



DOORDASH
USER GUIDE

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THE INSTALLATION & ONBOARDING PROCESS

Merchant clicks on
“Install” button

Merchant clicks on “Install” button on the DoorDash application page.

Merchant fills out
form on DoorDash
website

Merchant fills out the applicable form on the DoorDash site and provides the POS integration ID given to them inside of Marketplace.

Merchant gets
access to
Online Store

Merchant gets access to the Online Store and is able to decorate their online menu. The schedule should be set to “inactive” until merchant is ready to go live.

DoorDash creates
merchant account

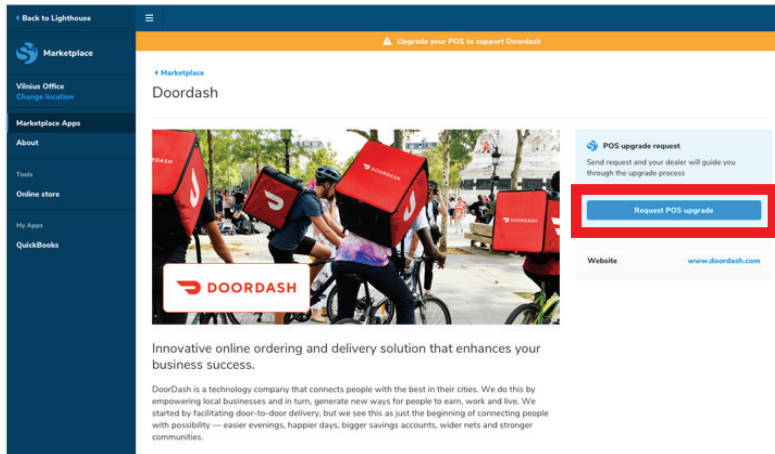
DoorDash creates or configures existing account for the merchant. This usually takes up to 7 days. The go live date should be established with DoorDash during this step.

Merchant reviews
menu and goes live

DoorDash notifies Shift4 when they are ready. Shift4 publishes the current menu in the Online Store and DoorDash will provide the URL to the merchant. The merchant publishes the active schedule to go live.

POS UPGRADE (IF REQUIRED)

Please note that if the “Request POS upgrade” button is displayed when selecting DoorDash from Marketplace, a software upgrade is required before you can install DoorDash. Follow the steps below to upgrade your POS.



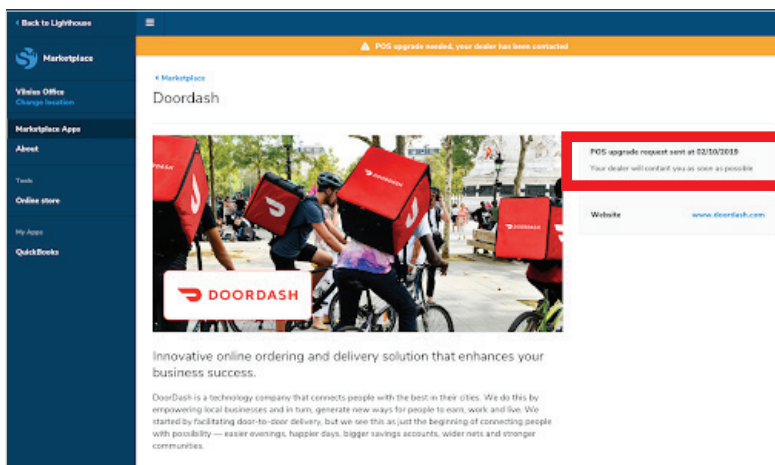
Click on “Request POS upgrade” to begin the process.

The screenshot shows a "Request POS upgrade" form. The title is "Request POS upgrade" with a close button (X). Below the title, there is a message: "Send request and your dealer will guide you through the POS upgrade process. We will be sending these contact details to your dealer. Please check if they are correct:". Below this message is a table with contact information:

Your name	Jack Jackson
Phone	(555) 456-789
Email	jack@jakgrill.com

At the bottom of the form, there are two buttons: "Discard" and "Send".

