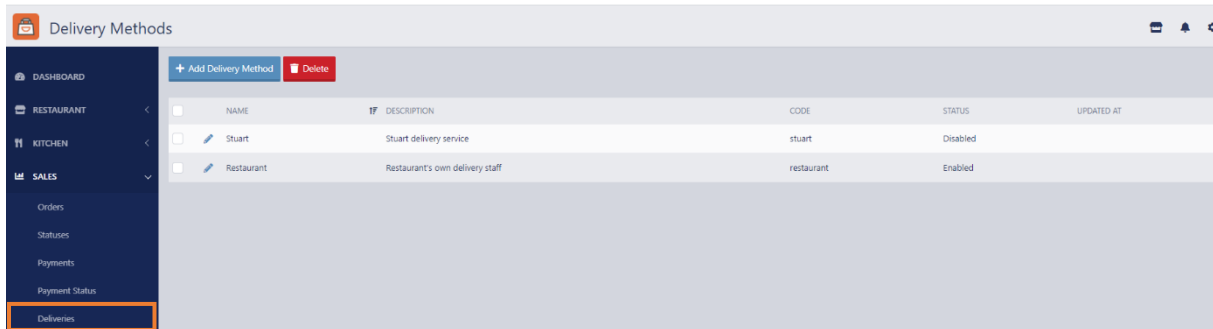


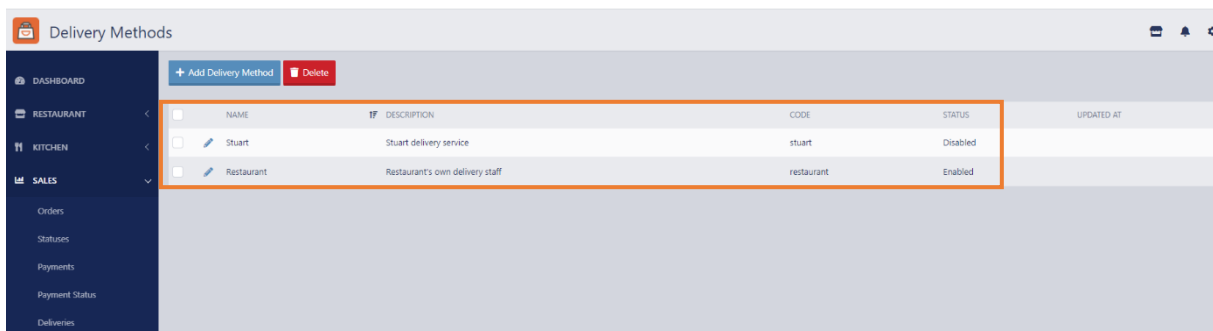
DISH Order - Stuart Light Process

Please note that this process has been set up to test Stuart with select restaurants!

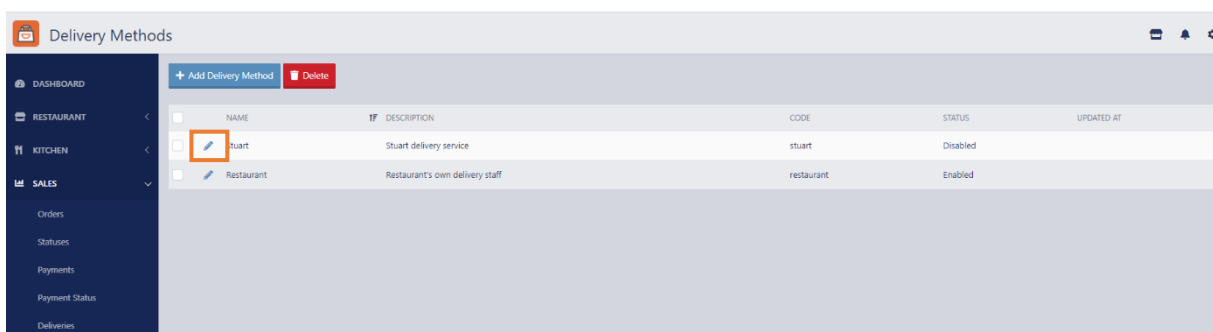
1. Go to the restaurant's admin panel
2. In the restaurant's admin panel, a new menu option named "Deliveries" is visible in menu option "Sales"



