

## **Cook'd Frequently Asked Questions:**

### **A chef does not see his/her kitchen come up in search. Search does not list that Chef. What are the reasons?**

A registered chef will get listed in customer app's chef listing screen/view if:

1. His/her Kitchen is accepting order (reference: a toggle in chef app left menu 'Accepting orders').
2. His/her kitchen has created at least one food item which is available for sale and not deleted.
3. His/her kitchen falls in the radius (5000 miles) from customer's profile address/search location which customer has entered
4. 'Chef's kitchen name' or 'any of the non-deleted available for sale food item' matches the search string entered by customer if customer has entered any search string.

### **A Food is not coming up on the Search. Why?**

For food item to be visible:

1. Chef's kitchen who have created that particular food item is accepting the orders.
2. Created food item is available for sale and is not deleted
3. Chef's kitchen falls in the radius of 5000 miles from customer's profile address/search location which customer has entered
4. Created food item matches the search string entered by customer if customer has entered any search string.

### **An order is not accepted from a customer or customer not able to order from a chef? (Chef is seen )**

1. An order is not accepted
  - a. This can happen if chef has not accepted the placed order due to some reason. Ideally here the chef should reject the order OR use chat to convey the reason as courtesy for not accepting order. If this is not done the customer will not have clue about why the order is not accepted. So as a chef role this can be termed as a best practice to follow.
2. Customer not able to order from a chef
  - a. Currently there is only one restriction in app that a chef cannot order himself/herself using customer app.

**Chef does not see the Wallet amount appear. Order closed/delivered, but No money showing up...**

1. There are two paths here:
  - a. If stripe account is set then on wallet screen/view total pay-out i.e. stripe balance value will be displayed.
  - b. If stripe account is not set then on wallet screen/view total of completed orders will be displayed.
2. If this value is zero still value will be displayed.
3. In case of zero value 'pay-out' button will not be invisible.
4. In case of poor internet connection it might happen that the data is not fetched and displayed.