



Catering Prep Timeline

The catering order preparation can start the night before an order is fulfilled. Follow the steps to get the catering ready for pickup and delivery.

- Log into your Monkey Media account and select the shopping cart > View Orders
 - At the top of page enter date is “Date Required” and you can view either in List format or calendar
 - Accept only orders for next day
 - Purple orders require acceptance by store. If an order you have already accepted is purple, something has changed. If you are unsure of the change, please contact the catering department.
 - Submitted Online Orders enter the queue purple. The catering team calls all online orders for confirmation, upselling opportunities and depending on volume may need to move stores. If your online order does not have a name under the “confirmed” or it is asking you to pre-auth the credit card, please do not select until the only option you have is to “Accept this Order”.
 - If an order is Orange, it is requiring action by the catering team. A email will be sent to all management at your location letting you know when the order is fixed. Most times you will also see a flashing credit card which means there is an error with the credit card. The catering team will reach out to the customer to obtain a new card.
 - Green Orders mean the order is over 100 guests.
- Print completed Pack Slip at the top of the page. It will tell you which products you need to prepare for the order and the quantities. **Mark off which items were completed so there is no confusion and less possibility of missed items.**
 - If you notice an error on a pack slip, please let the catering team know. Most orders are duplicated and will continue to be incorrect on future orders if not corrected.
- With your store labeling system, label your pack slip and invoice accordingly. *Once the catering plan is sent out at the end of the day, Driver name and leave by times should also be written to avoid any confusion.*
- Complete your hot schematic sheet for you hot guy.
 - Your time listed should be 15 minutes prior to the pick up or leave by time.
- We set as much as we are able without jeopardizing quality the day prior. We never know what they next day will hold (call offs, equipment errors, last minute add ons). **All Items listed with the exception of Lettuce, Guacamole, All hot items, Southwest Salad, Cinnamon Chips, Ice Tea & Lemons should be prepped.**
 - If you are short on any items, please label clearly on pack slip.
 - All lids should be labeled with your labeling system (Numbers or Letters)
- The catering plan is sent out nightly around 7:30P
 - Please double check the plan with orders you have, any errors reach out to Danielle
 - Highlight your store and print your plan (change page orientation to landscape). Next to each order write what number/letter that catering is assigned. The plan will help you in the morning for easier execution and allow you to quickly see who has not arrived – as orders leave, cross/check them off.
- Write Driver/Delivery company on Pack Slip & Invoice along with leave by times. Again, this will help with easier execution and minimize any confusion.
- If driver/delivery company is more than 5 minutes past arrive time, contact catering team immediately. Do not change the plan without confirmation from catering team. Orders should only be doubled/tripled if noted.

- ALL ORDERS NEED TO BE CHECKED PRIOR TO LEAVING THE BUILDING BY MOD.
 - This includes Moe's employed drivers, 3rd party delivery companies and Pick Up Orders
 - It is very easy to grab an item and lay it down and forget to pick it back up. This check system is in place to minimize forgotten items.

EzCater orders do NOT get receipts sent out on the delivery. Please only send the EzCater Letter in an envelope for the ordering customer.

****IMPORTANT**** DoorDash drivers do not receive invoices for customer signature. Any pre-authorized tips will be paid to them through doordash, they are not allowed per doordash policy to collect post tips. This was due to fraud on drivers parts.

- Any Pre-Auth tips should be posted like normal and a separate line should be added on your deposit for the day. Create a separate line on your deposit slip labeled "DoorDash Drive Tips" with the total amount.

Once the driver returns:

- Enter the gratuity into Monkey Media and post the order. Orders that were picked up or delivered should be posted before the manager for that shift leaves for the day.
 - Any errors with posting – contact catering team for next steps.
 - If an order is manually rung in and not posted for any reason, please send the catering team an email including order number so it can be manually closed out in the system and the customer card is charged.
 - Driver tips should be paid out same day and not held.
- Paid at Register/COD/Check Orders
 - Tips do not need to be entered into Monkey as it will adjust since it was not collected through that system. *Do not forget to enter on your POS though to account for the money!*
 - Once posted you have to Recall the order on your POS under OL Catering and close with the appropriate payment method.
 - If an order was split payment
 - 2 cards but catering team manually processed on their side, select OC Credit under additional tenders
 - Card & Cash or Check Payment – Enter the cash amount first and apply, the remaining balance you select OC credit and it will close out the check.
 - Once payment was collected and accounted for at the register, you must go back into Monkey and select it was paid as the POS does not communicate back Monkey.
 - You can go directly to the order and select Apply Payment>Paid at Register
 - Go into your Daily Activity > Daily Payment> Select Green Dollar sign on right side