

How to Manage Your Orders

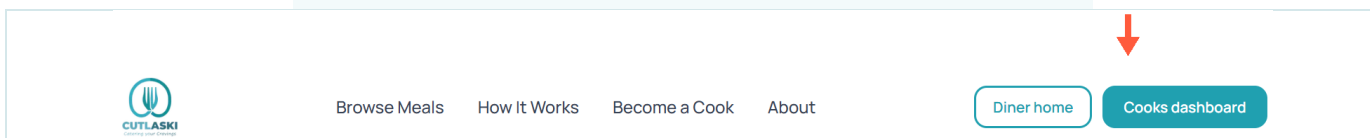
From new order to handoff — running your kitchen like a pro

When a diner places an order, you're notified two ways — by email, and on your dashboard. From there, you move the order through four simple stages until it reaches the diner.

New here? Start with Episode 1 (Access Your Dashboard), Episode 2 (Add a Dish) and Episode 3 (Manage Your Menu).

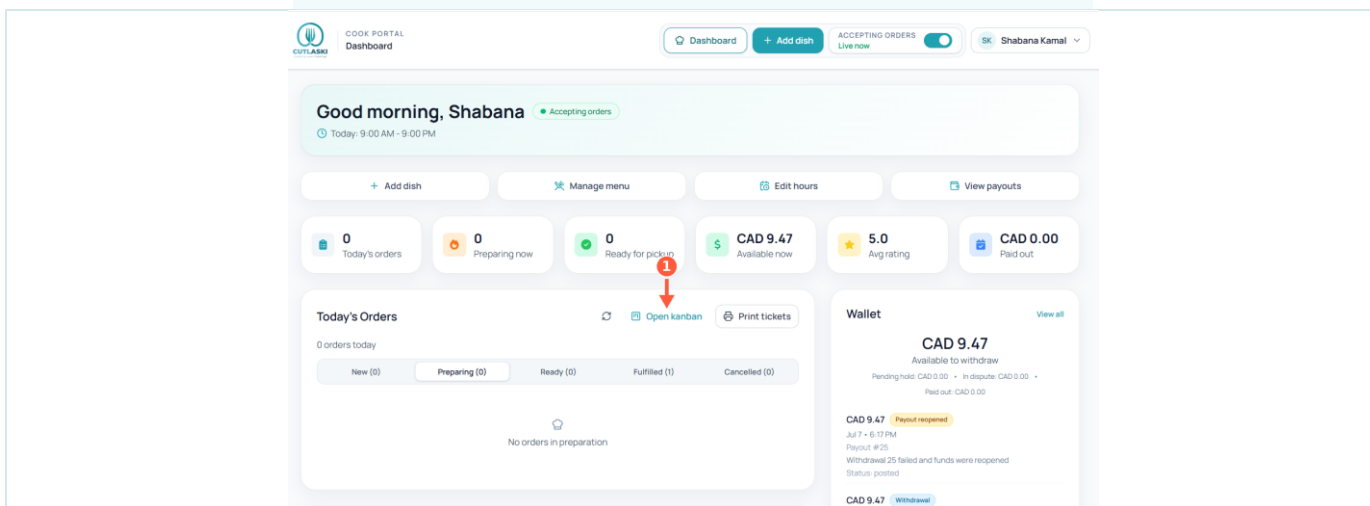
1 Sign in to your Cook Dashboard

From the Cutlaski home page, click “Cook Dashboard” and sign in.



