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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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• Complete the Store Configuration Process.

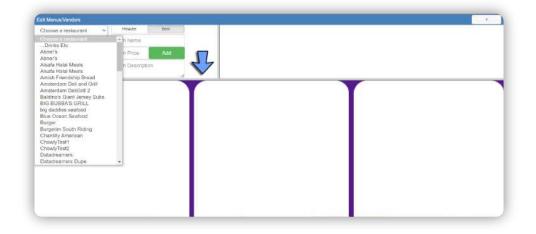
1. a.ii : Create a New Vendor in DataDreamers

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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• 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

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• 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.

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		Provide me a delivery fleet to deliver my orders	30 Canfigure POS
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		and bet	30 Cooligare Prep Time
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- 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.

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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.

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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)

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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

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

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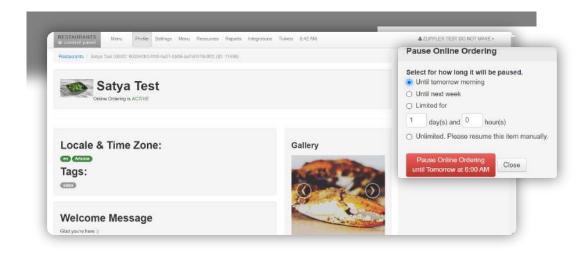
Summary of where Quote Padding time is accounted for and displayed for the guest:

- 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.

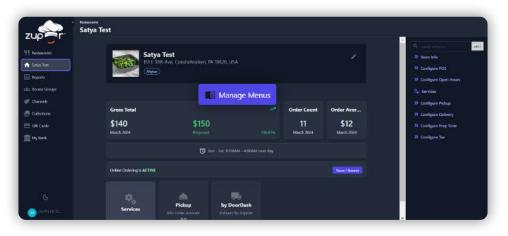
Once Menu is migrated from DataDreamers to Chef, then the menu does not need to be managed on the DataDramers system. All menu management will be done in Zuppler Chef

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.

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🖾 Reports		action and cannot be reversed.	
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• 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.

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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

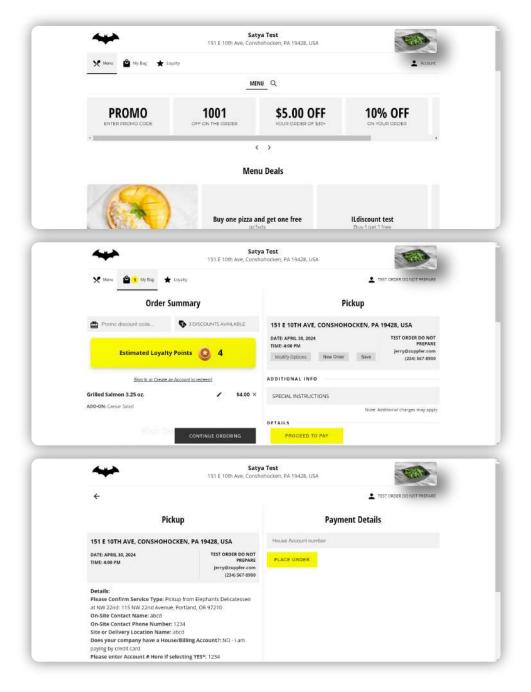
Steps:

- 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.

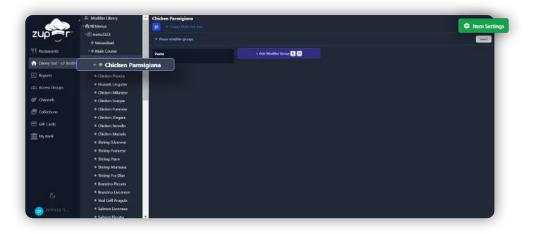
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		Pickup by DoorDash			

• 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.



