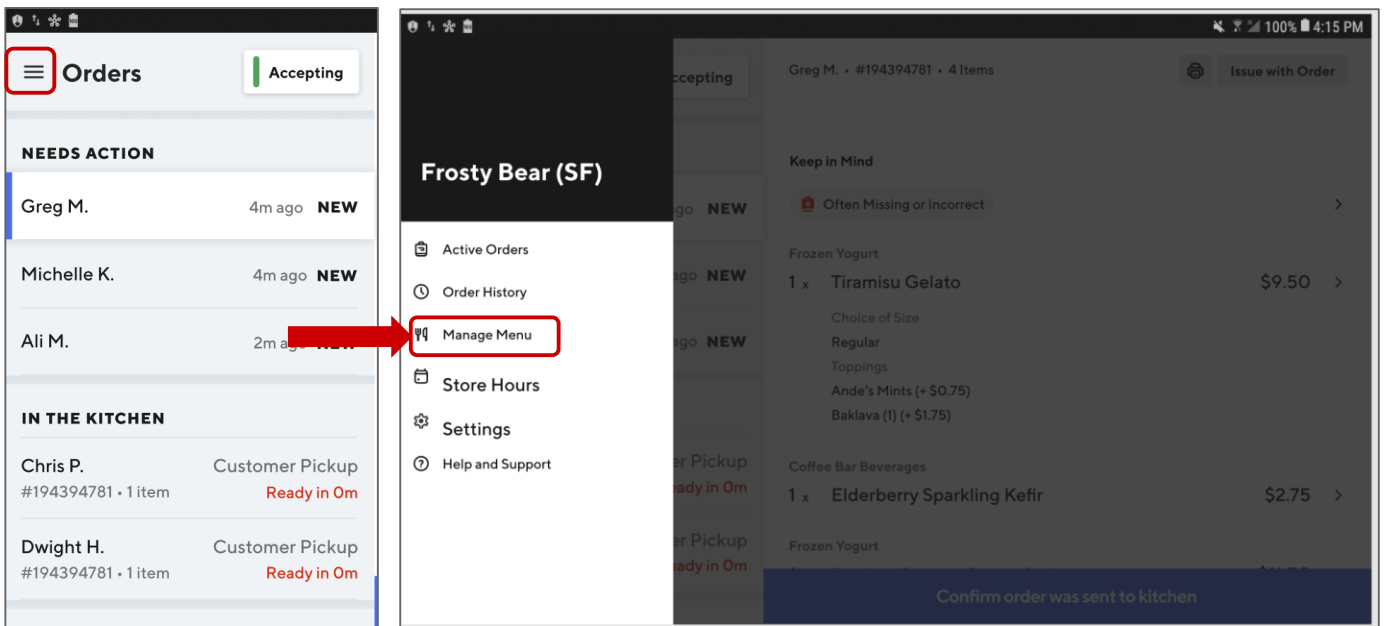


Merchants can now mark items out of stock straight from their tablets through the Menu section! We'd love for you to use this feature as soon as an *item or modifier is unavailable* for your Customers. This will ensure Customers can order available items 100% of the time. Because our new flow allows you to deactivate items for various lengths of time, you don't have to worry about reactivating the item!

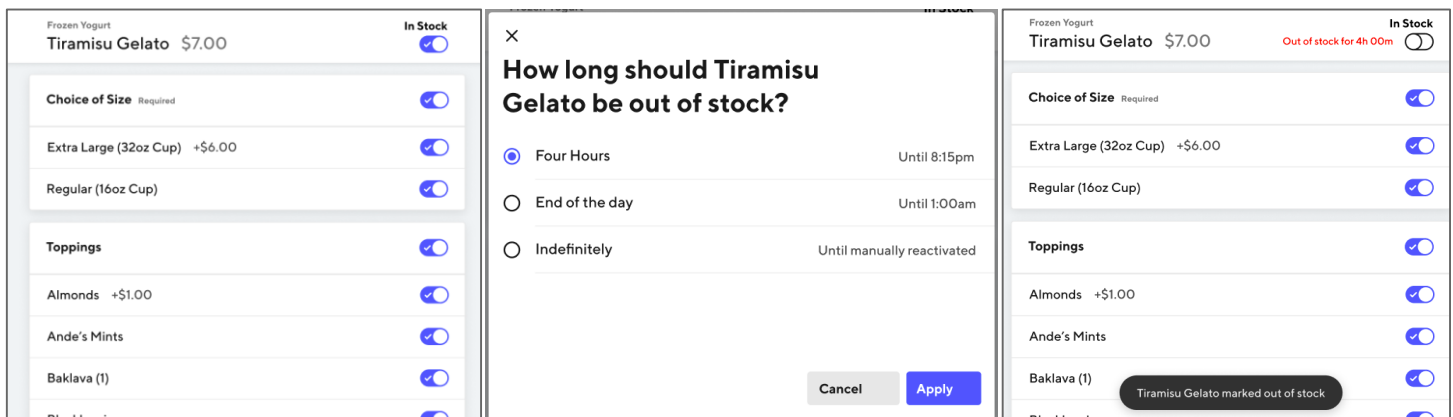
1 *I just ran out of an item and I want to update my menu, what can I do?*