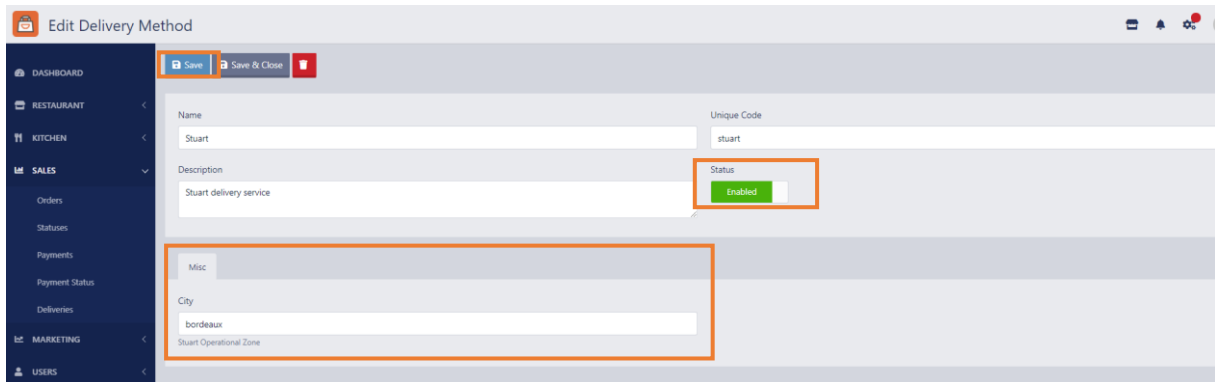
3. There you can see the currently possible delivery options "Restaurant" and "Stuart"
4. Both options should be set to the status "enabled" to be visible like in the upcoming steps



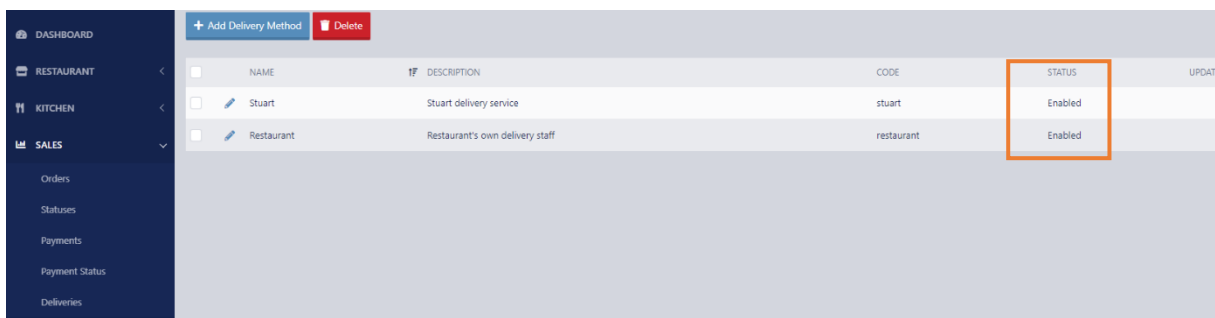
5. To change the status, click on the pencil sign next to "Stuart"



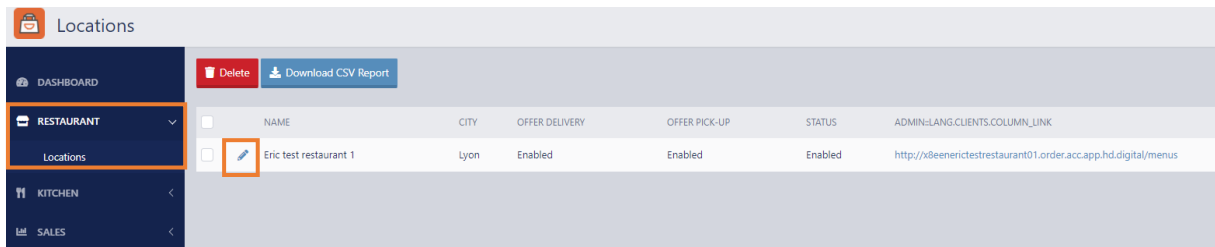
6. Switch the status to "enabled" by clicking on it and select in section "Misc" the city of the Stuart Operational Zone (currently Bordeaux is pre-configured by our Delevopment team, please let us know if the participating test restaurants are in further cities located).



