

Chapter 15 – Third Party Deliveries (3pd)

Third Party Deliveries

In our stores we currently have Just Eat, Deliveroo and Uber. When we are preparing 3pd orders we need to ensure our product is going out at a high standard just as it would be for an instore customer.

We need to make sure we follow the correct procedure to ensure high standards are met and all customers are happy with their order.

Below are the steps to follow for all 3pd orders.

1. 3PD order tablets should be on and available at all times during the store opening times.
2. When an order comes through you should accept this on the relevant 3PD terminal or POS. Highlighting all items – subs/wraps/salad/jacket potato in one color everything else in another color
3. Make the order according to the receipt.
4. If you do not have an item that has been requested you should make contact with the customer to offer an alternative. Once the customer has agreed an alternative make a note of this on the receipt.
5. If you cannot contact the customer do not send out that item as the customer will have the replacement item and also request a refund for the error.
6. When you are collecting the Items for the order, ensure you tick off all items to ensure nothing is missed. When the order is complete place your initials on the receipt.
7. Take a picture of the full order clearly showing the receipt and the items.
8. Next place the full order in the bag
9. If a refund request is placed for the order and the order is found to be incorrect, a deduction will be made to the employee that has initialed the receipt stating it is full and complete.



- Do make sure the picture is clear of the whole order and order number

- Don't place the receipt on the food
- Don't reject any orders



3PD Refunds

- All refunds must be investigated and responded to within 24hrs of being notify by the Stores Co-Ordination Team