



## **Door Dash Marketplace**

### **INTEGRATION OVERVIEW**



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# Door Dash Marketplace Integration

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## Summary

HungerRush DoorDash integration allows merchants to directly integrate their DoorDash marketplace orders with their HungerRush POS system, eliminating the need for separate a DoorDash tablet.

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

## Key Features

- **POS Integration:** Send DoorDash orders directly to your HungerRush POS, eliminating the need for the DoorDash tablet and manual order transfers to the POS
- **Menu Sync:** Automatically sync inventory and pricing from the HungerRush POS to the DoorDash Marketplace
- **Multiple Menus:** Manage multiple menus from the HungerRush POS including a separate menu for in store vs DoorDash
- **Order Sync:** Any special instructions including deferred orders, delivery instructions, or special item instructions sent from DoorDash will be shown in the HungerRush POS
- **Commission Tracking:** Add DoorDash commission fees directly into the POS so that the net profit of each DoorDash order is accurate

## Features Not Supported from the HungerRush POS

- **Pause Orders:** Merchants are able to pause DoorDash orders if kitchen is overwhelmed via the tablet or DoorDash merchant portal.
- **Delay Orders:** Merchants can add additional prep time to DoorDash orders via the tablet or DoorDash merchant portal

## Requirements

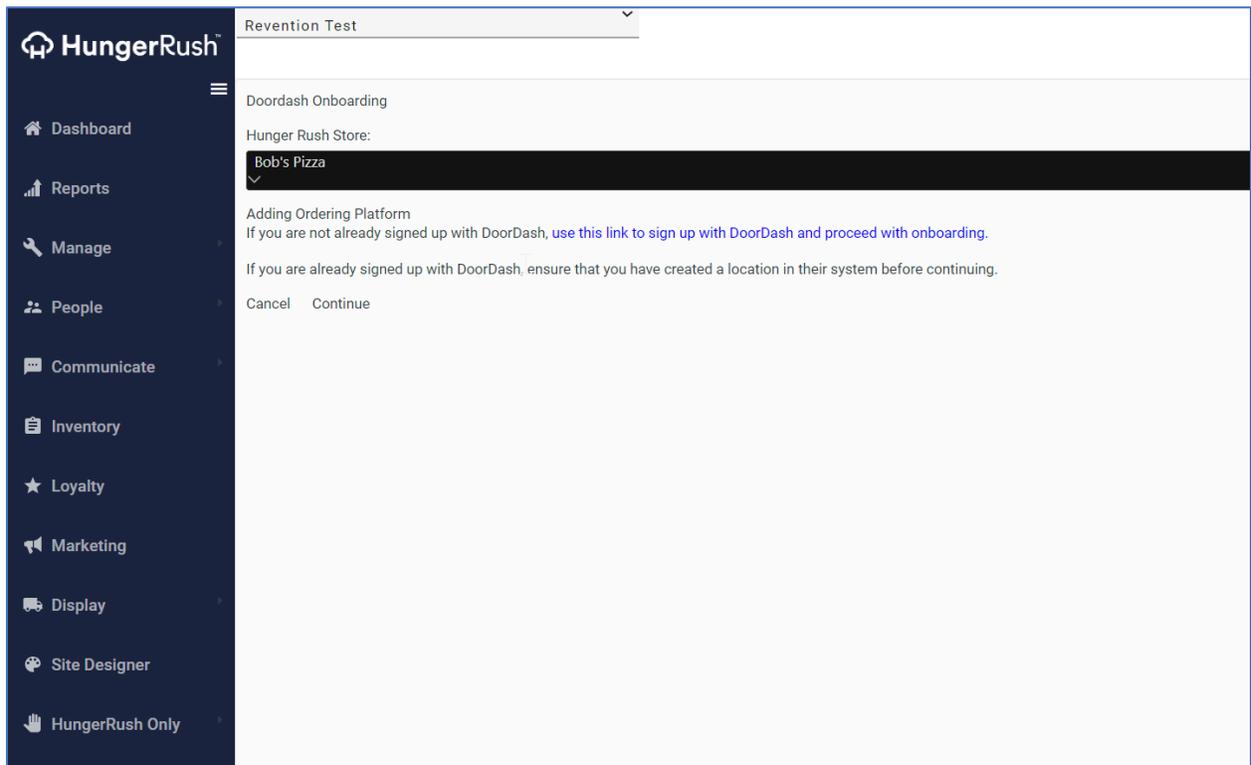
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- DoorDash Service already established
- Windows 10 IoT
- RevControl minimum 8/27/21 but latest version for stable experience
- RevCloud 9/27/21 but latest version for stable experience
- Subscribed to Restaurant Management with Menu Management and config turned on
- Ports Forwarded and Restaurant Management operating normally. If you cannot run a successful “Check Connection” then the DoorDash integration will not work.
- Order Type configure with DoorDash selected as a Channel