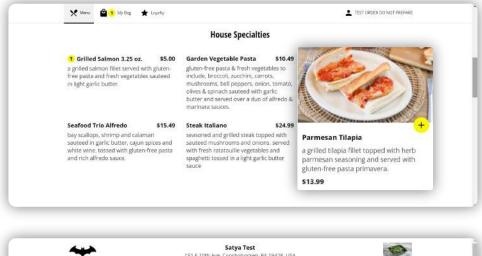


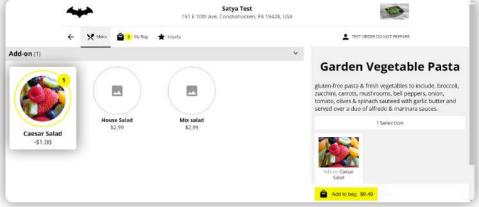
- Add Item Images
 - Go to manage menus and click on the item, go to Item configuration and
 - in the configuration page you will see the camera icon. Repeat the steps
 - mentioned above and you can assign images to items. Same applies to
 - modifier images. Open the modifier configuration page and repeat the
 - same steps as above.



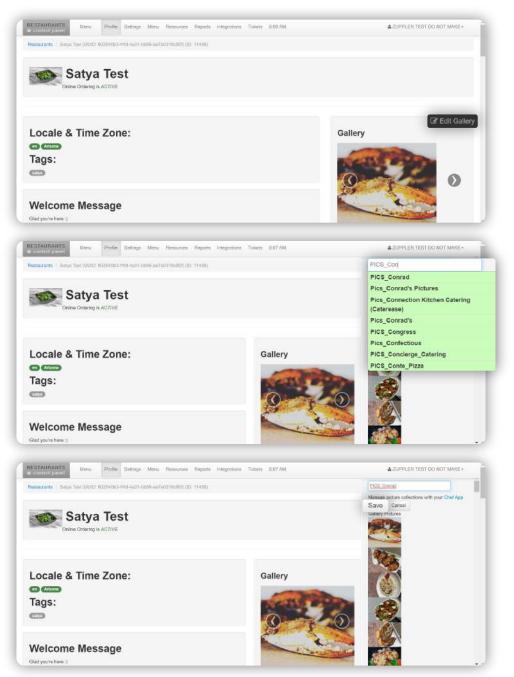
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A Daniy test - v3 pestin	& Pasta				
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 Guest UI: This would display in the menu page of the restaurant and when a particular item is selected/expanded then the item details page would also display 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.









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:

Pit 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 sa	tisfied			
Restaurant	~ is	•	Danny t	test - v3 (testing) + -
Restaurant	 ✓ is 	~	Danny	Test Account + -
Order placed 🛛 🗸	is bet	veen	~	03/30/2024 → 04/29/2024 -
Order placed	¥ 15	petween		 U3/30/2024 → U4/29/2024
Play sounds v	when list o	ontentrch	anges	

4. a.ii : Download Data

Steps:

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

ZUP ole r 28					i orders Q	- 20PPLER (Ea)	DO NOT MAKE *
LIVE ORDERS	Lists New List						
Create List	♦Sort; Time 17 Ø	🞜 🕼 Edit	🗙 Remove 📑 D	ownload Data	Count Orders		
ORDERS	✓ Danny test - v3 (testin)	g)		× Danny test - v3 (t	esting)		
New List	TEST ORDER DO NOT PRE	PARE	PICKUP	TEST ORDER DO NO	T PREPARE	PICKUP	
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New List	× Danny test - v3 (testing	9)					
E Search 4937879c	TEST ORDER DO NOT PRE	PARE				PICKUP	
III New List	1		© 12 days ag	6		# 45a7a47f	
E Search cc142aaa	first prev						

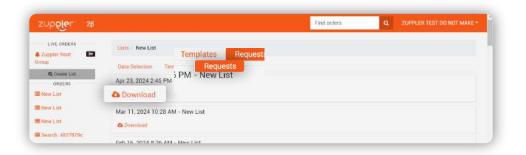
• Name the download appropriately, check and uncheck the data points you need on the downloading file