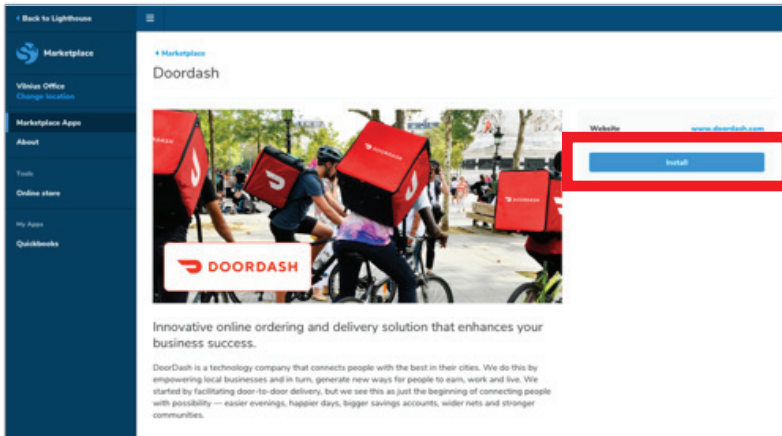
Enter your contact information and press “Send” to submit the request to your POS dealer.



NOTE: After sending a request for the POS upgrade, a status bar appears in the Marketplace DoorDash page informing you that an email to the dealer was sent.

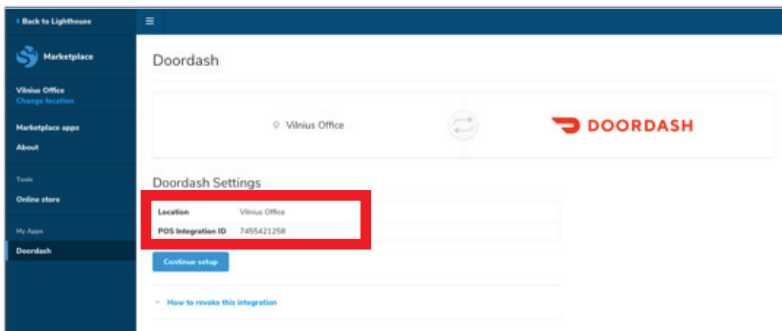
When the POS becomes compatible with DoorDash, the integration status bar changes to the “Install” button and you are able to continue the onboarding process.

INSTALLATION

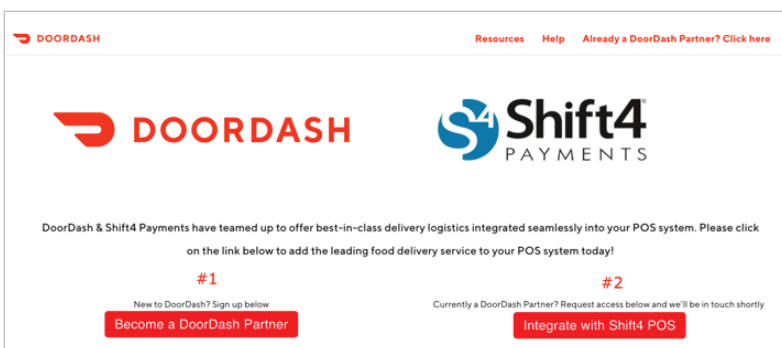


Click the “Install” button in the DoorDash application page in Marketplace.

The onboarding procedure will be initiated and you will be directed to DoorDash’s onboarding form for both existing and new merchants.



Please note your POS Integration ID on this page before continuing to the forms. It will be required during the form completion.



Merchants who do not have a DoorDash account will be prompted to complete one of the following forms:

FORM #1 - Become a DoorDash Partner (for new DoorDash account holders)

FORM #2 - Integrate with Shift4 POS (for existing DoorDash account holders)

