



### Settings

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# 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.

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zuoer	Pant	Configuration Status	Crested
staurants	one Test - San Angelo	In progress	Today at 2:22 PM
Reports	Pub 26 - Mount Hood Village		Vestorday at 11:05 PM
:11 Access Groups	The Taco Shoppe - Government Camp		Vesterclay at 10:22 PM
Channels	TEST - Rhododendron	In progress	Last Friday at 7546 PM
Collections	test - San Angelo	In progress	Last Friday at 5:29 PM
	timezone - San Angelo		Last Friday at 5:23 PM
Gift Cards	Timezone test - San Angolo	lis progress	Last Friday at 5:23 PM
My Bank	TEST Account - San Argelo		Last Friday at 5:21 PM
	JAke Timezone - San Angelo	In progress	Last Friday at 5:20 PM
	new restaurant	In progress	Last Friday at 401 PM
	Thai on the Mountain	In progress	Last Friday at 3:42 PM
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	Mad Messy	In progress	Last Friday at 3:14 PM
ZUPPLER TE	Shawing 1-20 from 29113 results		101 101

• Complete the Store Configuration Process.

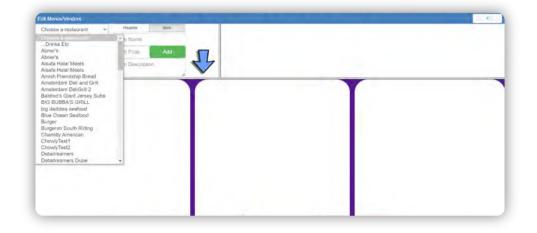
#### 1. a.ii : Create a New Vendor in DataDreamers

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

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		-		a manufacture	Dissetab	
		📫 Mobile App Registration 블	Delivery Database	Online Validation	Dispatch	
	ools	🔐 Unlock Orders 🛃	Pending Vendor Apps	Pending Driver		

• 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

iants	The second second				ан/
	Satya Test 151 E 10th Ave, Conshohocken,	PA 19428, USA			>> Store Info
ies State	(Alghun)				Configure POS
					>> Configure Open Hours
oups		Manage Menus			Ca Services
Gross Total			Order Count	Order Aver	>> Configure Pickup
					Configure Delivery
\$140 March 2024	\$150 Projecto		11 March 2024	\$12 March 2024	X. Configure Prep Time
Han ST AND T			marcar	TRANCIS LOLO	3). Configure Tax
	0	Son - Sat: 1100AM - 4-00AM new			and the second sec
Online Orderin	is ACTIVE			Page / Relative	
		-			
REATE Servic	s Min Order Amount	by DoorDash Delivery by Zuppler			

• 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.

	Delivery Service	Select the delivery service market	Q. pack science cut/
Restaurants		O I manage my own deliveries	3 Store Info
		Provide me a delivery fleet to deliver my orders	Configure POS
Reports		6	3) Configure Open Hours
1. Access Groups	Delivery Market	Search Delivery Market	~
Channels	Choose the delivery market you wish to use for managing delivery	procession and a second	M Configure Pickup
Collections			Configure Delivery
Gift Cards			>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>
My Bank		Cancel	>>> Configure Tax
			A REAL PROPERTY OF A REAL PROPER

- 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.

Delivery Markets : Test 205(2)			
Delivery Map Information De			Google Incremental Upda
Delivery Service Assignment	Name	Settings	
restaurant		vendor_id: asdads	C ×
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.

Restaurant Profile			and the second
Vendor Name	U.S. Hotel Tavern	Hours	when
Abbreviated Vendor Name	USHotelTavern	Deliv. (Now) Deliv. (Adv.) T-Out (Now) T-Out (Adv.)	U.S. HOTEL
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	rate (Delivery orders only)	Fri 5:00 AM to 11:00 FM (Obom lead)	
ervice Fee (Delivery)	0.0 Percent ~ Max\$ 0,0 Taxable	Sat. 4:00 AM to 11:55 FM (0h0m lead) Sun 5:30 AM to 10:00 FM (0h0m lead)	
ervice Fee (Takeout)	0.0 Percent V Max\$ 0.0 DTaxable	Star Star KA CO Solve PA (onone peak)	
hone Number	(281 ) 732 - 0718		
ax Number	6 9 1		
tace By	Phone Fax O(faxes \$0.03/page)		Upload Restaurant Slideshow Photo
	Voice Confirm Fax/Email/YouMenu Orders (\$0.02)	Typical Prep Time: 20 Minutes	NOTE: The optimal size for this photo is landscape 1440px wide
		Temp Prep Adj 0 + Typical = 20 Minutes	
ddress	401 S Junianta Street	Unbl April v 29 v 2024 v 1 v 07 v	
aty	Hollidaysburg	Park/Enter/Exit 2 Minutes	
tate	Pennsylvania 👻	Time:	Cuisine Type Gournet 👻
ip.	16648	Auto Tip None ~ Default Price Level 20 Off ~	Restaurant/Cuisine Steaks and Stuff
at/l an	An A37647 79.304998 m	Chained With-	Description