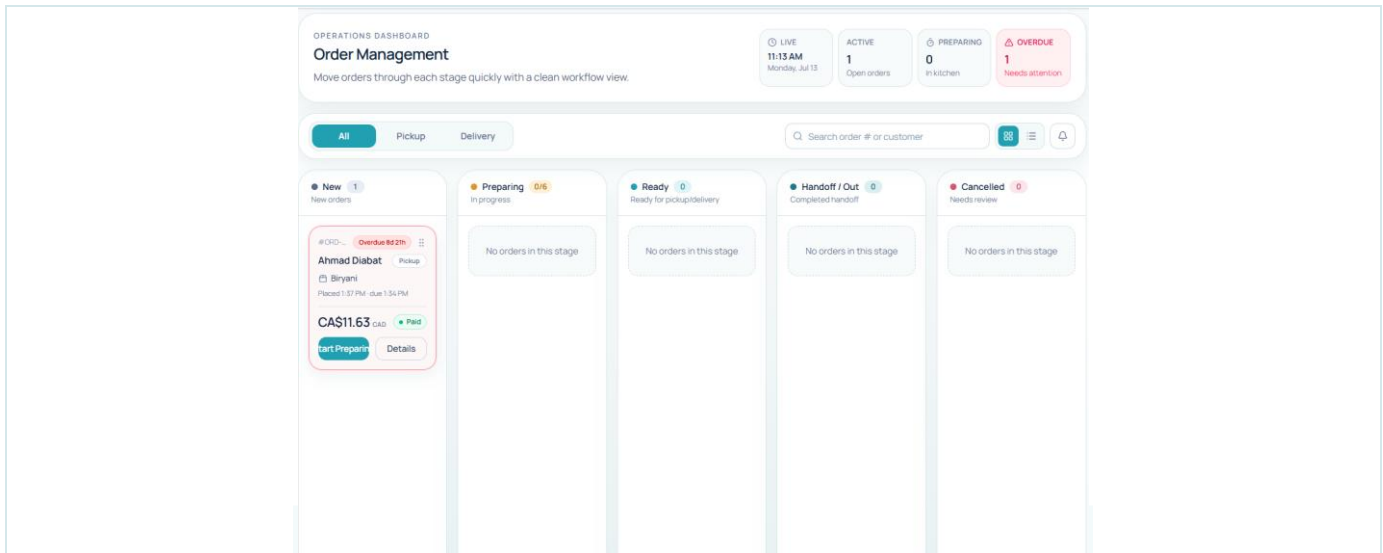
2 Open the order board

A new order appears under Today's Orders. Click “Open kanban” — see arrow (1) — to open your order board.



3 Move the order through four stages

The order board shows every order and the stage it's in. You move an order forward by clicking the button on its card.

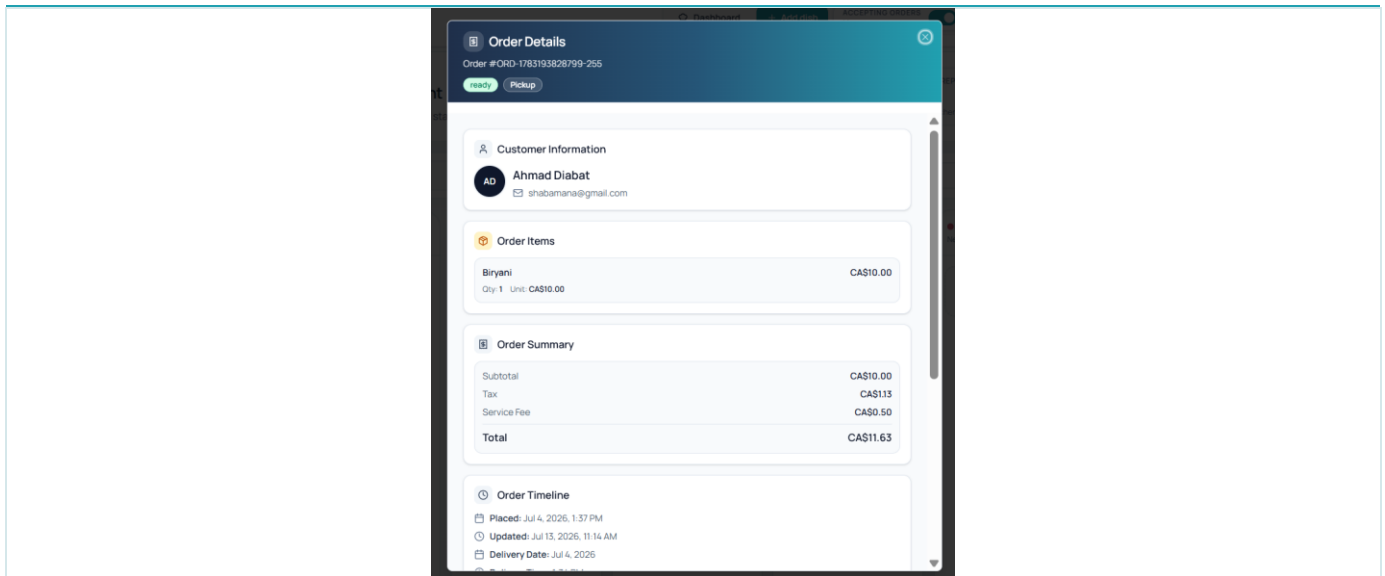


The four stages

#	STAGE	WHAT'S HAPPENING	YOUR NEXT CLICK
1	New	The order has arrived. Review it, then click Start Preparing.	Start Preparing
2	Preparing	You're cooking. When the food is ready, click Ready.	Ready
3	Ready	The diner is notified automatically — ready for pickup, or out for delivery.	Mark Handoff
4	Handoff / Out	The order is with the diner. Done.	—

