

McDelivery Accuracy Toolkit

August 2023



Discussion Topics

1. *Why Accuracy?*

2. *The Foundations*

3. *Driving Improvements*

4. *Best Practices*

McDelivery Accuracy Toolkit Overview

This toolkit is a support resource to **improve accuracy** for the delivery guest and **protect the profitability** of the restaurant. It includes many ideas, initiatives, best practices, and links to important information.

Accuracy affects the **Crew**



Accuracy is one of our **biggest operational challenges** across all omnichannels

Accuracy affects the **Customers**



Accuracy is a **key driver** of customer satisfaction

Accuracy affects the **Operator**



Order accuracy directly **impacts profitability** for all restaurants and 3PO partners

Missing & Incorrect items account for **80% of all inaccuracy complaints.**

The most missing and incorrect items are **Fries** and **10 Piece Nuggets.**

What went wrong?

- Missing condiments & nugget sauces are the #1 items missed in the condiments category.
- The courier was handed the wrong order makes up 20% of inaccuracy complaints.

Why it went wrong?

- Understaffed.
- Incorrect positioning.
- Incorrect crew procedures.
- Busy, congested, overstressed assembly point.
- Printer not working.

How do we make it better?

- Schedule and position crew as per the 2022 VLH Guide and DSPG.
- Train crew on the Delivery operations standards and procedures using the Delivery section of the O&T.
- Work from a fully stocked & organized Digital Assembly Cart.
- Use the sticky pick tickets to double check all items are in the bag(s).

*These mistakes are **costly**. It hurts **overall satisfaction** and results in a refund which has a **negative impact on the P&L.***

Accuracy Mistakes are costly to the Restaurant and 3PO.

Completely Wrong Order				
Refund Category/Error	Refund Description	3PO	Refund Amount/Refund Policy	Responsible for the Refund
Entire Wrong Order	If a customer receives an entirely wrong order.	DD	100% of the Meal Items, including applicable taxes	McDonald's
Wrong Order Entirely	If a customer receives an entirely wrong order.	UE	Full order refund	

Missing or Incorrect Item (a la carte, combo/EVM, required condiments, wrong size)				
Refund Category/Error	Refund Description	3PO	Refund Amount/Refund Policy	Responsible for the Refund
Missing or Incorrect Items (a la carte)	If a customer receives an order that contains one or more missing or incorrect items ordered a la carte.	DD	Up to 100% of the retail price(s) of each missing or incorrect item, including applicable taxes	McDonald's
Missing or Incorrect Items (Combo or EVM)	If a customer receives a combination or extra value meal with one or more missing or incorrect items.	DD	Up to 50% of the Retail Price(s) of the combination or EVM, including applicable taxes or up to 100% if all items are missing	
Missing item(s) w/in the order or Incorrect order/item size	Missing appetizer/dessert or Ordered a Lg French fry and was given a Sm French fry.	UE	Item-level Refund	

Accuracy Mistakes are costly to the Restaurant and 3PO.

Missing or Incorrect Item(a la carte, combo/required Condiments, wrong size)				
Refund Category/Error	Refund Description	3PO	Refund Amount/Policy	Responsible for the Refund
Missing Required Condiments	If a customer receives an order with missing or incorrect \$0 condiments and/or cutlery as a required part of a meal item that has a cost.	DD	Up to 50% of the Retail Price of the meal item	McDonald's
Food Quality	If a customer receives an order that is inedible (i.e. food was under/over cooked).	DD	Up to 100% of the Retail Price including applicable taxes	
Food Unsafe	If a customer receives an order that is unsafe to eat due to the fault of McD's (Unsafe to mean the food caused an illness).	DD	Up to 100 of the Retail Price including applicable taxes	
Missing item(s) due to courier not being given all bags/food items	If a customer receives an incomplete order due to courier not being given all bags of food items.	UE	Full order refund	

Discussion Topics

1. *Why Accuracy?*

2. **The *Foundations***

3. *Driving Improvements*

4. *Best Practices*

Setting the foundations and executing the basics of Accuracy is dependent upon **People**, **Equipment**, and **Shift Management**.



People

Elevated Delivery Education and knowledge through training

Delivery O&T Operations Procedures
AAG Guides for Delivery



Equipment

The right equipment in the right spot

Digital Assembly Cart
Wayfinding Signage
Dedicated Delivery Monitor



Shift Management

The right people, in the right spot, at the right time

Staffing, Scheduling, & Positioning
2022 VLH Guide
DSPT

Utilizing the training materials to ensure the team has the knowledge on how to execute Delivery procedures.



What is it?

- The Delivery O&T is the source of truth for Delivery standards and procedures.
- The AAG Guide provides an overview of Delivery Education.

Why should I use it?

- This training will provide the crew with knowledge on accepting, assembling, and handing off Delivery orders.

Where can I find it?

[Delivery O&T Operations Procedures](#) [At-A-Glance for Crew: McDelivery](#)

Additional Resource	Link	Short Description
AAG for Managers	At-A-Glance For Managers: McDelivery	Manager's overview of Delivery which includes an execution shop checklist designed to help ensure a consistently high level of execution that provides the quality and service levels that customers expect.
McDelivery Station Guide	McDelivery Station Guide	Resource for the order arrival, assembly, and hand off.
McDelivery Packaging Guide	McDelivery Packaging Guide	One Pager on bagging Delivery orders.

A Digital Assembly Cart helps to organize and assemble delivery orders and includes space for packaging, condiments, & delivery IT hardware.

Equipment



What is it?



Why should I use it?



Where can I find it?

- The Digital Assembly Cart is a separate space and station to organize and assemble delivery orders – includes space for packaging, condiments, and delivery tablets.
- Reduces stress, congestion, and complexity at the OAT by removing the assembly and finishing process from the OAT to the delivery station.
- This creates room for the delivery team to work more accurately and efficiently while improving the execution of the other service channels.

[SAO, SAM, Legacy, & New Store Design Equipment & Layouts](#); ROA Equipment Guide pages 17-27

[Assembling, Staging, & Fulfilment](#); ROA Equipment Guide pages 28-42



Additional Resource

Be Well Served

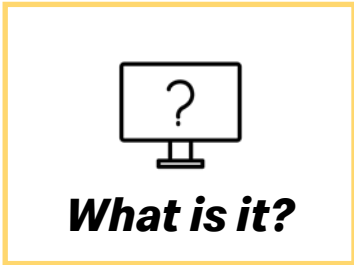
Link

[Be Well Served on @mcd](#)

Short Description

Home for all gold-standard equipment layouts. Correctly positioning equipment can increase order accuracy, productivity, and efficiency by reducing restocking time and minimizing the bends, steps, and turns in the order assembly process.

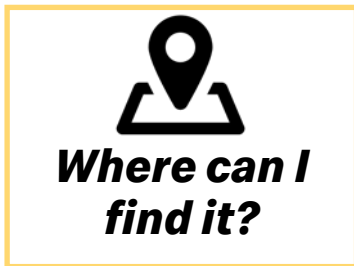
Proper Wayfinding Signage creates ease for couriers to find and pick up orders.



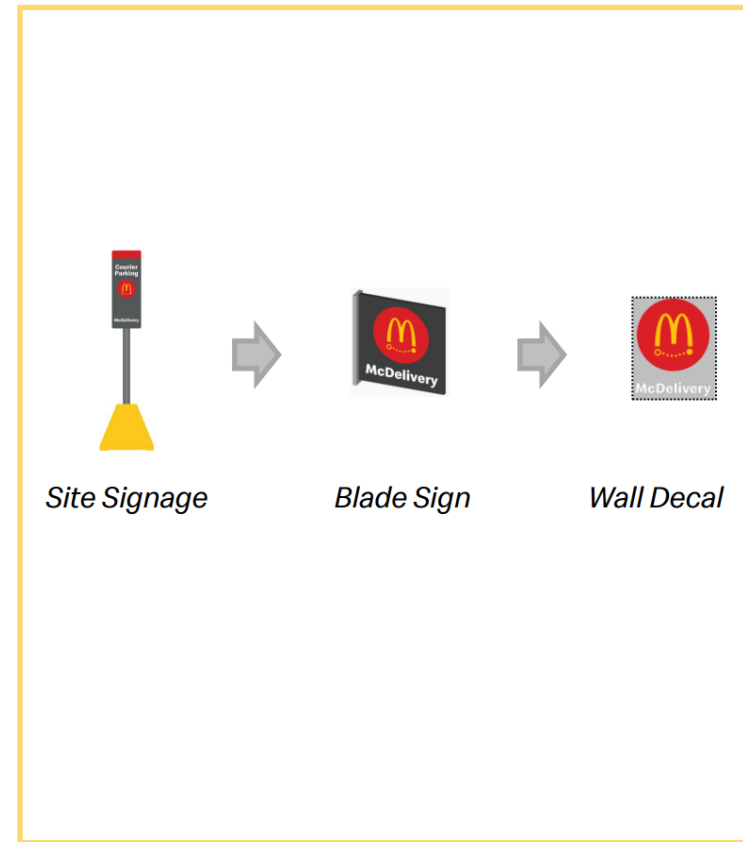
- Signage that provides our delivery couriers clear directions on where to find and pick up orders.



- Removes confusion and frustration on where to go to pick up orders.



[Wayfinding Signage](#); ROA Equipment Guide page 10



Additional Resource	Link	Short Description
Wayfinding Signage	Wayfinding Signage	Wayfinding components, channels, and examples.
Delivery/Drive Thru One Pager	Delivery/Drive Thru Signage	One pager outlining the Wayfinding signage for Delivery.
Gold Standard Parking Sign Recommendations	Gold Standard Parking Sign Recommendations	Signage recommendations for exterior Delivery Wayfinding

To isolate delivery orders, restaurants can reroute orders to a dedicated Expo Monitor.

Equipment



What is it?

- A dedicated Expo Monitor to designed to separate assembly and present section to keep orders visible until the hand-off is completed.



Why should I use it?

- Highlights key items for accuracy.
- Provides key messages for special orders.
- Removes clutter from the front counter monitor.
- Makes the assembly process easier for the crew.



Where can I find it?

[Dedicated Delivery/Curbside Monitor](#)



Additional Resource

Link

Short Description

USORT homepage

[USORT on @mcd](#)

Technology solutions to improve service and profitability in the restaurants.

USORT Printer Preparation

[USORT Printer Preparation](#)

This resource outlines the preparation for printers including cleaning and troubleshooting.

Effective staffing is step 1 for maximizing delivery operations.



What is it?

- The 2022 VLH Guide has been updated to project positioning for digital guest counts of McDelivery and curbside.



Why should I use it?

- Helps scheduling managers make educated decisions about current delivery/curbside transactions and new productivity with the current menu.
- Restaurants with high delivery/curbside orders will see additional crew positioned in the restaurant.