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)

			1141 (F1544)			
Restaurant Profile						x
Vendor Name	U.S. Hotel Tavern		vlam v to 10		within	
Abbreviated Vendor Name	USHotelTavern	₽I. Del.	Deliv. (Adv.)		THE NOTE:	
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Use Delivery Area tax	rate (Delivery orders only)		AM to 3:00 PM (1h0m lead) AM to 10:00 PM (1h0m lead)			
Service Fee (Delivery)	0.0 Percent V Max\$ 0.0	xable Sat 8:30	AM to 10:00 PM (1h0m lead)			
Service Fee (Takeout)	0.0 Percent V Max\$ 0.0	xable	AM to 10:00 PM (1h0m lead)			
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Fax Number						_
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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

e control panel	Settings	s Reports Integrations Tickets 8:12 AM	# ZOP	PLER TEST DO NOT MAKE +
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	Order Pre			
Satya Test	Order Prepa	ration Time Configuration		
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> Services				Add Prep Time
<ul> <li>&gt; Delivery</li> <li>&gt; Rules</li> <li>&gt; Pickup</li> <li>&gt; Dine in</li> </ul>	Min Order	Max Order	Prep Time	*
> Throttling Rules				
> Settinas				
> Preparation > Peak Hours				
> Cut Offs				
> Additional Cut Offs				
<ul> <li>&gt; Days Off</li> <li>&gt; Order Workflow</li> <li>&gt; Tenders &amp; Billing</li> </ul>				

- Delivery Time This is configured in ZDS market
  - Open ZDS market > Delivery Rule (edit or add new rule)

o control panel	Monu			ZUPPLER TEST DO NOT MAKE +
Delivery Markets Test Z	DS(2)			
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+ Create Delivery Rule				
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nount 4.005	5			
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	10\$			
Miles	2			
Time	15			

- 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

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- 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)

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	SANDWICHES SANDWICHES Q	-
	Sandwich	
Veg Sandwich	\$4.50 Chicken Sandwich \$5.00	
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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.

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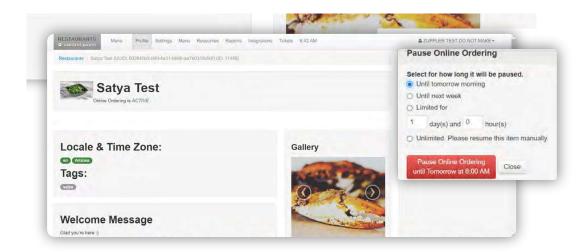
Summary of where Quote Padding time is accounted for and displayed for the guest:

- 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.

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# Menu Management

This will be done on Zuppler Chef.

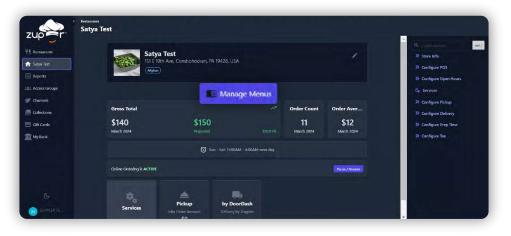
Once Menu is migrated from DataDreamers to Chef, then the menu does not need to be managed on the DataDramers system. All menu management will be done in Zuppler Chef

### 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.

	ွ ိစ် Modifier Library	
TUDET	+ 合All Menus > 密 Menu	Unsupported Menus Version
zap	E Breskfast	Some of your restaurant menus are currently using an outdated
Restaurants	* 🗐 Dinner	version that is not compatible with Chef's editing features. To make changes, you'll need to upgrade all menus to the latest version.
🔒 Satya Test	* 🖻 Dinner	Please note: After upgrading, you won't be able to edit your
Reports		menus using the old Control Panel application. This is a permanent action and cannot be reversed.
ala, Access Groups		
Channels		Migrate all menus to version 2.1
Collections		
🗄 Gift Cards		
m My Bank		
20 PPLER TE		

• 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.

