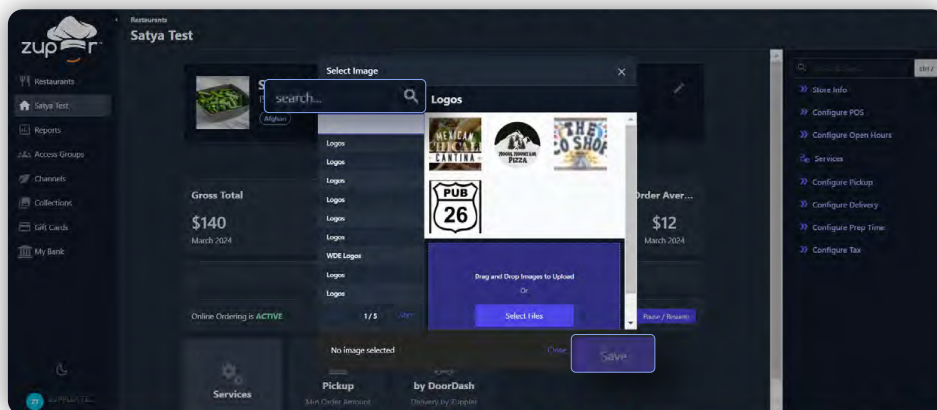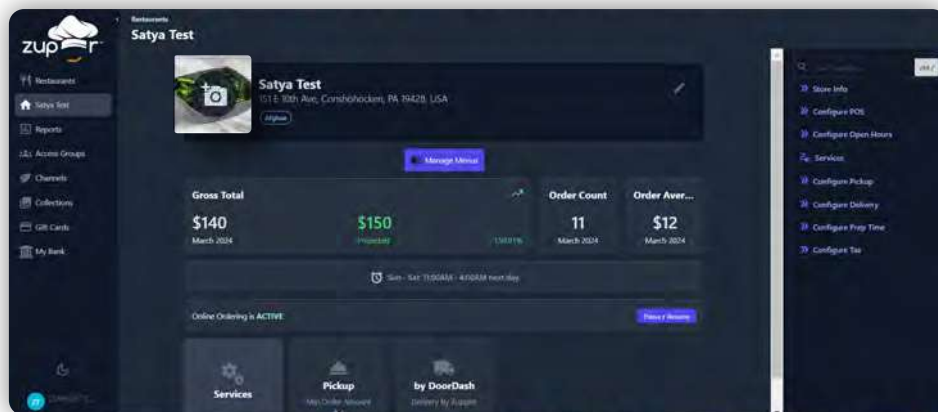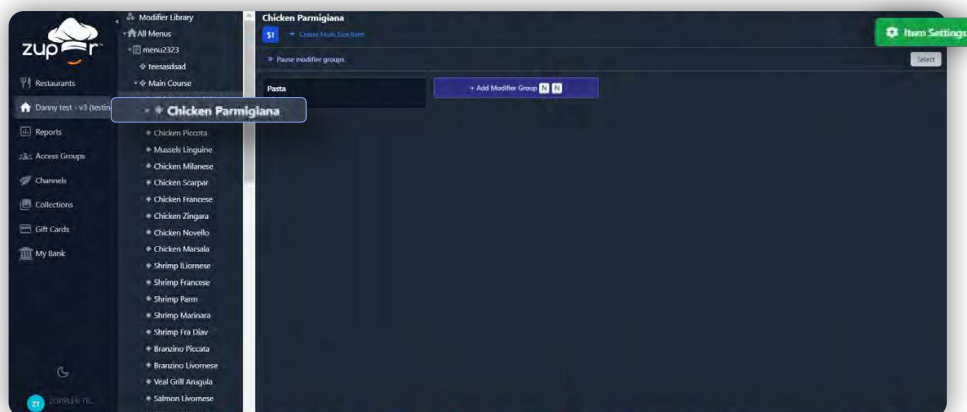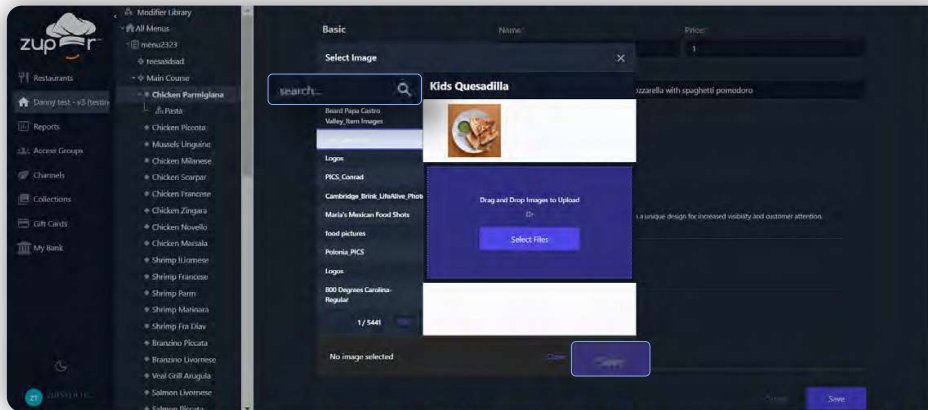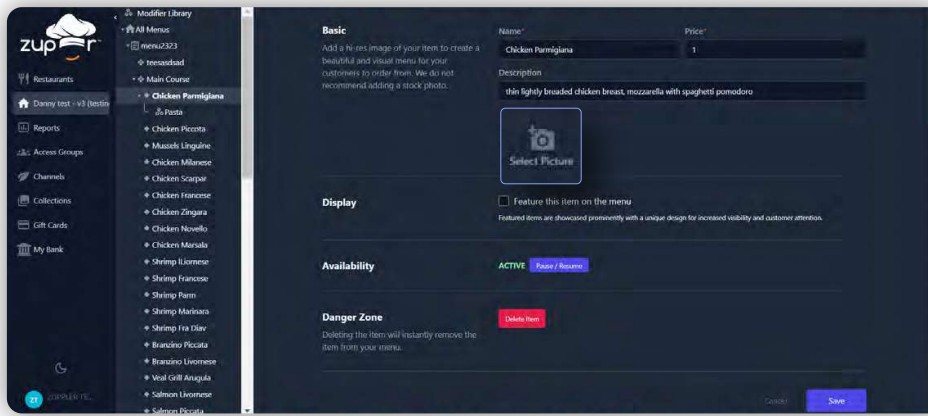