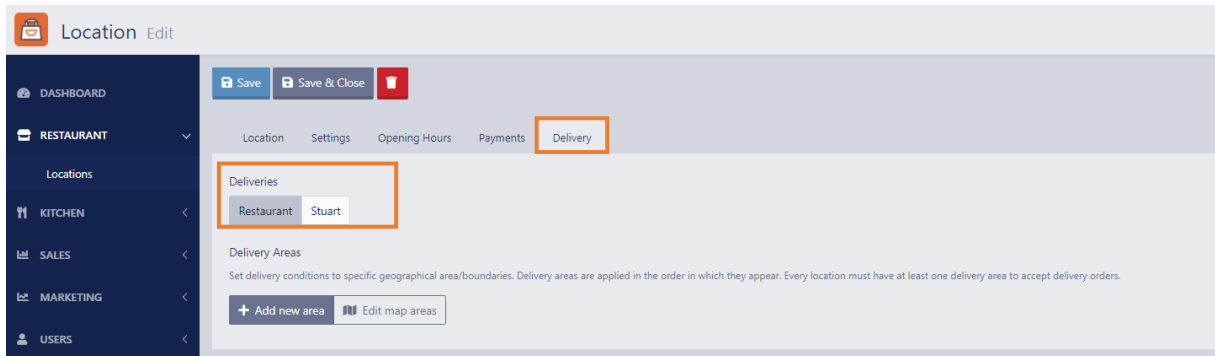
7. Click on “Save” to save the changes.
8. Both options should be enabled now as below



9. Go to menu option “Restaurant” > “Location” and edit the restaurant by clicking on the pencil



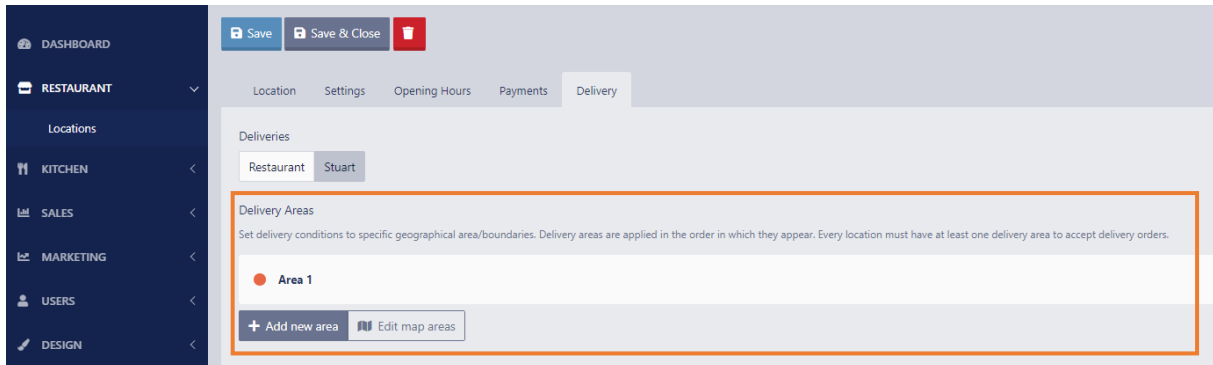
10. Open the tab “Delivery”
11. Here you can see the two enabled delivery options “Restaurant” and “Stuart”:



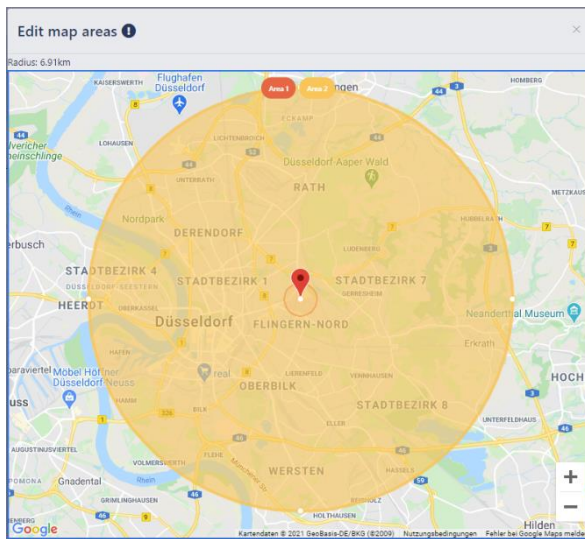
- a. If you select “Restaurant” you decide to offer your own delivery service with your own drivers

b. If you select “Stuart” you decide to use the delivery management via the provider Stuart

