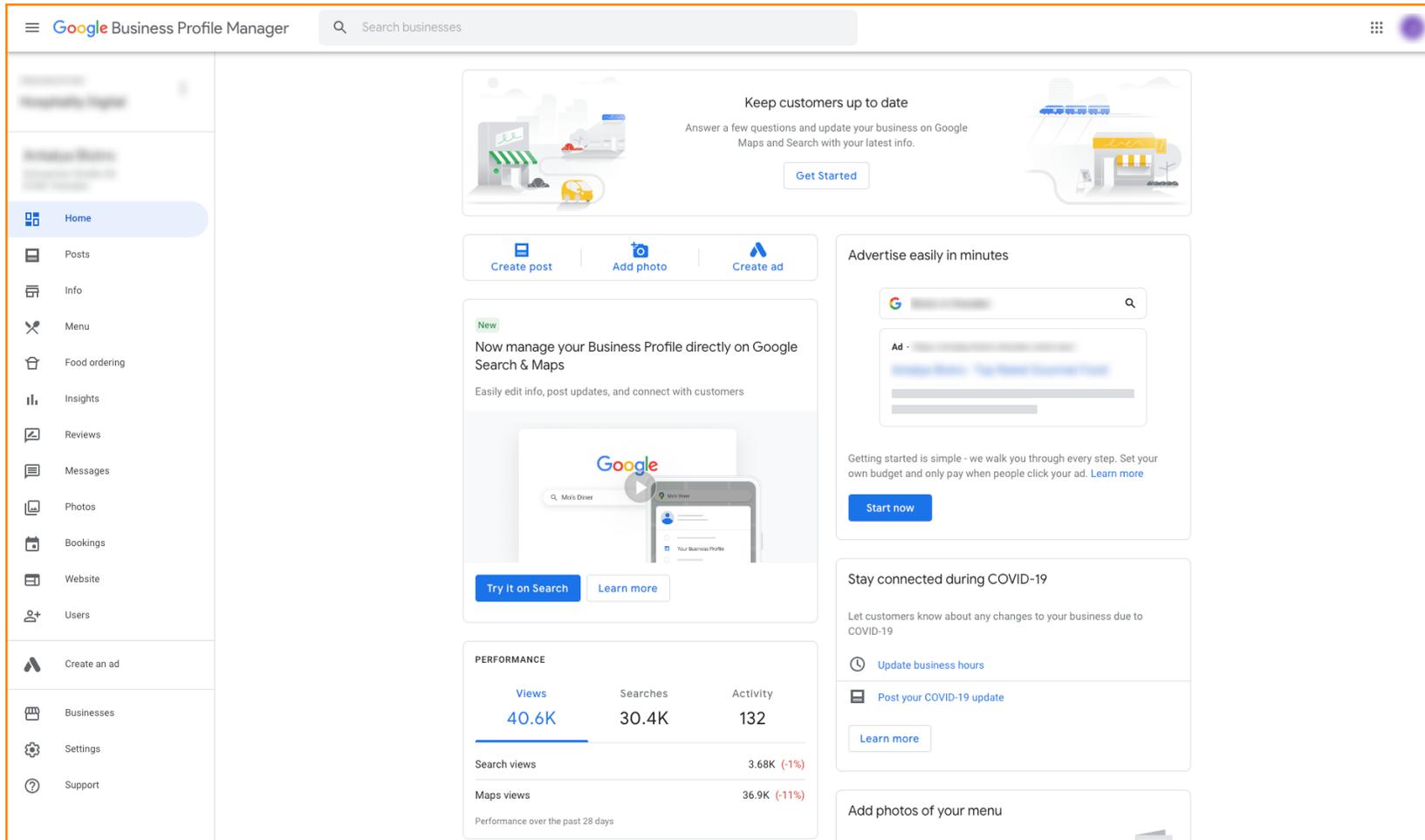




Fist log in to your Business Profile Manager.



The screenshot shows the Google Business Profile Manager interface. On the left is a navigation sidebar with options like Home, Posts, Info, Menu, Food ordering, Insights, Reviews, Messages, Photos, Bookings, Website, Users, Create an ad, Businesses, Settings, and Support. The main content area features several promotional cards and a performance dashboard.