ONBOARDING PROCESS

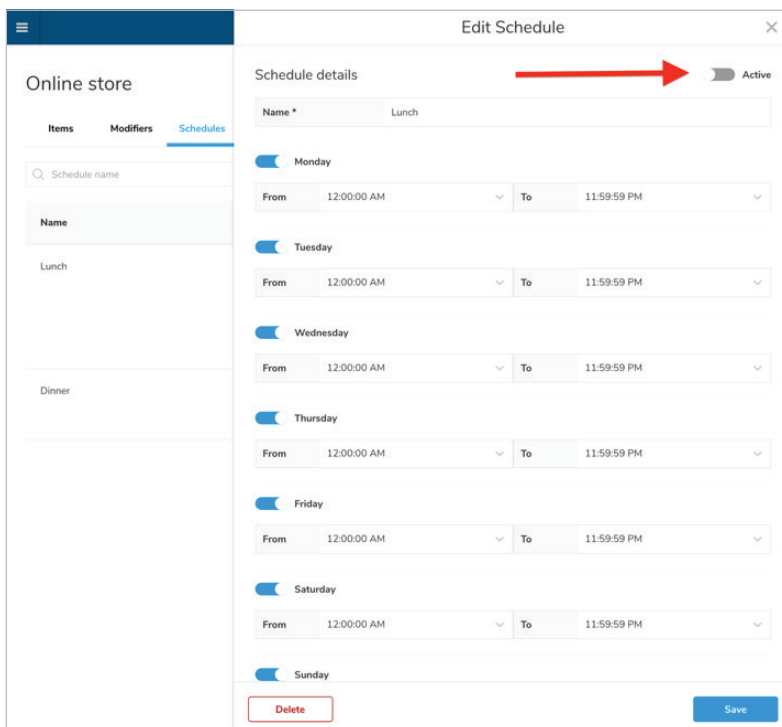
PLEASE NOTE: Once you have completed and submitted the appropriate DoorDash form, a DoorDash team member will create a new online store for your business (or creates an integrated account for existing merchants). This is a manual process that may take several days.

COMPLETING THE ONBOARDING PROCESS:

To complete the DoorDash setup process, you must publish your Online Store Menu. This can be done as soon as the form is completed and does not require DoorDash to provide a store.

If a menu was published prior to DoorDash finishing their work, then it will be pushed automatically once DoorDash is ready.

If you have not configured your Online Store within Marketplace, clicking “Publish” will push a live menu to DoorDash after they have created your store.

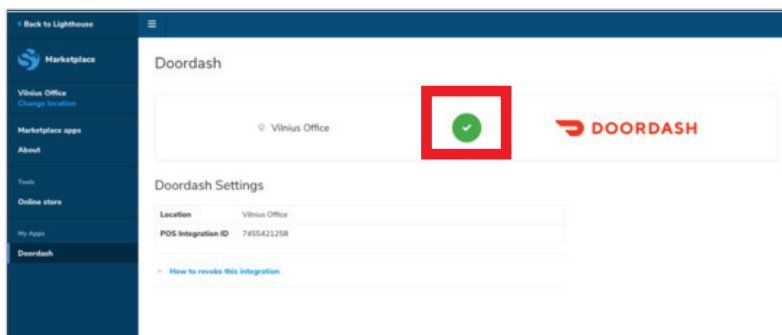


IMPORTANT:

You must publish an inactive schedule inside of the online store until you want it to go live.

DoorDash will provide this menu URL on their side to you directly after it has been published as inactive.

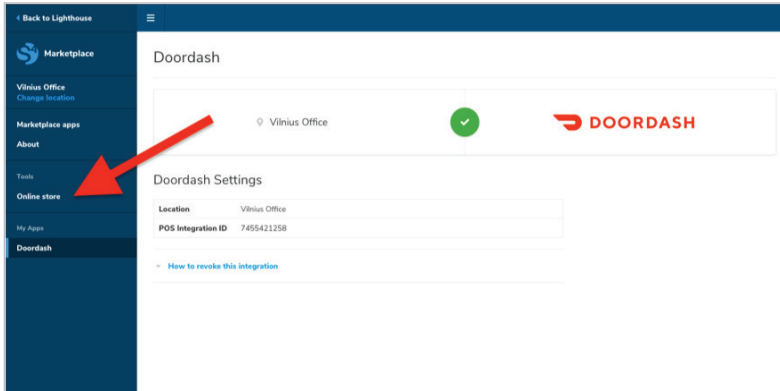
Publishing an active schedule will make it immediately available for users of the DoorDash app. See below for more information on schedules.



A green checkbox will appear on your Marketplace page when the integration is complete.

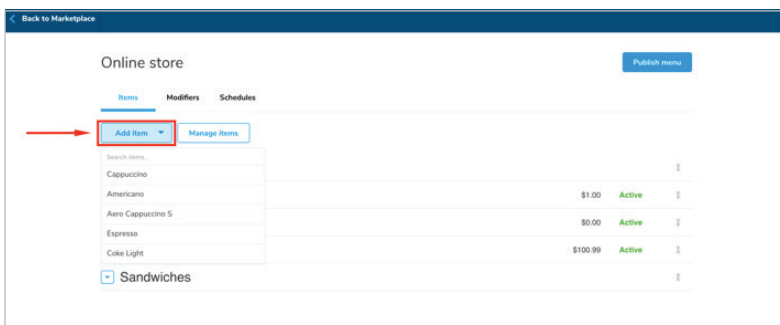
This indicates that the DoorDash site is live and any published changes in the Online Store will be reflected on your DoorDash Store.