Where can I find it?

[2022 VLH Guide](#)

Delivery / Curbside:	0	0	7
	1	8	19
	2	20	29
	3	30	39
	4	40	49
	5	50	59
	6	60	9999

Hour Start:	04:00	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00
#WINDOW	0	0	0	1	2	2	2	2	2
#CURBSIDE	0	0	0	2	3	3	4	6	6
#DELIVERY	0	0	0	1	2	2	2	4	4
#SANWCH	0	0	0	110	122	152	109	120	133
#FRY/HB	0	0	0	37	46	47	47	67	72
#MCCAFE	0	0	0	16	15	14	14	7	8

Additional Resource	Link	Short Description
VLH 2022 for Managers	VLH 2022 for Managers	Manager's overview of VLH which includes key changes, benefits, and deployment.
VLH 2022 for Operators	VLH 2022 for Operators	Operator's overview of VLH which includes rationale, benefits, and deployment resources.
Staffing, Scheduling, & Positioning site	SSP on @mcd	SSP fundamentals, resources, and supplemental training.

Effective positioning is step 2 for maximizing delivery operations.



What is it?

- The Dynamic Shift Positioning Tool (DSPT) helps to ensure the restaurants have relevant choices for shift positioning based on restaurant configurations.
- The DSPT now includes projects for delivery/curbside.



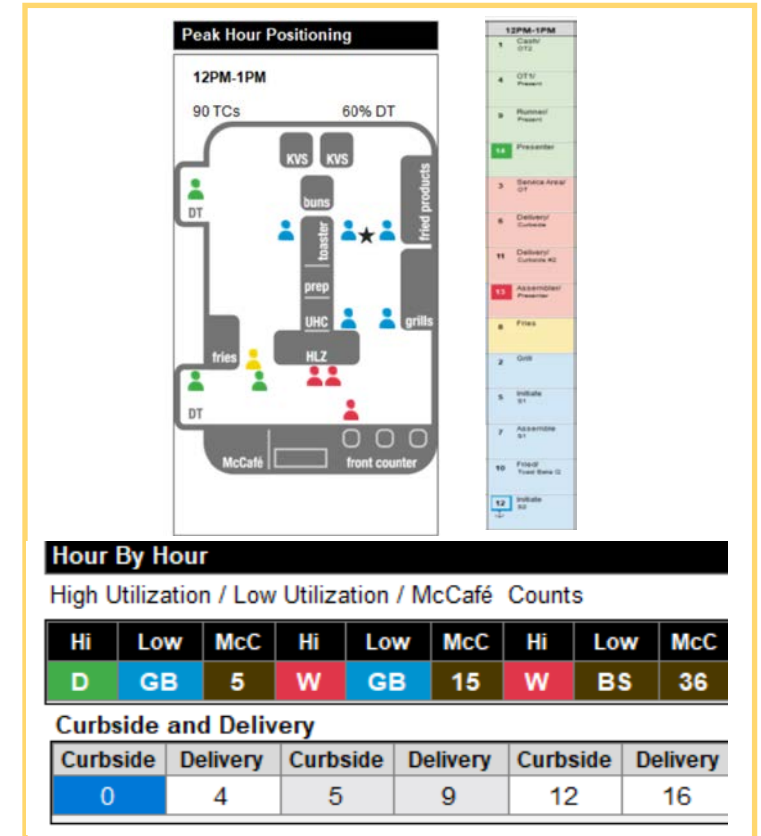
Why should I use it?

- New positioning calls for a dedicated delivery curbside person at 8+ digital transactions.
- Managers will be able to position their team based on the restaurant conditions and needs of the business.



Where can I find it?

[DSPT Version 8.0.0.1](#)



Additional Resource	Link	Short Description
DSPT Reference Guide	DSPT Reference Guide	Outline of the DSPT and descriptions of the various sections.

Discussion Topics

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3. *Driving Improvements*

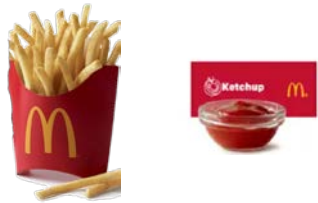
4. *Best Practices*

Reinforcing key procedures for order packaging will have a big impact on Delivery order accuracy.

Fries are the **most ordered** and **most forgotten** Delivery item.

Fries

- Drop fresh Fries when the order appears on the Expo Monitor.
- Assemble the order once all food items are ready.
- Remember to include Ketchup
- Fold inner bags to retain heat.



Everything goes out in a yellow rope handle bag

Packaging

- Package the food properly to prevent tipping and spilling.
- Sealing the bags prevents any sort tampering.



Missing nugget sauces count as an incomplete order.

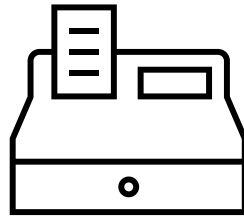
Condiments

- Pay attention to the number and type of condiments the customer requests.
- Consider using a Condiment Bag, to make it easier for our crew to get it right.



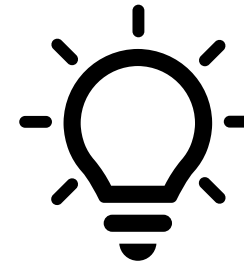
Ensuring your menu is correct can reduce accuracy issues and complaints.

Product Outage



Make sure to use the **“Product Outage”** feature on the POS to make any items that aren’t available “out of stock” to prevent customers from ordering items that aren’t available.

PRO TIP!



If a customer orders something that isn’t available or they order it too close to the cut-off of breakfast (for example), you can use the tablet to access the customer’s information and reach out to them to apologize and offer a substitution.

Using the sticky pick ticket can help the crew, couriers, and customers easily ensure all items are available and in the bag.

The **power** of the sticky pick ticket

Crew

Crew should use the sticky pick ticket to verify the order is complete.



Couriers

Couriers rely on the order number and 3PO name on the sticky pick ticket to confirm they have the correct bags.

*Soon the customer's name will appear on the sticky pick ticket.



Customers

Customers consider the sticky pick ticket to be their in-store receipt. Even though prices are missing, they can confirm what was ordered and that it is all packed properly.



To drive improvements in Delivery accuracy, begin with the foundations and tactics.

The Foundations

- 1 Using the 2022 VLH Guide and DSPT to make sure the basics are right and foundations are in place.
- 2 The key is to understand your Delivery conditions and put the right people in the right place, at the right time.

Accuracy Tactics

- Low-cost, quick scalable solutions will help focus the restaurant on order accuracy.



Where to Start

Access the quick wins and low-cost options

- Organize the current delivery station
- Assign someone to oversee delivery orders on every shift
- Make sure the Sticky Printer is working properly
- Train crew to number multiple bags

Get familiar with the Merchant Portals of all 3PO

- Review available delivery reports
- Understand the steps for reporting issues for each delivery partner
- Become knowledgeable about your delivery business
- Put actions in place to close the gaps you identify

Plan

Access the physical plant and put plans in place for future growth in the delivery business

There are many quick-win tactics that can drive the most impact for delivery accuracy. Implementation of foundational or strategic tactics may require planning.

#	Tactic	Tactic Type	3PO Partnership	IT Dependant	Capital or Cost	Available Date
1	Digital Assembly Cart	Foundational	NA	NA	✓	Available
2	Order check and swipe	Quick Win	✓	NA	NA	Available
3	Bag numbering for multiple bags	Quick Win	NA	NA	NA	Available
4	Use Pick-Ticket on bag	Quick Win	NA	NA	NA	Available
5	Identifying the Delivery team	Quick Win	NA	NA	NA	Available
6	Finisher position double check	Quick Win	NA	NA	NA	Available
7	Sticky pick slips / receipts	Quick Win	NA	✓	✓	Available
8	Delivery Monitor	Strategic	NA	✓	✓	Available
9	Tamper evident stickers on bag	Quick Win	NA	NA	✓	Available

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Training crew to double-check the order and number each delivery bag can help reduce inaccurate orders or handing off incomplete orders to couriers.

Double-checking the order & numbering each delivery bag

<i>Best Practice</i>	<i>Benefits to Accuracy</i>
<ul style="list-style-type: none">▪ Recommendation is to have a beginner and a finisher for each delivery order.▪ Two sets of eyes confirming Delivery order is complete .	<ul style="list-style-type: none">▪ Teamwork will help improve customer accuracy and customer satisfaction▪ "None of us is as good as all of us."
<ul style="list-style-type: none">▪ Write the total number and quantity of bags in the order on every bag for every order- all of the time for consistency▪ Example: 1 of 1. 1 of 2, 2 of 2. 1 of 3. 2 of 3, 3 of 3.	<ul style="list-style-type: none">▪ Ensures the correct number of bags are always handed to the courier.▪ Courier is also able to confirm with the customer "you have XX number of bags" in your order.

As we process orders in the restaurant through multiple omnichannel environments, having a dedicated assembly area for Delivery orders is key to effective operations and improving order accuracy.

<i>Setting up the Digital Assembly Cart</i>	
<i>Best Practice</i>	<i>Benefits to Accuracy</i>
<ul style="list-style-type: none"> Utilize the tools & resources to place the Digital Assembly Cart in the right spot. 	<ul style="list-style-type: none"> Reduces stress, congestion, and complexity at the OAT by removing the assembly and finishing process from the OAT to the delivery station.
<ul style="list-style-type: none"> Utilize the Be Well Served Guide to organize this space for packaging, condiments, and delivery technology & hardware. 	<ul style="list-style-type: none"> This creates room for the delivery team to work more accurately and efficiently while improving the execution of the other service channels.

Identifying a delivery team can help the shift manager communicate targets and follow up with accuracy concerns.

<i>Identifying the Delivery Team</i>	
<i>Best Practice</i>	<i>Benefits to Accuracy</i>
<ul style="list-style-type: none"> Identify the Delivery Team, consider providing a different uniform, apron, hat, badge, or Name Tag 	<ul style="list-style-type: none"> Adds an additional level of responsibility and motivation. Helps crew stay in position, and courier can identify who will assist them.
<ul style="list-style-type: none"> Assign the Delivery Finisher position, this person is responsible for order accuracy regardless of volume and team size. The Finisher checks the entire order and seals the bag for the presenter. This person could also be a manager. Once the order is checked sign the receipt or pick slip. 	<ul style="list-style-type: none"> Adds another level of checking to the order assembly process, which helps to raise the importance of accuracy. Making someone responsible on the shift adds buy-in and ownership and provides an opportunity to follow up.

