



Step by Step operations for Delivery

Step 1: Receiving an order on Tablet

- When an order comes in the status bar will turn **green**
- The order will be listed under the “New” tab

Step 2: Review order details on screen

- To see the context of the orders, select the blue **Details** button.
- The **Details** screen shows you what the customer ordered, how to adjust, cancel, or reprint orders.
- This screen also allows you to view the customer’s payment method.

Step 3: Confirm the order

- After you double checked to make sure we can create the order, at the bottom of the **details** screen select the **Confirm** button.
- After you do this, there will be a screen that pops up about that says “When should the driver come?”
- When selecting an ETA for the driver to come pick up product be sure to keep in mind that the ice cream must be blasted for **10-15 minutes** prior to the driver arriving.

- After choosing the driver's ETA, you are now ready to begin prepping the order.

Stores without Wi-Fi

Step 1: Log in to store email on computer

Step 2: Periodically check for GrubHub orders in your inbox

- If one were to come in while you are busy, the store phone will receive a reminder phone call 5 minutes after receiving the email.

Step 3: Review the order and Accept.

- Be sure you have proper product to make the order, adjust if need be.
- Accept the order
- When selecting driver ETA, be sure to keep in mind that the ice cream must be blasted **10-15 minutes** prior to the driver arriving.
- After selecting the driver's ETA, you are now ready to prep the order

Steps 4-8 are the same for all stores

Step 4: Make the creation

- Create the creation just as you were serving a customer in store.
- Once you are finished mixing the creation, put a lid on it and place it in a to go bag.

Step 5: Packaging

- After placing the creation in the bag do not forget the following items:
 - Napkins
 - Spoons
 - Coupons
- Once the everything is in the bag, FOLD the bag.
 - Be sure employees are not crumpling the bag. Folding is important for product presentation
- Write the name of the customer on the stickers that we will provide to you.
- Use the sticker to seal the bag closed

Step 6: Blast the bag

- Once the bag is completely finished being prepared and sealed, place it in the blast freezer.
 - It will stay here until the driver arrives
 - Remember that the ice cream must stay in the blast for about 10-15 minutes prior to the driver's.
 - This is to be sure the ice cream is at the perfect consistency upon arrival

Step 7: Driver Arrival

- Confirm order name or number with Driver to minimize any mix up issues.

- Once Confirmed, be sure the Driver has their insulated GrubHub bag to place the ice cream in.

Step 8: After pick up

- After the order, has been picked up, the order will arrive in the “Out the Door” tab
- You are now done with the order and may move on to the next!