  - ▪ Guest UI: This would display in the portal restaurant listing page. This also displays on the top right of the page once the user has selected the restaurant and is on the menu page, order summary page and payment page . See below.
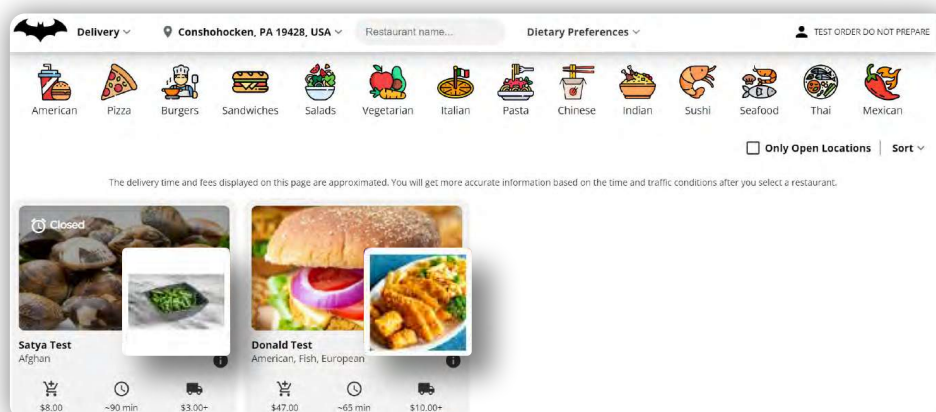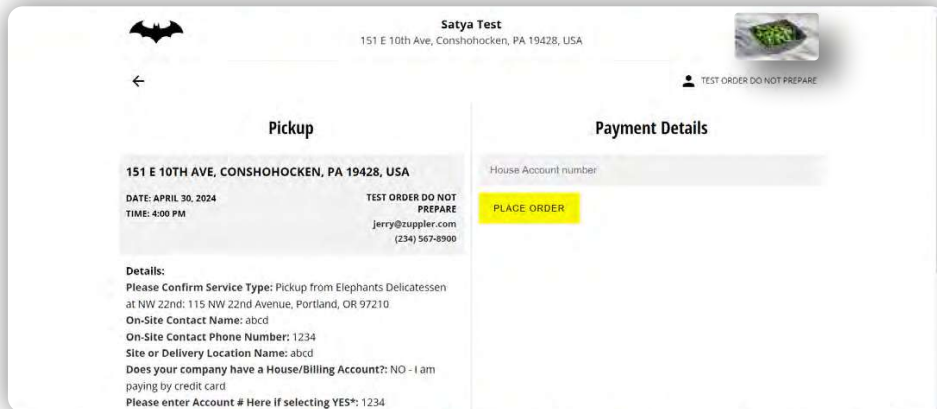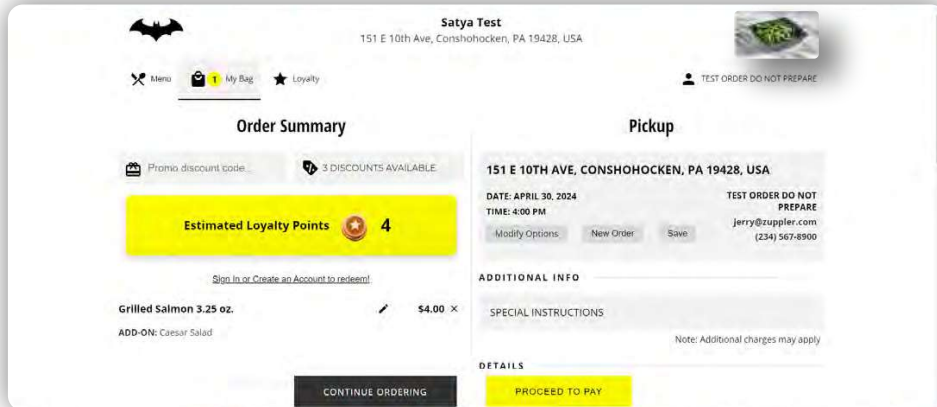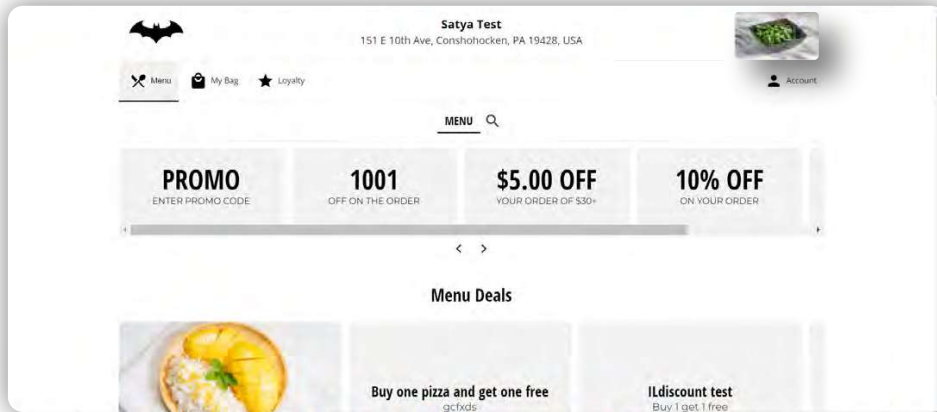
- ◦ Add Item Images
  - ▪ Go to manage menus and click on the item, go to Item configuration and
  - ▪ in the configuration page you will see the camera icon. Repeat the steps
  - ▪ mentioned above and you can assign images to items. Same applies to
  - ▪ modifier images. Open the modifier configuration page and repeat the
 - ▪ same steps as above.

