



SKIP THE DISHES

Tablet Quick Reference and Troubleshooting Guide

This guide consolidates key learnings for troubleshooting, staying online, managing orders, and using the Skip tablet effectively.

Order Management & Order Confirmation

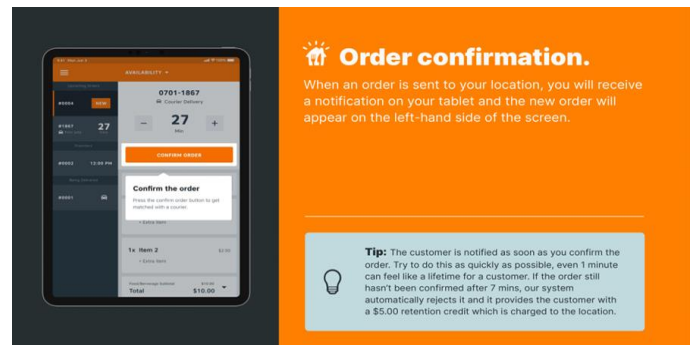
When a New Order Comes In

- Tablet will send a notification and ring for new orders; however, do not rely **solely** on sound alerts — staff should actively monitor the screen for incoming orders at all times
- New order appears in the **left column** under Live Orders and include countdown timer + courier ETA
- Click order to view details!
- If the tablet is not actively monitored, orders can still be missed even if notifications are enabled.

Order Acceptance SLA (Critical)

- Confirm Orders Quickly: Orders must be accepted **ASAP (target: < 1–2 minutes)**
- Customers get notified immediately once confirmed.
- If not confirmed within **7 minutes**, system auto-rejects and location charge \$5.

Best Practice: Confirm immediately, even if prep time needs adjustment.



Basic Tablet Troubleshooting

Required Tablet Settings & Best Practices

- Notifications must be ON
- Power Saving Mode must be OFF
- App should remain open in foreground (do not minimize)
- Avoid placing tablet near metal, other electronics, or other tablets if possible

Weekly Maintenance

- Check Wi-Fi connection
- Clear app cache & storage
- Close app fully & restart the app
- Accept app updates when prompted
- Ensure charger connected
- Ensure Restaurant Partner App is open and running

Tablet Replacement Guidance

- Tablets provided through SkipTheDishes are owned by the store upon purchase. If issues persist after troubleshooting, consider replacing the device
 - Warranty: 1 year (After the 1-year warranty period, Stores are responsible for purchasing a replacement device if needed with any of these recommended devices:
 - Android: Lenovo tablets (~\$100 CAD)/Samsung Galaxy Tab A series
 - iOS: iPad (Mini or Classic)

Using the HELP Button (Live Order Issues)

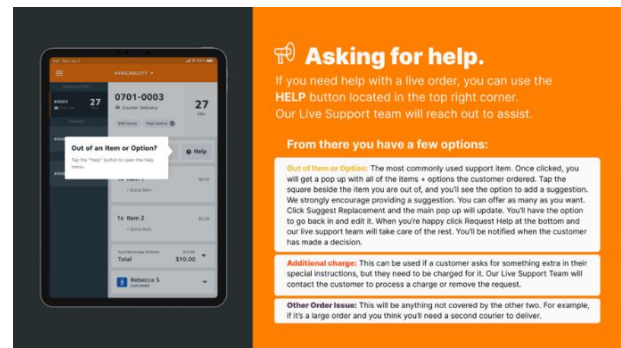
HELP button = fastest way to resolve live order issues
Located in the top right corner of each order.

Options include:

- Out of items (add suggested replacement)
- Other order issue

Live Support contact:

☎ 1-855-200-7547

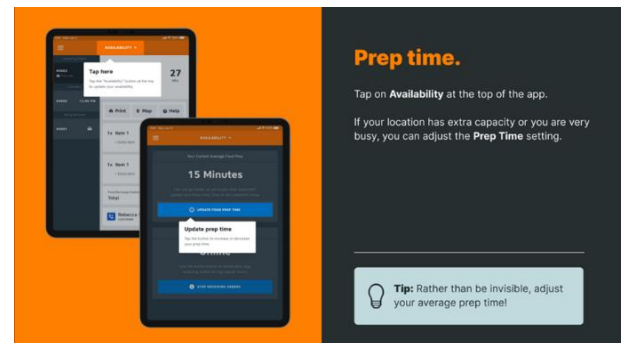


Adjusting Prep Time

To update food prep time:

1. Tap **Availability** at top of app
2. Adjust Prep Time up/down

Recommended instead of going offline when busy.



Helpful Resources

- [Skip App 101](#)
- [Troubleshooting Guide](#)
- Partner Portal - <https://restaurants.skipthedishes.com/>
- [Skip Tablet Interactive App Tour](#): For a quick visual overview of how the Skip tablet works, review the interactive app tour which is recommended for: New staff, stores unfamiliar with the tablet, or refresher training

Ordering Accuracy Best Practices

- ✓ Confirm all orders
- ✓ Double-check items before sealing
- ✓ Mark multi-bag orders (1/2, 2/2)
- ✓ Have courier read last 4 digits of order number
- ✓ Update out-of-stock items immediately

SMS Order Entry (Edible Requirement)

All Skip orders must be manually entered into SMS using:

- Store Skip guest account
- Fulfillment method: Pickup
- Add recipient name from Skip tablet
- Use "Affiliate" menu items (AFL prefix)

Ops Tip:

- Highlight recipient name on hangtag
- Verify courier phone shows correct customer name before handoff

Handling Scheduled (Pre) Orders

- Customers can place orders up to 5 days in advance
- Pre-orders show scheduled date/time instead of prep time