How to Access this Feature: Enter the flow directly in the tablet by selecting **Manage Menu** from the main navigation page via Hamburger Icon



2 *Marking an Item or Modifier as Out of Stock:*

- 1) Click on the Menu you would like to edit using the drop-down menu (it'll be on your top left!)
- 2) Select the Category you would like to edit items in
- 3) Click the item and **select the toggle to mark it out of stock**. You can select the entire item or just specific modifiers (example below)
- 4) Marking Deactivation Length: Click one of the time duration options and hit Apply



Our Item Out of Stock (IOOS) Order Flow tablet feature allows Merchants to mark items unavailable directly from a live order! We want to ensure you can quickly and reliably update your Customers by deactivating unavailable items with a few taps on your tablet. The latest live order flow now has new ways for you to update your Customers on your deactivated items!

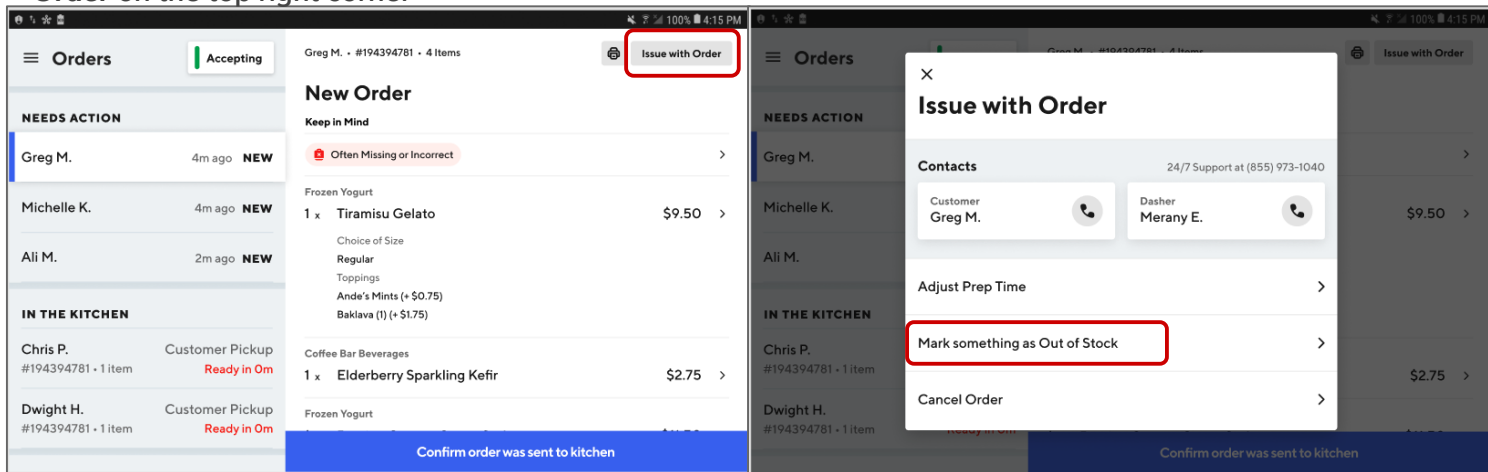
1 How Do I Use the Item Out of Stock Order Flow (Issue with Order)?

How to Access this Feature: Enter the flow directly in the tablet by selecting an order to view the order details - hit Issue with Order. Follow the flow accordingly.

**Customers select for each item if they want Merchant Recommendation, a refund, or to be contacted if something is unavailable.*

If an item or modifier is missing, tap Issue with Order on the top right corner

Tap Mark something as Out of Stock



2 How Do I Use the Item Out of Stock Order Flow (Item level)?

How to Access this Feature: Alternatively, you can also tap directly into the item with the issue to mark out of stock (faster option). Follow the flow accordingly depending on Customer preference.

In this particular example, the Customer has selected to be contacted for any unavailable items. If you're able to get in contact with the Customer, select the option they request (Refund, Cancel, Replace item). In the case you cannot reach the Customer, they will be refunded for the item.

