



SMITTY'S CANADA INC.

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BULLETIN #22/19

DATE: February 3, 2020
TO: All Franchisees and Corporate Managers
FROM: Crystal Davies
RE: **Door Dash and Skip Out of Stock Issues**

Hello Everyone,

There have been numerous reports regarding “Out of Stock” items becoming re-activated on both the DoorDash and Skip the Dishes portals. This has been brought up to both companies and DoorDash has provided some instructions on how to resolve this issue. Skip, however, is currently working with the Technical Team to resolve the issue.

Please check your portals daily before you open for business.

If you are experiencing this issue on the DoorDash platform, please follow the steps below that they have provided to “debug” your platform. Please complete these tasks after hours so you are not impacting orders.

On your DoorDash tablet:

- Swipe down for mini menu
- Click on the **gear symbol**
- Scroll down on settings sidebar until you reach “**Applications**”
- Select “**Application Manager**”
- Scroll down on the right side and look for “**Order Manager**”
- Enter it then tap “**Storage**” then “**Clear Data**”
- Next, return to the “**Application Manager**” and look for “**Google Play Services**”
- Enter it then tap “**Storage**” then tap “**Clear Cache**”
- Log back in. Enable “**Do Not Disturb**”

Before you begin, please swipe down from the top of the screen to ensure that your WiFi and Bluetooth are both OFF.

- 1) Clear the Cache
 - a. Swipe down from the top of the screen to reveal a mini settings bar
 - b. Click on the **gear symbol** to access the settings
 - c. On the left of your tablet, click “**Applications**” and select “**Application Manager**”
 - d. Scroll down until you see “**Order Manager**” and click on it.
 - e. Click “**Storage**”
 - f. Click “**Clear Cache**”
- 2) Upgrade the Order Manager
 - a. Go back to the home screen, open, and log in to your Order Manager.

- b. Click on the **three parallel lines icon** on the upper left-hand side of your tablet, next to “DoorDash” and “Online.” This will give you a drop-down menu.
 - c. Click on “**Settings**”
 - d. If you have the option to, please upgrade the Order Manager app.
- 3) Ensure the volume is on
- a. Go back to the home screen, open, and log in to your Order Manager
 - b. Click on the **three parallel lines icon** on the upper left-hand side of your tablet, next to “DoorDash” and “Online.” This will give you a drop-down menu
 - c. Click on “**Settings**”
 - d. Ensure that “**New Order Alert Volume**” is set to “**Loud**”, and if you want repeated ringing for new orders, enable that setting

If you experience any issues with the above instructions, please reach out to DoorDash directly. They will be happy to assist you.

Once Skip has an update on a solution to their “Out of Stock” technical issue, we will send out that information in a bulletin.

If you have any questions or concerns, please reach out to me at cdavies@smittys.ca or 403-930-8749.

Yours truly,

SMITTY’S CANADA INC.



Crystal Davies
Business Intelligence and Operations Manager