USING THE ONLINE STORE



After Installing DoorDash, you will have access to your Online Store where you can decorate your online menu.

You can access your Online Store through the navigation sidebar on the left side of the Marketplace.



ADD ITEMS

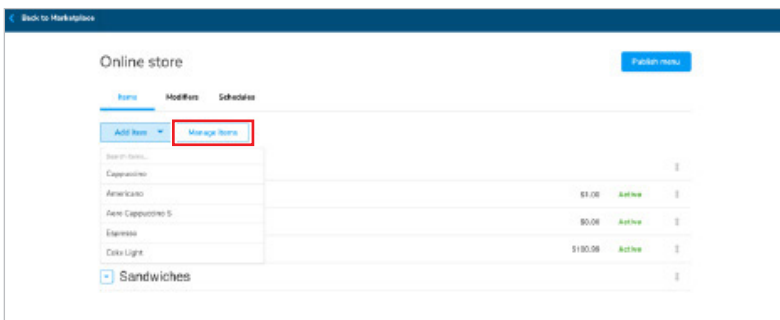
When you first login to the Online Store, it will be blank.

1. Click “Add Item” or “Manage Items” to view the POS Items that have synced to Marketplace.
2. To add an item, select the “Items” tab in the Online Store.

The Items tab allows you to:

- Add menu items one by one, by bulk action, or by category.
- Add one item at the time from the dropdown list.

The Items tab contains a search box which allows searching for a particular item by name.



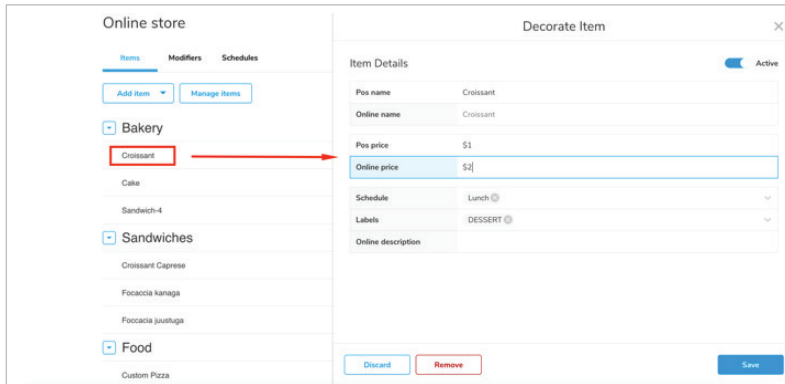
MANAGE ITEMS

The “Manage items” button allows you to add multiple items at the same time. It contains a search box plus all POS items with the corresponding departments that they are assigned to.

Add the entire department with its items by selecting the checkbox next to the department name.

The “Discard” button discards all of the changes and closes the module.

The “Add items” button adds all selected items with their departments to the Online Store.



DECORATING ITEMS

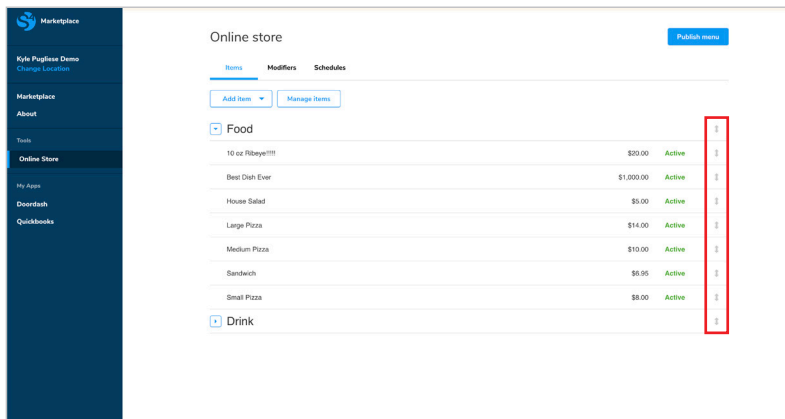
Decorating an item allows you to modify its attributes between the POS and the third party. You may change information, such as the name or pricing, before it would be seen by your customers.

