



Uber Eats

INTEGRATION OVERVIEW



Table of Contents

Uber Eats Marketplace Integration	1
Summary	1
Key Features	1
Features Not Supported from the HungerRush POS.....	1
Requirements	2
Uber Eats Onboarding Through OAuth	3
Frequently Asked Questions	6

Uber Eats Integration

Summary

HungerRush Uber Eats integration allows merchants to directly integrate their Uber Eats marketplace orders with their HungerRush POS system.

All fulfillment types offered by Uber Eats are supported including Delivery, Merchant Self-Delivery, and Customer Pick up

Key Features

- **POS Integration:** Send Uber Eats orders directly to your HungerRush POS.
- **Menu Sync:** Automatically sync inventory and pricing from the HungerRush POS to the Uber Eats marketplace
- **Multiple Menus:** Manage multiple menus from the HungerRush POS including a separate menu for in store vs Uber Eats
- **Order Sync:** Any special instructions including deferred orders, delivery instructions, or special item instructions sent from Uber Eats will be shown in the HungerRush POS
- **Commission Tracking:** Add Uber Eats commission fees directly into the POS so that the net profit of each Uber Eats order is accurate
 - *Commission information is on the merchant's Uber contract. HungerRush will never have visibility. Merchant will have to fill this information out.*

Features Not Supported from the HungerRush POS

- **Holiday Hours / Future Pause Orders:** Merchants are able to pause Uber Eats orders for a set time, but not in advance.

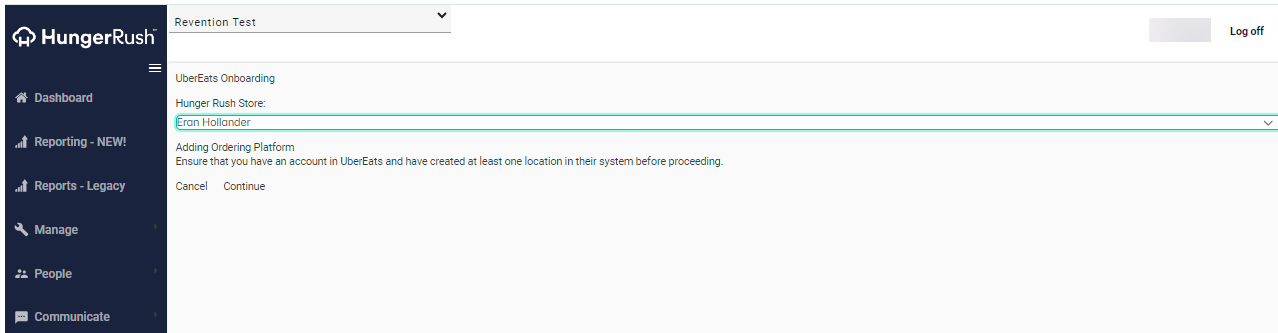
Requirements

- Uber Eats service already established
- Windows 10 IoT
- HungerRush 360 V3 RM
- Subscribed to Restaurant Management with Menu Management and config turned on
- Ports Forwarded and Restaurant Management operating normally. If you cannot run a successful “Check Connection” then the Uber Eats integration will not work.
- Order Type configure with Uber Eats selected as a Channel

Uber Eats Onboarding Through OAuth

The steps below will walk you through the process of Onboarding to Uber Eats via OAuth:

1. Go to **Restaurant Management**.
2. When you open the page in **Restaurant Management** to onboard your store with **Uber Eats**, you will see a list of stores in **HungerRush** associated with your company. Select one from the drop-down menu.



3. Choose the appropriate step below based on whether you have an existing Uber Eats account:
 - **For existing Uber Eats accounts:** If you already have an account with Uber Eats, click the continue button to proceed to Uber Eats's site and fill in your account details with them.


- **For new Uber Eats accounts:** If you do not already have an account with Uber Eats, click the first link in blue to have your address and personal contact details forwarded to Uber Eats, where you can create an account with them. After finishing the process with them, come back to this page and select your store again to see the progress of your onboarding.


What's your phone number or email?