- Pr Modifier Library	Coffee & Tea O Canagary Serings
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♦ teesaidiad <sup>1</sup> / <sub>1</sub> Restautants + ♦ Main Course	Americano \$0 Latter \$0 Macchiato \$0 HoneyMoon Bay Drip \$0 refla vo charge
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11: Access Ground + Latte	Red Bull Spritzer 50 Add How New 🖸 🚯
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Collections     Collections	
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+ & Bagels	p Allow Only Multiples
+ ♦ Spreads + ♦ Desert	If the manipple the "Ann nen quantity" is 3 and "Allow only multiples" is checked, then the castomer can online min 3 times and in multiples of 3 home from this category. Spisally used for "Anity Platters" categories
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# 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

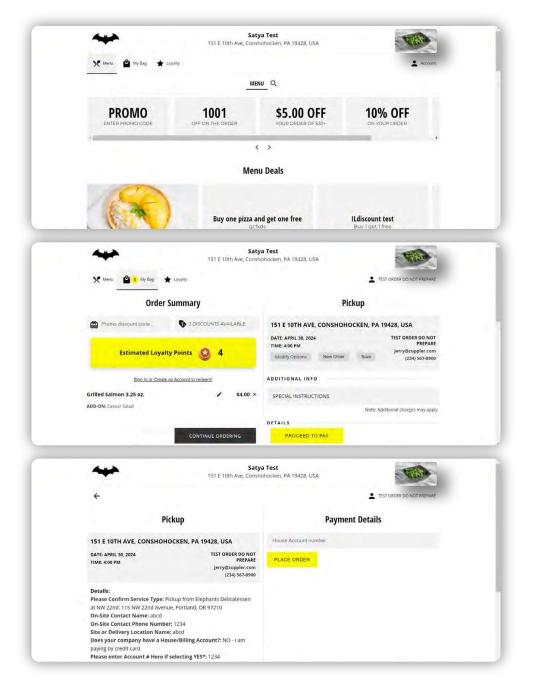
Steps:

- 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.

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Collections Soft Carls S Soft Carls M Software Collections Software Software Software Software Software	140 site Octoring is ACTIVE	kup by DoorDas	11 USARY Norther	\$12 Marth 2004	W. Carifigen Prep Time
to find. 100	nch 2014 New Ordening in ACTIVE Namedown Pict	kup by DoorDas	LULUTIN Main 2004	Marth 2024	
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e e e e e e e e e e e e e e e e e e e	Renders Pid	kup by DoorDas		(married)	
a Partanan Satua Test	Renders Pid	kup by DoorDas		Proceeding	
e Ratsuranti Sativa Test	Shawleres Pick	kup by DoorDas			
	Sele	ct Image		×	· · · · · · · ·
Restaurants	search	Q Logos			32 Store Info
keports	(Mighan)		A REAL	-	W Configure POS
	Logos	STATES AND A	MARTIN O SHOP		3) Configure Open Hours
	Logos Logos	1000	PIER	and the second sec	Configure Pickup
Collections	oss Total Logos	26		Order Aver	3) Configure Delivery
	40 Logos ch 2024 Logos			\$12. March 2024	>> Configure Prep Time
Marc My Bank	WDE I			Mailth 2024	3) Configure Tax
	Logos Logos		Dreg and Drop Images to Upload		
	ne Ordering is ACTIVE	1/3		Pace / Resame	
		image selected		lye:	
	Pick	up by DoorDash			

• 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.

zuper	<ul> <li>♣ Modifier Library</li> <li>♠ All Menus</li> <li>♠ menu2323</li> <li>♦ teerasdsad</li> </ul>	Chicken Parmigiana  Chicken Parmigiana  Chicken Parmigiana  Pause modifier groups		C theo Settion
Ψ¶ Restaurants	• • Main Course	Pasta	+ Add Modifier Group R N	
🔒 Danny test - v3 (testin	- Chicken Parr	nigiana		
E Reports	+ Chicken Piccota			
Access Groups	+ Mussels Linguine			
	* Chicken Milanese			
🖉 Channels	Chicken Scarpar			
Collections	Chicken Francese			
	Chicken Zingara			
Gift Cards	Chicken Novello			
III My Bank	Chicken Marsala			
	+ Shrimp luornese			
	* Shrimp Francese			
	Shrimp Parm			
	Shrimp Marinara			
	+ Shrimp Fra Diav			
	+ Branzino Piccata			
	* Branzino Livornese			
	Veal Grill Arugula			
Constitues	Salmon Livornese			
	Salmon Piecata	•		