- Guest UI: This would display in the menu page of the restaurant and when a particular item is selected/expanded then the item details page would also display the assigned images for those item/modifiers
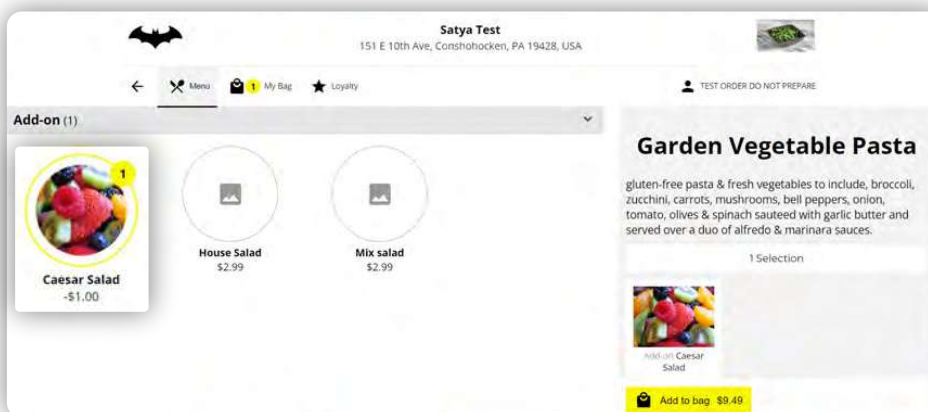
- ◦ Add Gallery Images
  - ▪ Go to the Zuppler Control Panel, open the restaurant profile page. Hover your mouse pointer over the gallery section and click on edit gallery.
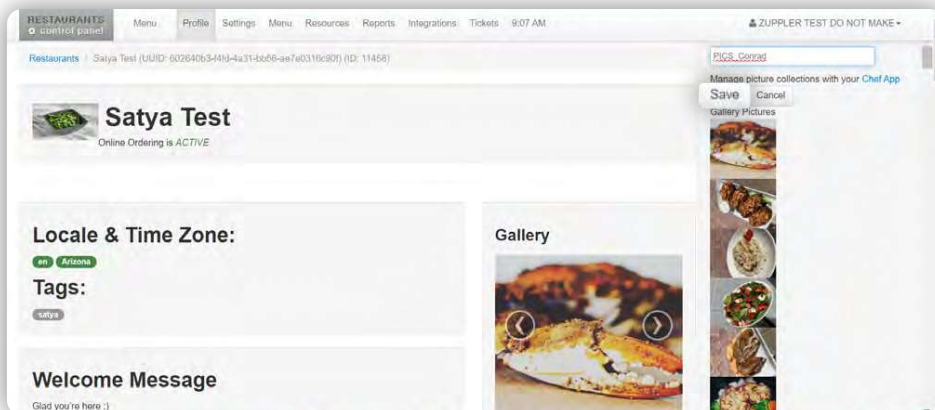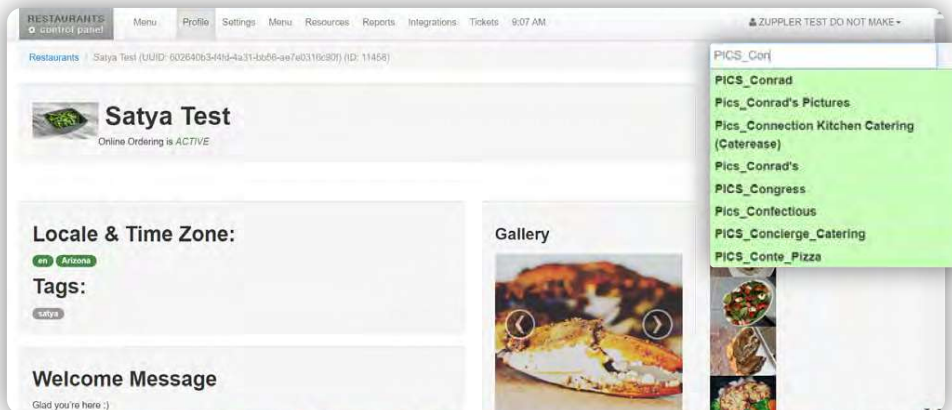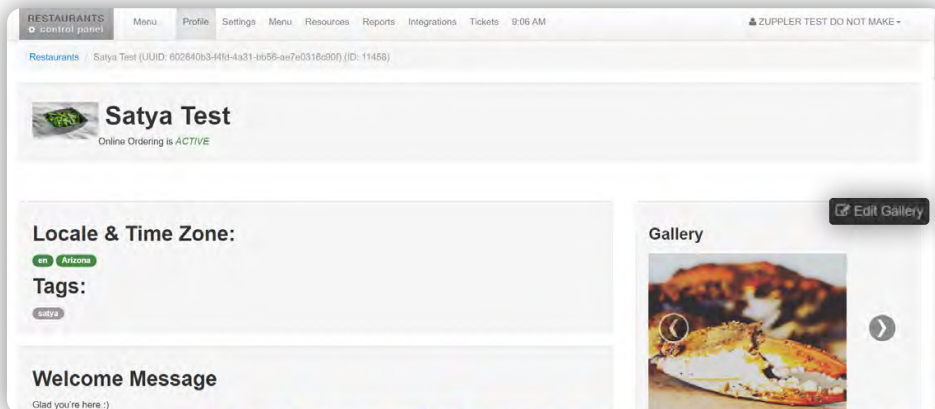
  - ▪ Guest UI: This would display in the portal restaurant listing page. The gallery images are displayed behind the logo.
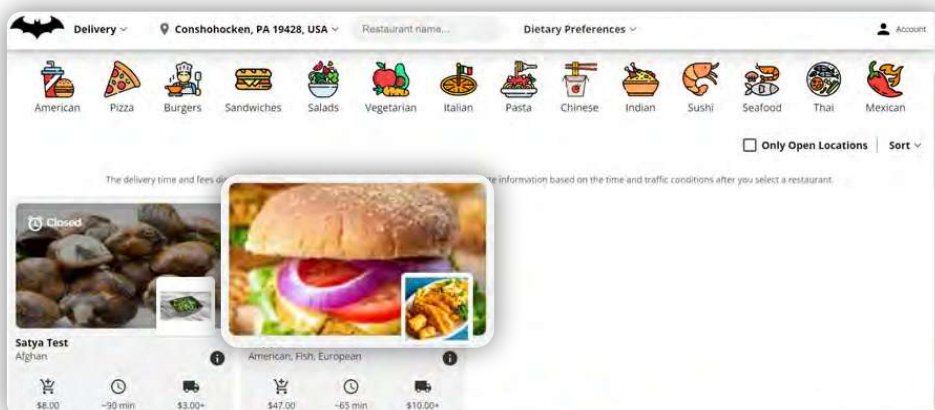
4

Customer
Service
Application

Customer Service Application

This application allows users to see the orders that come in from all Channels (App, Website, GFO). Here we can also check billing statements. Each RDS is given a Login with the required access.
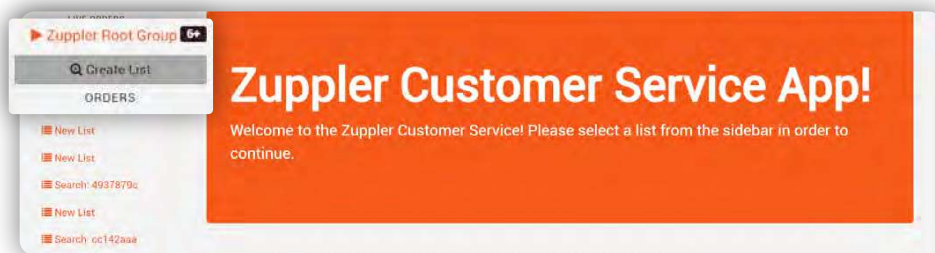
4. a : Order Management

