



**SMITTY'S CANADA INC.**

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**BULLETIN #15/21**

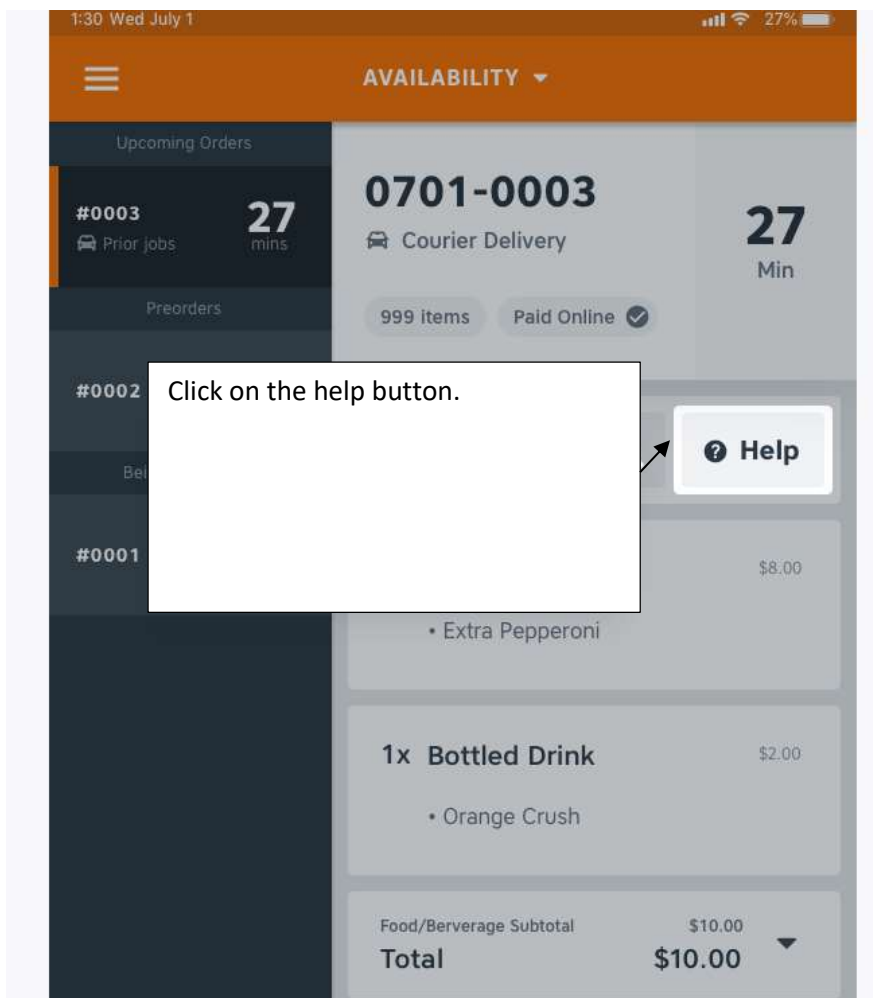
DATE: January 27,2020  
TO: All Franchisees and Corporate Managers  
FROM: Crystal Davies  
RE: **Skip the Dishes - Requesting Extra Charge**

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Hello Everyone,

There has been lots of feedback from locations that our Skip guest is requesting items added to their meals that require charges. Did you know that there is a feature where you can request the extra charge from the guest?

Step 1:



Step 2:

The screenshot shows a mobile application interface for managing orders. On the left, a dark sidebar contains order information: 'Preorders', '#0002 12:00 PM', 'Being Delivered', and '#0001' with a car icon. The main area shows '999 items' and 'Paid Online' with a checkmark. Below this are buttons for 'Print', 'Map', and 'Help'. The order list includes '1x Pepperoni Pizza' for '\$8.00' with a sub-item '• Extra Pepperoni'. A callout box with a white background and black border contains the following text: 'Once you have clicked on the additional charge you will be able to message Skip about the item that requires a charge. They will then contact the guest to make them aware that there is an extra charge for their request. The guest then has the option if they would like this item on their order still or would like to cancel it.' An arrow points from the bottom of this callout box to the 'Additional Charge Needed' button in the order list. At the bottom left of the app is a button labeled '< BACK TO TOURS'. The order list also includes an 'Other Order Issue' button.

If you have any questions or concerns. Please do not hesitate to reach out to myself or Melina Aiello at [melina.aiello@skipthedishes.ca](mailto:melina.aiello@skipthedishes.ca)

Yours truly,  
SMITTY'S CANADA INC.

Crystal Davies  
Business Intelligence and Operations Manager