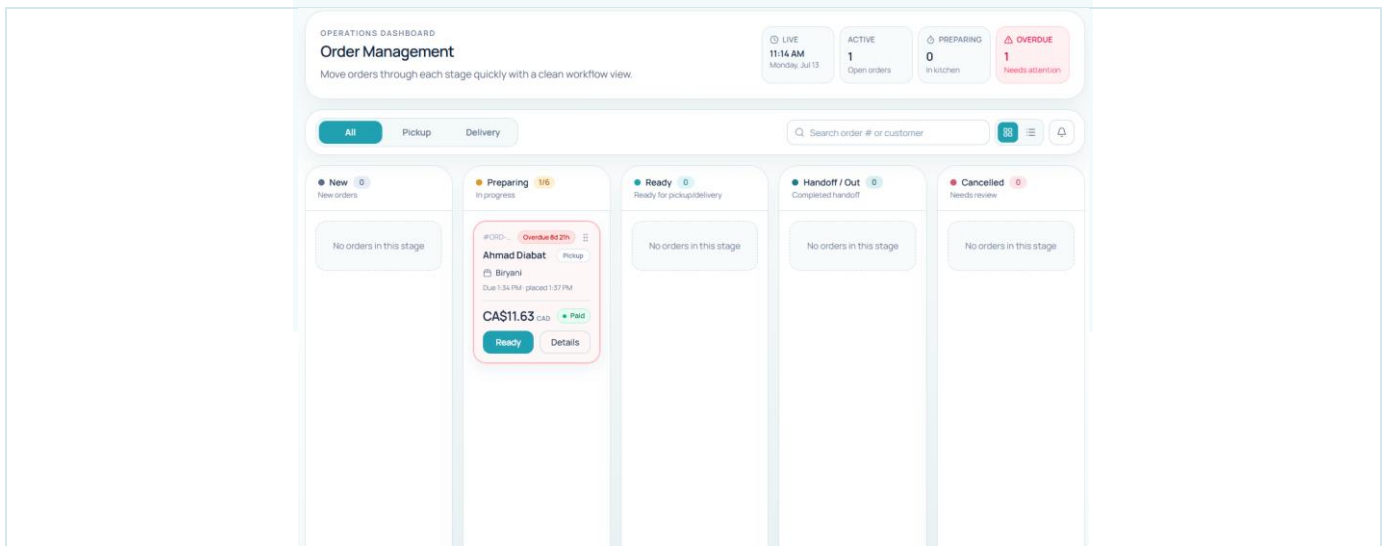
4 Check the order details

Click Detail on any order card to see exactly what the diner ordered, including options and add-ons.



