



SMITTY'S CANADA INC.

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Bulletin #96/21

DATE: June 9, 2021
TO: All Franchisees and Corporate Managers
FROM: Crystal Davies
RE: New Communication Feature on the Skip Portal

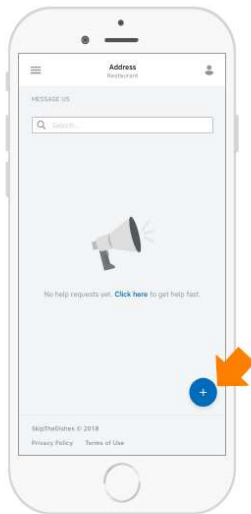
Hello everyone,

Skip is very excited to announce a new communication tool inside the portal that will allow easier and more convenient way to send emails and receive support. You will be able to track email and past issues within the portal.

Please see below documents on how to navigate this feature.

CREATING A TICKET

HOW IT WORKS



- At your convenience, log into the Restaurant Portal
- **Admin** and **Editor** users will be able to see the new "Message Us" Tab on the left-hand menu navigation. (View-only and app-only access types will not be able to view the page.)
- Click "New Message" (+ sign on mobile) to create a new case
- Continue through the prompts until the self-service option offers you a solution, or the ticket is sent.
- Tickets will be responded to in a first come, first serve basis, but will have an initial response of 24 hours or less.



RESPONDING TO A CASE

HOW IT WORKS

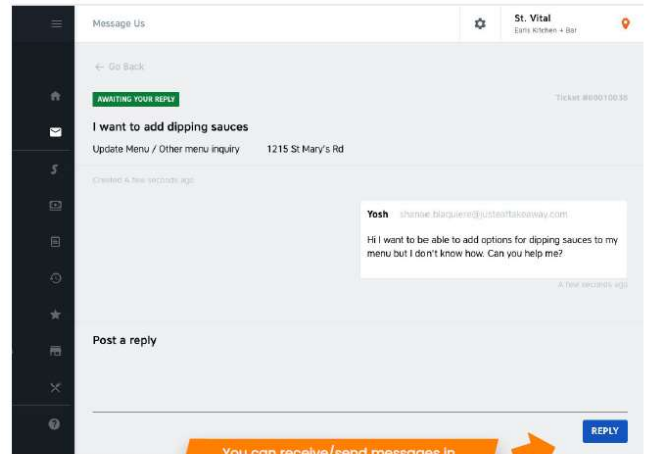
You can respond via email or in the Portal — whichever you prefer! Regardless of where you respond, the conversation is captured in the Portal.

Email

- Emails are sent to the email address you have submitted while filling out the form.
- You can respond from that email address, which will reflect in the Portal

Portal

- Any Admin/Editor user at the restaurant can view/respond to the case, even if it was created by someone else



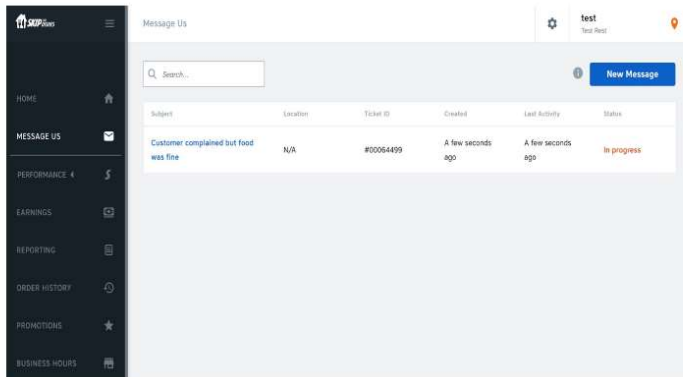
You can receive/send messages in the Portal (or by email).

Currently, the in-Portal experience does not work in real-time like in a chat. Users will have to refresh to see new messages.

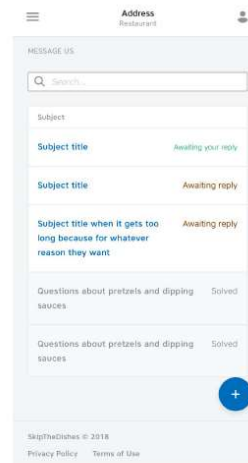


VIEWING PAST TICKETS

HOW IT WORKS



Web view



Mobile view

You can view and search all requests associated with your restaurant



STATUS GUIDE

HOW IT WORKS

STATUS IN PORTAL	WHEN IT IS USED
Submitted	New case has been created.
In progress	Skip has picked up the ticket
Response received	Skip has received the message
Awaiting your reply	Skip has responded
Complete	Complete, cancelled, or unanswered after 72 hours



If you have any questions or concerns regarding this new feature, please do not hesitate to reach out to our Customer Service representative Brittany Jay directly at brittany.jay@justeattakeaway.com

Yours truly,
SMITTY'S CANADA INC.

A handwritten signature in black ink, appearing to read 'Crystal Davies', written in a cursive style.

Crystal Davies
Business Intelligence and Operations Manager