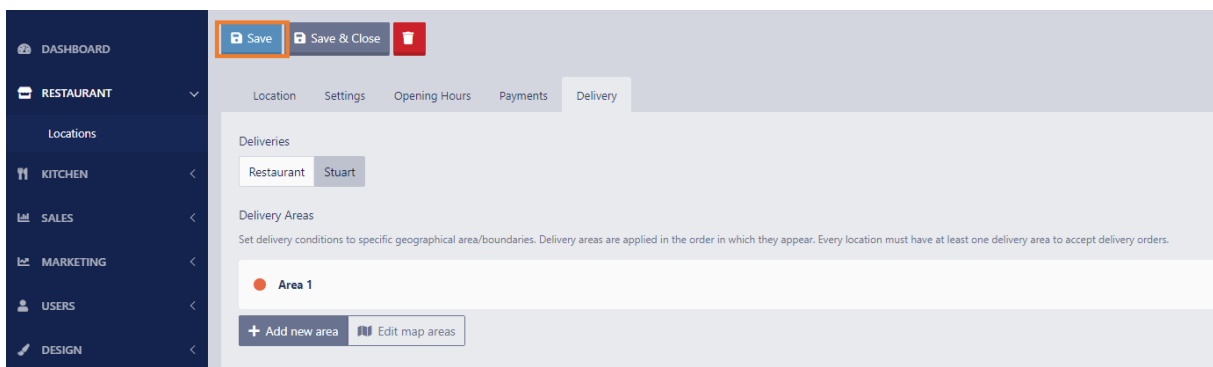
12. With both options you can define Delivery Areas as already known before and edit map areas as before



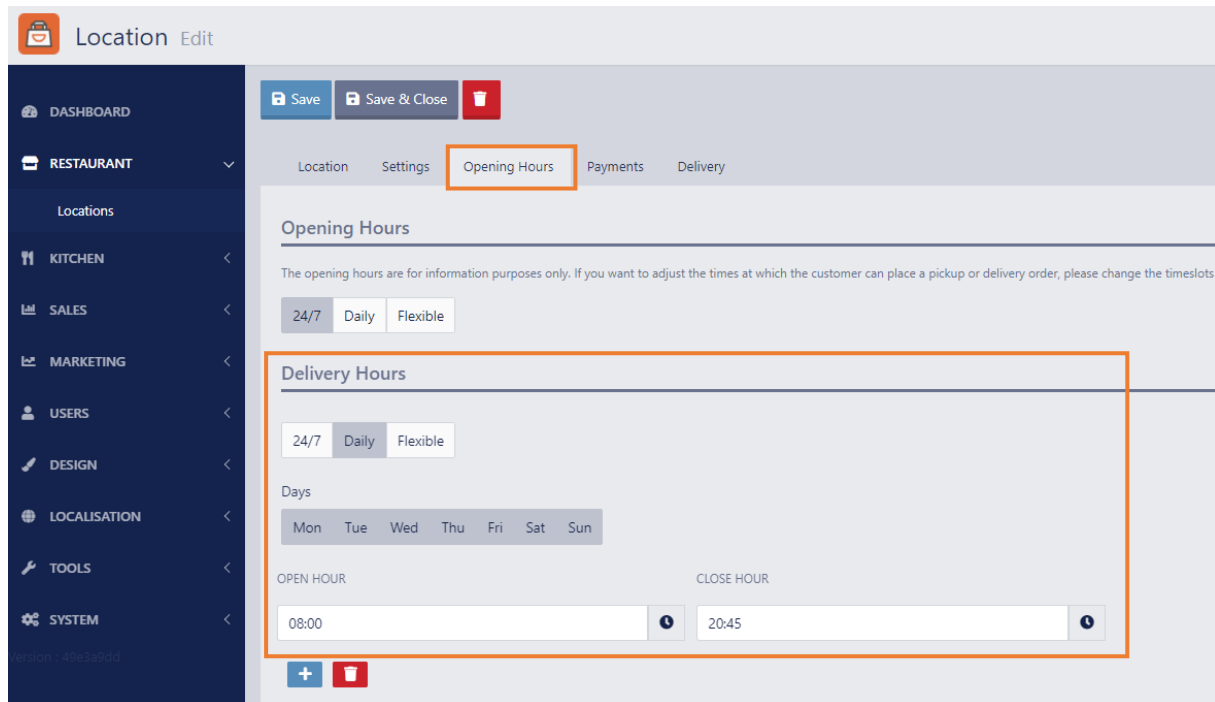
13. Please make sure that the Delivery Areas extend over the city area within reasonable limits (with future releases Stuart delivery borders will be visible as well)



14. Click “Save” to save all changes/settings



15. It is important to check that the offered delivery times of a restaurant are in the range of the available Stuart delivery times (8am to 11pm, 7 days a week). To adjust the Opening Hours of the restaurant go to Tab “Opening Hours”.