APPENDIX

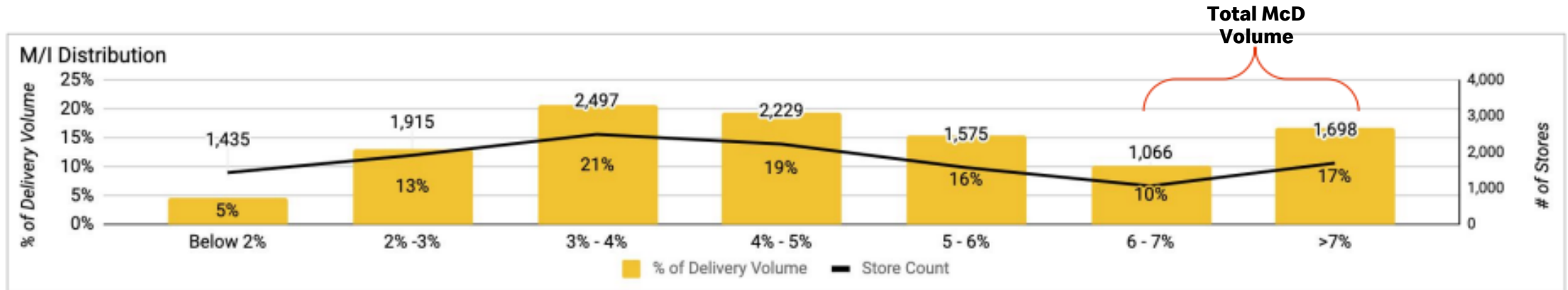
3PO Accuracy Resources



McDonald's should strive to reach and M&I rate of 3.2% or lower to be a parity with the to 20% of merchants on DoorDash.



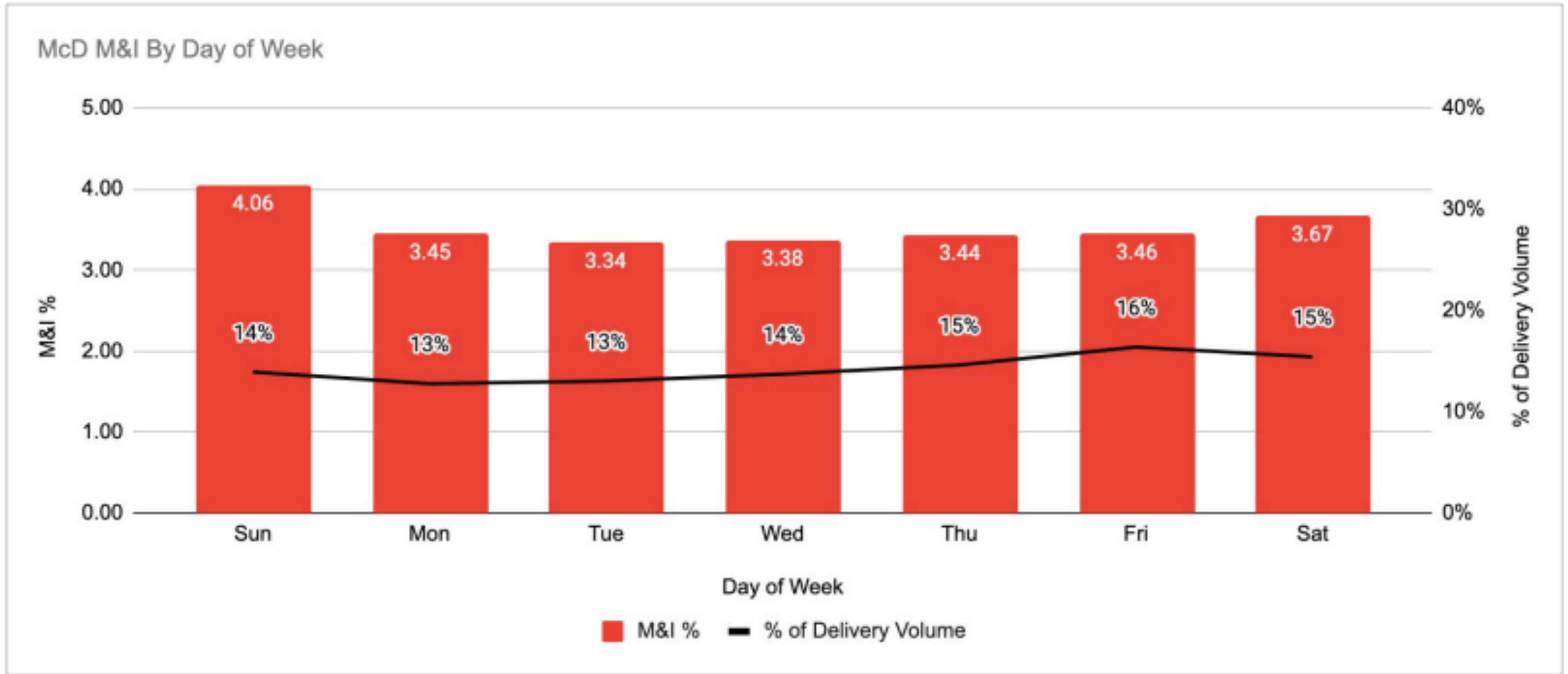
22% of restaurants have an M&I rate greater than 7%, representing 27% of total McDonald's volume.



Top Opportunity High Volume Co-ops

Co-op	M&I	Volume Rank
ATLANTA NW GEORGIA	6.93%	#19
PHILADELPHIA	6.60%	#14
MICHIGAN	6.51%	#6
SOUTH LA	6.3%	#25
COLUMBUS CINCY DAYTON TOLEDO LIMA	6.13%	#12
ALBANY BUFFALO ROCHESTER SYRACUSE	5.93%	#15

M&I levels remain consistent throughout the week days, increasing on Saturday and reaching their peak on Sunday.



Understanding the DoorDash Top Error Items.



*(Frequency **item** is either missing or incorrect)*

(Sum of item errors / total McD item volume)

(% of total items ordered)

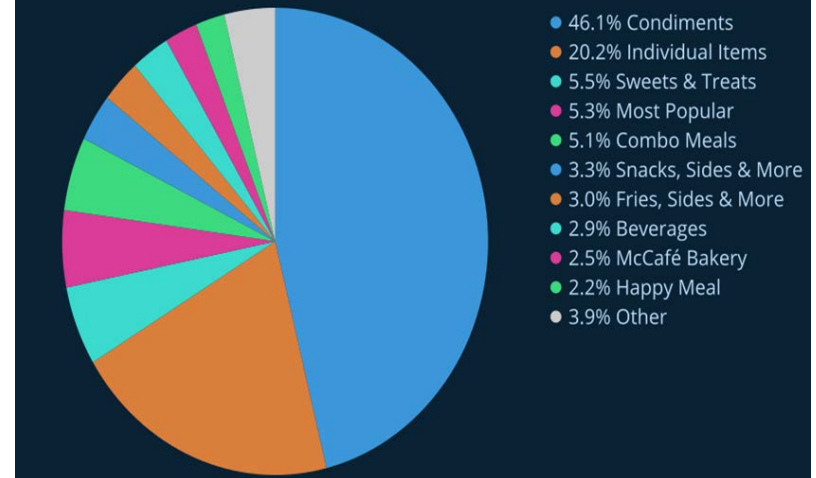
Item	Item M&I%	% of Item M&I	% of Item Volume
French Fries	1.6%	6.0%	7.8%
10 Piece McNugget Meal	2.7%	5.1%	3.9%
Big Mac Meal	2.4%	3.2%	2.7%
2 Cheeseburger Meal	2.8%	3.2%	2.4%
Hash Browns	2.0%	2.7%	2.8%
4 Piece Chicken Mcnugget (Happy Meal)	3.0%	2.6%	1.8%
McChicken	1.7%	2.2%	2.2%
Double Quarter Pounder with Cheese Meal	2.6%	2.1%	2.6%
Apple Pie	3.7%	2.0%	3.7%

Understanding the DoorDash Top inaccuracies by category.



- Inaccuracies hurt the business twice.
 - Chargebacks are costly and take away from sales.
 - The customer's delivery experience determines future delivery orders.
- Charge Backs to McDonald's average of \$6.93.
- Condiments make everything better! Forgetting them in a delivery order makes for an expensive and disappointing mistake.

Missing Items by Category [Use Calendar]



DoorDash Marketplace Refund Matrix.



Refund Category	Refund Description	Refund Amount	Responsible for Refund
Entire Wrong Order	If a customer receives an entirely wrong order	100% of the Meal Items, including applicable taxes	
Missing or Incorrect Items - a la carte	If a customer receives an order that contains one or more missing or incorrect items ordered a la carte	Up to 100% of the retail price(s) of each missing or incorrect item, including applicable taxes	
Missing or Incorrect Items - Combo / EVM	If a customer receives a combination or extra value meal with one or more missing or incorrect items	Up to 50% of the Retail Price(s) of the combination or EVM, including applicable taxes or up to 100% if all items are missing	
Batched Orders	Entire wrong order for batched orders	DoorDash Responsible	DOORDASH
Food Quality	If a customer receives an order that is inedible (i.e., the food was undercooked or overcooked)	Up to 100% of the Retail Price of the meal items, including applicable taxes	
Impact on food quality/customer experience	If a courier is late (measure based on courier's confirmed arrival time at the customer's delivery location compared to the estimated delivery time) to deliver an order to a customer, then 3PO will cover all reimbursement costs related to such order	DoorDash Responsible	DOORDASH
Food Unsafe	If a customer receives an order that is unsafe to eat due to the fault of McD's ("unsafe" means the food caused an allergic or dietary reaction, or the food was unsafe to eat (e.g., a foreign object was found in the food))	Up to 100% of the Retail Price of the meal items, including applicable taxes	
DoorDash Responsibility	Refunds issued caused by the delivery of orders or a Courier, which may include without limitation, Courier behavior such as tampering with any meal or its packaging, accidental delivery or service fee charges, cancellations due to a Courier, or the DoorDash app, temperature of the meal, damaged packaging, and any other reasons to the extent DoorDash or a Courier is reasonably at fault.	DoorDash Responsible	DOORDASH
Missing Required Condiments	If a customer receives an order with missing or incorrect \$0 condiments and/or cutlery as a required part of a meal item that has a cost	Up to 50% of the Retail Price of the meal item	
Missing Add-On Condiments	If a customer receives an order with missing or incorrect \$0 condiments and/or cutlery separate from another entree or meal	No refund	DOORDASH

DoorDash has a series of checks & balances in place to mitigate fraudulent behavior related to Credits & Refunds.



Guest Fraud Prevention

- If a guest has a history or any indication of fraudulent behavior related to Credits & Refunds, their account will be labeled in our internal systems. This badge/label shows up in Dispatch and informs support agents that they should not be issuing the user a credit or refund. A picture of the badge (shown at right) has been provided for reference.
- Additionally, if a customer requests a reimbursement for its first order, or if a customer requests reimbursement more than 72 hours after the time of their order, DoorDash will cover all reimbursement costs.