Keep customers up to date
 Answer a few questions and update your business on Google Maps and Search with your latest info.
[Get Started](#)

Advertise easily in minutes
 Getting started is simple - we walk you through every step. Set your own budget and only pay when people click your ad. [Learn more](#)
[Start now](#)

Stay connected during COVID-19
 Let customers know about any changes to your business due to COVID-19
[Update business hours](#)
[Post your COVID-19 update](#)
[Learn more](#)

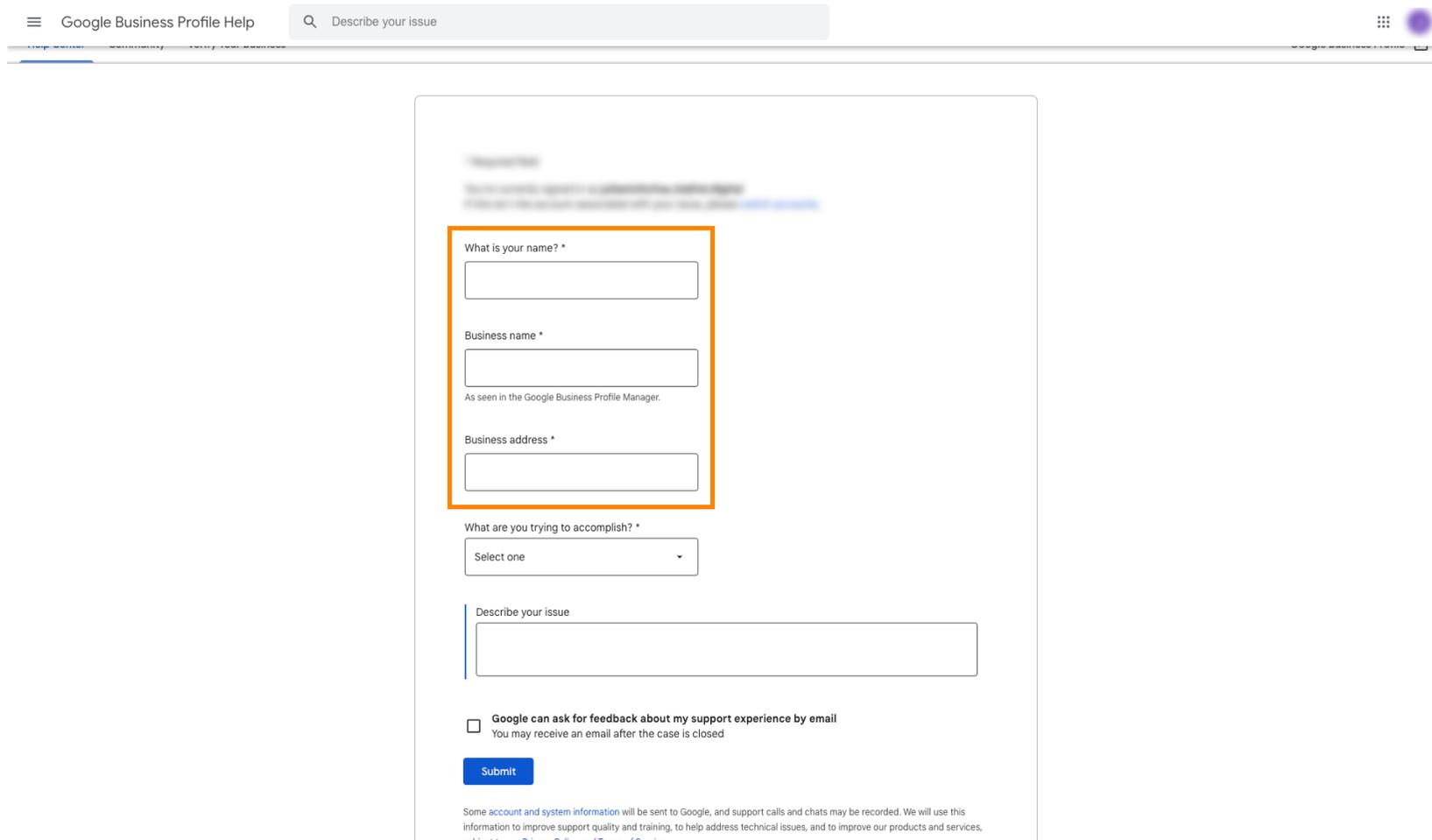
PERFORMANCE

	Views	Searches	Activity
	40.6K	30.4K	132
Search views			3.68K (-1%)
Maps views			36.9K (-11%)