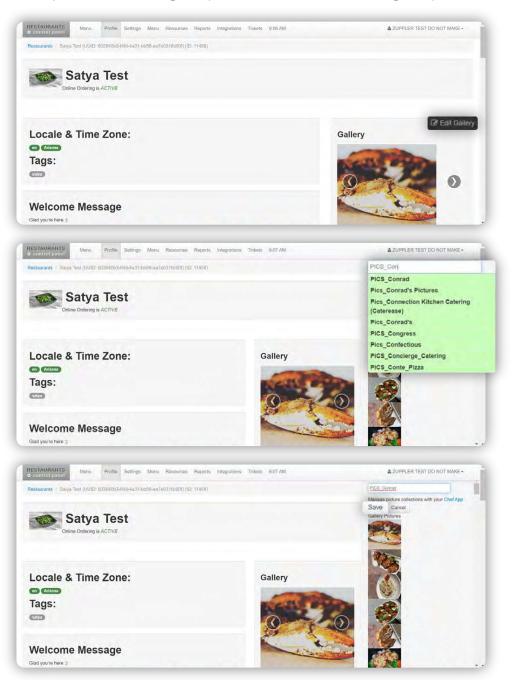
	👃 Modifier Library				
	All Menus	Basic	Name*		
zuper	• 🗐 menu2323	Add a hi-res image of your item to create a			
-					
₩1 Restaurants	•   Main Course	customers to order from. We do not recommend adding a stock photo.	Description		
👚 Danny test - v3 (testin-	• • Chicken Parmigiana		thin lightly breaded chicken breast, r	nozzarella with spaghetti pomodoro	
Danny test - vs (testin-	de Pasta				
E Reports	+ Chicken Piccota		101		
Access Groups	+ Mussels Linguine		Concernance of the second s		
	Chicken Milanese		Select Picture		
🗭 Channels	Chicken Scarpar				
Collections	Chicken Francese	Display	Feature this item on the menu		
Gift Cards	<ul> <li>Chicken Zingara</li> </ul>		Featured items are showcased prominently w	ith a unique design for increased visibility and customer attention.	
- Gift Cards	Chicken Novello				
My Bank	Chicken Marsala				
	Shrimp likomese	Availability	ACTIVE Pase / Resume		
	* Shrimp Francese * Shrimp Parm				
	Shrimp Parm     Shrimp Marinara		and the second se		
	Shrimp Fra Diav	Danger Zone	Delete them		
	+ Brancino Piccata	Deleting the item will instantly remove the item from your menu.			
	* Branzino Livornese				
	Veal Grill Angula				
ANPALHATE.	+ Salmon Livornese				
	+ Salmon Piccata -			Cancel Swe	
	, & Modifier Library 🥌 - 슈All Menus	Basic			
zup	TE menu2323	Select Image			
		Select image			
Restaurants	- • Main Course	searchQKids Ques	adilla	szzarella with spaghetti pomodoro	
🔒 Danny test - v3 (testine	de Besta	Beard Papa Cestro			
Reports	* Chicken Piccota	Valley Item Images	1		
	* Massels Linguing		2		
	Chicken Milanese	Logos			
🕼 Channels	Chicken Scarpar	PICS Conrad			
Collections	Chicken Trancese	Cambridge Brink LifeAlive Phote	Drag and Drop Images to Upload		
	+ Chicken Zingara	Maria's Musican Food Shots	Drag and Urop Images to Opecad	La unique design for increased visibility and outprimer attention.	
	* Chicken Noveilo	food pictures			
III My Bank	Chicken Marsala	Potonia PICS			
	* Shrimp Illiomese				
	* Shrimp Francese	Logos			
	Shrimp Parm	800 Degrees Carolina- Regular			
	* Shrimp Marinara	1/5441			
	Shrimp Fra Diav	1 2441			
	Eranzino Piccata	No image selected			
	Branzino Uvornese     Veal Grill Arugula	TO THE PARTY OF	100		
	Salmon Livornese			the second se	
an a	Samon Evolution     Salmon Piccata				

 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

	House Specialties	
Grilled Salmon 3.25 oz.     S.00     a grilled salmon fillet served with gluten- free pasta and fresh vegetables sauteed     in light garlic butter.	Garden Vegetable Pasta \$10.49 gluten-free pasta & fresh vegetables to include, broccoli, zucchini, carrots, mustriooms, bell peppers, onion, tomato, olives & spinach sauteed with partic butter and served over a duo of alfredo & marinara sauces.	
Seafood Trio Alfredo \$15.49 bay scallops, shrimp and calamari sauteed in garlic butter, cajun spices and whate wine. toosed with gluten-free pasta and rich alfredo sauce.	Steak Italiano \$24.99 seasoned and grilled steak topped with sauteed mushrooms and onions. served with fresh rataoulle vegetables and spaghetti tossed in a light garlic butter sauce	Parmesan Tilapia a grilled tilapia filiet topped with herb parmesan seasoning and served with gluten-free pasta primavera. \$13.99



- 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.