Dashier Fraud

- DoorDash has invested heavily in better GPS tracking and geofencing logic to hold drivers accountable. DoorDash has introduced both penalties and incentives to accompany the logic. If at any point a dasher is suspected of, or caught engaging in, fraudulent behavior they will be deactivated and unable to deliver for DoorDash.

Restaurant Fraud

- If a restaurant owner, operator or manager is suspected of engaging in fraudulent behavior related to Credits & Refunds within the merchant portal, their ability to dispute error charges will be revoked.

Refund Policy Matrix



Missing or Incorrect Item(a la Carte, Combo/required condiments, wrong size)			
Refund Category/Error		Refund Amount/Policy	Responsible for the Refund
Missing, incorrect, or damaged items due to courier error	Spilled soups or drinks, tampered orders	Full order or item-level refund	UberEats
Missing/Undelivered order due to courier fraud or associated with a courier who has been flagged for possible fraudulent activity		Full order refund	
Eater complaint about poor food integrity	Food arrived cold	Full order refund	
Eater complaint about late delivery		Eater complaint about late delivery	
Eater cancels order after food has been prepared		N/A	
Delivery partner cancels order after food has been prepared		Full order refund	
Missing/Incorrect items or orders that are reported > 48 hours after order has been placed		Full order or item-level refund	
Incorrect combo meal	Missing fries, missing soft drink, etc.	Full order refund	

Refund Policy Matrix



Missing or Incorrect Item(a la Carte, Combo/required condiments, wrong size)		
Refund Category/Error	Refund Description	Responsible for the Refund
Impact on food quality/customer experience	If a courier is late (based on courier's confirmed arrival time at the customer's delivery location compared to the estimated delivery time) to deliver an order to a customer, then 3PO will cover all reimbursement costs related to such order	Door Dash
Batched Orders	Entire wrong order for batched orders	
DoorDash Responsibility	Refund issued because of Courier, which may include without limitation, Courier behavior such as tampering with any meal or its packaging, accidental delivery or cancellations due to a Courier, or the DoorDash app, temperature of the meal, damaged packaging, and any other reasons to the extent DoorDash or a Courier is reasonably at fault.	
Missing Add-On Condiments	If a customer receives an order with missing or incorrect \$0 condiments and/or cutlery separate from another entree or meal	No refund

Refund Reconciliation

Door Dash



DoorDash will refund 100% of issues when DoorDash is at fault and will provide up to a 0.50% (sales) rebate when McDonald's is at fault



Detailed refund matrices are provided in Schedule 2 (Drive/GMA) and Schedule 4 (Marketplace) of the Global Commercial Terms Agreement (CTA) and should be referenced for the most detailed understanding.

- 1** The detailed matrix contemplates a number of scenarios as it relates to Cancellations, Late Deliveries, Missing/Incorrect Items as well as overall Poor Delivery Experiences .
- 2** In all cases where McDonald's is determined to be at fault, DoorDash will issue a rebate/reimbursement back to McDonald's up to a maximum aggregate amount equal to 0.50% (based on meal sub-total, exclusive of taxes and fees) for an individual Restaurant in any given week.
- 3** The Reimbursement Cap does not apply where DoorDash is responsible or at fault. DoorDash will continue to be responsible for all reimbursements when DoorDash is determined to be at fault.
- 4** In all instances the guest will be made "whole"; will be reimbursed with sub-total, fees and taxes as determined by the refund matrix

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Marketplace Refunds Matrix: High-Level Overview



***For reference only: Owner / Operators should refer to Schedule 4 for full details**

Refund Category	Refund Description	Refund Amount	Responsible for Refund
Entire Wrong Order	If a customer receives an entirely wrong order	100% of the Meal Items, including applicable taxes	
Missing or Incorrect Items - a la carte	If a customer receives an order that contains one or more missing or incorrect items ordered a la carte	Up to 100% of the retail price(s) of each missing or incorrect item, including applicable taxes	
Missing or Incorrect Items - Combo / EVM	If a customer receives a combination or extra value meal with one or more missing or incorrect items	Up to 50% of the Retail Price(s) of the combination or EVM, including applicable taxes or up to 100% if all items are missing	
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Food Quality	If a customer receives an order that is inedible (i.e., the food was undercooked or overcooked)	Up to 100% of the Retail Price of the meal items, including applicable taxes	
Impact on food quality/customer experience	If a courier is late (measure based on courier's confirmed arrival time at the customer's delivery location compared to the estimated delivery time) to deliver an order to a customer, then 3PO will cover all reimbursement costs related to such order	DoorDash Responsible	
Food Unsafe	If a customer receives an order that is unsafe to eat due to the fault of McD's ("unsafe" means the food caused an allergic or dietary reaction, or the food was unsafe to eat (e.g., a foreign object was found in the food))	Up to 100% of the Retail Price of the meal items, including applicable taxes	
DoorDash Responsibility	Refunds issued caused by the delivery of orders or a Courier, which may include without limitation, Courier behavior such as tampering with any meal or its packaging, accidental delivery or service fee charges, cancellations due to a Courier, or the DoorDash app, temperature of the meal, damaged packaging, and any other reasons to the extent DoorDash or a Courier is reasonably at fault.	DoorDash Responsible	
Missing Required Condiments	If a customer receives an order with missing or incorrect \$0 condiments and/or cutlery as a required part of a meal item that has a cost	Up to 50% of the Retail Price of the meal item	
Missing Add-On Condiments	If a customer receives an order with missing or incorrect \$0 condiments and/or cutlery separate from another entree or meal	No refund	

Credits & Refunds - Example Scenarios



1



2



3



4



Complaint	Guest places an order for an a la carte 10pc McNuggets. The sauce is missing from the meal and the guest complains.	Guest places an order for a la carte French Fries. Guest navigates to the condiments section and adds (2) Tangy BBQ Dipping Sauces. The guest received the fries, but the dipping sauces were missing.	Guest orders a Large Big Mac Meal. Guest receives Big Mac and Soft Drink but no fries.	The delivery order never arrived/the Dasher was rude.
Responsibility	McDonald's	DoorDash	McDonald's	DoorDash
Amount Refunded	Up to 50% of the Retail Price(s) of the food item (i.e. McNuggets).	Up to 50% of the Retail Price(s) of the food item (i.e. McNuggets)	Up to 50% of the Retail Price(s) of the Combo Meal. If all items are missing, the full retail price of the entire combination or Extra Value Meal, including taxes will be refunded.	Fully funded by DoorDash
Reason	Missing Item. McDonald's integration requires that a sauce be selected/included in the meal purchase. Thus, the selected meal is missing an item.	Missing Item. In this instance, the condiments are considered an additional menu item. This item was forgotten by the Dasher.	Incomplete item. All three items must be included when a combo meal is order. Because the fries were not included, the meal is considered to be missing an item.	Dasher. McDonald's will not be responsible for any issues caused by the delivery of orders or a Dasher.

O/Os can view recent error charges at both an aggregate level and the transaction level within the Merchant Portal

If an item is reported as missing or incorrect by a customer, DoorDash may issue refunds and/or credit to customers on McDonald's behalf. You as the merchant may be charged a fee to cover a portion of the cost to reimburse the customer for the missing or incorrect order (subject to Schedule 4: The Refund Matrix). These fees are known as order error charges.

Dashboard View

DOORDASH Dashboard

More about your store Last 7 Days

Performance compared to previous 7 days

Operations Quality View Details

A measure of how good of an experience you are providing for your customers. Learn how to improve these metrics and how goals are determined [here](#).

Continue improving on these areas

- Order Error Rate** 8.84% + 10% Goal: less than 3%
- Customer Ratings** 4.73/s + 0.14 pts Goal: 4.75 or higher
- Avoidable Wait** 12.22 min + 29% Goal: less than 3.91 min
- Downtime** 378 min or 5.3% Goal: less than 1.5%
- Avoidable Cancellations** 5 + 25% Goal: less than 1

Continue doing a great job here

You haven't hit any goals yet.

[Download Error Report](#)

The Merchant portal dashboard view provides a snapshot of your 'Operations Quality' metrics, including average Order Error Rates. From this view you can select "Download Error Report" for a more detailed view of location order errors.



Transaction-Level Detail

DOORDASH Orders

From: 06/25/2021 To: 06/28/2021 All Channels Submit

Count	Subtotal	Tax	Commission	Error Charges	Fees	Estimated Payout
5	\$275.00	\$11.00	---	\$87.08	\$0.00	-\$87.08

Last updated on Mon, 6/28/2021, 4:15 PM

Order ID	Date	Customer	Order Status	Sub
9A9DD2AD	6/28/2021	TAS-CONSUMER T	Delivered by Tashler W	\$81
0DE2089E	6/28/2021	TAS-CONSUMER T	In Progress	\$38
896B01AD	6/28/2021	TAS-CONSUMER T	Cancelled - Not Paid	\$68
2E1C0488	6/27/2021	TAS-CONSUMER T	Cancelled - Not Paid	\$11
397652F8	6/25/2021	TAS-CONSUMER T	Cancelled - Not Paid	\$60

Order ID: 9A9DD2AD

Delivered Error Charges

Dasher: Tashler W

Pickup Time: Jun 28, 2021 1:22 PM HST

Pickup Location: [DO NOT DEACTIVATE] Golden Workflow Test Store Manual Deliveries [DO NOT DEACTIVATE] 115 Saal Dr, Adak, AK 99546, USA

Customer: TAS-CONSUMER T

- 3x Small Donut (Donuts) \$15.00
- 2x Big Donut (Donuts) \$10.00
- 3x Giant Donut (Donuts) \$60.00

Error Charges

Missing: 1 Small Donut missing 1 Giant Donut incorrect 1 Big Donut missing 1 Small Donut missing -\$26.33

Subtotal	\$85.00
Tax	\$3.40
Commission (23%)	-\$19.55
Error Charge	-\$26.33
Total Payout	\$0.00

If you have questions about a single order or would like to dispute a specific error charge, you can select the Order/Order ID in question for a quick view of the reported error. For reconciliation purposes, we recommend leveraging the "Financials" tab, where you can download transaction reports; the charge will show up as a separate transaction ID labeled "ERROR_CHARGE".

Owners/Operators will have up to 14 days to dispute an error charge within the Merchant Portal



The option to dispute error charges will not appear if the charge is older than 14 days, if you don't have the right level of portal access, or if you have an unusually high number of error charge disputes.

Error Charge - Order ID: 9A9DD2AD
TAS-CONSUMER T, Jun 28, 2021, 1:22 PM HST

You have 14 days remaining to dispute the error charges for this order.

- 3 x Small Donut **Missing Item** -\$6.08
- 2 x Big Donut **Missing Item** -\$4.05
- 3 x Giant Donut **Incorrect Item** -\$16.20

Total Refund \$0.00
If approved, we'll refund the error charges in your next payout.

