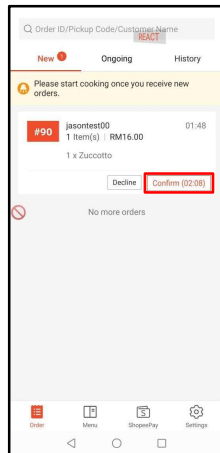


How to manage orders

1. There is an incoming order. How do I accept the order and when should I start to prepare the food?

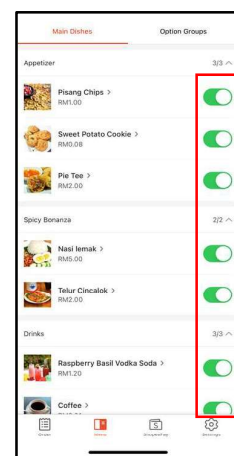
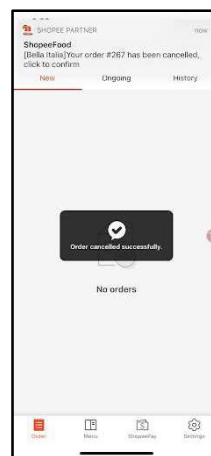
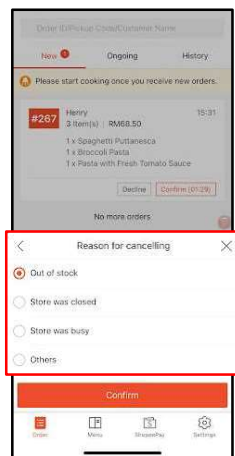
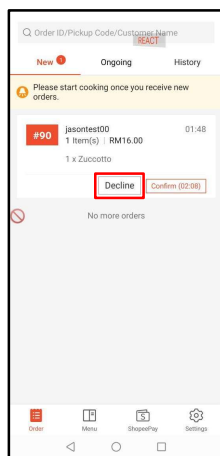
Tap **Confirm** before the time limit (within 2 mins) to accept the order and start the food preparation immediately.



2. I am unable to prepare the order request as we have run out of stock. How do I manage the order?

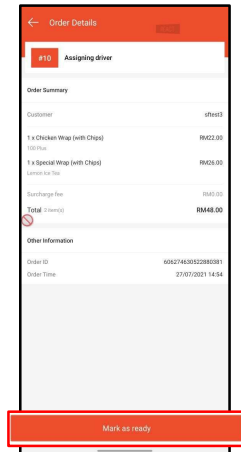
Tap **Decline** to reject the order, **select the reason** (Out of stock / Store was closed / Store was busy / Others) for rejecting the order and tap confirm. Upon successful order cancellation, a **notification** will be prompted.

If **Out of stock** is selected, you can disable the item availability from the menu by **turning on / off button** in the Menu tab. Remember to toggle it back once the item is available.



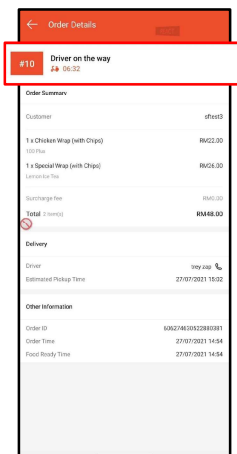
3. The order is ready for pick up. How do I tell the driver to proceed with delivery?

Tap **Mark as Ready** once food is ready and the driver will be notified to pick up the order at the restaurant.



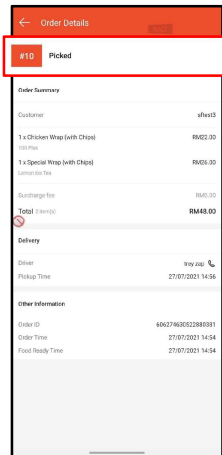
4. How do I know if a driver has been assigned for the order?

Driver will accept the order in the driver app. Once accepted, order status will be updated to **driver is on the way**.



5. What happens once order has been picked up? How do I know if the order status has been updated for the pickup?

Once the driver has arrived, they need to tap **In the restaurant** on the driver app. Status will then be updated as **Picked**. The driver will then proceed with delivery to the customer.



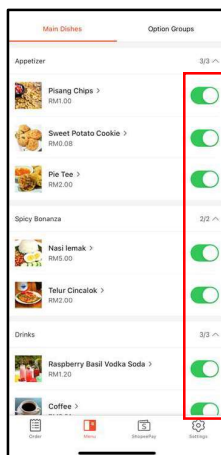
6. I have accepted the order but outlet has suddenly run out of stock. How do I cancel the order?

Once you have accepted the order, there will be no cancellation. For order cancellation, please contact our Customer Service.

How to manage menu

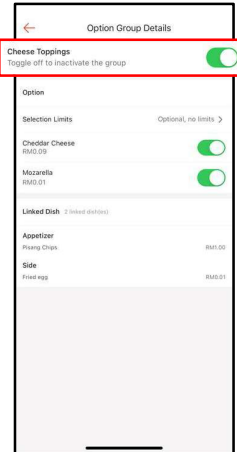
1. I have an item in the menu that has run out of stock for the day, what should I do?