Location Edit

DASHBOARD RESTAURANT Locations KITCHEN SALES MARKETING USERS DESIGN LOCALISATION TOOLS SYSTEM

Save Save & Close

Location Settings **Opening Hours** Payments Delivery

Opening Hours

The opening hours are for information purposes only. If you want to adjust the times at which the customer can place a pickup or delivery order, please change the timeslots

24/7 Daily Flexible

Delivery Hours

24/7 Daily Flexible

Days

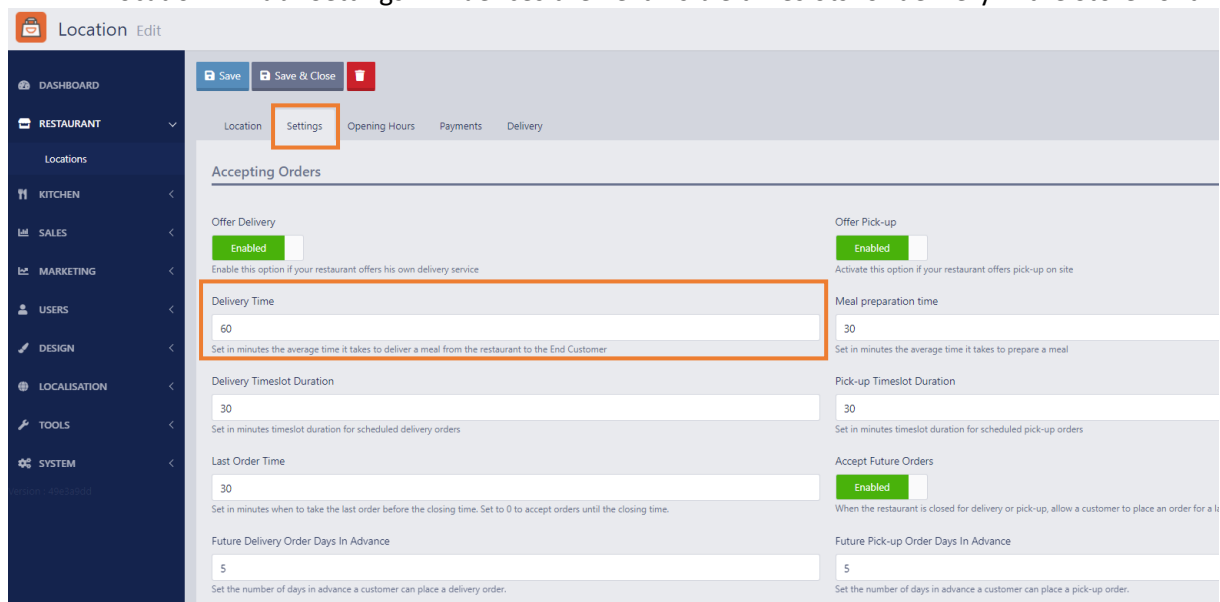
Mon Tue Wed Thu Fri Sat Sun

OPEN HOUR CLOSE HOUR

08:00 20:45

+ -

16. Please be aware that the estimated delivery time set in the admin panel in “Restaurant” > Location” > Tab “Settings” influences the next visible timeslots for delivery in the Storefront.



Location Edit

DASHBOARD RESTAURANT Locations KITCHEN SALES MARKETING USERS DESIGN LOCALISATION TOOLS SYSTEM

Save Save & Close

Location **Settings** Opening Hours Payments Delivery

Accepting Orders

Offer Delivery **Enabled**
Enable this option if your restaurant offers his own delivery service

Offer Pick-up **Enabled**
Activate this option if your restaurant offers pick-up on site

Delivery Time
60
Set in minutes the average time it takes to deliver a meal from the restaurant to the End Customer

Meal preparation time
30
Set in minutes the average time it takes to prepare a meal

Delivery Timeslot Duration
30
Set in minutes timeslot duration for scheduled delivery orders

Pick-up Timeslot Duration
30
Set in minutes timeslot duration for scheduled pick-up orders

