Uber Eat Job Codes to be used by Drivers when doing Uber Eat Deliveries

UBER EATS Communications codes to use in Slack Comms with office staff/contractors/the boss and the events team.

UPDATED 30 April 2020 14:27 by @steve.baltzois

1. As the UberEats job go directly to the chauffeur/driver and not through to our API for allocation if there is a problem there is no way the event manangers would know. Therefore i have added an additional slack code **UERP** where at the restaurant pick up point if there is an issue after reporting it on the Job APP to Uber you then use it on slack as a code adding the name of the order and the reason of the problem before pressing **SEND** on slack.
2. The other update is if you have more than 1 UberEats order on a job you must enter the appropriate UberEats code with the name connected to the order on slack. This is for accounting purposes. For instance if I have two orders and order 2 is for Steve and I am proceeding to the delivery address for Steve Inwould enter **UEP Steve** on slack.

All vehicles are fitted with an advanced Communication System directly from the Smart Phone called **Slack Communications**.

The company follows a very stringent trail of documentation and nearly 99% of all related issues needs to be documented and communicated by way of electronic historical trails (paper trails). The following situations and communications should occurs as follows:

In the COMMS code to use, where it says OR, it means you can use one OR the other code. Codes are 2 or 3 letters that create command logs. Remember to enter the comms codes shown below to ensure that you have correclty logged.

You do not need to use CAPS when entering the codes.

Description	COMMS code to use	Method of communication
COMMUNICATION CODES for all related jobs.		
Uber Eats Job received (each time you receive a job)	UE	Slack Comms
When you arrive at location of the restaurant (the pickup address)	UEA	Slack Comms
When you have collected the delivery from the restaurant	UEC	Slack Comms
When you are proceeding to the delivery address.	UEP	Slack Comms
When you arrive at the delivery address where the the food item/s is to be delivered	UED	Slack Comms
UBER EATS Finished / Completed delivery.	UEF	Slack Comms
Uber Eats City Region Deliveries - Not accepting.	UEX	Slack Comms

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- All Sydney City based deliveries - Central deliveries		
Uber Eats customer cancelling Uber Eats Order Delivery	UECCD	Slack Comms
If there is a **problem at the Restaurant**, for example the items are not ready. Use this code with the name of the CCRP of the booking you are waiting for plus the reason of the delay or problem. ... remember to also submit the problem to Uber on the Job App.	UERP {name of CCRP} + {explain problem}	Slack Comms
THE FOLLOWING COMMUNICATION CODES ARE STANDARD CODES USED- NOT SPECIFICTO UBER EAT JOBS.		
Going on break	brk	Slack Comms
Need a rest break	rb	Slack Comms
Need a toilet break	tb	Slack Comms
Need a stretch break	sb	Slack Comms
Returning from break or rest or toilet or stretch break	rfb	Slack Comms
Going to fill up car with fuel	fs	Slack Comms
Finished filling up the car with fuel and proceeding again	fse	Slack Comms
Going Offline - for any reason (need to explain reason)	ofl	Slack Comms
Going back Online, after going Offline	onl	Slack Comms
Getting out of car / leaving car (for reason that is not job related)	lc	Slack Comms
Returning to car from getting out or leaving it	crt	Slack Comms
Delay in going back online (explain why)	dll	Slack Comms
Need Car Wash / Getting Car Wash	cw	Slack Comms
Car Wash Finished and proceeding	cwe	Slack Comms
Customer has International Number to call and confirm	int	Slack Comms
Unsure of destination address or location	dtu	Slack Comms
Still Waiting for customer at 30 mins mark	w30	Slack Comms or Call Steve B
Empty and waited proceeding to next core area. To be used when you have stopped and waited in core area for 30 minutes	ewp	Slack Comms
Cannot find customer	cnf	Slack Comms
Issue with Credit Card		Slack Comms to Accounts Dept or Accounts Staff
Customer unhappy		Call Steve B
Did not “Slide to Accept Job” for charges to apply to customer Needs to be done immediately after finding out.	UEDNS	Slack Comms
System Network Area		Slack to Support Team
Mobile Phone Drop Outs / No Charge		Steve B
Passwords / Phone Passcode / System Code		Refer to policy on passwords.
Waiting to long for reply from Events Team		Contact channel supervisor, then office number.
Unsure of how to use Comms System / Comm System not working		Call Steve B first.

Nearly 95% of all related calls should be made to the owner Steve B either at the office or his cell/mobile number. Steve B will be able to answer all and most situations and should be notified of most issues, except for the following

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communications items as listed herein ... Do keep in mind, that if unsure the owner is the first point of call.

The **#Chauffeur-Event-Jobs** channel has 1 **@eventmanager** rostered every 8 hours to monitor the channel and allocate jobs to drivers. The **@eventmanager** rostered is responsible for all Drivers across the Company's offices and countries. This means that communication to the **@eventmanager** needs to be done in an orderly manner to ensure that communication between drivers and the rostered event manager is quick and efficient. When communicating on the **#C hauffeur-Event-Jobs** channel all drivers need to minimize the amount of the time writing on SLACK and how they communicate with the **@eventmanagers**.

1. All codes must be entered instantly and immediately without delay. This is to ensure that the rostered staff are able to match jobs to charges and tracking for the safety and security of all Iconic Drivers .

2. All codes must be entered accurately to ensure the system records all jobs and tracking accurately.

3. All codes must be entered without the use of the @ tag system. AT NO POINT IS A CODE to be used with the @ tag. **The exception** to this is when a driver used the break codes or the offline or online codes.

4. When a driver needs to talk or communicate with the rostered event manager, or supervsior or provide additional information regarding a job, issue, or matter and needs to talk on the **#Chauffeur-Event-Jobs** channel the driver is to only use **@eventmanagers** for all communication, conversations, replies. This allows the rostered event manager to reply to all communcations coming in from all drivers on all the lines, but also ensures that if the rostered event manager is busy or unable to reply in due time, that a supervisor, @steve.baltzois or another event manager can be alerted to reply to the driver in a reasonable amount of time.

5. While at times on the **#Chauffeur-Event-Jobs** channel the name of the rostered event manager will display to allow you to know who is talking. Where you need to reply on the the **#Chauffeur-Event-Jobs** channel **do not reply to that specific person**. This reduces the ability for other supervisors or event managers to assist if the channel is busy with other communications. The name of the event manager is only for driver to see who is communicating. To ensure that drivers are focussed on the work and not who to speak to directly all communication, forwards, replies, conversations must always and only be the group tag of **@eventmanagers.**

6. At times the system or the event manager may not always display the name of the person speaking, especially during busy times. This is used when event

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managers use the group account of **@eventmanagers** to reply to provide information back to the driver.

Company Contact telephone numbers and emails.

- **Customer telephone number / National Phone Number for Customers: 1300 860 074**
- **Office Number for Event Management (**do not give this number out to any customers - it is only to be use for internal staff calls**): 02 8916-6224**
- **Events Team Desktop Mobile Message System** (office mobile - we will not answer calls to this mobile number - so don't call it please)**: 0488 863 175**
- **Email address to Events Team:** event.managers@iconicperformances.com.au ; event.managers@iconic.productions
- **Company Fax Number: 02 8221-9625**

Attached files:

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