Performance over the past 28 days



Then visit https://support.google.com/business/contact/business_food and fill out your information, by clicking on **each field**. **Note: The name of your business must match the name that appears in the Google Profile Manager.**



The screenshot shows the Google Business Profile Help contact form. The form is titled "Google Business Profile Help" and has a search bar labeled "Describe your issue". The form fields are:

- What is your name? *** (Text input field)
- Business name *** (Text input field, with a note: "As seen in the Google Business Profile Manager.")
- Business address *** (Text input field)
- What are you trying to accomplish? *** (Dropdown menu with "Select one" selected)
- Describe your issue** (Text area)
- Google can ask for feedback about my support experience by email**
You may receive an email after the case is closed
- Submit** (Blue button)

At the bottom, there is a small disclaimer: "Some account and system information will be sent to Google, and support calls and chats may be recorded. We will use this information to improve support quality and training, to help address technical issues, and to improve our products and services, subject to our [Privacy Policy](#) and [Terms of Service](#)."

Select **Opt out of working with a specific partner.**

Google Business Profile Help

You're currently signed in as [juliaminhchau.le@hd.digital](#)
If this isn't the account associated with your issue, please [switch accounts](#).

What is your name? *

Business name *

As seen in the Google Business Profile Manager.

Business address *

What are you trying to accomplish? *

Select one

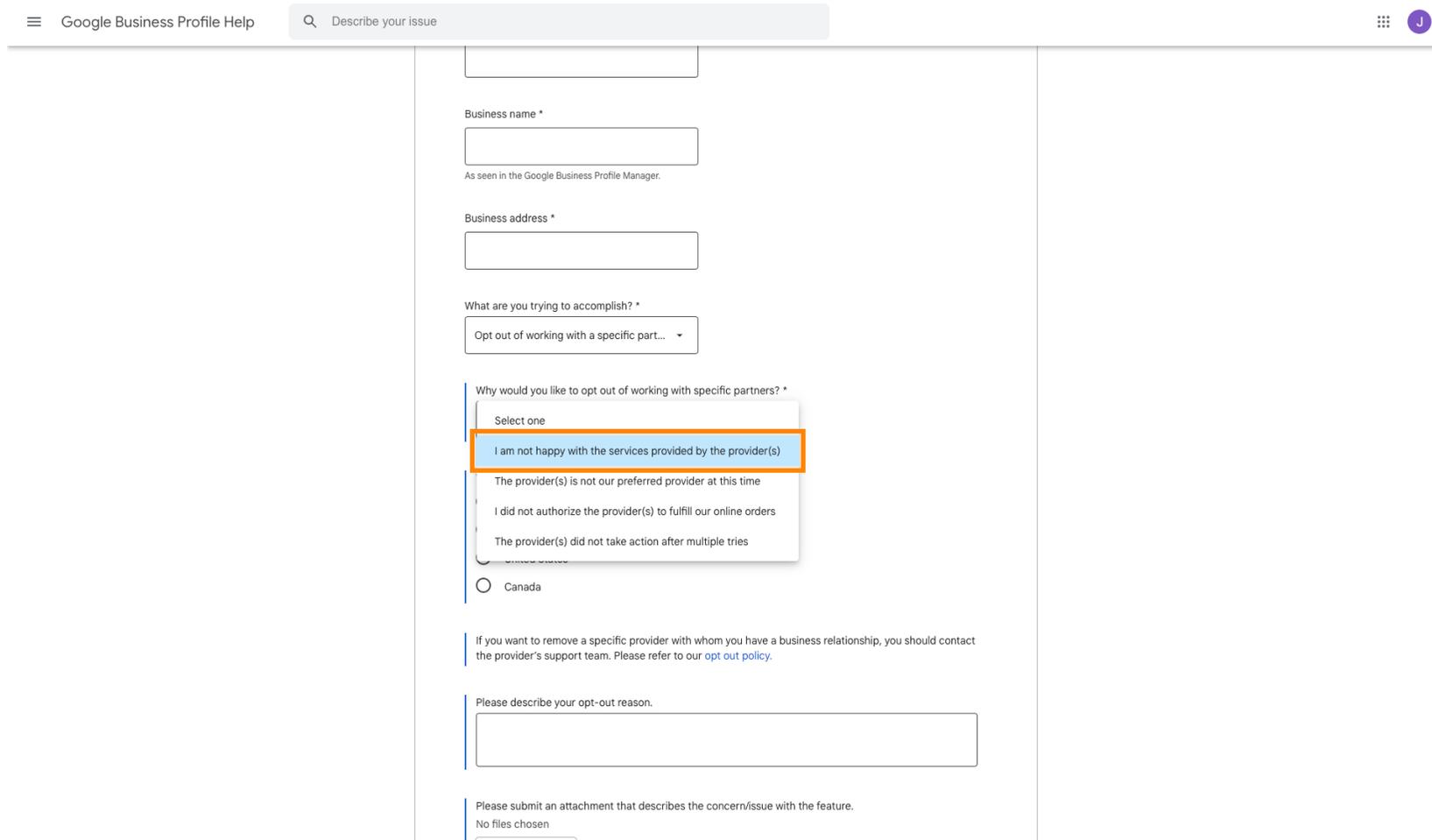
- Sign up for the "Order Online" feature
- Opt out of "Order Online" feature altogether
- Opt out of working with a specific partner**
- Technical issues with feature: Order Online button doesn't show on Business Profile
- Technical issues with feature: Menu items don't match business offerings
- Other technical issues