- Login through https://customer-service.zuppler.com
- Once Logged in this is how you are going to see a row on the left side where you will see the list of filters.
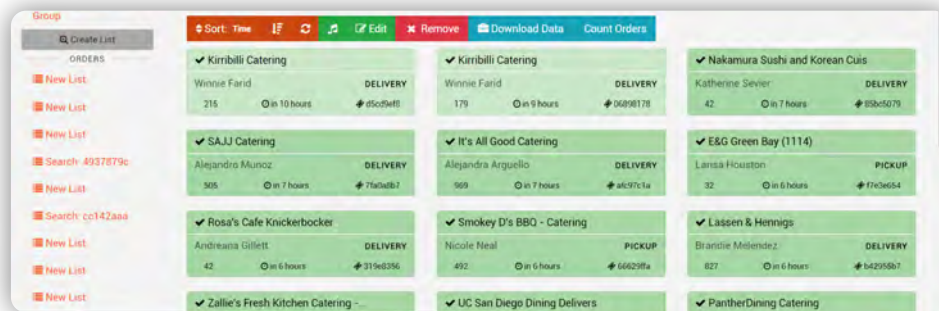
4. a.i : Order Filters/Sorting

Steps:

● Hit Create List

- Under List Name (You can add a Name for the search criteria you need Example App and Website Orders)
- Orders must have- This condition should always be marked as "All Conditions Satisfied" so that all search criteria match and are more refined.
- Next will be the requirement for the filer (date, channel, restaurant name etc)
- Locked: This means this filter will be locked and saved
- Play Sound- Here we can select from the 2 options (Discrete (ping sound)/New Order
- Notification (A voice recording) informing of a new order.

4. a.ii : Download Data

Steps:
- Click on "Download Data" (see below)
- To see the order count you can click "Count Order"

- Name the download appropriately, check and uncheck the data points you need on the downloading file

- Scroll down and click on "Start Processing"

- All the downloads will show in the "Requests" section so once the download is complete you can get it by clicking on 'Download' (see below) and it will prompt you to save the file on your computer, save it and you should be able to view the file now.
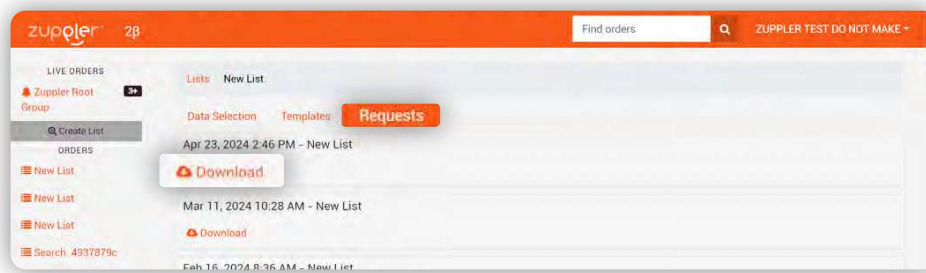
4. a.iii : Billing Statement

Steps:

- Open the Customer Service Application and login using your credentials
- Go to the bottom left side of the page and click on statements.
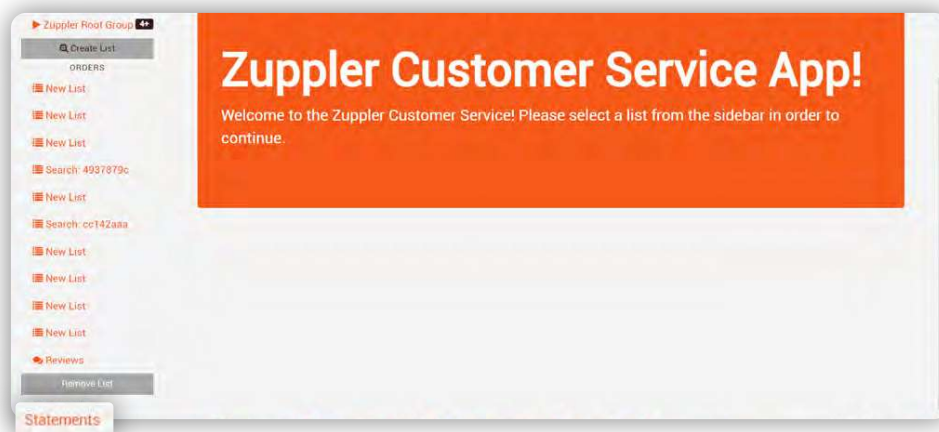
- Select "ALL" in Filter then click search. Note: If you Select Paid in Filter option then it will show only Paid statements

Once you get into the page where you see all your statement:

- Check the amount showing under Balance Due to know Total Due for each statement.
- Statement Date is when a statement is generated.
- Status shows if payment has been submitted or not. In the below picture it is showing as paid, it means payment has already been submitted for all the statements generated for this store.

For Example: Balance due for the statement generated on June 6th is $292.55.

Gross Amount	Amount Received	Balance Due	Billings Count	Status	Statement date
$ 1,213.22	$ 74.97	$ 569.84	12	paid	June 13, 2022 1:44 PM
$ 664.67	$ 68.47	$ 292.55	10	paid	June 6, 2022 1:44 PM
$ 234.65		$ 135.26	4	paid	May 30, 2022 1:43 PM
$ 213.48		$ 127.92	4	paid	May 23, 2022 1:42 PM
$ 180.22		$ 101.28	3	paid	May 16, 2022 1:42 PM
$ 210.37		$ 132.25	4	paid	May 9, 2022 1:41 PM
$ 28.86		$ 16.50	1	paid	April 3, 2022 1:33 PM

Simplified Version

Follow all the above steps to know the Balance Due for each statement:

- To know the breakdown of any statement click on Restaurant name under "Statement for". Once you open a statement it will look as shown below.
- Here in the picture below you can see orders details and Total Due with Date of order placed for each order included in the statement.

Note: Status "Paid" means payment has already been submitted for that statement.