# **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.

List Name:							
New List							_
Orders must have							
ALL conditions s	atisfi	ed					
Restaurant	~	is	~	Danny t	test - v3 (testing)	* . · ·	
Restaurant	~	is	~	Danny T	Test Account	• · · ·	
Order placed	is	betwe	en	~	03/30/2024 →	04/29/2024 -	
order placed	~	IS DE	aween		· 03/30/2024 ·	-> 04/29/2024	

#### 4. a.ii : Download Data

Steps:

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

LIVE ORDERS						
Zuppler Root 12+	Lists New List					
Group Q Create List	♦Sort: Time 🕼 🗷 🎜 🕼 Edit	* Remove	ownload Data	Count Orders		
ORDERS	✓ Danny test - v3 (testing)		× Danny test - v3 (te	esting)	-	
New List	TEST ORDER DO NOT PREPARE	PICKUP	TEST ORDER DO NO	PREPARE	PICKUP	
New List	41 Ø 8 days ago		41	O 9 days ago		
E New List	× Danny test - v3 (testing)					
E Search 4937879c	TEST ORDER DO NOT PREPARE				PICKUP	
New List	1	© 12 days ag	jó.		<b>∲</b> 46a3e47t	

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

LIVE ORDERS	Lists New List		
		equests	
Q Create List	This will create a file based on all orders	s you see on the on New List list.	
ORDERS	Please select what information should t	be included with the output file. Switch to sorting	mode to order the columns in the output
E New List			
I New List	Download New List	e as template	Toggle Sort Mode
New List	Identification	Order ID	Conf. Code
INCH LIDE		🗆 Restaurant ID	Restaurant Name
Esearch 4937879c	Information	Service Type	🗹 Time Type
New List		G Order Date	☑ Order Time
AND TAXATE MARKS		Payment	Payment Details

• Scroll down and click on "Start Processing"

≣ New List		Discount Codes Service Charge Tip	Delivery Charge     Tax     Total
New List	Z Customer	☑ Name □ Phone	<ul> <li>Email</li> <li>Logged In</li> </ul>
Reviews	Source	Channel ID	Page Address
Permove List Statements	Address	Address	🗅 Lat
	Extra Information	All data combined on a column separated by commas	Separated columns in the output

• 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.

ZUPPler 28	Find orders Q ZUPPLER TEST DO NOT MAKE
LIVE ORDERS	Liets New List Templates: Request: Data Selection Tem Requests Apr 23, 2024 2:46 PM PM - New List
ORDERS	Apr 23, 2024 2:46 PM
E New List	Mar 11, 2024 10.28 AM - New List
E New List	Cownload
Search 4937879c	Eah 16 2024 8:36 AM - New Liet

### 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.

Q Create List	Zumplen Ouetemen Comies Appl
ORDERS	Zuppler Customer Service App!
E New List	Welcome to the Zuppler Customer Service! Please select a list from the sidebar in order to
New List	continue.
Search: 4937879c	
New List	
Search: ccT4Zaaa	
New List	
Reviews	
Reimove List	

• Select "ALL" in Filter then click search. Note: If you Select Paid in Filter option then it will show only Paid statements

zupoler	2β		Find orders.	٩	ZUPPLER TEST DO NOT MAKE -
LIVE GROERS		Statements			
A Zuppler Boot Group	ES	Filter by status All			
E Civite Latr		Search by restaurant	 clear		
ORDERS		Upload 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.

	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.

Status, act_paid			
enod: March 25, 2024 3 04 AM to April 1, 2024 3 05 AM			
Summary	Amo	unt	
Total Credits 1			\$ 2,346.8
Total Debits			5 1,474.8
Amount to Receive			\$ 1571 9
Statistics	Count	Total	
delivery order	B47		\$ 333.5
delivery order payment	177		\$ 1,168.6
smail notification	238		\$ 4.7
pickup order	5		5 -1 8
pickup order payment	5		\$ 53.43
platform lees	1		\$-9.5
statement_fee	1		\$ -0.5
Total Orders & Amount	511		\$ 871 91