## DoorDash Onboarding Through OAuth

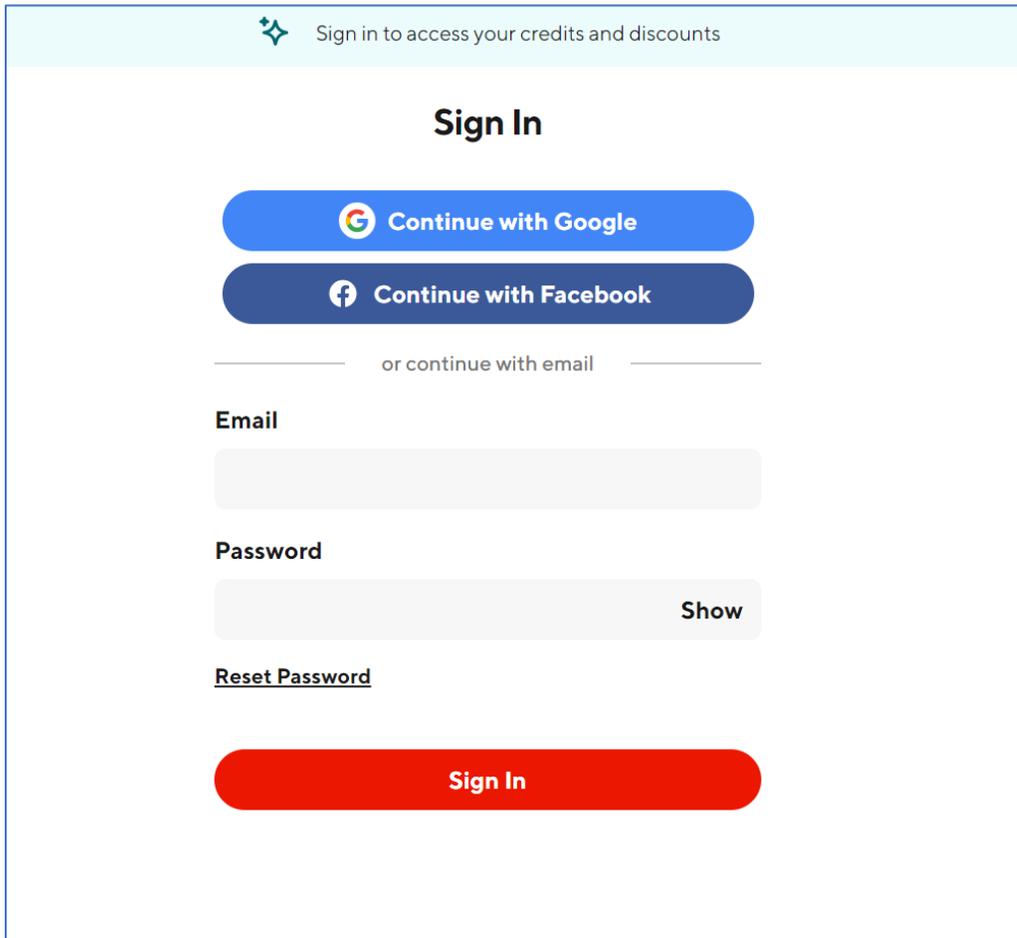
The steps below will walk you through the process of Onboarding to DoorDash via OAuth:

1. Go to **Restaurant Management**.
2. When you open the page in **Restaurant Management** to onboard your store with **DoorDash**, 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 DoorDash account:
  - **For existing DoorDash accounts:** If you already have an account with DoorDash, click the continue button to proceed to DoorDash's site and fill in your account details with them.

- **For new DoorDash accounts:** If you do not already have an account with DoorDash, click the first link in blue to have your address and personal contact details forwarded to DoorDash, 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.



Sign in to access your credits and discounts

## Sign In

 Continue with Google

 Continue with Facebook

or continue with email

**Email**

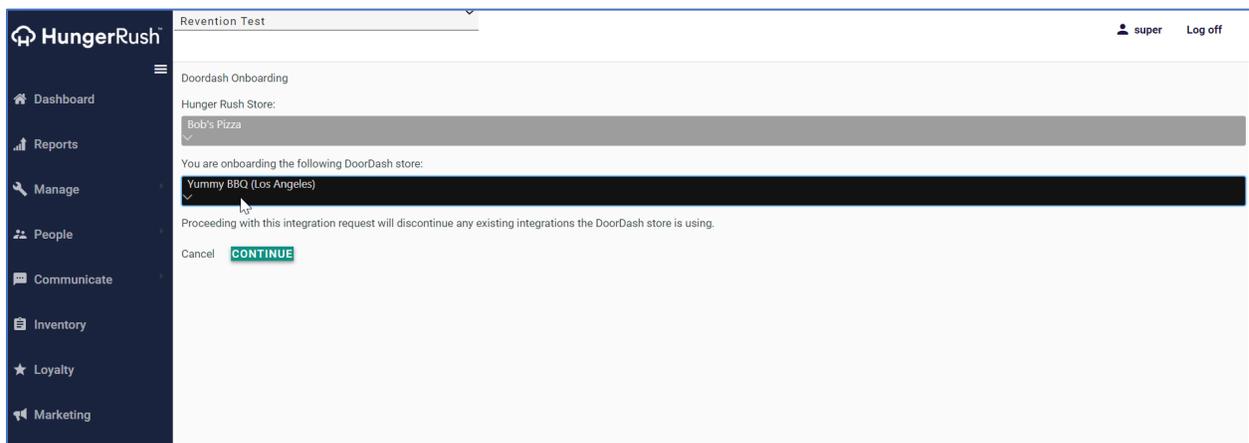
**Password**

Show

[Reset Password](#)

**Sign In**

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



HungerRush Revention Test super Log off

Doordash Onboarding

Hunger Rush Store:  
Bob's Pizza

You are onboarding the following DoorDash store:  
Yummy BBQ (Los Angeles)