LIVE ORDERS	Lists / New List		
Q Create List ORDERS	This will create a file based on all orders	equests you see on the on New List list. re included with the output file. Switch to sorting	g mode to order the columns in the output.
New Lint	Download New List	e as template	Toggle Sort Mode
New List	dentification	C Order ID	Conf. Code Restaurant Name
Search: 4937879c New List Search: co142aaa	Information	Service Type Corder Date Payment Special Instr.	S Time Type S Order Time Payment Details

• Scroll down and click on "Start Processing"

Now List			
E New List	Customer	☑ Name □ Phone	C Email Cogged In
• Reviews	Source	Channel ID Custom Track #	🖸 Page Address
Flamove 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.



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.

Croate List	Zupplar Quatemar Carving Appl
ENew List	Zuppler Customer Service App!
New List	Welcome to the Zuppler Customer Service! Please select a list from the sidebar in order to
Hew Lint	continue.
Search: 4997879c	
New List	
Search oc142aaa	
New List	
New List	
E New List	
New Lint	
Revenue	
Remove List	

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

zup <mark>ole</mark> r 28	Find orders Q ZUPPLER TEST DO NOT MAKE *
LIVE ORDERS Statements	
A Zuppler Root Filter by status All 🗸	
Q Croole List Search by restaurant - search _ clear	
onocas Seaton ny (restaurant v seaton clear New List 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.

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
<mark>\$ 234.6</mark> 5		\$ 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		<mark>\$ 132.25</mark>	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.

Period: March 25, 2024 3 04 AM to April 1, 2024 3 05 AM			
Summary	Amo	ount	
Total Credits 1			\$ 2,346.8
Total Detits			\$ 1,474.8
Amount to Receive			\$ 871.9
Statistics	Count	Total	
Selwery order	847		\$-333.5
Selivery order payment	177		\$ 1,168.6
amail notification	236		5 -4.7
okkup order	5		5 -1.8
oickup order payment	5		\$ 53.4
slatform tees	1		\$-9.5
statement_fee	1		\$-0.5
Total Orders & Amount	911		\$ 871.9

• 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

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ORDERS	🗸 Satya Test	ID"3a9e7ba3	CUSTOMER #				t 10th Aven
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New List			0 0	0	• •		
Bearch: 4097879c	✓ Satya Test	12.64 PM	12.54 PM 12.54 Pf	12.50 PM	6.45 PM 6.45 PM		
and and and and and	TEST ORDER DO NOT PREPARE						
New List	PICKUP	Order Confirmed April 27, 202			Cancel	order 😽	vint Receipt
Search: cc142aaa	28 ©4 days ago ∲ c0079ccd	Your order has been confirme	d		10		
New Lint	🗙 Satya Test	Order Det Payment	pport Order S	surce.			
and the second se	The second	and the second se					
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• In order to edit the order contents click on the add item button

nonb				
Q Create List	Order Info			
ORDERS	Id: maserass) Conf Code: 2016			
New List				
E New Lint	Service. Pidep 22			
E New Lint	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: Acril 25: 2024 7:00 P#Eaton 0			
Sourch oc142aaa	Contraction of the second data o			
New List	Order Contents			+ Add Item
New Lint	Menu / House Specialties / Steak Italiano + Add Menner	1:	\$24.99	\$23.99 🖪
New Lint	Add-on:			
	Caesar Salad	1	x -\$1.00	
New Lint				
New List				
	Totals			

• 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.

Childes	Add Item		
E New Lot	Item Name.		
t Now Lint	Charge		
New Lint	Menu Name:		
Search: 4997075c	Netru		
New Lint	Category Name		
Search or 142 and	Adjusted Items		+ Add Item
New Lout	Price:	\$24.99	\$23.99
NEW LINE	2		
Henry Garat	Quantity	.00	0
American Min	1		_
New Set			
atomenta	Save Car	Interior	\$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.