Some [account and system information](#) will be sent to Google, and support calls and chats may be recorded. We will use this information to improve support quality and training, to help address technical issues, and to improve our products and services, subject to our [Privacy Policy](#) and [Terms of Service](#).

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Click on the answer **I am not happy with the services provided by the provider.** **Note: Otherwise the ticket will not get the right priority on Google.**



The screenshot shows the Google Business Profile Help form. The form is titled "Describe your issue" and includes the following fields and options:

- Business name ***: A text input field with a placeholder "As seen in the Google Business Profile Manager."
- Business address ***: A text input field.
- What are you trying to accomplish? ***: A dropdown menu with the selected option "Opt out of working with a specific part..."
- Why would you like to opt out of working with specific partners? ***: A dropdown menu with the following options:
 - I am not happy with the services provided by the provider(s)** (highlighted with an orange box)
 - The provider(s) is not our preferred provider at this time
 - I did not authorize the provider(s) to fulfill our online orders
 - The provider(s) did not take action after multiple tries
- Canada**: A radio button option.
- Additional information**: A text area for describing the opt-out reason.
- Attachments**: A section for submitting attachments, currently showing "No files chosen".



Click the **country** you are located in.

Google Business Profile Help

Business name *

As seen in the Google Business Profile Manager.

Business address *

What are you trying to accomplish? *

Why would you like to opt out of working with specific partners? *

What country are you located in? *

- Australia
- Germany
- United States
- Canada

If you want to remove a specific provider with whom you have a business relationship, you should contact the provider's support team. Please refer to our [opt out policy](#).

Please describe your opt-out reason.

Please submit an attachment that describes the concern/issue with the feature.
No files chosen



The next step is to select the food **ordering provider** you want to remove from your restaurant on Google: e.g. Takeaway (Lieferando) or Hospitality Digital (orderdirect)

Google Business Profile Help

As seen in the Google Business Profile Manager.