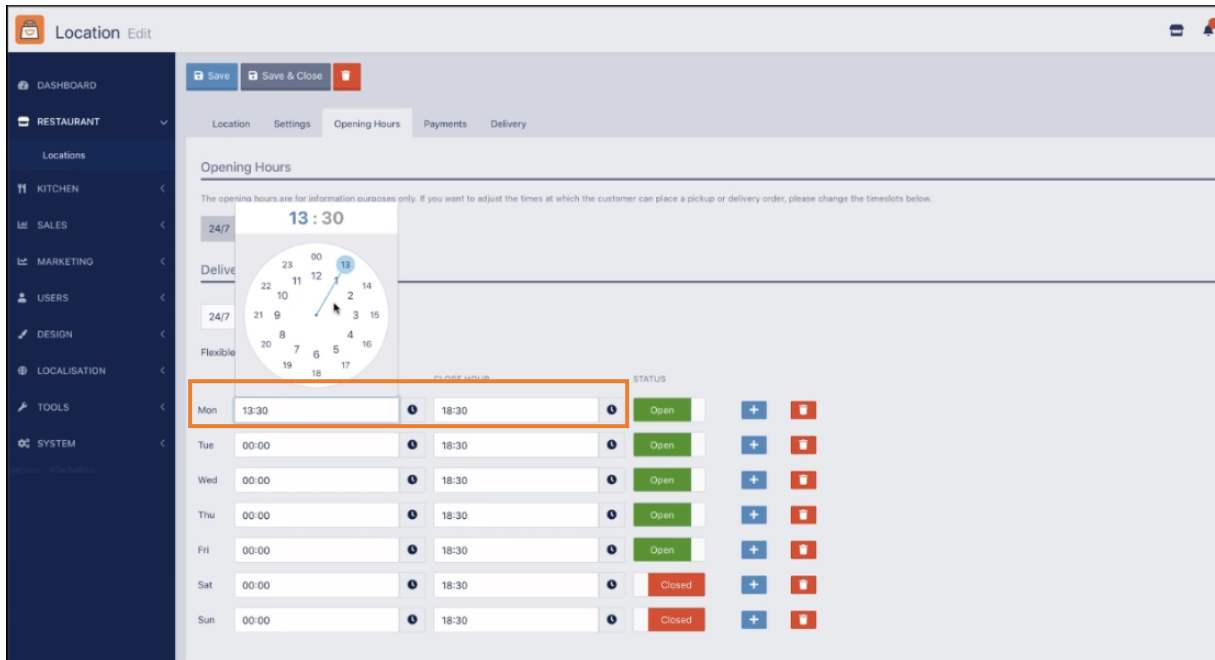
Last Order Time
30
Set in minutes when to take the last order before the closing time. Set to 0 to accept orders until the closing time.

Accept Future Orders **Enabled**
When the restaurant is closed for delivery or pick-up, allow a customer to place an order for a l

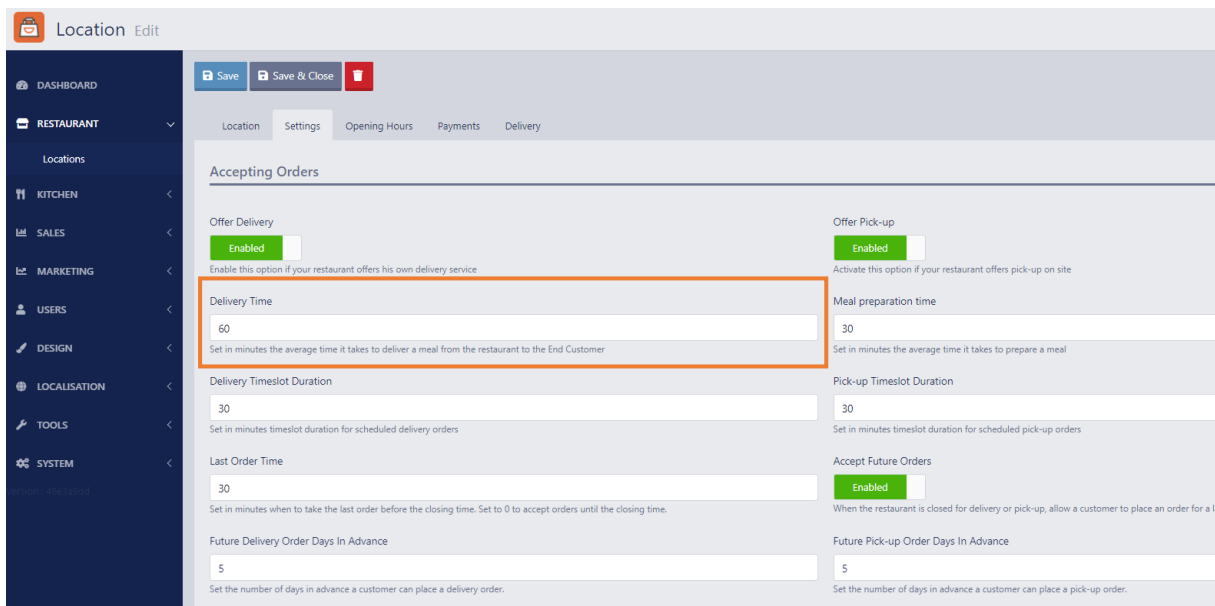
Future Delivery Order Days In Advance
5
Set the number of days in advance a customer can place a delivery order.

