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"

Delivery Methods							•	4			
B DASHBOARD		+ Add Delivery Method Delete									
🖶 RESTAURANT	<			NAME	1	F DESCRIPTION	CODE	STATUS	UPDATED AT		
	<		1	Stuart		Stuart delivery service	stuart	Disabled			
ା SALES	~		1	Restaurant		Restaurant's own delivery staff	restaurant	Enabled			
Orders											
Statuses											
Payments											
Payment Status											
Deliveries											

- 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

Delivery Methods							=	٠	¢					
DASHBOARD		+	+ Add Delivery Method Deliver											
🖶 RESTAURANT				NAME	13	DESCRIPTION			CODE	STATUS	UPDATED AT			
			1	Stuart		Stuart delivery service			stuart	Disabled				
🖽 SALES			1	Restaurant		Restaurant's own delivery staff			restaurant	Enabled				
Orders														
Statuses														
Payments														
Payment Status														
Deliveries														

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

Delivery Methods						ه م		
DASHBOARD	+ Add E	Delivery Method	1					
🖶 RESTAURANT <		NAME	17 DESCRIPTION		CODE	STATUS	UPDATED AT	
		? ituart	Stuart delivery service		stuart	Disabled		
₩ SALES V	, 🗆 🗸	Restaurant	Restaurant's own delivery staff		restaurant	Enabled		
Orders								
Statuses								
Payments								
Payment Status								
Deliveries								

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-configurated by our Delevopment team, please let us know if the participating test restaurants are in further cities located).

Edit Delivery	B Edit Delivery Method							
DASHBOARD		a Save & Close						
🖶 RESTAURANT	<	Name	Unique Code					
	<	Stuart	stuart					
🖼 SALES	~	Description	Status					
Orders		Stuart delivery service	Enabled					
Statuses								
Payments		Misc	7					
Payment Status								
Deliveries		City						
	<	bordeaux Stuart Operational Zone						
-								

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

DASHBOARD	+ Add	Delivery Method				
🖶 RESTAURANT 🧹		NAME	17 DESCRIPTION	CODE	STATUS	UPDATI
ti kitchen <	•	🖗 Stuart	Stuart delivery service	stuart	Enabled	
별 SALES 🗸	•	P Restaurant	Restaurant's own delivery staff	restaurant	Enabled	
Orders						
Statuses						
Payments						
Payment Status						
Deliveries						

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

Locations						
🙆 DASHBOARD	👕 Delete 🛓 Download CSV Report					
🚍 RESTAURANT 🛛 🗸	NAME	CITY	OFFER DELIVERY	OFFER PICK-UP	STATUS	ADMIN=LANG.CLIENTS.COLUMN_LINK
Locations	Eric test restaurant 1	Lyon	Enabled	Enabled	Enabled	http://x8eenerictestrestaurant01.order.acc.app.hd.digital/menus
11 КІТСНЕМ <						
년 SALES <						

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

Location Edit	
dashboard	Save & Close
🖃 RESTAURANT 🗸 🗸	Location Settings Opening Hours Payments Delivery
Locations	Deliveries
ti kitchen <	Restaurant Stuart
Let SALES <	Delivery Areas Set delivery conditions to specific geographical area/boundaries. Delivery areas are applied in the order in which they appear. Every location must have at least one delivery area to accept delivery orders.
MARKETING <	+ Add new area 🕅 Edit map areas
💄 USERS 🧹	

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

🙆 DASHBOARD		Save & Close
🖃 RESTAURANT	~	Location Settings Opening Hours Payments Delivery
Locations		Deliveries
	<	Restaurant Stuart
년 SALES	<	Delivery Areas Set delivery conditions to specific geographical area/boundaries. Delivery areas are applied in the order in which they appear. Every location must have at least one delivery area to accept delivery orders.
	<	
LUSERS	<	
🖌 DESIGN	<	+ Add new area M Edit map areas

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)

Euri map	areas U					
Radius: 6.91km						
	KAISERSWERTH DU	ughafen isseldorf	Arma 1 Arma 2	ngen	00	HOMBERG
- //		11				
lvericher	LOHAUSEN	UCHTUNBADIC		0		
remschunge		0		Aaper Wald		
	1	UNITERBATH	RATH	Ŷ		METZKAUSE
	Nordpark			A State	HUBBELRA	
rbusch					Store L	S Jos 7
	- ATTATION A		18			
S OU	IADTBEZIRK 4	STADTBEZIRK	1	STADTBEZIR	К7	
HE	ERDT DEERKASSEL					
	D	üsseldorf _F	LINGERN-NO	RD		
						Parts.
araviertel Möb Düss	el Hofiner eldorf Neuss	V real OBE		VERINHAUSEN		носно
uss 🤤	PLANER			STADTBE	ZIRK 8	12
				LLER	UNTER	IFELDHAUS
LX/1				20 0		
AUGUSTINUSVIENTE	VOLMERS	PLEHE CA		TANK C		
OMONA Gna	dental Rheim		WERSTEN			+
-	GRIMLINGHAUSEN	0		ITERNOLZ		
ENPERG	0 0		HOLT	HAUSEN		
Google	7711	Karter	daten @ 2021 GeoBas	Is-DE/BKG (\$2009) N	utzungsbedingungen Fehle	r bei Google Maps melden

14. Click "Save" to save all changes/settings

🙆 DASHBOARD	[B Save & Close
🚽 RESTAURANT	~	Location Settings Opening Hours Payments Delivery
Locations		Deliveries
M KITCHEN	<	Restaurant Stuart
L SALES	<	Delivery Areas Set delivery conditions to specific geographical area/boundaries. Delivery areas are applied in the order in which they appear. Every location must have at least one delivery area to accept delivery orders.
MARKETING	<	Area 1
LUSERS	<	
J DESIGN	<	Add new area

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".

