

Grubhub Frequently Asked Questions

Q: Where will Grubhub booths be located?

A: Grubhub booths will be located at each council office across Colorado. These offices include: Region 1 Grand Junction office, Region 3 Pueblo office, Region 4 Colorado Springs office, Region 6 Denver office, and Region 7 Loveland office. All booths will be outside of the office building.

Q: Why are Grubhub booths limited to the office locations?

A: Per GSUSA and Grubhub policy, all Grubhub booths need to be on a council property within Grubhub delivery service areas.

Q: Can the restrooms in the office buildings be used?

A: Yes – if the building is open, restrooms inside may be used. For offices that do not have a lobby/restrooms in the lobby, if the office is open, restrooms may be used if following all COVID-19 rules.

Q: What are the operating hours for each Grubhub booth location?

A: Grubhub booth locations will operate Thursdays and Fridays from 4 p.m. to 8 p.m. and Saturdays and Sundays from 12 p.m. to 8 p.m. Hours are subject to change.

Q: What are the dates for each Grubhub booth location?

A: Grubhub booths will start on Friday, February 12. Dates are subject to change.

Q: What is the delivery area/radius for each Grubhub booth location?

A: Grubhub aims to service diners within a 20-minute drive from each location.

Q: Who can participate in the Grubhub booths?

A: Grubhub booths are for older girls only (Cadettes, Seniors, and Ambassadors). All troops interested in participating in a Grubhub booth will need to fill out the interest form. Troops will be selected, lottery style, from the interest form:

https://girlscoutsofcolorado.formstack.com/forms/grubhub_interestform

Q: How will selected troops choose the date and time they will host a Grubhub booth?

A: Troops that are selected to participate in Grubhub booths will work with their regional PPS to secure dates and times.

Q: Why are only older girls allowed to participate in Grubhub booths?

A: Per GSUSA and Grubhub, all Grubhub booths need to be girl-led and each location will be responsible for accepting and managing orders on a tablet. Additional training and volunteer/girl responsibility are required.

Q: Where and when will the additional training be offered?

A: Additional training will be provided to those troops selected for the booths. Once dates and times have been confirmed with the regional Product Program Specialists, a training will be provided virtually.

Q: Is the additional training for girls or troop leaders or both?

A: The additional, virtual training will be for all those attending the Grubhub booth, to include both girls and adults managing the booth.

Q: What is needed to accept and process orders? Will equipment be provided at Grubhub booths?

A: A Grubhub tablet will be provided to each Grubhub booth location to use for accepting and processing orders.

Q: Is there any additional equipment that will be provided to Grubhub booths?

A: Yes, each Grubhub booth will be provided with a stapler (to staple shut the delivery bags), staples, delivery bags, portable charger, and any Grubhub signage.

Q: What fees are diners responsible for paying when ordering?

A: Diners are responsible for paying a Service Fee, Delivery Fee, and Small Order Fee (only for orders under \$10), along with an optional driver tip for delivery orders.

Q: Is there a recommended minimum order amount for delivery orders?

A: No - diners may order as few as one package of cookies.

Q: Do Diners have the option to pay cash for orders?

A: No, all orders are required to be placed electronically via the app and/or Website and paid for with credit/debit cards.

Q: If a Grubhub booth location runs out of cookies, can they turn on/off a product?

A: Yes - you can Archive Cookie Boxes per variety within the Menus Feature on the tablet to mark an item as unavailable.

Q: Can troops decline orders if they do not have the inventory to fulfill that order?

A: Yes, troops have the ability to cancel orders if there is not enough stock to fulfill the order. If a troop runs out of stock, they will also have the ability to hide menu items to prevent future order cancellations from occurring. Additionally, you can also press the "Stop Taking Orders" button to bring your menu offline.

Q: Can troops sell cookies to walk-up customers while operating a Grubhub booth?

A: No. Grubhub booths are dedicated to Grubhub orders only.

Q: In the event a driver picks up an order, but does not complete the delivery, what is the process to manage lost inventory?

A: The Grubhub booth location would be paid in full for the order. Grubhub would issue a full refund to the diner on our behalf.

Q: What is the refund process if the customer is not satisfied with the product, or the wrong product is delivered?

A: When an issue arises after delivery has been completed, diners will be instructed to call/chat/email Grubhub Customer Care directly. If refunds are issued, they will be visible within our Grubhub for Restaurants portal.

Q: What is the Grubhub policy if a diner reports a missing item?

A: If a diner reports an item missing from their order, our policy is to refund the diner on behalf of the Grubhub booth location. If you believe the diner report was incorrect, and the item was packed within the order, please reach out to the Grubhub Elite Care team to dispute the adjustment. **Elite Care team:** (1-877-866-4482) or EliteCare@grubhub.com

Q: Can Grubhub booths send thank you cards or fliers with “more cookie” options within the order bags for delivery orders?

A: Yes - as long as it's placed within the delivery packaging/bag before the driver arrives. These materials should not actively promote competitors (i.e. UberEats, Doordash, Digital Cookie, etc.).

Q: Will councils have access to consolidated data and reporting (i.e. sales/order by council, sales by variety, sales by hour, etc).

A: Yes - Grubhub for Restaurants access will be provided for reporting purposes.

Q: Can we include Girl Scout membership materials within Grubhub order bags?

Yes! You may include Girl Scout membership materials within Grubhub orders to be delivered/picked up by diners. However, these materials should not include messaging prompting diners to order through Digital Cookie or any other delivery service provider.

Q: Do Grubhub booths have the option to add a Gift of Caring Donation box to their Grubhub menu?

A: Yes! A Gift of Caring Donation box will be displayed on the Grubhub menus for diners, clearly marked as Donation boxes.

Q: Will drivers be able to earn tips for these orders?

A: Yes! Drivers have the ability to earn tips for each Grubhub order.

Q: Will the drivers be given any instructions about working with this girl program?

A: Yes, Grubhub will be sending out a driver communication ahead of our partnership launch in 2021.

Q: Will cookie opportunities show to customers in Grubhub if they are outside the delivery zone?

A: Grubhub's delivery radius is typically between 15-20 minutes' drive time from the order pickup to the diner. This is subject to change based on traffic patterns. Locations will show to all diners, including those outside of the delivery radius.

Q: How much lead time is needed to turn off Grub Hub for a shift and not have it affect any orders?

A: You can adjust operating hours within the "Hours" tab in Grubhub for Restaurants at any time. Once changes are made, they will update to your Diner-facing menu within 5-10 minutes. If there is an urgent need to stop taking orders for the remainder of the day, you can click the "Stop Taking Orders" button on the Grubhub tablet, which will close your location for the remainder of the business day - the location will automatically re-open for the next scheduled open hours.

Q: Will it be up to individual councils to spread the word, or will there be some kind of advertising done on Grubhub's behalf?

A: Grubhub will be marketing the partnership nationally to spread the word, and will also be providing a Marketing Toolkit to the participating councils.