



# Helping Restaurants Deliver

United States - COVID-19 Response, March 2020

## Uber Eats FAQs

### **Q: How is Uber Eats helping small businesses in response to COVID-19?**

We're working hard to support all of the users of our platform and the broader community. Our support comes in the form of the following:

- To keep orders coming in, we are waiving the Delivery Fee for all US & Canada customer orders on Uber Eats to independent restaurants.
- We have also launched 'eat local' marketing efforts in the Uber Eats app to highlight restaurant owners and their employees who bring us our favorite foods.
- To help Restaurants manage their cash flow during these uncertain times, we're rolling out a new feature that allows all restaurant partners to receive daily payouts, rather than the standard weekly billing cycle. This feature will be available for the next 90 days at no additional fee.
- We are providing a limited time 0% pickup marketplace fee offer for all restaurants in available markets that have the feature enabled.
- To help protect our community, we've made contactless delivery features available, and are working to provide delivery people with sanitization materials in markets most impacted by the health crisis.

### **Q: How does pricing work?**

Uber Eats is waiving activation fees for all new small businesses and independent restaurants. Once you are online and selling food, a service fee is calculated as a percentage of each restaurant order made through Uber Eats. The service fee is a 70/30 split, with 70% going to the restaurant. If you are leveraging your own delivery staff, the fee structure is 85/15 with 85% going to the restaurant.

### **Q: How does payment work?**

During this time, independent restaurants can opt-in to receiving daily payments for a limited time at no additional charge. (Typical payments occur weekly.)

### **Q: Who pays for delivery?**

Delivery fees are typically paid by the customer ordering the food. During this time, we are waiving the Delivery Fee for orders to independent restaurants to help increase demand for our restaurant partners



### Q: Who delivers the food?

The Uber platform can connect you with independent delivery people who deliver to your customers, that way restaurants don't have to keep their own delivery staff. But if you do have your own staff, you can use them too. Or if you're busy, you can lean on the Uber delivery network and set all new orders to be picked up by delivery people using the Uber platform with the push of a button. Then turn it back when things slow down.

### Q: What technical equipment does a restaurant need?

Uber Eats provides each restaurant location with a tablet preloaded with our Restaurant Dashboard app that helps restaurant partners keep track of new orders, and manage deliveries daily. Starting this week, you can also use your own device to receive orders including web, tablet (iOS and Android), Android mobile, and iOS mobile (coming soon). The Restaurant Manager software gives deeper access to menus, payment information, sales data, and customer insights. We've got a tech team making sure both tools are up to speed and running smoothly every day.

## Joining Uber Eats



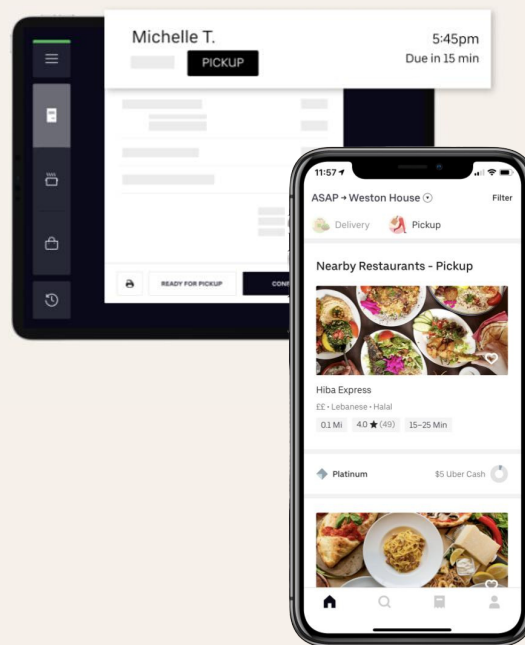
It's possible to become an Uber Eats restaurant partner and start accepting orders in 1-2 days, depending on how many locations you have.



We have taken steps to speed up our onboarding process to support small, independent restaurants during this time.



All new restaurants receive a welcome kit, tablet, restaurant software, and professional photoshoot.



For more details & to sign up visit  
[ubereats.com/restaurants](https://ubereats.com/restaurants)