Future Pick-up Order Days In Advance
5
Set the number of days in advance a customer can place a pick-up order.

Example: as we can see in the picture below restaurant's opening hours are Monday from 13:30 to 18:30 (it is closed in this example now). In the picture before we could see that the average delivery time it takes to deliver a meal from the restaurant to the end customer

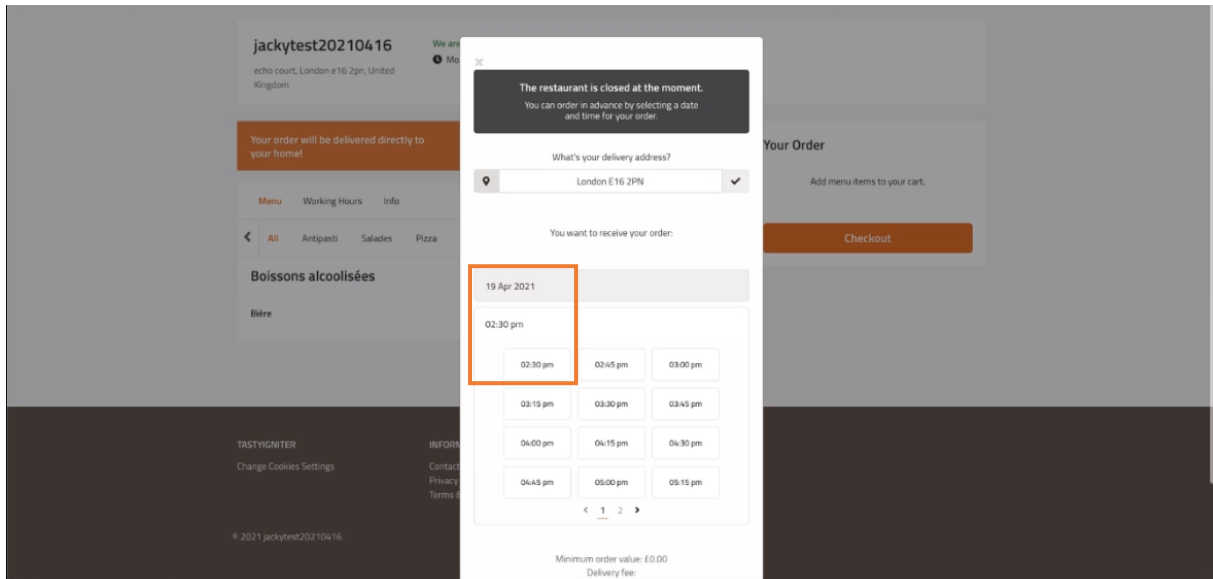


which is set to 60min.



So, the end customer will see that the next possible time slot for a delivery pre-order is 14:30 (2:30pm) in the Storefront. Because Restaurant opens at 13:30, it needs 60min to deliver the order so it will arrive around 14:30 at the end customer.

If the average delivery time would be set to 30min, the next possible time slot shown to the end customer would be 14:00 (2pm).



Note: here you can already see upcoming parts of the new storefront design

17. Pre-orders for delivery with Stuart are possible four days in advance (today + 4 days will be shown in the Storefront to end customers).

18. After the order has been set in the storefront by the end customer, an email with all order details will be sent to the responsible HD person who is going to type in the order details to the Stuart dashboard manually (for now) and submits the order in Stuart by doing this. After the Stuart delivery person has picked up the order at the restaurant and delivered it to the end customer, the process is finished.