To decorate an item or department, click on the name and the decoration window will appear.

The decoration window gives multiple options to decorate an item for an online ordering platform.

The main fields to take note are 'Online name' and 'Online price'. These fields will take value from the POS by default, but can be edited and changed.

'Schedule' attaches an item to a schedule which manages the day and time when an item is available.

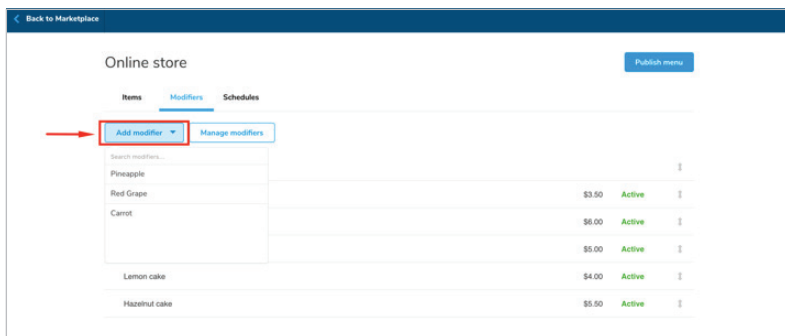


CHANGE THE PRIORITY OF AN ITEM OR DEPARTMENT

Use the up and down arrow next to the item or department's name and drag it to the top or bottom.

Items and departments that are at the top of the list will be shown first in the online ordering platform.

Note: Departments are added automatically when one item from the department is added.

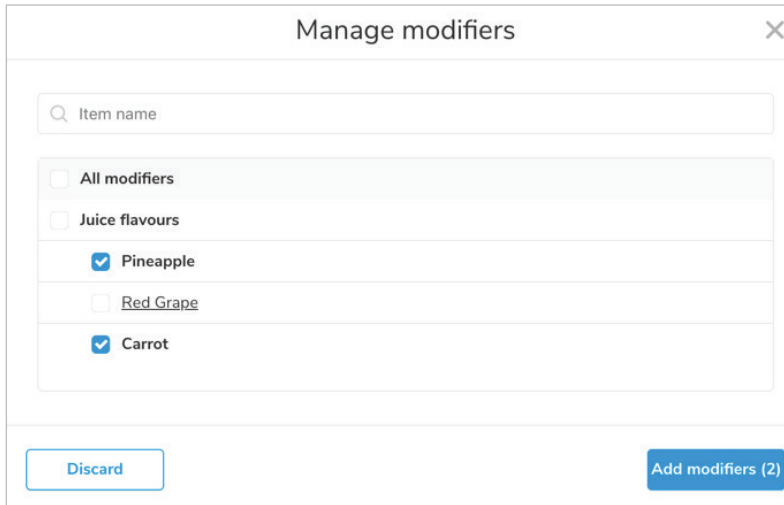


ADDING AND DECORATING MODIFIERS IN THE ONLINE STORE

To add a modifier to the Online Store, open up the "Modifiers" tab in Online Store.

The 'Modifiers' tab allows you to add modifiers one by one or to add the whole modifier set at once.

The "Add modifier" button allows you to add one modifier at the time from the dropdown list. It also contains a search box which allows searching for a particular modifier by name.



MANAGE MODIFIERS

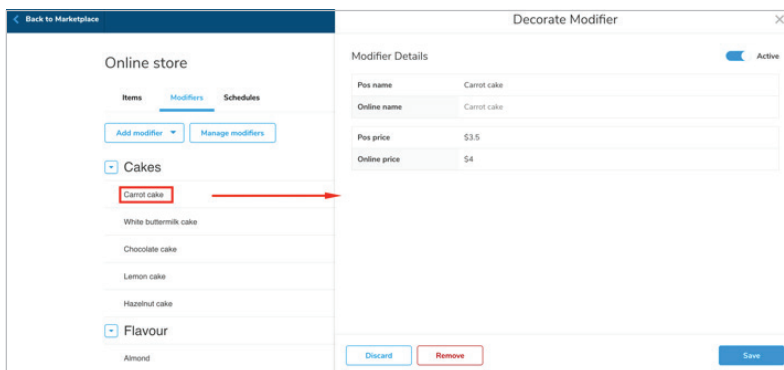
The “Manage modifiers” button allows you to add multiple modifiers at the same time.

It brings out the module that contains a search box and all POS modifiers with their corresponding modifier sets.