Enter phone number or email

Continue

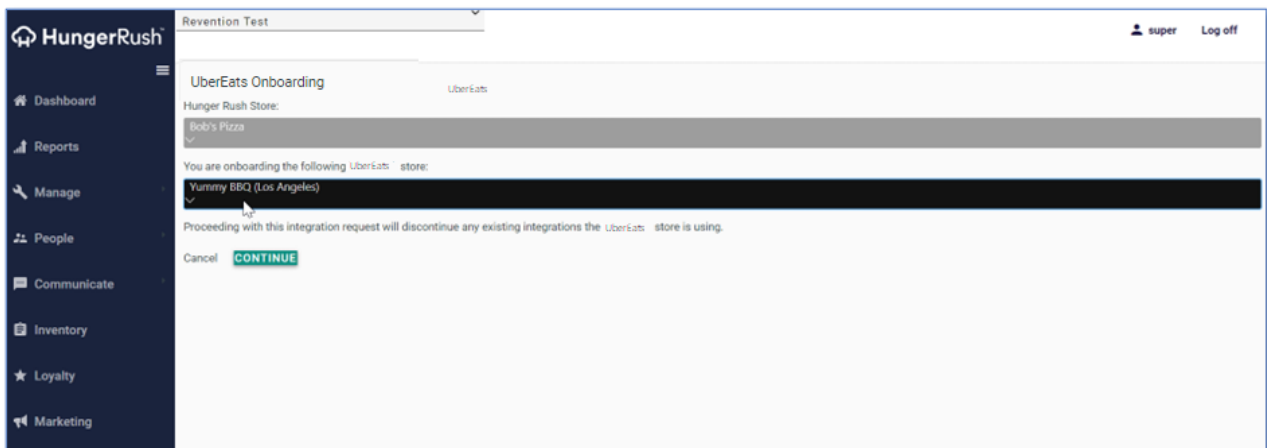
or

 Continue with Google

 Continue with Apple

By proceeding, you consent to get calls, WhatsApp or SMS messages, including by automated dialer, from Uber and its affiliates to the number provided. Text "STOP" to 89203 to opt out.

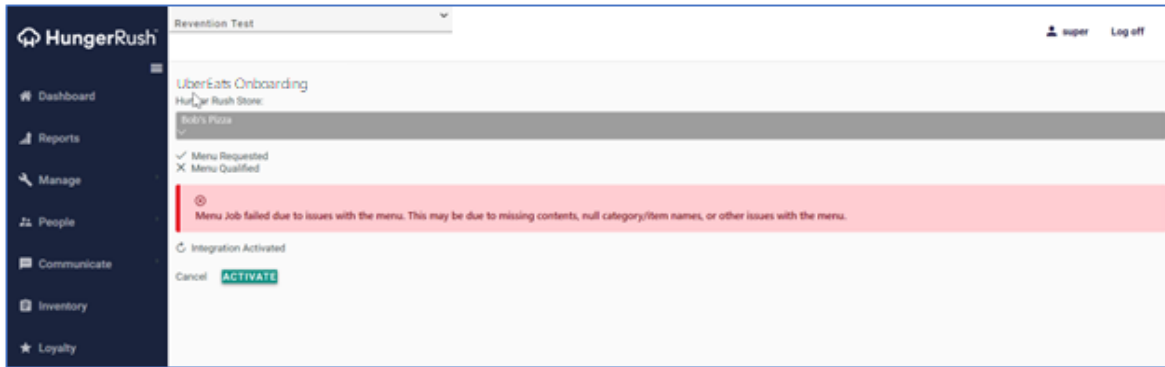
4. After logging in and accepting the Terms and Conditions, you will be redirected back to **Restaurant Management** to proceed.