3 x Small Donut **Missing Item** -\$6.08
Why are you disputing this error charge?
Item prepared as requested

2 x Big Donut **Missing Item** -\$4.05
Why are you disputing this error charge?
Other reason

3 x Giant Donut **Incorrect Item** -\$16.20
Why are you disputing this error charge?
Choose an Option

Item prepared as requested
Item not picked up
Order picked up late
Order handled improperly
Other reason

Total Refund \$26.33
the error charges in your next payout.

Cancel **Dispute Error Charge**

Cancel **Dispute Error Charge**

Step 1: After clicking "Dispute Error Charges," you can select which items with error charges to dispute

Step 2: Once you have selected the items, you can select the reason for the dispute or specify a custom reason using "Other Reason"

DOORDASH

Orders

From: 06/25/2021 To: 06/28/2021 All Channels Submit

Count	Subtotal	Tax	Commission	Error Charges	Fees	Estimated Payout
5	\$275.00	\$11.00	—	\$87.08	\$0.00	-\$87.08

Last updated on Mon, 6/28/2021, 6:18 PM

Order ID	Date	Customer	Order Status	Sub
9A9DD2AD	6/28/2021	TAS-CONSUMER T	Delivered by Tasdasher W Refund	\$81
0DE20B9E	6/28/2021	TAS-CONSUMER T	In Progress	\$34
896B01AD	6/28/2021	TAS-CONSUMER T	Cancelled - Not Paid	\$81
2E1C0488	6/27/2021	TAS-CONSUMER T	Cancelled - Not Paid	\$11
397652FB	6/25/2021	TAS-CONSUMER T	Cancelled - Not Paid	\$61

Order ID: 9A9DD2AD

Delivered **Error Charge Refund Pending**

Customer: TAS-CONSUMER T

Dasher: Tasdasher W

Pickup Time: Jun 28, 2021, 1:22 PM HST

Pickup Location: 115 Seal Dr, Adak, AK 99546, USA

Order Channel: Doordash

Order Details

- 3 x Small Donut (Donuts) \$15.00
- Missing Item** **Error Charge Refund Pending** -\$6.08
- 2 x Big Donut (Donuts) \$10.00
- Missing Item** **Error Charge Refund Pending** -\$4.05
- 3 x Giant Donut (Donuts) \$60.00
- Incorrect Item** **Error Charge Refund Pending** -\$16.20

Subtotal: \$85.00
Tax: \$3.40
Commission (23%): -\$19.55
Total: \$26.33
Error Charge: -\$26.33
Estimated Payout: \$0.00

Thanks for providing more details. Your request was approved, you'll get a refund in your next payout.

Should you choose to dispute an error, a new screen will appear enabling you to check the items that you wish to dispute. After you check off the item, a drop down will appear asking you to select the reason for why you are disputing the item. After you have checked off the items and selected the reason, click the "Dispute Error Charge" button again, now in blue color.

If the dispute is approved, you will see a yellow tag saying "Error Charge Pending" on both the order and the items. This means that you have successfully reversed your error charge and the amount will be deducted from your next rebate payment.

DoorDash has a series of checks and balances in place to mitigate fraudulent behavior related to Credits & Refunds



Guest Fraud Prevention

If a guest has a history, or any indication of fraudulent behavior related to Credits & Refunds, their account will be labeled in our internal systems. This badge/label shows up in Dispatch and informs support agents that they should not be issuing the user a credit or refund. A picture of the badge (shown at right) has been provided for reference.

As an additional measure, if the Customer requests a reimbursement for its first order, DoorDash will cover all reimbursement costs related to such order.

Dasher Fraud

DoorDash has invested heavily in better GPS tracking and geofencing logic to hold drivers accountable. DoorDash has introduced both penalties and incentives to accompany the logic. If at any point a dasher is suspected of, or caught engaging in, fraudulent behavior they will be deactivated and unable to deliver for DoorDash.

Restaurant Fraud

If a restaurant owner, operator or manager is suspected of engaging in fraudulent behavior related to Credits & Refunds within the merchant portal, their ability to dispute error charges will be revoked.

Credit & Refund Abuser

This user has been identified as an abuser of our credit & refund policy. Per policy, agents should not refund them for customer complaints.

[Learn more.](#)

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 in United States

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Permitlist User

Every O/O will have access to detailed reconciliation reports via the merchant portal - this will be your best resource for navigating Credits, Refunds, Adjustments and Commission Rates



1

What information can I see?

The Financials tab shows you a Payment Summary, where you can view all recent payouts to your bank account. The date range is by Payout date - the default time range is Last 7 Days and you can adjust the date range to review as far back as the last 3 months.

2

How do I view payout details?

- Click on the Payout ID to bring up the payout overview, which shows all transactions making up that payout.
- Select the transaction type: payout, order, cancellation, error charge, adjustment or all types.
- Pay special attention to the date:
 - If this is an order or cancellation, this would be the date the customer placed the order
 - If this is an error charge or adjustment, it's likely to occur on the date of the original order or within a few days
 - If this is a payout, it's the date the payout was made to your bank account
- Click '**Export**' to download data if needed

Click [here](#) for additional information on reconciliation reporting

DOORDASH Financials

BUSINESS
Every Flavor Cafe

Dashboard
Orders
Financials
Customer Feedback
Menus
Grow Your Sales
Bank Account
Manage Users
Help
Log Out

This page is the source of truth for your business to do reconciliation; it provides the highest accuracy on past payouts.

Payment Summary

All Stores | All Payout Dates | Export

Payout ID	Store	Payout Date	Transaction Dates	Payout Status	Subtotal	Tax	Commission	Marketing Fees	Error Charges	Adjustments	Net Payout
888696006	Main Street	06/30	06/22-06/29	Paid	\$1,600.00	\$100.00	-\$200.00	\$0.00	\$0.00	\$46.00	\$1,500.00
888696005	Main Street	06/23	06/15-06/21	Paid	\$1,600.00	\$100.00	-\$200.00	\$0.00	\$0.00	\$0.00	\$1,500.00
888696004	Main Street	06/16	06/08-06/14	Paid	\$1,600.00	\$100.00	-\$200.00	\$0.00	\$0.00	\$0.00	\$1,500.00
888696003	Main Street	06/09	06/01-06/07	Paid	\$1,600.00	\$100.00	-\$200.00	\$0.00	\$0.00	\$0.00	\$1,500.00
888696002	Main Street	06/02	05/23-05/30	Paid	\$1,600.00	\$100.00	-\$200.00	\$0.00	\$46.00	\$0.00	\$1,500.00
888696001	Main Street	05/25	05/15-05/22	Paid	\$1,600.00	\$100.00	-\$200.00	\$0.00	\$0.00	\$0.00	\$1,500.00

Payout ID: 888696006

Store	Payout Date	Transaction Dates	Subtotal	Total Tax	Total Commission	Marketing Fees	Error Charges	Net Payout
Every Flavor Cafe (Main St)	06/30/2020	06/22-06/29	\$1,600.00	\$200.00	\$2,062.60	\$2,062.60	-\$690.36	\$1,500.00

Transactions

All Transaction Types | Export

Transaction ID	Date	Type	Subtotal	Tax	Commission	Marketing Fees	Debit	Credit
888696006	06/25/2020 - 9:55 pm	Payout	\$0.00	\$0.00	\$0.00	\$0.00	\$1,673.83	\$0.00
3HR74EKE	06/25/2020 - 9:55 pm	Adjustment	\$46.00	\$0.00	\$0.00	\$0.00	\$0.00	\$46.00
5JR88GHA	06/25/2020 - 9:55 pm	Order	\$44.00	\$6.00	-\$4.00	\$0.00	\$0.00	\$46.00
60488888	06/25/2020 - 9:55 pm	Order	\$44.00	\$6.00	-\$4.00	\$0.00	\$0.00	\$46.00
90J47SMF	06/25/2020 - 9:55 pm	Order	\$44.00	\$6.00	-\$4.00	\$0.00	\$0.00	\$46.00
00J26XDM	06/25/2020 - 9:55 pm	Order	\$44.00	\$6.00	-\$4.00	\$0.00	\$0.00	\$46.00
1JF74KSE	06/25/2020 - 9:55 pm	Order	\$44.00	\$6.00	-\$4.00	\$0.00	\$0.00	\$46.00
7X083KOL	06/25/2020 - 9:55 pm	Order	\$44.00	\$6.00	-\$4.00	\$0.00	\$0.00	\$46.00
9FK37SHQ	06/25/2020 - 9:55 pm	Order	\$44.00	\$6.00	-\$4.00	\$0.00	\$0.00	\$46.00
5KA73KEZ	06/25/2020 - 9:55 pm	Order	\$44.00	\$6.00	-\$4.00	\$0.00	\$0.00	\$46.00
4LM90IPO	06/25/2020 - 9:55 pm	Order	\$44.00	\$6.00	-\$4.00	\$0.00	\$0.00	\$46.00



Illustrative example of where O/Os can expect to see the weekly Credits and Refund Rebates in the Merchant Portal

- Merchant
- McDonald's (12442-263 S STATE RD) Store
- Dashboard
- Insights
- Operations Quality
- Menu Performance
- Customer Feedback New
- Orders
- Grow Your Sales
- Menu Manager
- Store Availability
- Business Hours
- Bank Account
- Financials**
- Manage Employees
- Request a Delivery
- Settings
- Help
- Log Out

Financials

Payment Summary

Last 7 Days

Export

Payout ID	Payout Status	Store	Payout Date	Transaction Dates	Subtotal	Tax	Commission	Fees	Error Charges	Adjustments	Net Payout
186661109	Paid	McDonald's (12442-263 S STATE RD)	11/29/2021	11/22 - 11/28	\$1,272.40	\$0.00	-\$197.25	-\$0.00	-\$0.00	\$0.00	\$1,075.15

DoorDash Capital

DoorDash is partnering with Parafin to support your business with cash advances that are paid b...

[Learn more](#)

	B	C	F	G	H	M	N	O	P	Q	R	S	T	U
	TIMESTAMP	PAYOUT DA	STORE NAME	MERCHANT	TRANSACTION	DESCRIPTION	FINAL ORDE	SUBTOTAL	TAX SUBTO	COMMISSION	COMMISSION	MARKETING	CREDIT	DEBIT
1	11/22/21	11/29/21	McDonald's (12442-263 S STATE RD)	12442	Store Payment	McDonald's Credits and Refunds REBATE	Delivered	\$ 500.00	0	0	0	0	\$ 500.00	0
2	11/22/21	11/29/21	McDonald's (12442-263 S STATE RD)	12442	DELIVERY	14:25:44.390000000	Delivered	\$ 7.32	0	1.13	0	0	\$ 6.19	0
3	11/22/21	11/29/21	McDonald's (12442-263 S STATE RD)	12442	DELIVERY	14:25:15.466000000	Delivered	\$ 12.77	0	1.98	0	0	\$ 10.79	0
4	11/22/21	11/29/21	McDonald's (12442-263 S STATE RD)	12442	DELIVERY	14:51:21.688000000	Delivered	\$ 17.46	0	2.71	0	0	\$ 14.75	0
5	11/22/21	11/29/21	McDonald's (12442-263 S STATE RD)	12442	DELIVERY	15:35:39.736000000	Delivered	\$ 11.46	0	1.78	0	0	\$ 9.68	0
6	11/22/21	11/29/21	McDonald's (12442-263 S STATE RD)	12442	DELIVERY	18:00:30.061000000	Delivered	\$ 16.76	0	2.6	0	0	\$ 14.16	0

I agree to DoorDash sharing my business information (including historical sales, refunds, chargebacks, and banking details) with Parafin for eligibility purposes and on an on-going basis in accordance with Parafin's [Privacy Policy](#).