- Scroll down to view the order details included in the statement: Here you will see Total Due per order and all the Deductions per order and the list of all orders with that billing cycle.
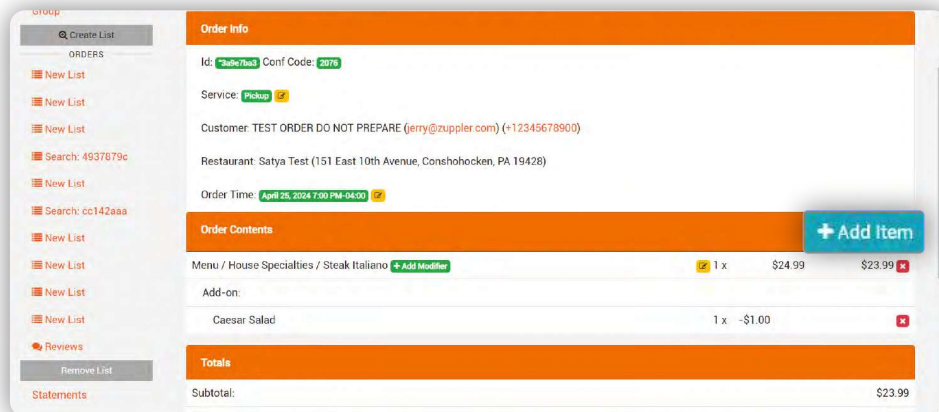
4. b : Edit Orders

Steps:

- Search and open the order on the zuppler customer service app.
- Go to the payments tab and click on the Edit Order button
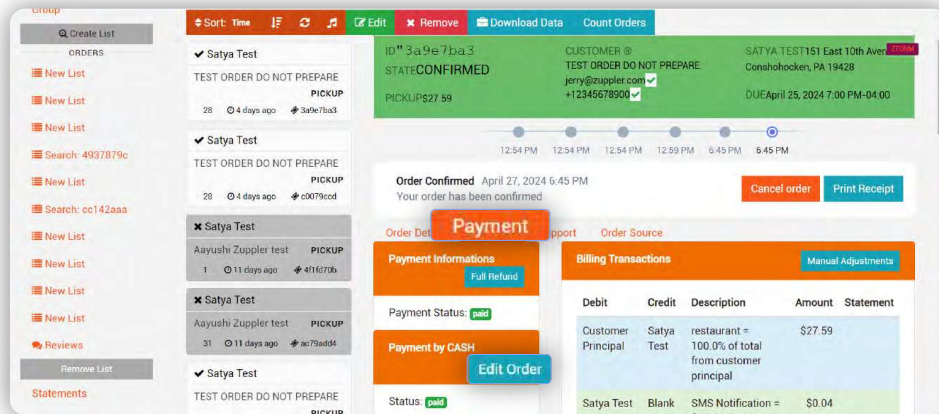
- In order to edit the order contents click on the add item button

- For example if you want to add an upcharge to the order then type in charge in the item name and select from the drop down post which enter the value of the charge in the price section and have the quantity to be as 1 and then hit save. Please note for a refund you would need to enter the price value with a negative sign prefixed.
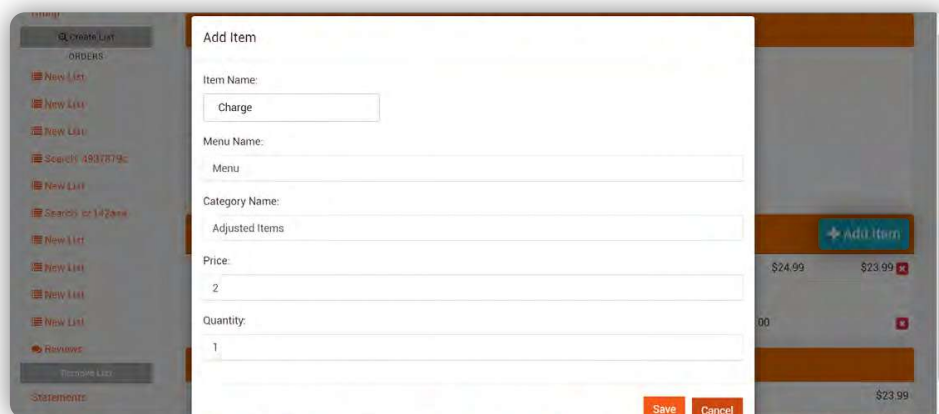
- Once edits are made provide the reason for the edits and click on save changes & perform charge/refunds button to enforce the edits.
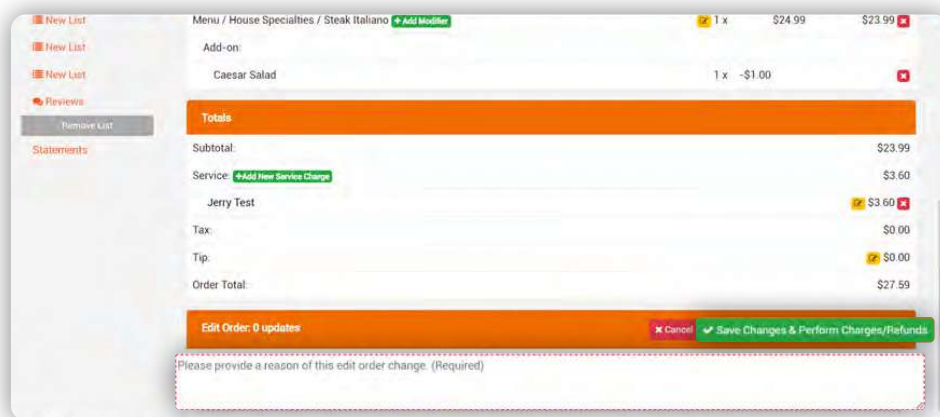
- IMPORTANT NOTE: Currently when the edits are made on the Customer Service application it does not update the DataDreamers system so in order for reports to match on DataDreamers ends please do make the order edit on DataDreamers System as well. We are in the process of developing and implementing a solution so that both the systems sync real time w.r.t to order edits so that the same action does not need to be duplicated on both the systems. This will be available soon.

4. c : Manual Ordering

- Manual orders are to be placed from the RDS website / app only as charging the card happens on the zuppler when the order is being placed.

No order should be placed manually from DD platform.
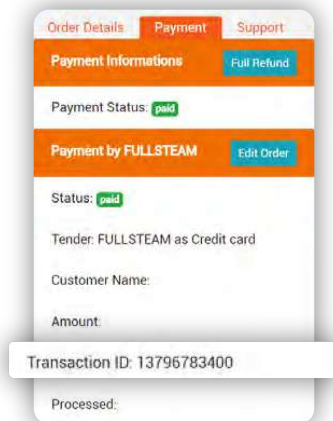
5 | Reports

Reports

5. a : Reports Available on DataDreamers

- Restaurant reports will still remain on Datadreamers.
- Driver reports will still remain on Datadreamers.