• 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

Q Create List	The second se						_
ORDERS	✓ Satya Test	ID"3a9e7ba3	CUSTOMER ®				st 10th Aven
New List	TEST ORDER DO NOT PREPARE	STATECONFIRMED	TEST ORDER DO jerry@zuppler.co		ARE Conshoh	ocken, PA 19	9428
New List	PICKUP 28 © 4 days ago 🛷 3a9e7ba3	PICKUP\$27.59	+12345678900		DUEApri	1 25, 2024 7:1	00 PM-04:00
New List	🗸 Satya Test	•	0 0	0	• •		
Search: 4937879c	TEST ORDER DO NOT PREPARE	12:54 PM	1 12:54 PM 12:54 PM	M 12.59 F	PM 6:45 PM 6:45 PI	N	
New List	PICKUP	Order Confirmed April 27, 20 Your order has been confirme			Cancel	order	Print Receipt
Search: cc142aaa							
Search, CC142dda		Contraction of the Institute of the Inst					
	🗙 Satya Test	Order Det Payment	pport Order S	ource			
New List	X Satya Test Aayushi Zuppler test PICKUP	Citaci Del					
New List		Payment Informations	pport Order S Billing Trans			Manua	l Adjustments
New List New List	Aayushi Zuppler test PICKUP	Payment Informations Full Refund			Description		l Adjustments Statement
New List New List New List	Aayushi Zuppler test PICKUP 1 ©11 days ago ∲411d70b	Payment Informations	Billing Transa Debit	actions Credit		Amount	
New List New List New List New List	Aayushi Zuppler test PICKUP 1 © 11 days ago ∲411/d705 ¥ Satya Test	Payment Informations Full Refund	Billing Trans	actions	restaurant = 100.0% of total		
New List New List New List New List Reviews Remove List	Aayushi Zuppler test PICKUP 1 O 11 days ago #4116706 X Satya Test Aayushi Zuppler test PICKUP	Payment Informations Full Refund Payment Status: paid	Billing Trans Debit Customer Principal	Credit Satya	restaurant =	Amount	

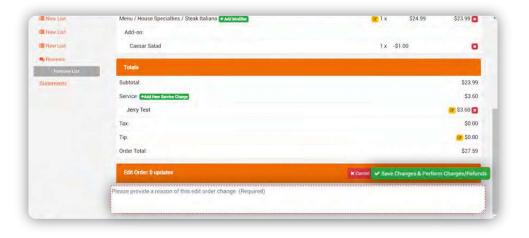
• In order to edit the order contents click on the add item button

Q Create List	Order Info			
ORDERS	Id: "ascrass Conf Code: 2016			
New List	Service: Pictup 3			
New List	Customer: TEST ORDER DO NOT PREPARE (jerry@zuppler.com) (+12345678900)			
Search: 4937879c	Restaurant: Satya Test (151 East 10th Avenue, Conshohocken, PA 19428)			
New List	Order Time: April 25, 2024 7:00 PM-04:00			
Search: cc142aaa				
				+ Add Item
New List	Order Contents			T Aud men
New List	Order Contenta Menu / House Specialties / Steak Italiano (+ Add Modifier	🗷 1 x	\$24.99	
		<mark>1</mark> 1x	\$24.99	
New List	Menu / House Specialities / Steak Italiano 📤 Add Modifier			\$23.99 🛛
E New List I New List	Menu / House Specialties / Steak Italiano 🗣 Xdd Modifer Add-on:			\$23.99 🗙
E New List I New List I New List	Menu / House Specialties / Steak Italiano 🗣 Xdd Modifer Add-on:			\$23.99 🗙

• 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.

Croate List Officers	Add Item		_
Now List.	Item Name:		
New Line	Charge		
Rew LOU	Menu Name:		
Scareff 4937879c	Menu		
E New Last	Category Name:	-	
Spands of Lifzani		and the second second	-
Thew list	Adjusted Items		🛧 vida ttam
ENew Lin	Price:	\$24.99	\$23.99 🔀
Diew Last	2	1000	
New Last	Quantity:	.00	
Reviews	1		
Terminike Lucz			
tatements	Sav	e Cancel	\$23.99

• 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.





# 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





# **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.

RESTAURANTS o control panel	Menu				& ZUPPLER	TEST DO NOT MAKE -
Your Res	My Restaurants Restaurant Chains					
Select Restaurants	My Channels		search subscriptions	search workflow by name	satya test	Search Reseal
Restaurant Name	Order Workflows	Tags	City	State	Created	
Timezone Test	Mailer Templates		San Angelo	unpublished	2024-04-29T14:22:37	
Pub 28	Text Templates	-	Mount Hood Village	unpublished	2024-04-28723:05:07	
The Taco Shoppe Z	uppler Discounts		Government Camp	unpublished	2024-04-28T22:22:23	
TEST	Loyalty Plans		Rhododendron	unpublished	2024-04-26T19:46:24	
test	Zuppler Periods		San Angelo	unpublished	2024-04-26T17:29:37	
timezone	Zuppler Delivery Service Block Customer		San Angelo	unpublished	2024-04-26T17:23:31	
Timézone test	BIOCK COSTONNEL		San Angelo	unpublished	2024-04-26T17:23:07	
TEST Account	Customer Service		San Angelo	unpublished	2024-04-26T17:21:10	
JAke Timezone			San Angelo	unpublished	2024-04-26T17:20:43	
new restaurant				unpublished	2024-04-26T16:01:22	
Thai on the Mountain				unpublished	2024-04-26T15:42:10	
Thai on the Mountain				unpublished	2024-04-26T15:40:36	
Mad Messy				unpublished	2024-04-26T15:15:06	
Mad Mossy				unpublished	2024-04-26T15:14:59	
ps://restaurants.zuppler.com	/zuppler_discounts			innublished	2024-04-28T15-14-44	