[View Your Offer](#)

Uber **Eats**

How to View Order Accuracy in Uber Eats Manger

Viewing Order Accuracy Insights within Uber Eats Manager

Uber Eats Manager offers multiple tools and dashboards to view your store or business' order accuracy insights.

01 | High Level Snapshot

Homepage provides a high level overview of Order Accuracies throughout the week

02 | 'Top Inaccurate Items' Report Available For Download

Used for item-level reporting, missing/incorrect item analysis and quickly viewing a count of how often each item was reported, and why

03 | How to calculate your OA Incident Rate

Use and filter the 'Inaccurate Orders' and 'Order History' reports to calculate your OA Incident rate¹

04 | Visualized Reporting Widgets

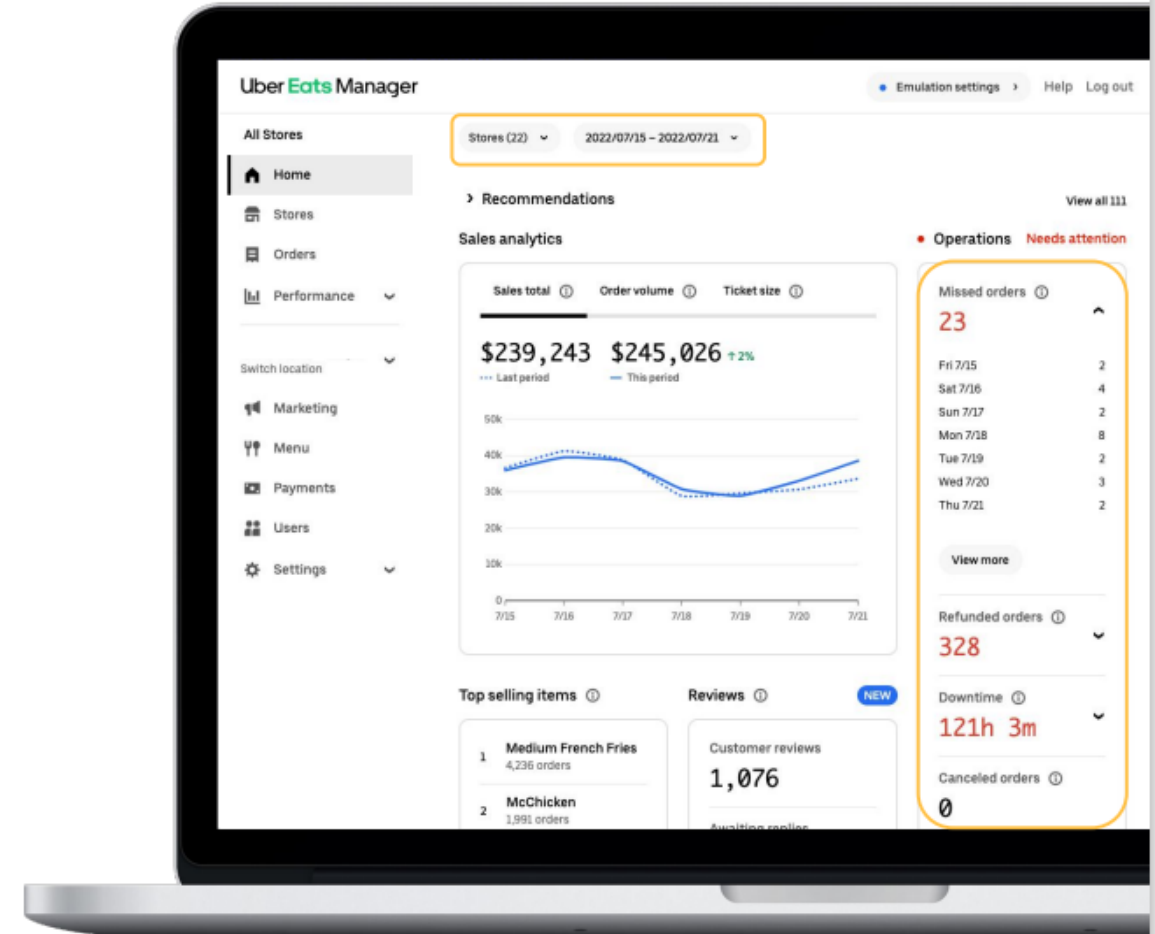
Widgets on this page include Online Rate, Order Issues, Order Issues by Hour, and Order Issues by Store

01 | High Level Snapshot | Home Page

Uber Eats has a high-level summary of your operational performance data on the **Home Page** at merchants.ubereats.com/manager.

Please note that you can select which stores to include and the time period you'd like to see the data.

- Log into merchants.ubereats.com/manager
- Select the date range you would like to view
- See high-level data for:
 - # of missed orders by week
 - # of refunded orders by week
 - Total downtime for the date range selected
 - # of canceled orders by week

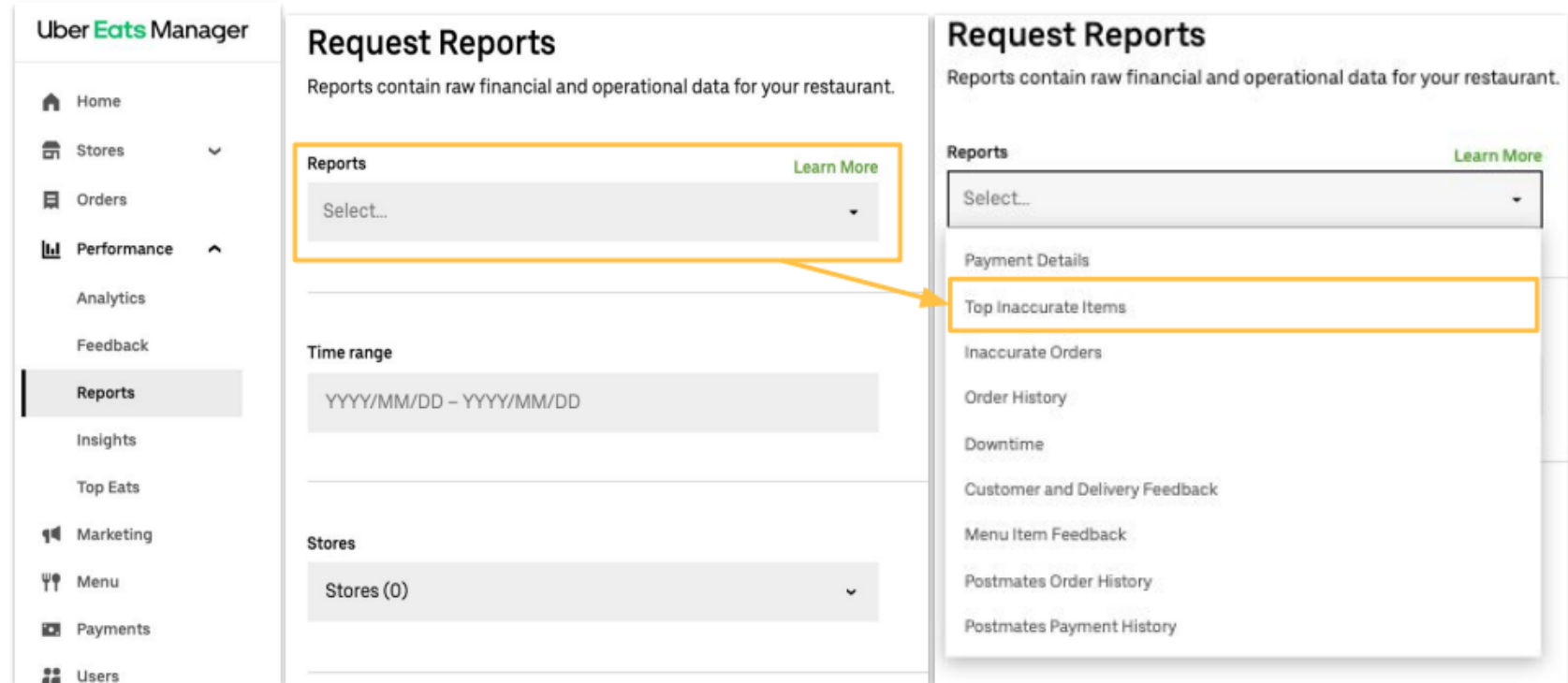


02 | Top Inaccurate Items Report | Performance Page → Reports



How-To:

- Click on the “Performance” → “Reports” tab from the left side menu
- Click the black ‘Request Reports’ button in the top right corner
- Select the ‘Top Inaccurate Items’ report, time range, and store(s) to include. Click ‘Request’ in the top right corner to begin generating your report
- When it’s ready for download, you’ll get an email to let you know. The report can be downloaded from the ‘Reports’ page



Note: You can request more than one report at the same time. Similarly, you can request reports for multiple restaurants at the same time. Download times may increase with large report requests (i.e. multiple reports or larger time period).