5. b : Fullsteam

You should be able to see order transaction details on your FullSteam portal. The transaction number to search for an order can be found on our CS App under the Payment tab:

5. c : Zuppler Chef

zuppler chef provides a high level report of restaurant/channel activity such as Orders, Reviews, Discounts, Loyalty & Emails. You can access this report by clicking on the Reports tab and then selecting channel/restaurant.

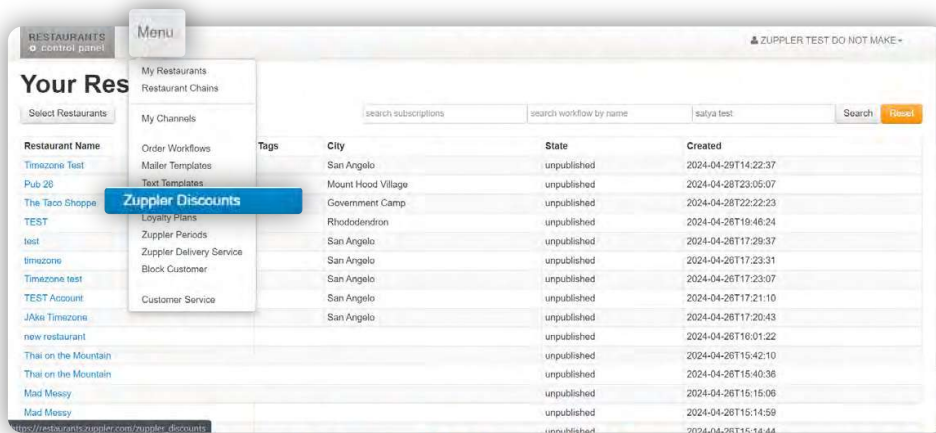- Reports UI
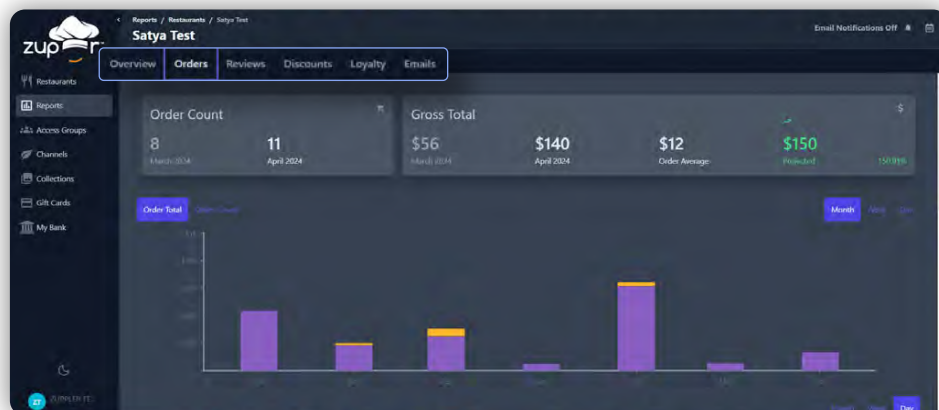
6 | Discounts & Gift Cards
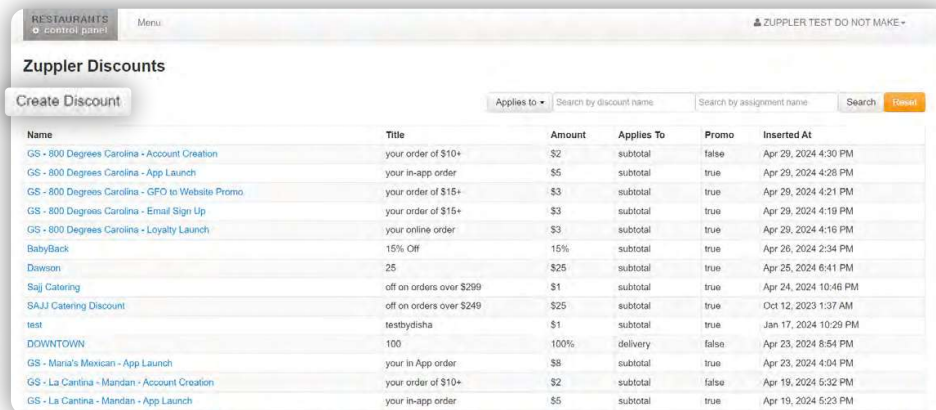
Discounts & Gift Cards

6. a : Discounts-

discounts are configured in the zuppler control panel
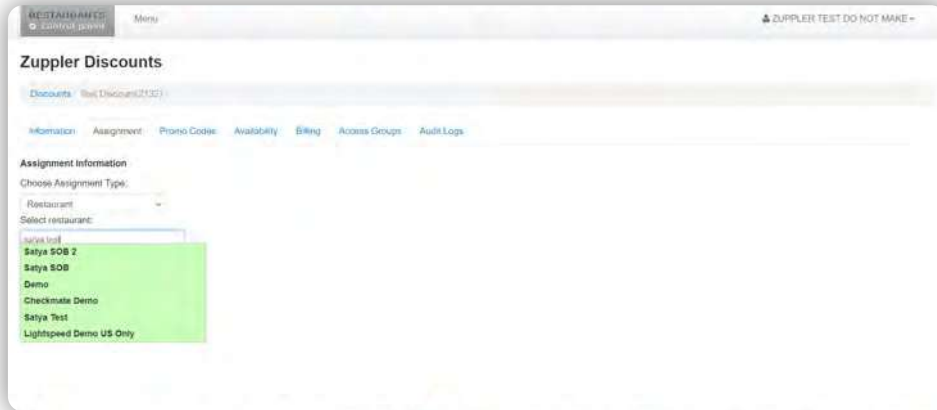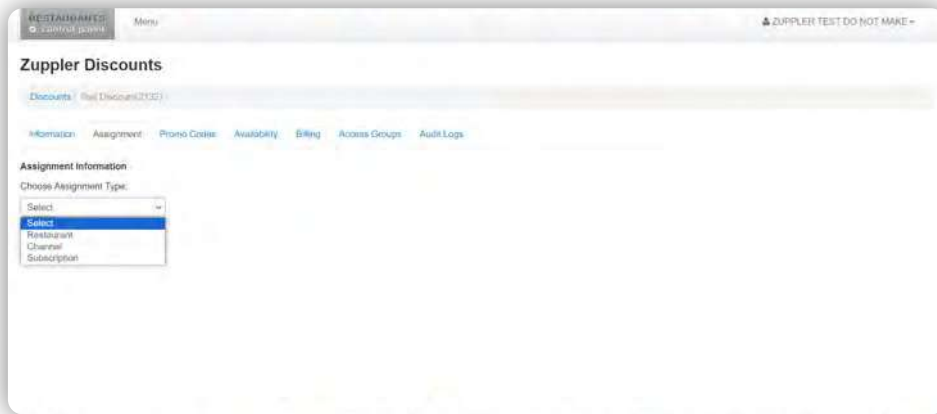
Steps:

- Go to the Zuppler Control Panel and Click on the Menu tab on the top and select Zuppler Discount from the dropdown options.