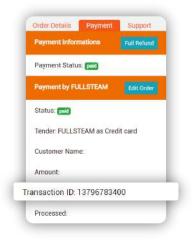
Reports

5. a : Reports Available on DataDreamers

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

5. b : Fullsteam

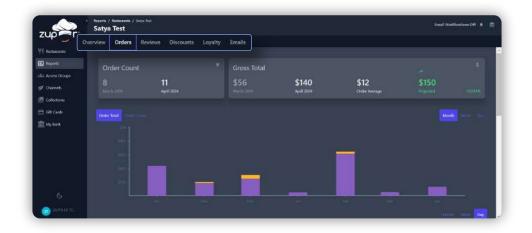
You should be able to see order transaction details on your FullSteam portal. The transaction number to search for an order can be found on our CS App under the Payment tab:



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 Occombine granel	Menu				▲ ZUPPLER	TEST DO NOT MAKE +
Your Res	My Restaurants Rostaurant Chains					
Select Restaurants	My Channels		search subscriptions	asarch workflow by name	satya faut	Search Robert
Restaurant Name	Order Workflows	Tags	City	State	Created	
Timozono Test	Mailer Templates		San Angolo	unpublished	2024-04-29T14:22:37	
Pub 28	Text Templates	-	Mount Hood Village	unpublished	2024-04-28723:05:07	
The Tace Shoppe Z	uppler Discounts		Government Camp	unpublished	2024-04-28722:22:23	
TEST	Loyalty Plans		Rhododendron	unpublished	2024-04-26T19:46:24	
text	Zuppler Periods		San Angele	unpublished	2024-04-26717:29:37	
timezone	Zuppler Delivery Service Block Customer		San Angelo	unpublished	2024-04-26717:23:31	
Timezone test	biolog Costonier		San Angelo	unpublished	2024-04-26717:23:07	
TEST Account	Customer Service		San Angelo	unpublished	2024-04-26717:21.10	
JAke Timezone			San Angelo	unpublished	2024-04-26717:20:43	
new restaurant				unpublished	2024-04-26T16:01:22	
That on the Mountain				unpublished	2024-04-26T15:42:10	
Thai on the Mountain				unpublished	2024-04-26T15;40:36	
Mad Messy				unpublished	2024-04-26715:15:08	
Mad Meesy				unpublished	2024-04-26715:14:59	
ps//reitagrants.mapplar.com	complex discounts			unnuhlishad	3004.04.98715.14.44	

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

DESTAURANTS Occounter panel					& ZUPPLER TES	DO NOT MAKE +
Zuppler Discounts						
Create Discount	App	ies to • Search by a	Bockson, rowner	Bearch by an	algrinotat name	Search Report
Namyo	Title	Amount	Applies To	Promo	Inserted At	
GS + 809 Degrees Carolina + Account Creation	your order of \$10+	\$2	subtotal	falso	Apr 29, 2024 4:	10 PM
GS - 800 Degrees Carolina - App Launch	your in-app order	35	subtotal	true	Apr 29, 2024 4:	8 PM
GS - 600 Degrees Carolina - GFO to Website Promo	your order of \$15+	53	subtotal	true	Apr 28, 2024 43	PM
GS - 800 Degrees Carolina - Email Sign Up	your order of \$15+	53	subtotal	true	Apr 29, 2024 4:	19 PM
GS - 900 Degrees Carolina - Loyalty Launch	your online order	\$3	subtotal	trusi	Apr 29, 2024 4:	6 PM
BabyBack	15% Off	15%	subtotal	true	Apr 26, 2024 2:	14 PM
Davison	25	\$25	subtotal	trup	Apr 25, 2024 6:	1 PM
Saj Caterng	off on orders over \$299	\$1	subtotal	true	Apr 24, 2024 10	:46 PM
SAUJ Catering Discount	off on orders over \$249	525	subtotal	true	Oct 12, 2023 1:	17 AM
teat	testbydiaha	51	subtotal	true	Jan 17, 2024 10	29 PM
DOWNTOWN	100	100%	daltwary	faise	Apr 23, 2024 8:	i4 PM
GS - Maria's Mexican - App Launch	your in App order	\$8	subtotal	true	Apr 23, 2024 4:	I4 PM
GS + La Cantina - Mandan - Account Creation	your order of \$10+	\$2	subtotal	faise	Apr 19, 2024 5:	i2 PM
GS - La Cantino - Mandan - App Launch	your in-app order	55	subtotal	true	Apr 19, 2024 5:	3.DM

- 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.