02 | Example Top Inaccurate Items Report

Inaccurate Items	Inaccurate Customizations	External Item ID	External Data	Order Issue	Item Issue	Count
Tomato Soup		Tomato_Soup	https://tb-static.uber.com/pr	MISSING_ITEMS	MISSING_ITEMS	4
Tomato Soup				MISSING_ITEMS	MISSING_ITEMS	3
Tomato Soup		Tomato_Soup		MISSING_ITEMS	MISSING_ITEMS	3
Tomato Soup		Tomato_Soup		PARTIAL_MISSING_ITEMS	MISSING_ITEMS	3
Tomato Soup		Tomato_Soup		INCOMPLETE	MISSING	2
BBQ Brisket Grilled Cheese	Sourdough BreadSourdough Bre	BBQ_Brisket_Grilled_	https://tb-static.uber.com/pr	FOOD_DAMAGED	MISSING	2
French Fries	Sourdough BreadSourdough Bre	French_Fries	https://tb-static.uber.com/pr	FOOD_DAMAGED	MISSING	2
BBQ Brisket Grilled Cheese		BBQ_Brisket_Grilled_	https://tb-static.uber.com/pr	MISSING_ITEMS	MISSING_ITEMS	2
Cheese Fries		Cheese_Fries	https://tb-static.uber.com/pr	MISSING_ITEMS	MISSING_ITEMS	2
Classic Grilled Cheese		Classic_Grilled_Chee	https://tb-static.uber.com/pr	MISSING_ITEMS	MISSING_ITEMS	1
Grilled Cheese Combo				MISSING_ITEMS	MISSING_ITEMS	1
Chicken Pesto Grilled Cheese		Chicken_Pesto_Grille		PARTIAL_MISSING_ITEMS	PARTIAL_MISSING_ITEMS	1
Mac Attack Grilled Cheese		Mac_Attack_Grilled_C	https://tb-static.uber.com/pr	MISSING_ITEMS	MISSING_ITEMS	1
Burger Grilled Cheese		Burger_Grilled_Chees		PARTIAL_MISSING_ITEMS	PARTIAL_MISSING_ITEMS	1
Chicken Pesto Grilled Cheese	Sourdough Bread			INCOMPLETE	MISSING	1
Bacon Cheddar Ranch Grilled Cheese	Sourdough BreadSourdough Bre	Bacon_Cheeddar_Ranch_	https://tb-static.uber.com/pr	FOOD_DAMAGED	MISSING	1
Fancy Grilled Cheese				MISSING_ITEMS	MISSING_ITEMS	1
Fancy Grilled Cheese		Fancy_Grilled_Cheese	https://tb-static.uber.com/pr	PARTIAL_MISSING_ITEMS	PARTIAL_MISSING_ITEMS	1
Reuben Grilled Cheese	White BreadSourdough Bread			PARTIAL_MISSING_ITEMS	MISSING	1
French Fries		French_Fries	https://tb-static.uber.com/pr	PARTIAL_MISSING_ITEMS	MISSING_ITEMS	1
Bacon Cheese Fries		Bacon_Cheese_Fries		PARTIAL_MISSING_ITEMS	MISSING_ITEMS	1
Grilled Cheese Combo		Grilled_Cheese_Comb		PARTIAL_MISSING_ITEMS	PARTIAL_MISSING_ITEMS	1
BBQ Chicken Grilled Cheese				MISSING_ITEMS	MISSING_ITEMS	1
Lemonade		Lemonade		MISSING_ITEMS	MISSING_ITEMS	1
Reuben Grilled Cheese	White BreadWhite Bread	Reuben_Grilled_Chees	https://tb-static.uber.com/pr	INCOMPLETE	MISSING	1

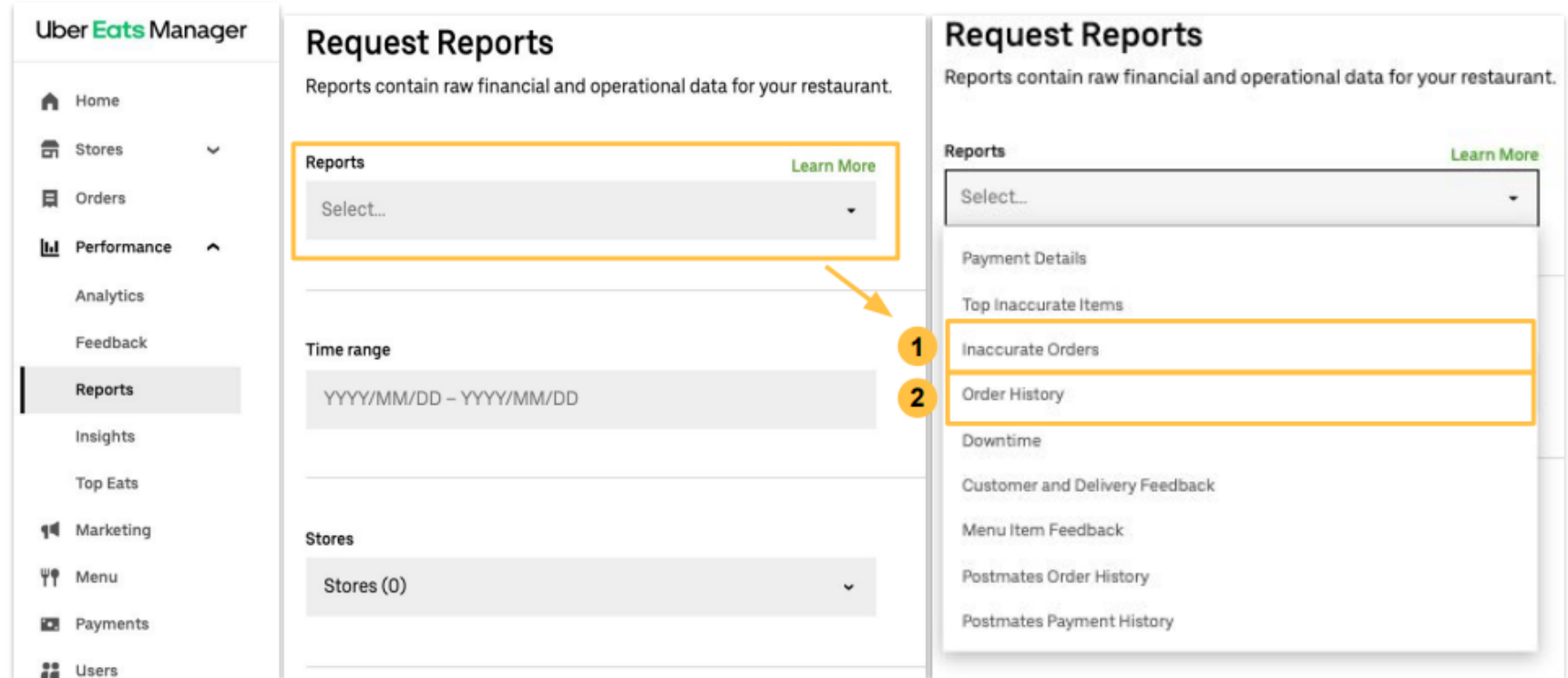
Note: The 'Count' column indicates how often the item was reported. The report always defaults to rank by count, with the **most-reported items up at the top.**

- Order Issue Types are listed with the following definitions:
- 1) ***INCOMPLETE** = one or more item reported missing
 - 2) ***MISSING_ITEMS** = one or more item reported missing
 - 3) **PARTIAL_MISSING_ITEMS** = one or more item reported as missing from meal/combo (e.g., fries missing from meal)
 - 5) **WRONG_ORDER** = entire order was reported as wrong
 - 6) ****FOOD_QUALITY** = food item was reported as poor quality (e.g., undercooked, stale)
 - 7) ****FOOD_DAMAGED** = food item reported as damaged (likely in transit)
 - 8) ****NEVER_RECEIVED** = order reported as never received by consumer

03 | How to calculate your OA Incident Rate

How-To:

- Click on the "Performance" → "Reports" tab from the left side menu
- Click the black 'Request Reports' button in the top right corner
- Select the 'Inaccurate Orders' and 'Order History' reports, time range, and store(s) to include. Click 'Request' in the top right corner to begin generating your reports
- When they're ready for download, you'll get an email to let you know. The report can be downloaded from the 'Reports' page



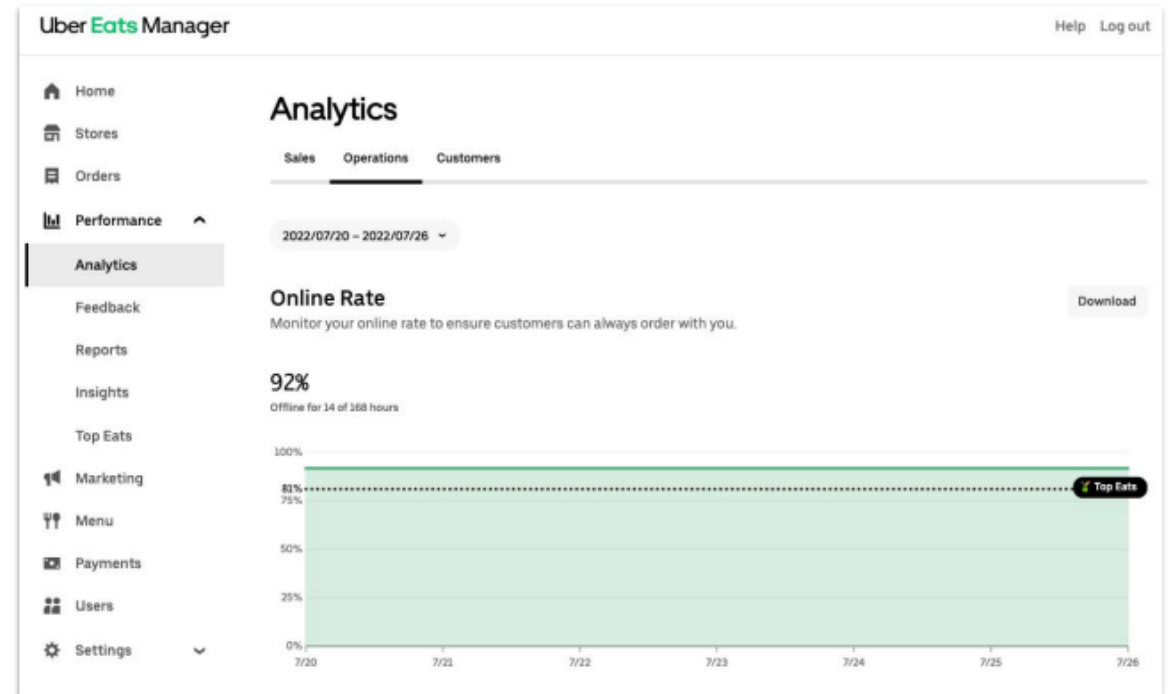
Note: You can request more than one report at the same time. Similarly, you can request reports for multiple restaurants at the same time. Download times may increase with large report requests (i.e. multiple reports or larger time period).

04 | Visualized Reporting | Analytics Page - Online Rate Widget

Uber Eats has an **Operations tab**, located on the **Analytics page**

This page allows you to quickly and easily view operational performance data in a visual and intuitive way, including the number of order issues your stores had and time of day they occur. Please note that you can select which stores to include and the time period you'd like to see the data.