E Location Edit	
DASHBOARD	Save & Close
🖶 RESTAURANT 🕔	Location Settings Opening Hours Payments Delivery
Locations	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
Let SALES <	24/7 Daily Flexible
🗠 MARKETING 🔷	Delivery Hours
LUSERS <	
🖌 DESIGN 🔷	24/7 Daity Flexible
	Days Mon Tue Wed Thu Fri Sat Sun
🖌 TOOLS	OPEN HOUR CLOSE HOUR
🚓 system 🗸	08:00 0 20:45 0
Version : 49e3a9dd	

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.

Locatio	on Edit		
🙆 DASHBOARD		Save & Close	
🖬 RESTAURANT	~	Location Settings Opening Hours Payments Delivery	
Locations		Accepting Orders	
	<		
迪 SALES	<	Offer Delivery Enabled	Offer Pick-up Enabled
	<	Enable this option if your restaurant offers his own delivery service	Activate this option if your restaurant offers pick-up on site
LUSERS	<	Delivery Time	Meal preparation time
		60	30
J DESIGN	<	Set in minutes the average time it takes to deliver a meal from the restaurant to the End Customer	Set in minutes the average time it takes to prepare a meal
LOCALISATION	<	Delivery Timeslot Duration	Pick-up Timeslot Duration
¢		30	30
TOOLS	<	Set in minutes timeslot duration for scheduled delivery orders	Set in minutes timeslot duration for scheduled pick-up orders
SYSTEM	<	Last Order Time	Accept Future Orders
/ersion : 49e3a9dd		30	Enabled
		Set in minutes when to take the last order before the closing time. Set to 0 to accept orders until the closing time.	When the restaurant is closed for delivery or pick-up, allow a customer to place an order for a la
		Future Delivery Order Days In Advance	Future Pick-up Order Days In Advance
		5	5
		Set the number of days in advance a customer can place a delivery order.	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

Location Edit		= 🧸									
DASHBOARD	B Save & Close										
🚍 RESTAURANT 🗸 🗸	Location Settings Opening Hours Payments Delivery										
Locations	Opening Hours										
M KITCHEN <	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 below.										
L≝ SALES <	24/7 13:30										
🗠 MARKETING <	Delive 23 00 13										
LUSERS <											
🖌 DESIGN 💦 <	24/7 at 6 - 3 to Enclose 20 7 a 5 10										
LOCALISATION <	19 17 CLOSE MOUR 19 18 TO CLOSE MOUR STATUS										
🖌 TOOLS <	Mon 13:30 O 18:30 O Open 🛨 🗉										
🛠 SYSTEM <	Tue 00:00 0 18:30 0 Open										
Version : 49e3a9dd	Wed 00:00 0 18:30 0 Open										
	Thu 00:00 0 18:30 0 Open										
	Fri 00:00 0 18:30 0 Open +										
	Sat 00:00 0 18:30 0 Closed +										
	Sun 00:00 0 18:30 0 Closed 🛨 🔳										

which is set to 60min.

E Location Ed	lit			
🙆 DASHBOARD		Save & Save & Close		
🖃 RESTAURANT	~	Location Settings Opening Hours Payments Delivery		
Locations		Accepting Orders		
	<			
네 SALES	<	Offer Delivery	Offer Pick-up	
	<	Enabled Enable this option if your restaurant offers his own delivery service	Enabled Activate this option if your restaurant offers pick-up on site	
LUSERS	<	Delivery Time	Meal preparation time	
_		60	30	
🖌 DESIGN	<	Set in minutes the average time it takes to deliver a meal from the restaurant to the End Customer	Set in minutes the average time it takes to prepare a meal	
	<	Delivery Timeslot Duration	Pick-up Timeslot Duration	
		30	30	
F TOOLS	<	Set in minutes timeslot duration for scheduled delivery orders	Set in minutes timeslot duration for scheduled pick-up orders	
🕫 SYSTEM	<	Last Order Time	Accept Future Orders	
Version : 49e3a9dd		30	Enabled	
		Set in minutes when to take the last order before the closing time. Set to 0 to accept orders until the closing time.	When the restaurant is closed for delivery or pick-up, allow a customer to place an order for a la	
		Future Delivery Order Days In Advance	Future Pick-up Order Days In Advance	
		5	5	
		Set the number of days in advance a customer can place a delivery order.	Set the number of days in advance a customer can place a pick-up order.	

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).

	jackytest20210416 echo court, Landon e 16 2pn, United Kingdom	We are O Mo	X The restaura You can order and	nt is closed at I in advance by se I time for your ori	the moment. lecting a date der.	
	Your order will be delivered directly to your home!		What's your delivery address?			Your Order
	Menu Working Hours Info	♥ London E16 2PN ✓			Add menu items to your cart.	
	All Antipasti Salades Pizza		You want to receive your order:			Checkout
	Boissons alcoolisées		19 Apr 2021			
	Biêre		02:30 pm			
			02:30 pm	02:45 pm	03:00 pm	
_	_		03:15 pm	03:30 pm	03:45 pm	_
		NFORM	04:00 pm	04:15 pm	04c30 pm	
		ontact Privacy erms &	04:45 pm	05:00 pm	05:15 pm	
			< <u>1</u> 2 ▶			
			Minimum order value: £0.00 Delivery fee:			

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.