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

RESTAURANTS Menu o control panel						& ZUPPLER TES	T DO NOT MAKE -
Zuppler Discounts							
Create Discount		Applies to •	Search by d	liscount name	Search by as	isignment name	Search Re
Name	Title		Amount	Applies To	Promo	Inserted At	
GS - 800 Degrees Carolina - Account Creation	your order of \$10+		\$2	subtotal	false	Apr 29, 2024 4:	30 PM
GS - 800 Degrees Carolina - App Launch	your in-app order		\$5	subtotal	true	Apr 29, 2024 4:	28 PM
GS - 800 Degrees Carolina - GFO to Website Promo	your order of \$15+		\$3	subtotal	true	Apr 29, 2024 4:	21 PM
GS - 800 Degrees Carolina - Email Sign Up	your order of \$15+		\$3	subtotal	true	Apr 29, 2024 4:	19 PM
GS - 800 Degrees Carolina - Loyalty Launch	your online order		\$3	subtotal	true	Apr 29, 2024 4:	16 PM
BabyBack	15% Off		15%	subtotal	true	Apr 26, 2024 2:	34 PM
Dawson	25		\$25	subtotal	true	Apr 25, 2024 6:	41 PM
Sajj Catoring	off on orders over \$299		\$1	subtotal	true	Apr 24, 2024 10	0:46 PM
SAJJ Catering Discount	off on orders over \$249		\$25	subtotal	true	Oct 12, 2023 1:	37 AM
test	testbydisha		\$1	subtotal	true	Jan 17, 2024 10	29 PM
DOWNTOWN	100		100%	delivery	false	Apr 23, 2024 8:	54 PM
GS - Maria's Mexican - App Launch	your in App order		\$8	subtotal	true	Apr 23, 2024 4:	04 PM
GS - La Cantina - Mandan - Account Creation	your order of \$10+		\$2	subtotal	false	Apr 19, 2024 5:	32 PM
GS - La Cantina - Mandan - App Launch	your in-app order		\$5	subtotal	true	Apr 19, 2024 5:	20.044

- 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.

OF STALLOANTS More				& ZUPPLER TEST DO NOT MAKE -
Suppler Discounts				
Decourts ( Inst Discours(2032) )				
Mamation Assignment Provisio Costes	Availaberry Breing	Acoms Groups	AuditLogs	
Assignment Information				
Choose Assignment Type:				
Select w Select Restaurant Channal Subscription				
QUESTABLICANTES Monta 9 control parent				A ZUPPLER TELT DO NOT MAKE-
O STRANCH Prinord	-			A 20PPLER TEST DO NOT MARE -
O Stripton Istion				A 2UPPLER TEST DO NOT MARE -
Zuppler Discounts	Avalobility Billing	Acoust Groups	AuthLogs	A DUPPLER TEST DO NOT MAKE -
Control power      Complete Discounts      Decourts     Memory     Asgenret     Prono Dode	Avalability Billing	Асола Geogra	AuditLogs	A DUPPLER TEST DO NOT MAKE -
Control power      Cuppler Discounts      Decourts     Decourts     Decourts     Augement     Prono Codes      saigment information	Availability Ebling	Acoms Geo.pn	Auditlogs	▲ 2UPPLER TEST DO NOT MAKE -
Control power     Control	Availability Energy	Acoms Geogra	Audittogs	A DUPPLER TEST DO NOT MARE-
Constants     Constants	Availability Eilling	Acoms Geo.pn	AuditLogs	▲ DUPPLER TEST DO NOT MAKE -
Control power      Control	Availonty Bing	Acoms George	Auditlogs	▲ 2UPPLER TEST DO NOT MAKE -
Accession proved     Concession     Concession	Avatobility Elimiti	Асота Безира	Auditlogs	▲ DUPPLER TEST DO NOT MARE -
Conserve period	Avalsbility filming	Асолна Сехира	AuthLogs	A 20PPLER TEST DO NOT MARE -
Conserver (Conserver)     Conserver (Conserver)     Conserver (Conserver)     Advantation     Choose Assignment Type:	Avaidoliny filling	Acons Geups	AuditLogs	▲ DUPPLER TEST DO NOT MAKE -

## 6. b : Gift Cards-

gift cards are configured on Zuppler Chef.