Add modifier sets with its modifiers by checking the box next to the modifier set name.

The “Discard” button discards all the changes and closes the module.

The “Add modifiers” button adds all selected modifiers with their modifier sets to the Online Store.



DECORATE A MODIFIER OR MODIFIER SET

To decorate a modifier or the modifier set, click on the name and the decoration window will appear.

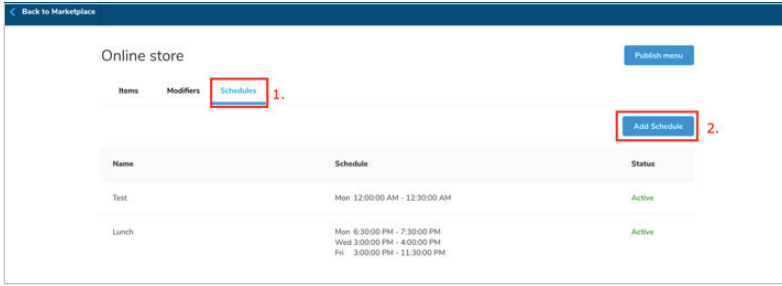
The decoration window gives multiple options to decorate the modifiers for DoorDash.

The main fields to take note of are ‘Online name’ and ‘Online price’. These two fields by default will take value from the POS but can be edited and changed if needed.

Modifier sets have the option to set the quantity of the modifiers that are being selected. If “Custom” is selected, “Min” and “Max” fields appear which allow the merchant to set custom min or max modifier options.

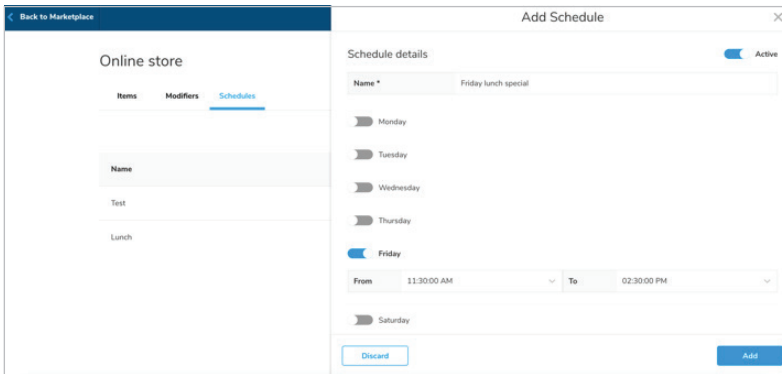
Although you have the ability to decorate all modifiers from the POS system, only those modifiers that are attached to the items that are published to DoorDash will appear in DoorDash as an option for the customer.

To change the priority of the modifier or the modifier set, use the up and down arrow next to its name and drag it to the top or bottom. Modifier sets and modifiers that are at the top of the list will be shown first in DoorDash.



ADDING AND SETTING UP SCHEDULES

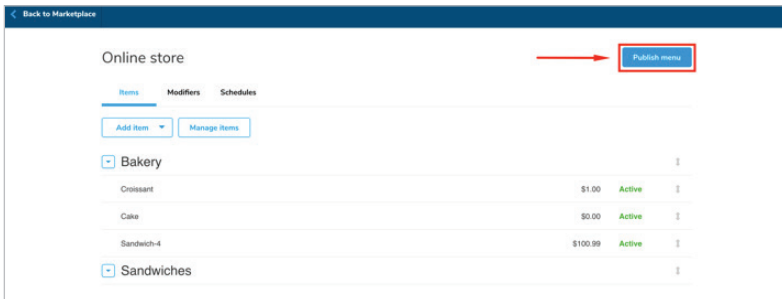
To add schedules, open the “Schedules” tab in the Online Store.



Press the “Add Schedule” button to add and edit the schedule.

Toggle each day on the schedule to set up availability hours of that day.

You may also add items that will be available during a certain scheduled time.



PUBLISHING A DECORATED MENU TO DOORDASH

When the Merchant finishes decorating an online menu with items, departments, modifiers, modifier sets and schedules they can publish a decorated menu to DoorDash by clicking the “Publish menu” button on the top right of the Online Store.

Keep in mind that the published menu will not work until DoorDash finishes the onboarding procedure. Once a schedule is set to be active with assigned items, and the Publish menu button is used, those changes are live and will be represented in near real time on the online ordering platform.