

An aerial, top-down view of a city street grid. The streets are filled with cars, and there are several large buildings, including a prominent circular building on the left. The overall scene is in a muted, blue-toned color palette.

Merchant Support Handbook

ANZ Uber Direct

Agenda

01 Merchant support overview

02 Getting support for Uber Direct

03 Tips for a seamless support experience

04 Reimbursement requests

Uber Direct support is available via phone for live orders and email for non-live orders



Phone

Live order concerns including:

- Status of the order
- Provided the wrong order to the delivery person
- Delivery person did not complete a return trip
- Delivery person did not pick up order from the store

Email

Non-live order concerns including:

- Locating the order for unsuccessful deliveries
- Getting a reimbursement/adjustment for a trip
- Changing account settings
- How to use Direct Dashboard
- Feedback/Escalations

Help Centre

- [Uber Direct FAQs](#)

Getting support for Uber Direct

How?*

Australia +61 1800 951 405

New Zealand +64 800 453 950

Press 1 for Merchant Support

direct.merchants.anz@uber.com

*Please note: Merchants who are also on Marketplace (UberEats app) must contact Marketplace support restaurants.anz@uber.com for Marketplace trips, as the above are for Direct trips only

When?*

Direct Support hours are 7 days a week

7 - 10pm for AU

9 - 12am for NZ

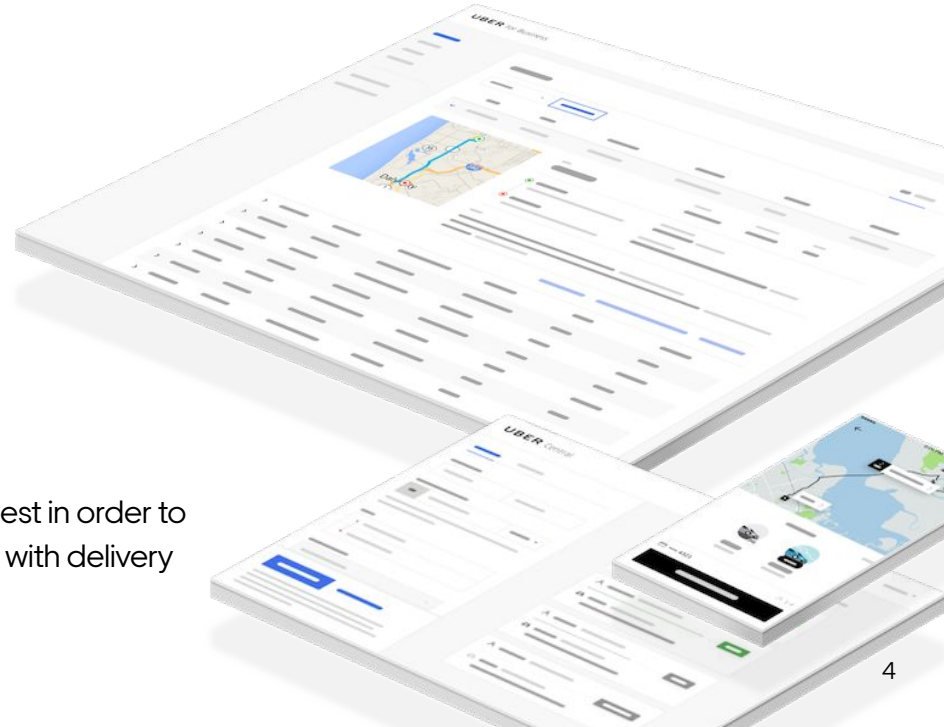
What info should I have ready?

- Order ID
- Summary of the issue

And if requesting a reimbursement, in addition to the above:

- Customer invoice/cost price (for retail merchants) **OR**
- Pass item level pricing through the API

Issues must be raised within **72 business hours** of the delivery request in order to be eligible for a reimbursement, as support needs time to follow up with delivery people



Tips for a seamless support experience



Call us only for live orders

Phone support is dedicated to live orders only. Merchants who call for non-live orders may be asked to write an email instead. To avoid wasting your time, we recommend only calling us for orders that are live and emailing us for orders in the past or enquiries that aren't related to a trip.



Contact us during support hours

We always strive to provide a prompt response to all of our merchants by responding within **24 hours**. To ensure a timely reply, we recommend that merchants contact us during support hours whenever possible.



Have all information ready

The last thing we want is to delay a resolution to your support request due to missing information. To avoid going back and forth for more details, merchants are encouraged to have all required information at hand and provide them up front.

Reimbursement requests

Reimbursement requests are reviewed on a case by case basis to determine whether Uber is responsible.

Examples of delivery issues where Uber may be responsible include:

- Delivery person delivered the order to the wrong address, where the correct address was provided by the merchant
- Delivery person cancelled the delivery after collecting it and the order complied with the delivery restrictions
- Damaged items as a result of the fraud, negligence or wilful misconduct of a delivery person
- Delivery recipient never received order as a result of the fraud, negligence or wilful misconduct of a delivery person
- Delivery person handed over the wrong order to the recipient in circumstances where the merchant provided the correct order to the delivery person

If Uber is responsible for the loss, Uber will process a reimbursement to the merchant. The amount of the reimbursement will depend on the loss and may include the cost of the delivery fees and/or the value of the order.

The value of an order is determined as follows:

- for restaurant food, the retail value of the order; and
- for other items, either (i) the warehouse price incurred by the merchant to acquire the item(s); or (ii) where the warehouse price is not ascertainable, 70% of the retail value of the order.

Reimbursement requests

Reimbursement requests are reviewed on a case by case basis to determine whether Uber is responsible.

Examples of delivery issues where Uber is not responsible include:

- Merchant handed over the wrong order to the delivery person
- Delivery cancelled by merchant
- Delivery cancelled by a delivery person because the order does not comply with the delivery restrictions
- Missing and/or incorrect items in the order
- Item quality issues
- Incorrect address or drop-off details were provided to Uber
- Order delivered late

Uber