Order Accuracy

We'll make it right, even if the order isn't, and help protect your restaurant from fraud.

When an Uber Eats eater receives an Uber Eats order that isn't correct, it turns a happy delivery into a sad delivery—fast. On the other hand, as our restaurant partner, you do not want to be held accountable due to extenuating factors.

We want to resolve order accuracy issues for customers and restaurant partners as quickly, efficiently and fairly as we can.

The Solution

Uber Eats has an order accuracy and fraud protection plan that helps keep eaters and restaurants happy.

The Uber Eats Order Accuracy Plan:

- Makes it easy for eaters to report missing items or incorrect orders
- Filters these reports so that we can detect fraudulent activity
- Makes sure that restaurants are not responsible for support ticket costs, refunded booking fees, or order errors due to extenuating circumstances.
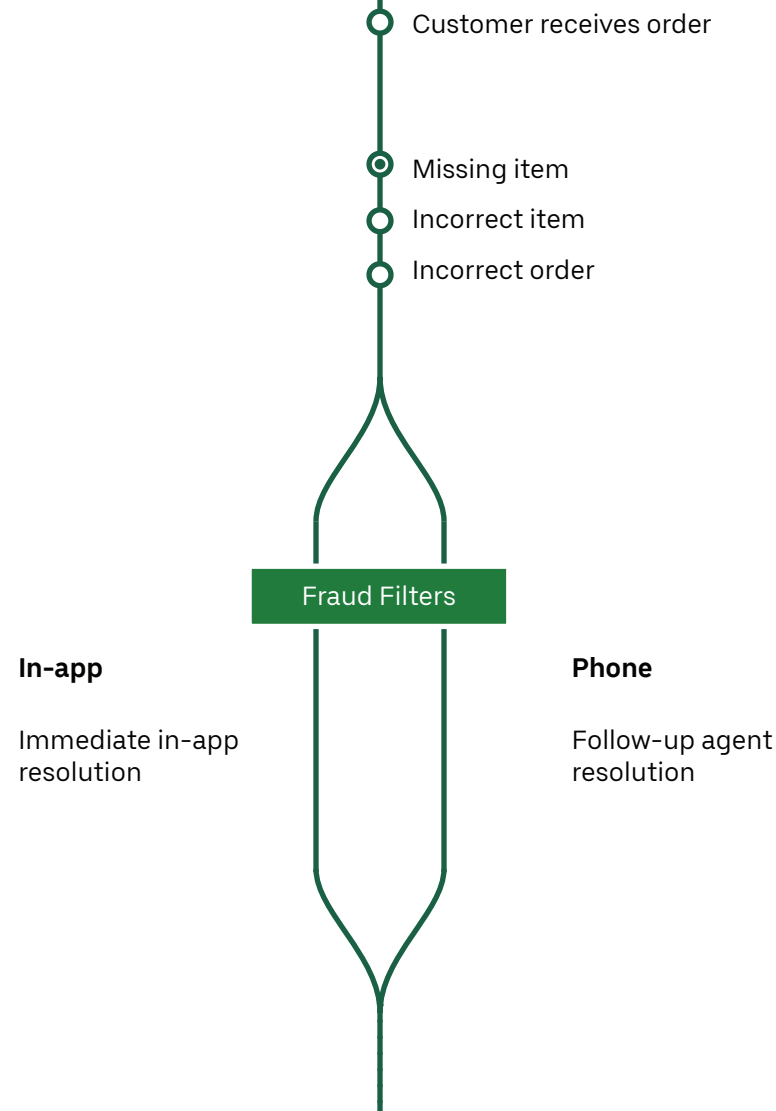
Uber Eats

Making Sure Everyone is Treated Fairly

Most eaters are just looking to get a delicious meal conveniently delivered wherever they are. And, most delivery partners are busy and doing a great job.

Unfortunately, sometimes an eater or delivery partner may engage in fraudulent behavior.

Here's what we're doing about it.

The Uber Eats Order Accuracy Plan

Customer receives order

Missing item

Incorrect item

Incorrect order

Fraud Filters

In-app

Immediate in-app resolution

Phone

Follow-up agent resolution

Protecting Against Customer Fraud

Uber Eats created a solution to help Uber Eats customers get a quick, hassle-free resolution on their order. It includes robust fraud checks and filters. The following situations will activate our fraud filters, sending the customer (via phone or online) to an agent for further investigation:

The eater has had excessive refund requests in the past.

This varies from region to region, but we take into account both the absolute number of orders submitted for refund and the percentage of total delivery orders submitted for refund.

The eater is requesting a significantly sized refund.

This varies by region, but a refund request that is substantially greater than the city's average basket size would trigger this filter.

The eater is reporting the entire order as wrong or missing.

These instances will not be routed to our self-service resolution. An agent will handle all cases where orders are reported as entirely missing or incorrect.

Protecting Against Delivery Partner Fraud

Delivery partners are usually the heroes of the Uber Eats story: hardworking, fast, and committed to giving restaurants and customers a great experience.

