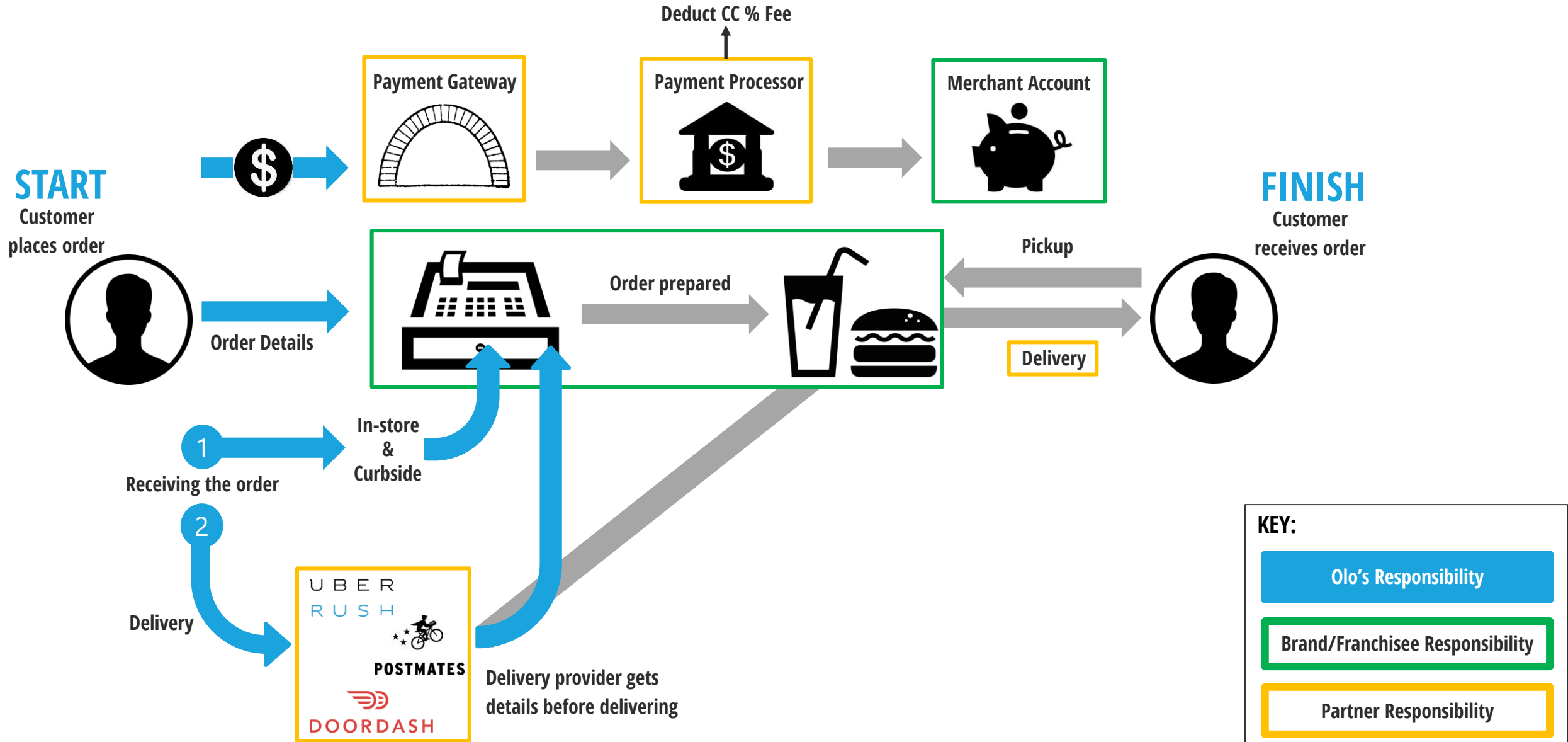




# ACCOUNTABILITY MATRIX



# RESOLUTION MATRIX

Problem	Contact Olo	Contact Internal IT	Contact Partner	Other
What if customer payment is declined?				 Work with customer to resolve issue
Delivery driver doesn't arrive at the store on time?	<b>2nd</b>  <a href="#">Questions about Dispatch</a>		<b>1st</b>  Contact delivery provider	
Delivery doesn't arrive to the customer on time?			 Contact delivery provider	
Customer having problem placing an order?	<b>3rd</b>  Open support ticket	<b>1st</b>  Check for connection loss		<b>2nd</b>  Check Dashboard for outage
Scheduled order fails & credit card was declined?				 Contact customer and reprocess
Scheduled order fails & can't contact the POS?	<b>2nd</b>  Open support ticket	<b>1st</b>  Check for connection loss		

*\*If you don't see your question here check out our [Help Center](#) for more information*