Business address *

What are you trying to accomplish? *

Opt out of working with a specific part... ▾

Why would you like to opt out of working with specific partners? *

The provider(s) is not our preferred pro... ▾

What country are you located in? *

Australia

Germany

United States

Canada

Which provider(s) do you want to opt out of? *

Takeaway

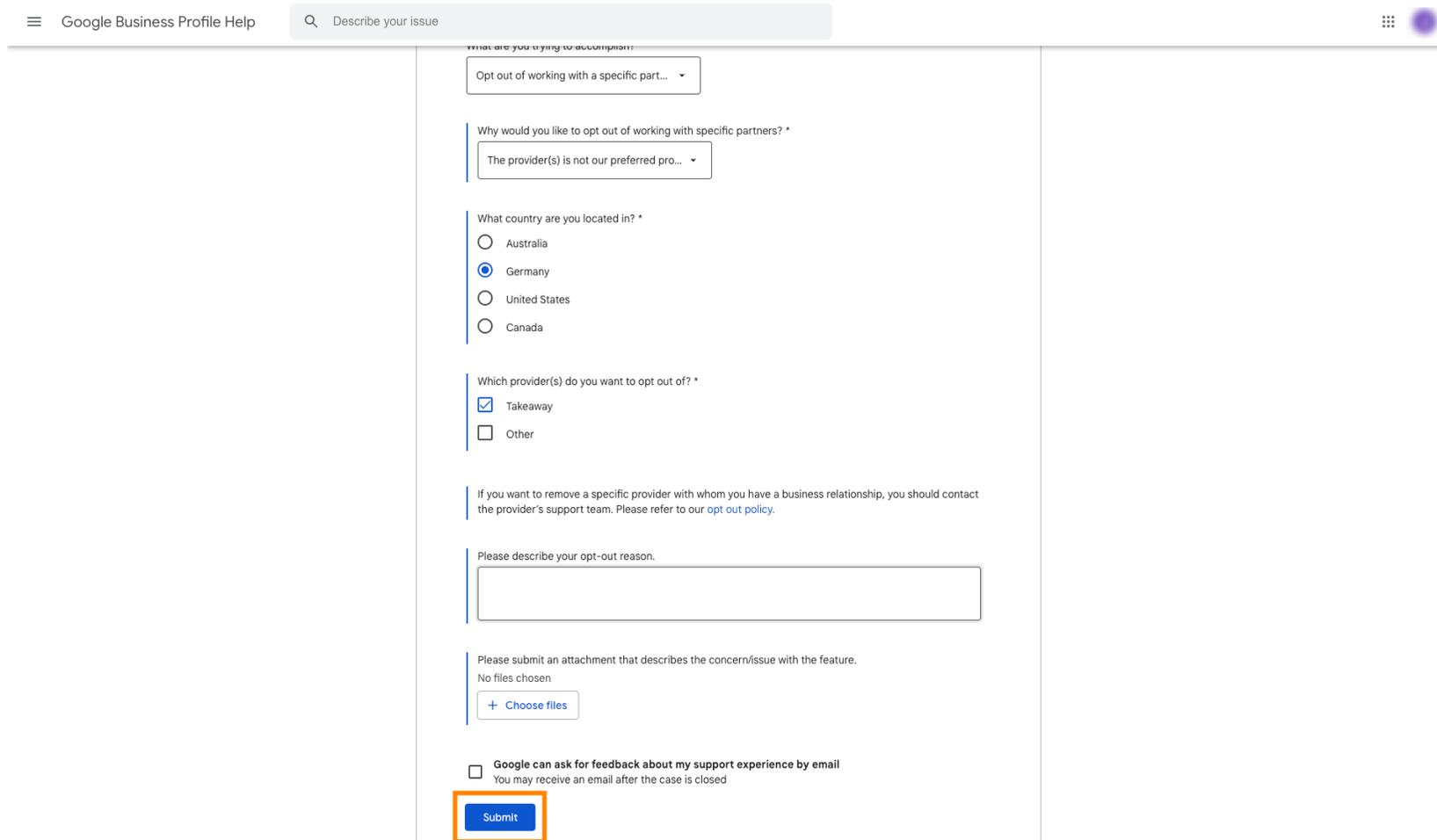
Other

If you want to remove a specific provider with whom you have a business relationship, you should contact the provider's support team. Please refer to our [opt out policy](#).

Please describe your opt-out reason.

Please submit an attachment that describes the concern/issue with the feature

To complete the process click on **Submit**. That's it, you are done.



The screenshot shows a web form titled "Google Business Profile Help" with a search bar "Describe your issue". The form is titled "What are you trying to accomplish?" and has a dropdown menu set to "Opt out of working with a specific part...". Below this, it asks "Why would you like to opt out of working with specific partners?" with a dropdown menu set to "The provider(s) is not our preferred pro...". It then asks "What country are you located in?" with radio buttons for Australia, Germany (selected), United States, and Canada. Next, it asks "Which provider(s) do you want to opt out of?" with checkboxes for Takeaway (checked) and Other. A note states: "If you want to remove a specific provider with whom you have a business relationship, you should contact the provider's support team. Please refer to our [opt out policy](#)." Below this is a text area for "Please describe your opt-out reason." and a file upload section for "Please submit an attachment that describes the concern/issue with the feature." with a "Choose files" button. At the bottom, there is a checkbox for "Google can ask for feedback about my support experience by email" and a blue "Submit" button highlighted with an orange border.



Scan to go to the interactive player