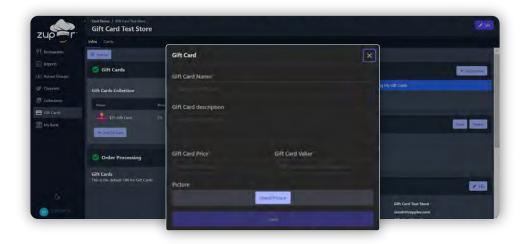
Steps:

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

zuper	Gift Card Test St	ore				
zab	Infos Cards					
₩1 Restaurants	E Breven					
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	Gift Cards This is the default CW for Gift	Cards		Silling		/ 100
G.				Name: Accountant envit	Gift Card Test Store Jacob@zuppler.com	

 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.

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aneninere.				Accountant email:	Jacob@zuppler.com





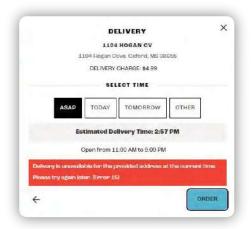
# Known Errors & Resolution

# **Discounts & Gift Cards**

## 7. a : Discounts-

Error Types :

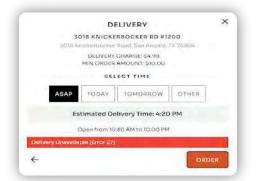
- Error 15
  - Full Error message
    - This error will show up in the ordering UI when the order is being placed. This
      error message will show up after the user has entered their delivery address and
      reached the time selection popup screen



- 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

Restaurant Profile											x
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State	Texas	Park/Ente	sr/Exit	5	M	inutes					
Zip	75044	Auto Tip		No	v an				Cuisine Type	Comfort Food	
	La contra de la co	Default P	NCE LEW	Reg	Prices	4			Build and Build		
Lat/Lon	32.978406 -96.654332 Fill	Chained	With.		CRI L				Restaurant/Cuisine Description	NEIGHBORHOOD BAR AND GRILL	
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- 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



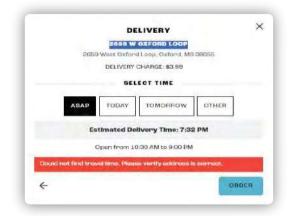
- Behavior: When this error displays then the user will not be able to complete/place the order.
- Resolution: If the restaurant is marked closed for a day on DataDreamers. Then this error is displayed. Also if the vendor ID on ZDS is incorrect then also this error.
  - Unblock vendor in Block List on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

	1			Addr Cust Order	Pm	tast: Clear Addr Clear All		# Home	
	5			Addr:			• • • map	Dispatch	
	-			Driver (This Order):		Driver (This Account):		Queue (0)	
Updated Fri Mar. 20 @ 2:03 PM	<<	a La	st Year	📕 This Year 📕 Orders Today		>>	4/29/2024		
No vendors are currently blocked	Deed	\$ Sales Snapshot	2	Customer Comments	A	Order Lookup	Hover Tips:	00	
		Block/Unblock Ver	ndo	rs it Menus/Vendors	Ŷ	Health Check	Sound Al	erts:	
	Tools	Site Configuration	Ø	Customize Site (Easy)		Customize Site (Hard)	Orders (OnArrival)	00	
		Mobile App Registration		Delivery Database		Online Validation	Dispatch	0	
		Unlock Orders	3	Pending Vendor Apps	3	Pending Driver Apps (160)	Hits	1.00	
		Marketing Machine	3	Menu Sharing	0	Order Templates	Fax Failures		
		Vendor Sorting	•	Eatabit Printers		Checkmate POS Integration		0	
							Orders (Loops While		

- 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

RESTAIRATION Menu o control (kanya) Delivery Markets / Tesl D2(813)		▲ ZUPPLER TES	T DO NOT MAKE -
Delivery Map Information Delivery rule Assign accounts to delivery service Audit Logs		Goog	e Incremental Update
Delivery Service Assignment search missioneri Vendor ID Save	Name Brown Sugar By The Sea - Demo	Settings vendor_id: 879	×

- 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



### **RDS** Handbook

Disclaimer : This document was last updated on May 1, 2024. While we endeavor to keep this upto date we request you to keep checking our portal for any minor enhancements