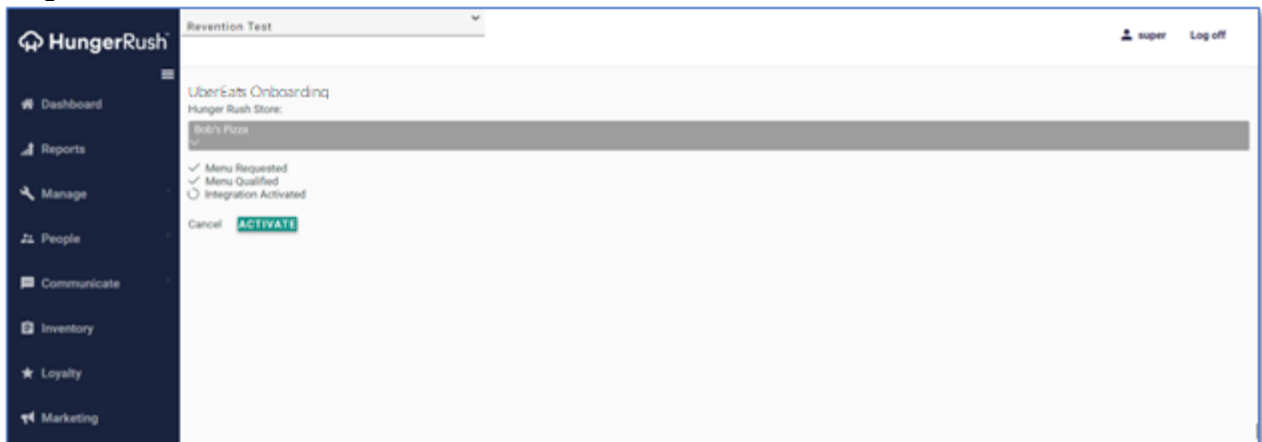
5. Select a store from the list of locations in **Uber Eats** to associate with your store in **HungerRush**, then click **Continue**.

Your menu will be pulled in the background and the results will display here. In this example, the menu configured in HungerRush was denied by Uber Eats due to missing content. This happened because one of the menu titles was empty.

If you encounter errors at this step, Support should send an interdepartmental case to the Integrations team and they will continue to troubleshoot. You can come back to this page at any time within 24 hours to check the status of your onboarding process. The page will automatically refresh every minute for 30 minutes to check for updates.



6. If no issues are encountered, you should see the following screen to confirm activation of your integration.



7. Click **Activate** to finish the Onboarding process.

Frequently Asked Questions

Can you please share a high level breakdown of what this process looks like?

- The Uber Eats team allows our menu to be pushed to the customer Uber Eats Marketplace
- Menu is pushed to the customer's site
- The Uber Eats Menu is reviewed
- Apply required changes if any
- Pick a go live date
- Integrations team will send guides at the time of go-live

Who is in charge of creating the menu?

The merchant owns menu creation and publishes the menu to Uber Eats through Restaurant Management

Does a merchant need to reach out to support to request menu changes?

The customer has full control over their own menu and once changes have been made in Restaurant Management via HungerRush, the menu will automatically push to Uber Eats Marketplace.

Can the menus be sent in bulk or will they need to be done on a store level basis?

The menus are configured through Restaurant Management and initiated at the per store basis.

How does a customer flip the switch to POS from a tablet?

After completing the self-service integration onboarding process, the merchant is automatically switched over.

How do I adjust the timing for Uber Eats orders?

The Uber Eats software calculates the prep times using its own algorithm.

Per Uber Eats *"During times of pickup delays, we may provide improved prep time suggestions to better align your internal prep times with driver arrivals. This means we will show padded prep time suggestions on your tablet based on the current driver supply level (e.g. you may see 60 min prep time instead of your usual 20 min). For optimal delivery and order quality, please be sure to confirm orders using the increased prep times."*

Do I still need the Uber Eats tablet?

No. The Uber Eats tablet is no longer required but can still be used as a backup for merchants who already have a Uber Eats tablet if desired.

If the merchant already has a Uber Eats tablet, it can serve as a good backup for receiving Uber Eats orders should any issue arise with the POS integration. The Tablet can also serve as a portal to quickly pause orders or increase prep time if the kitchen is backed up. The merchant should be cautioned, however, to not accept orders on the tablet before those same orders reach the POS. Doing so will prevent the sync of



that order from reaching the POS. To switch to from orders entering the POS to the tablet, the merchant will need to contact Uber.

What is are the escalation steps:

Follow Support's typical escalation process