On those rare occasions when we do encounter delivery partner issues, however, we take them very seriously. We have systems in place to ensure quality and professionalism. These include:

Minimum satisfaction ratings

After each delivery trip, restaurants and eaters rate their delivery partner and provide feedback. We monitor satisfaction ratings closely, and enforce minimum satisfaction ratings. Delivery partners that approach or fall below minimum satisfaction ratings receive tips that they may use to improve. If they do not improve, their account may be deactivated.

Fraud checks

Delivery partners who have a significant number of Missing Item Reports associated with their deliveries are automatically flagged via our fraud systems. Restaurants are not charged for any refunds associated with deliveries from these delivery partners. It's our job to detect and prevent fraud on our marketplace.

Tracking suspicious delivery trip activity

We track delivery partner location and delivery time for every delivery trip. When we see unusual activity, such as the delivery partner finishing the delivery in half the expected time, for example, we flag their account. The restaurant is not charged for any refunds associated with deliveries from these delivery partners.

Deactivation warnings

We give delivery partners pro tips based on the feedback they get from both restaurants and eaters. Delivery partners who maintain a satisfaction rating below their city's minimum threshold may be deactivated.

A Guide to Our Refund Policy*

Our refund policy has been established together with our restaurant partners. It covers a wide variety of situations that could lead to inaccurate orders, and helps ensure that restaurants are not held responsible when our technology has let you down. We strive to offer you a reliable marketplace, and so, we take the hit if we fail to provide this.

We continue to develop our Refund Policy, as well as improve the technology to support such policy, and will take any feedback into consideration as we do so.

*Policy is subject to change.

Error	Refund policy	Restaurant Partner to pay for refund?
Missing, incorrect, or damaged items caused by errors on the marketplace. **Example:** Spilled soups or drinks	Full order or item-level refund	No
Missing/Undelivered item due to actual or potential fraud on our marketplace	Full order refund	No
Eater complaint about poor food integrity due to delivery **Example:** Food arrived cold	Full order refund	No
Eater complaint about late delivery	Determined by agent	No
Eater cancels order after food has been prepared	N/A	No
Delivery partner cancels order after food has been prepared and no other delivery partner is available	Full order refund	No
Missing/Incorrect items or orders that are reported > 48 hours after order has been placed	Full or item-level refund	No
Incorrect combo meal **Example:** Missing fries, missing soft drink, etc.	Full order refund	No
Missing item(s) due to delivery partner not being given all bags/food items	Full order refund	Yes
Wrong order entirely	Full order refund	Yes
Missing item(s) within the order **Example:** Missing appetizer, missing dessert	Item-level refund	Yes
Incorrect order/item size **Example:** Ordered a large French fries and was given a small French fries	Item-level refund	Yes

The restaurant will not be responsible for any costs associated with support tickets. The restaurant service fee will still apply to all refunded orders. Refunds that the restaurant are responsible for will be automatically deducted from the restaurant's weekly payment statement. Refunds will not be issued for things like missing sauces, condiments, cutlery, napkins and straws.

Monitoring Order Accuracy: Four Ways to Track

By identifying and keeping an eye on order accuracy errors, you can help your staff make sure future orders are correct and complete.

To make it easy for you and your team to stay up-to-date on this information, Uber Eats now includes Order Accuracy details in the following four places:

Your Weekly Pay Statement Email

We email the order details to you for your review. This Weekly Payment Summary now includes a section on order accuracy errors, what went wrong, and a timestamp of the order for your convenience. Scroll to the bottom of your Payment Summary to view these details.

Your Restaurant Manager Payments Tab

Just go to the Uber Eats Restaurant Manager portal and check under the weekly Payments tab to see if there are any refunds listed. If any refunds have occurred, you'll see a line dedicated to order error adjustments and a red indicator box next to the relevant orders.

Your Downloadable Payment CSV Files

Also located within your Uber Eats Restaurant Manager portal, is the ability to download CSV files to reconcile weekly payments. These downloadable CSVs now include a row for each order error adjustment, plus any associated tax.

Sample Restaurant Manager View

When you click into the order detail screen, you will see the missing item and amount highlighted. Line items below will show the amount refunded to the eater and the tax.

Pro Tips: How to Minimize Order Accuracy Errors

As you know, getting the right order to the right eater is key when it comes to making new eaters happy and keeping your current eaters coming back. We recommend doing the following things, to make sure the orders are leaving your store 100% correctly:

- Logging into the Uber Eats Restaurant Manager portal to ensure your menu is current and customizations are correct

- Checking off items on a printed receipt to confirm the contents in the bag are accurate

- Sealing each delivery bag when an order is complete

- Writing the five-digit order number on the bag

- If there are multiple bags, numbering them ("1 of 2" and then "2 of 2", etc.)

- Double-checking during hand-off to ensure every bag gets picked up by the correct delivery partner

We're Always Here for You

If you ever have an issue with anything that is reported, **contact us**. We're committed to always making it right for you, and will aim to get back to you within 48 hours.

Together we look forward to delivering the best customer experience possible. Thank you for your partnership!