- Click on the Create Discount button to start creating the discount.

- Complete the discount configuration.
- Make sure you Assign the Discount to Channel or if it is Restaurant specific then assign the restaurant.
  - How to Assign Discounts:
    - Once Discount is created then go to the Assignment Tab and select Channel/Restaurant whichever is applicable from the Choose Assignment type drop down menu. In the next field input the name of the channel/restaurant and select from the drop down menu then save.
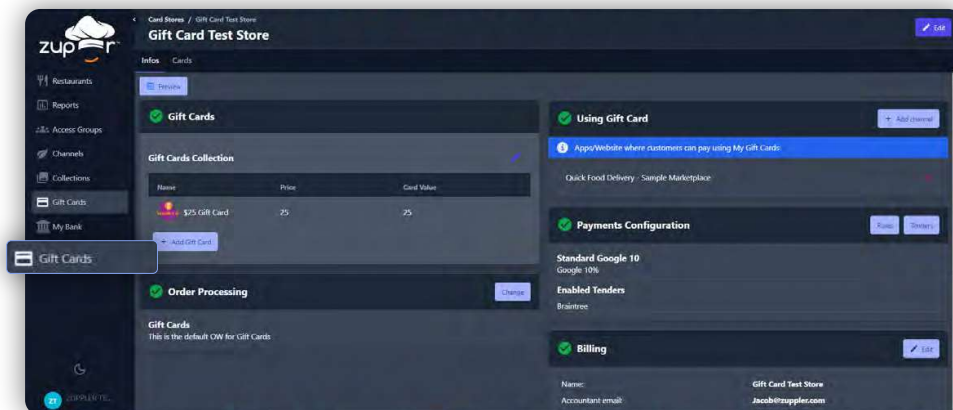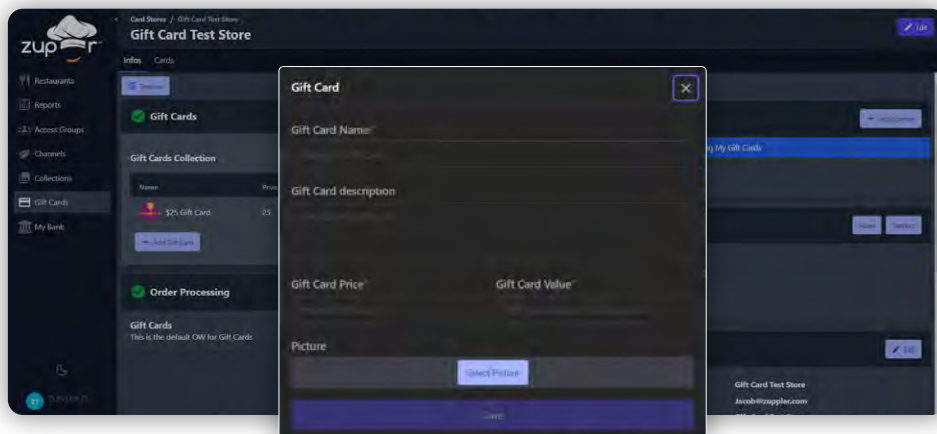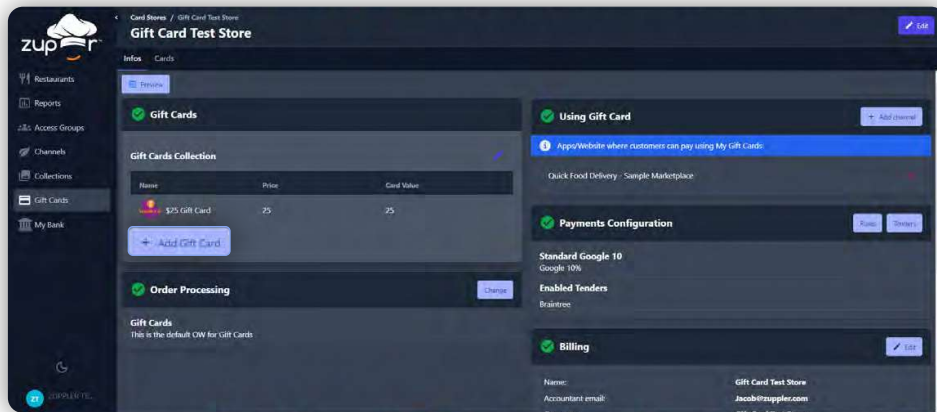
6. b : Gift Cards-

gift cards are configured on Zuppler Chef.

Steps:

- Go to Zuppler Chef application and click on the Gift Card Tab

- Click on the Add Gift Card button, this will open a popup window. Enter/Complete the gift card configuration and save. The gift card is now available to guest for purchase.
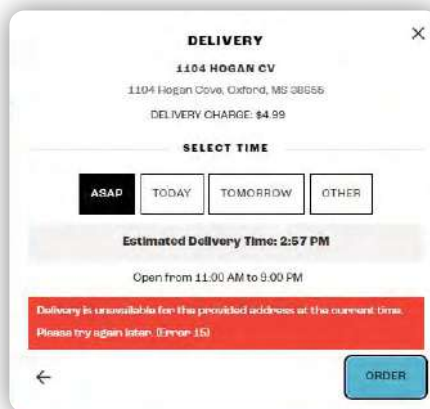
7 | Known Errors & Resolution
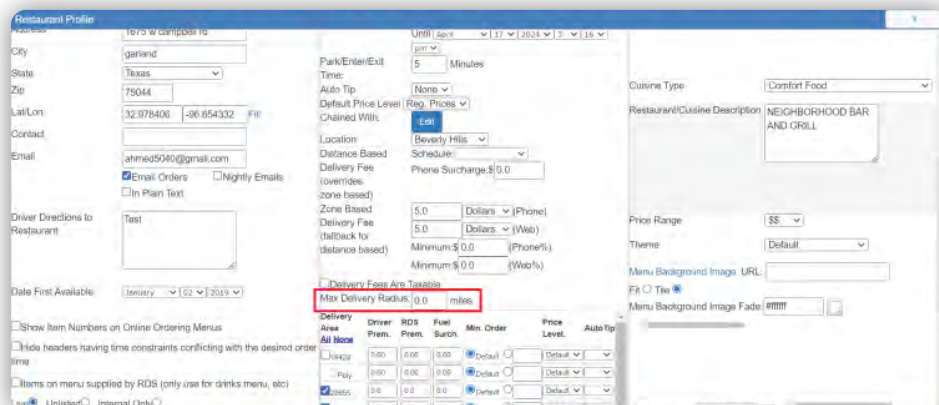
Discounts & Gift Cards