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6. b : Gift Cards-

gift cards are configured on Zuppler Chef.

Steps:

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

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• 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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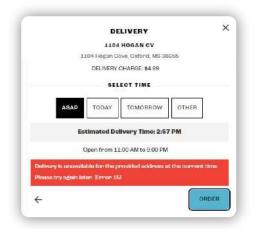
Known Errors & Resolution

Discounts & Gift Cards

7. a : Discounts-

Error Types :

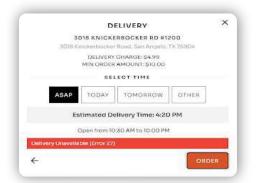
- Error 15
 - Full Error message
 - This error will show up in the ordering UI when the order is being placed. This error message will show up after the user has entered their delivery address and reached the time selection popup screen



- 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

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 - 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

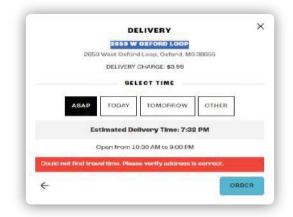


- Behavior: When this error displays then the user will not be able to complete/place the order.
- Resolution: If the restaurant is marked closed for a day on DataDreamers. Then this error is displayed. Also if the vendor ID on ZDS is incorrect then also this error.
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 Customize Site (Hard) 📫 🔹 Mobile App Registration 🗧 🛛 Delivery Database Online Validation Dispatch Pending Vendor Apps Unlock Orders Hits Order Templates 😋 Marketing Machine 🔄 Menu Sharing Fax Failure Checkmate POS Integration LE Vendor Sorting 🔒 Eatabit Printers Orders (Loops While
 - 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

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Delivery, Service Assignment	Name	Settings	
search restaurant	Brown Sugar By The Sea - Demo	vendor_id: 879	🐷 🗶
Save			

- 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





Reports

FAQ: Ordering a Replacement Eat-a-Bit Printer

Q: How do I order a replacement for my Eat-a-Bit printer?

A: Need a replacement for your trusty Eat-a-Bit printer? We've made the process quick and easy! Just follow these steps:

Send an email to RDSSUPPORT@ZUPPLER.COM. Be sure to include the following details in your email: Reason for replacement (e.g., malfunction, damaged, etc.) Device number (you'll find it on the printer itself) Shipping address (where you want your shiny new replacement sent) Once your email is received, we'll dispatch a replacement at no cost to you. However, note that the standard monthly rental will continue to apply.

Important: Avoid the "Eat-a-Bit printers" button on Data Dreamers for replacement requests—it's been retired and is no longer in use.

FAQ: Ordering a New Eat-a-Bit Printer

Q: How do I order a new Eat-a-Bit printer for my restaurant?

A: Ready to equip your restaurant with the power of a brand-new Eat-a-Bit printer? It's as simple as sending an email! Here's how to get yours:

- 1. Email us at RDSSUPPORT@ZUPPLER.COM.
- 2. Be sure to include the following details for a smooth and speedy process:
 - Restaurant Name
 - Shipping Address (where your printers should be delivered)
 - Number of printers you need

Once your request is submitted, we will deliver your new printers directly to your door. Each unit is priced at \$280 including Shipping, with no monthly rental fee!

Note: Please **DO NOT** use the "Eat-a-Bit printers" button on Data Dreamers for new printer orders—it's been discontinued.



RDS Handbook

Disclaimer : This document was last updated on Oct 24th, 2024. While we endeavor to keep this upto date we request you to keep checking our portal for any minor enhancements