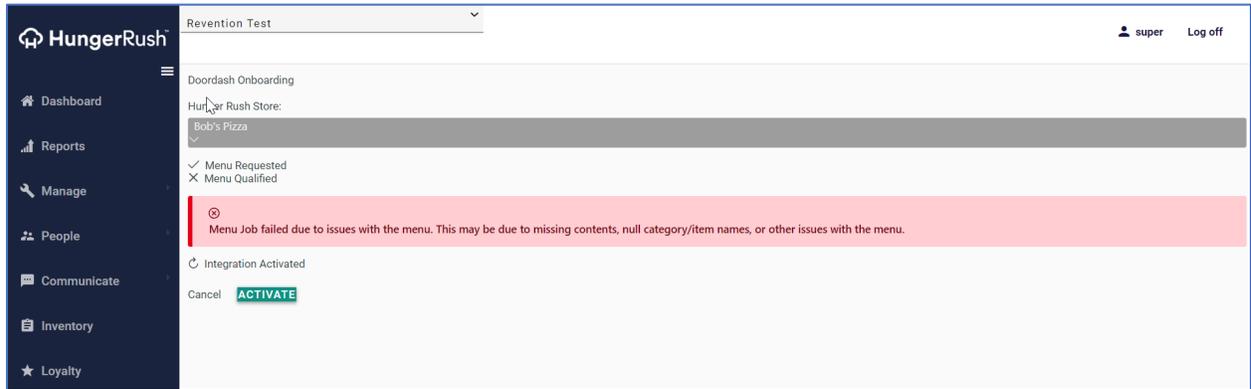
Proceeding with this integration request will discontinue any existing integrations the DoorDash store is using.

Cancel **CONTINUE**

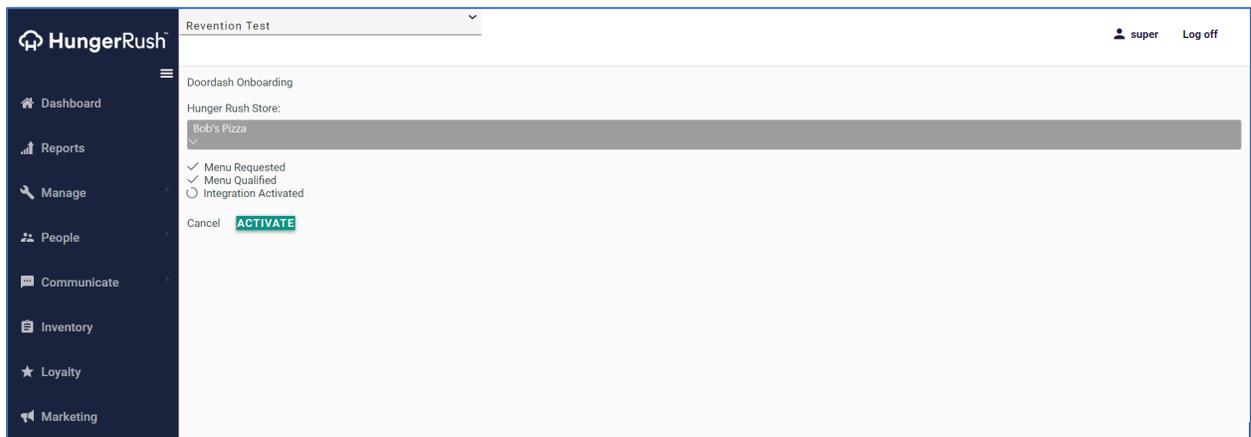
5. Select a store from the list of locations in **DoorDash** to associate with your store in **HungerRush**, then click **Continue**.

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 DoorDash due to missing content. This happened because one of the menu titles was empty.

If you encounter errors at this step, work with your support representative at HungerRush to resolve them. 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

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

- The DoorDash team allows our menu to be pushed to the customer DoorDash Marketplace
- Menu is pushed to the customer's site
- The DoorDash Menu is reviewed
- Apply required changes if any
- Pick a go live date
- The morning of going live, our team would send test orders, train managers, and monitor the integration

### Who is in charge of creating the menu?

The merchant owns menu creation and publishes the menu to DoorDash 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, they can then push the menu to DoorDash 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 can request a change from their DoorDash Portal to the HungerRush POS Integration.

### How do I adjust the timing for DoorDash orders?

The DoorDash software calculates the prep times using its own algorithm.

*Per DoorDash "During times of pickup delays, we may provide improved prep time suggestions to better align your internal prep times with Dasher arrivals. This means we will show padded prep time suggestions on your tablet based on the current Dasher 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 DoorDash tablet?

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

If the merchant already has a DoorDash tablet, it can serve as a good backup for receiving DoorDash 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.