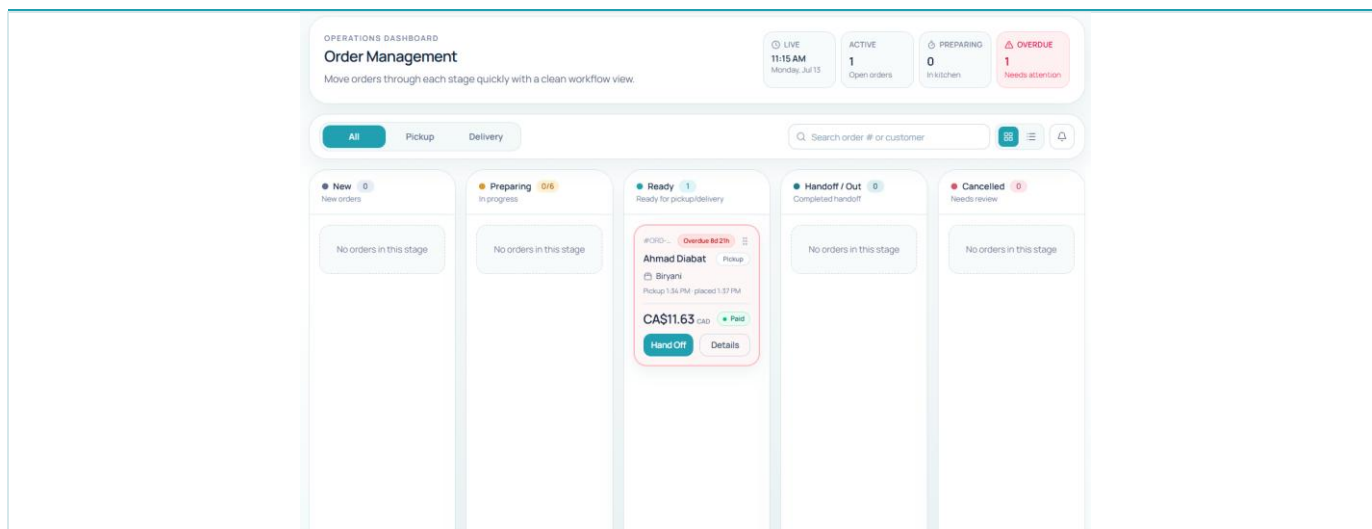
5 Start preparing

Click Start Preparing and the order moves into the Preparing stage.



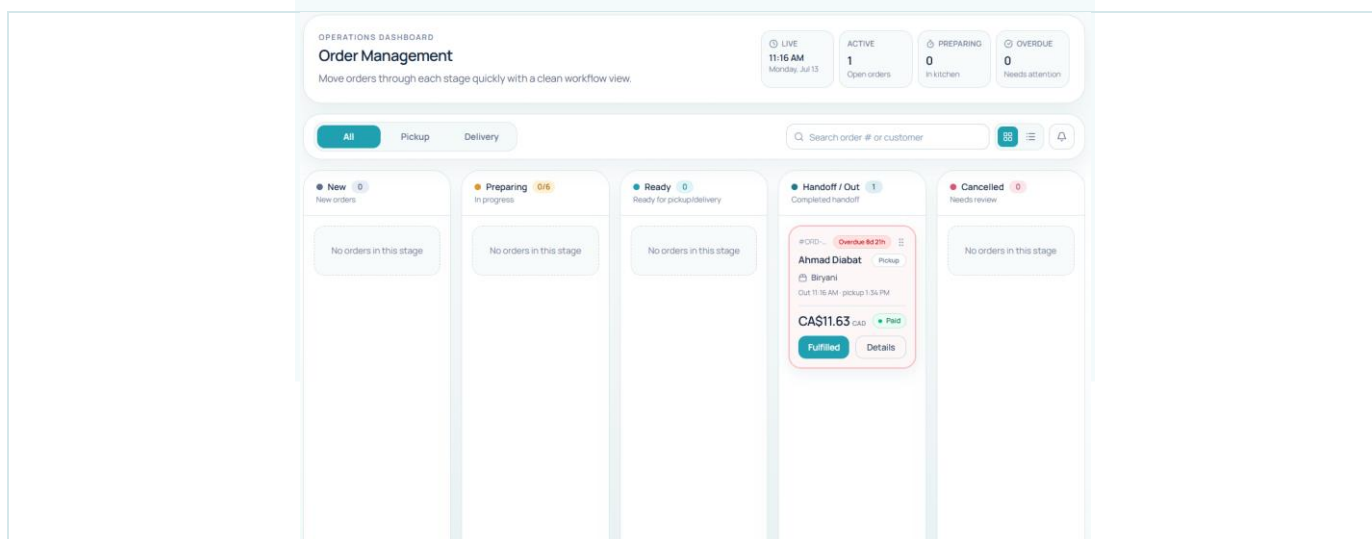
6 Mark it ready

When the food is ready, click Ready. Cutlaski automatically emails the diner — telling them their order is ready for pickup, or that it's out for delivery if you offer delivery and they chose it.



7 Hand it off

Once the food is with the diner, mark the order as Handoff. It moves to the final stage and you're done.



Be careful with cancellations

Cancelling an order costs you a cancellation fee. You shouldn't need to — diners can only order within the schedule, lead times and stock limits you set yourself. Keep those up to date and cancellations take care of themselves.

Cutlaski gives you a system to manage orders like a professional restaurant. We can't wait to see your kitchen running — if you have any questions or feedback, just reach out.

Let's grow together!

Team Cutlaski

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