- Click on the 'Performance page and select 'Analytics' from the left side menu
- Click the tab at the top for 'Operations'. The Analytics page will always default to 'Sales'
- Download reporting directly from the widgets by clicking the "Download" button at the top right of each widget
- See visualized data for Online Rate, Order Issues, Order Issues by Hour, and Order Issues by Store (see next few slides for more details)

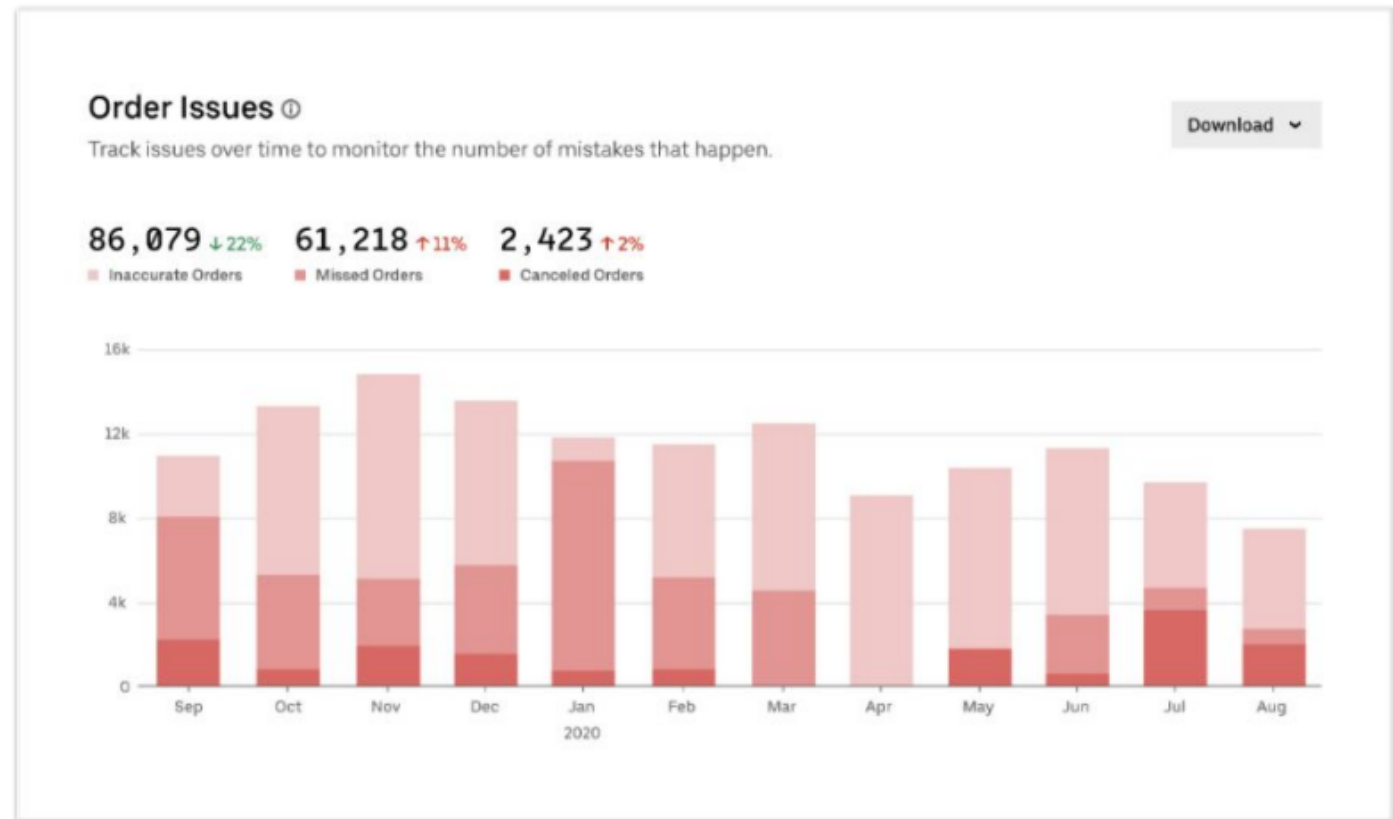


04 | Visualized Reporting | Analytics Page - Order Issues Widget

The **Order Issues** widget allows you to track issues over time.

The counts are broken out between inaccurate orders, missed orders, and cancelled orders.

This report is useful for understanding generalized trends, but the Top Inaccurate Items report is where we see more investigative value.



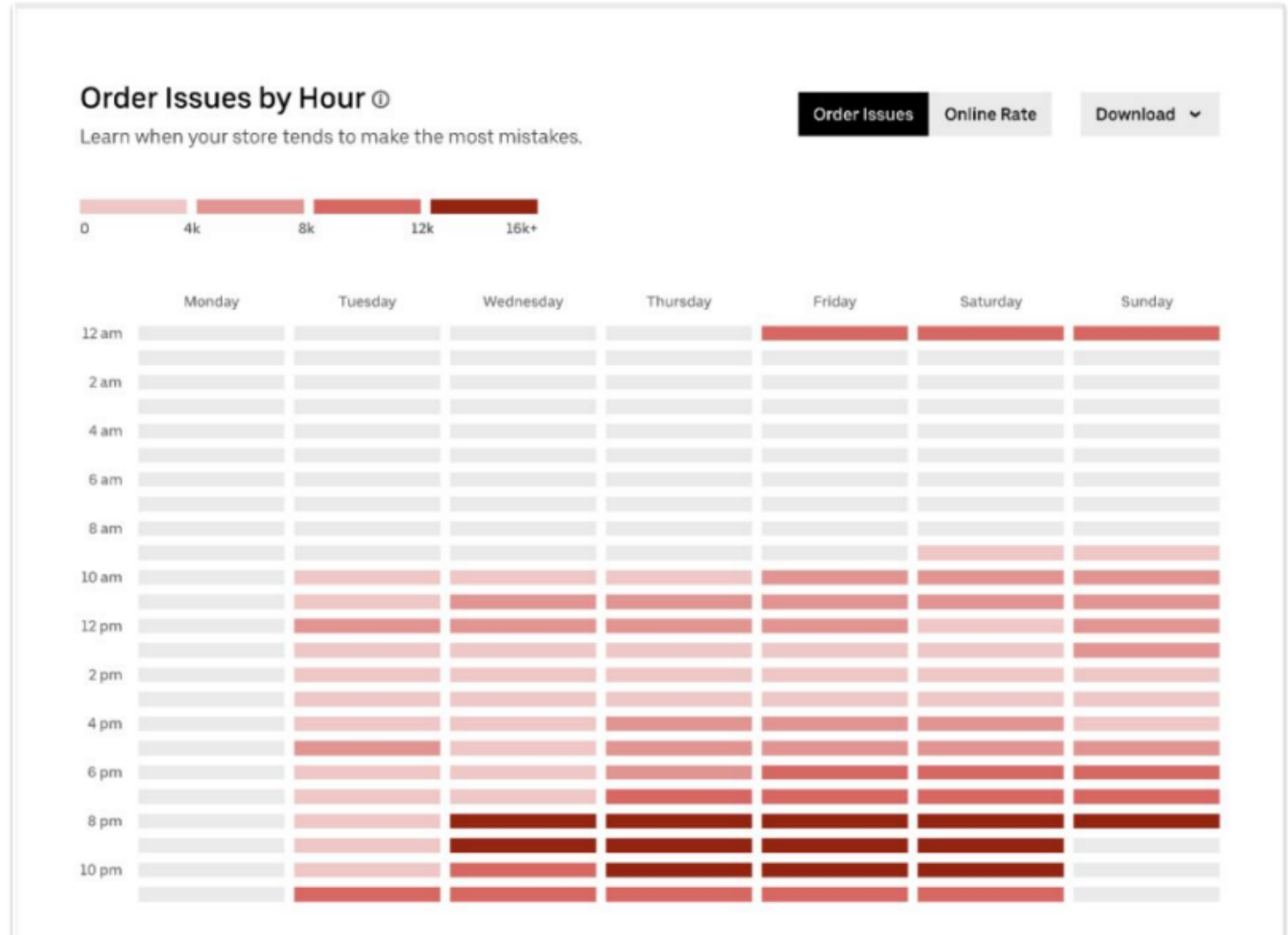
04 | Visualized Reporting | Analytics Page - Order Issues by Hour widget



The **Order Issues by Hour** widget displays a heatmap, with darker cells indicating the times of each day with the most reported errors.

This visualization can help you understand if there may be opportunities during specific shifts or certain days of the week.

The toggle in the top right can be used to visualize Uptime (Online Rate) in the same way.



04 | Visualized Reporting | Analytics Page - Order Issues by Store widget

The **Order Issues by Store** widget (on the bottom of 'Operations' tab of the 'Analytics' page) allows you to compare accuracy performance across your locations and track performance over time.

This visualization can help Operators identify which locations have the most opportunity, including performance trends, to assist in prioritization.

The toggle in the top right can be used to visualize Uptime performance trends in the same way.

Order Issues by Store ⓘ

See which stores make the most mistakes.

Order Issues
Online Rate
Download ▾

1 of 15 ▾ ← →

	Store	Total ▾	% Δ	Inaccurate	Missed	Canceled
1	↑ The Pizza Place – Flatiron 720139 • 178 Lexington Ave, New York, NY 10016	200	↑ 24%	44	44	44
2	– The Pizza Place – East Village 720138 • 42 Avenue A, New York, NY 10009	200	↑ 12%	32	44	44
3	↓ The Pizza Place – Bryant Park 720135 • 1400 Broadway, New York, NY 10018	200	↓ 8%	34	44	44
4	↑ The Pizza Place – Greenwich Village 720140 • 27 Prince St A, New York, NY 10012	200	↑ 17%	23	44	44
5	– The Pizza Place – Cobble Hill 720136 • 238 Court St, Brooklyn, NY 11201	200	↑ 5%	36	44	44
⋮	The Pizza Place – DUMBO	200

Uber Eats

Order Error Adjustment Policy

What are Order Error Adjustments?

Order error adjustments are the customer refund costs that are deducted from restaurant payouts to cover order errors.

We strive to provide you and your customers with superior service and support while ensuring that all parties involved are treated fairly. That's why we have support procedures in place to resolve customer issues on your behalf— fairly and efficiently. Sometimes, this means issuing refunds to customers who have had bad experiences. In these instances, you may be held responsible for those refunds in the form of **order error adjustments** made to your payouts.

How are customer order errors resolved?

Disputes for order adjustments should be sent directly to

eats-mcd@uber.com

- Within 14 Days of the order
- Include the order #
- Date of the order
- Amount of dispute

Orders with Uber Eats

Most orders placed on Uber Eats go off without a hitch thanks to our restaurant partners, couriers, and customers.

Orders with errors reported

A small portion of orders have errors reported by the customer, the delivery person, or the restaurant partner.

Customer may be compensated

We resolve customer errors fairly and on your behalf, sometimes issuing Uber credits or providing refunds.

REFUND

UBER CREDIT

Restaurant may be charged*

Some refund costs may be passed to restaurants after fraud review and removing cases with extenuating circumstances.

Eligible refund types for adjustments may include incorrect or missing items (including partial items), incorrect orders, and undelivered orders under certain circumstances. Please reference the [full policy](#) to see a comprehensive list of eligible refund types.