

Ordermark Support Updates For You

Our goal at Ordermark is to set you up for success and a huge part of that is providing you with the technology & software you need to be successful.

Here is a helpful breakdown of current support updates:

Menu Updates? Sync it!

For all Menu edits and changes please navigate to your **Sync Menu Manager**.

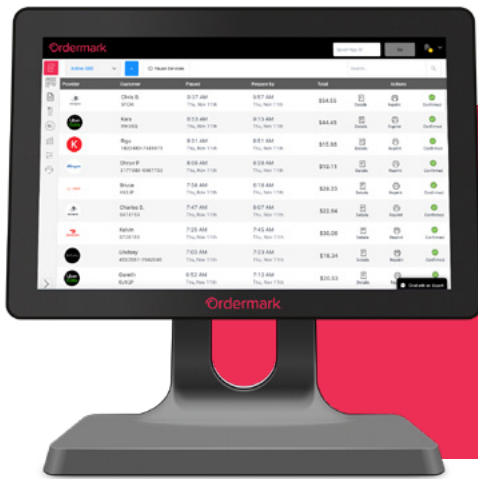
If you need additional assistance on how to make changes please contact menus@getordermark.com for a helpful guide.

Order Issues? You Got This!

For all Order Issues, please call the appropriate **Delivery Service Providers** for assistance with Refunds, Cancellations and Up-charges.

In an effort to provide our clients with fast convenient service, our team has been hard at work bringing several features directly to the dashboard to be handled in store.

1. Instantly mark an item Available or Out of stock from the 86 tab.
2. Instantly Pause and/or Resume services from the Orders Page
3. Instantly publish Holiday Closures to all Delivery Service Providers platforms.



Ordermark's Restaurant Support will no longer accept phone, SMS, email or live-chats for these type of request:

- Order Issues - 86 request - Holiday Closures
- Pause/Resume request - Menu Updates

Interested in adding Ordermark to more locations?

Please call our Sales Support Line at [\(800\) 236-8943](tel:8002368943) and one of our knowledgeable Sales Representatives will be able to assist you.

Interested in adding Nextbite brands to one or more of your locations?

Please call the Sales Support Line at [\(800\) 236-8943](tel:8002368943) to get the process started! For additional information about Nextbite, click here: <https://www.nextbite.io/fulfillment-partners/>