7. a : Discounts-

Error Types :

- Error 15
  - Full Error message
    - This error will show up in the ordering UI when the order is being placed. This error message will show up after the user has entered their delivery address and reached the time selection popup screen

  - Behavior: When this error displays then the user will not be able to complete/place the order.
  - Resolution: This error occurs when the delivery address falls outside of the Max Delivery Radius value configured on DataDreamers. Please note that ZDS is doing the delivery radius calculations so the Max Delivery Radius should be '0' for vendors
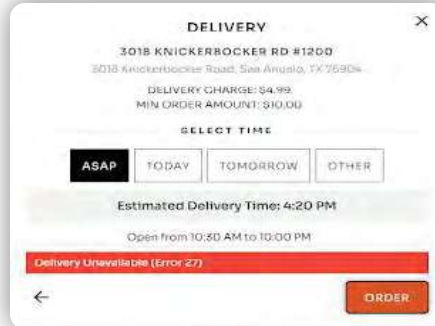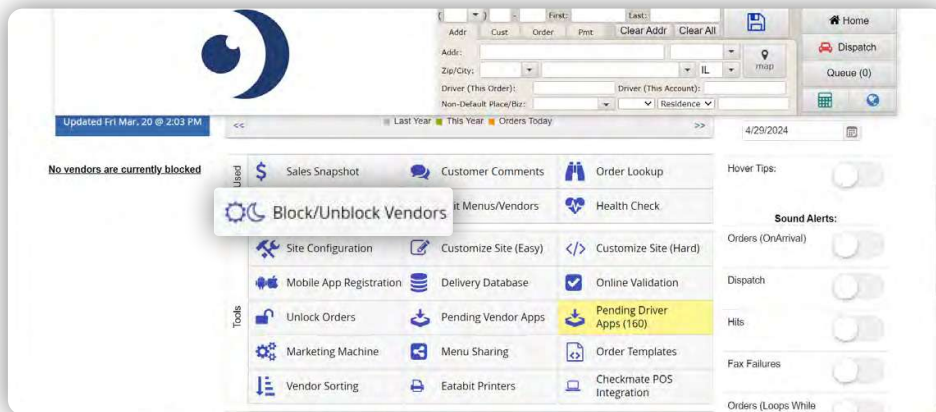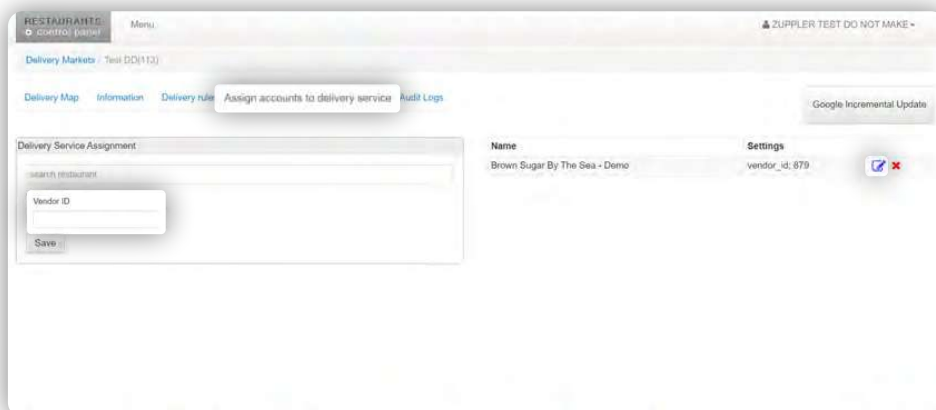
- Error 27
  - Full Error Message
    - This error will show up in the ordering UI when the order is being placed. This error message will show up after the user has entered their delivery address and reached the time selection popup screen
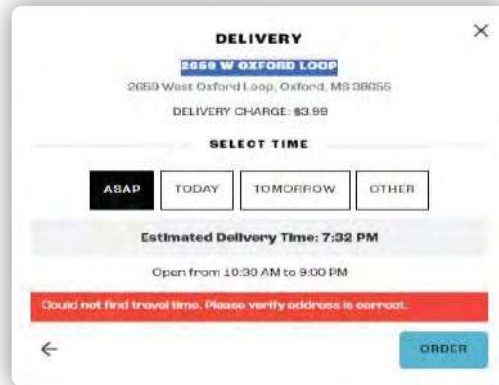

  - Behavior: When this error displays then the user will not be able to complete/place the order.
  - Resolution: If the restaurant is marked closed for a day on DataDreamers. Then this error is displayed. Also if the vendor ID on ZDS is incorrect then also this error.
    - Unblock vendor in Block List on DataDreamers.

    - If the vendor is not blocked on DataDreamers then check the vendor ID on ZDS and make corrections.
      - Go to the ZDS market and then open the Assign to delivery service tab. Search for the vendor and click on the pencil icon. Input the correct vendor ID in the Vendor ID field and update

- Could not find travel time. Please verify the address is correct.
  - Full Error Message
    - This error will show up in the ordering UI when the order is being placed. This error message will show up after the user has entered their delivery address and reached the time selection popup screen

  - Behavior: When this error displays then the user will not be able to complete/place the order.
  - Resolution: This error is caused when the Google Maps API is not working and what it means is that the billing needs to be updated.
    - Update Billing: You can update your google maps api key by logging into console.cloud.google.com account and updating billing here https://console.cloud.google.com/project/_/billing/enable . You can find more details here https://developers.google.com/maps/gmp-get-starte

zuppler™

RDS Handbook