You can disable the item availability from the menu by **toggling on / off button** in the Menu tab. Remember to toggle it back once the item is available.



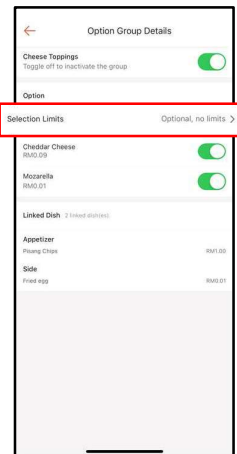
2. I don't have enough resources to prepare option group orders today, but I'm able to prepare single dishes from the menu. How do I keep my customers informed?

You can change the options group availability by toggling off on the **Option Groups**



3. Due to manpower shortage, I would like to minimize option group orders.

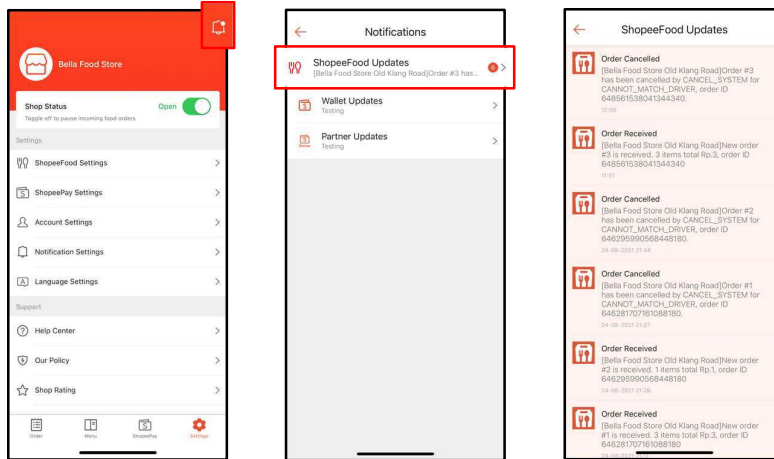
You can edit the limits per option group by tapping on **Selection Limits**



How to manage notifications

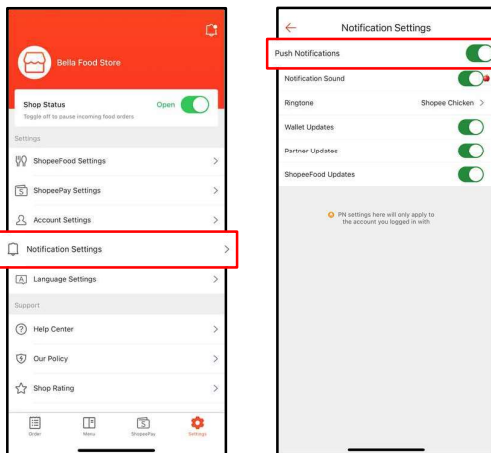
Aside from the order tab, where can I view the live updates of received and cancelled orders?

1. Tap on **Settings** at the bottom right corner
2. Tap on the **Bell** icon on the top right corner to view **Notifications**
3. Tap on **ShopeeFood Updates**
4. ShopeeFood live order status is updated in this page. You will be able to view **New Order Received** and **Cancelled Order**



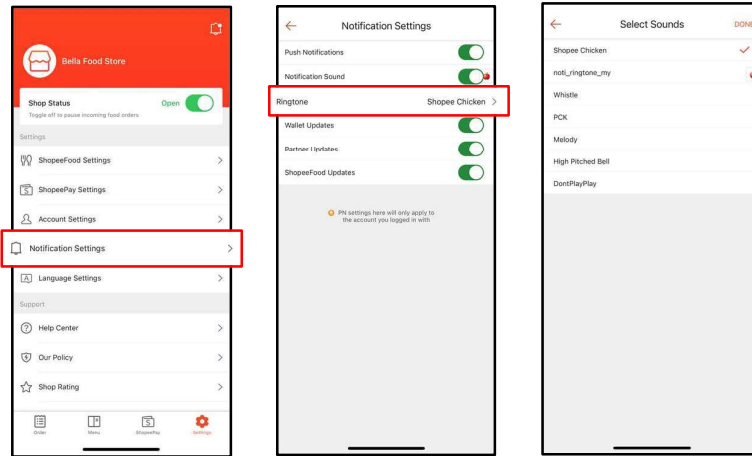
I want to enable the push notification alert so I don't miss out on any incoming orders. Where do I enable them?

1. Tap on **Settings** at the bottom right corner and select **Notification Settings**
2. Toggle on **Push Notifications**



Can I change the push notification ringtone?

1. Tap on **Settings** at the bottom right corner and select **Notification Settings**
2. Tap on **Ringtone** and select your choice of **Sounds** to be set as Ringtone



How to print order receipt

Auto print is currently not supported, you will need to go to the **Order Details** page and tap the **Print** icon.

1. Tap on **Order** at the bottom left corner to view the **Order Details** page
2. Tap the **Print** icon to print out the order receipt

