



Grubhub for Restaurants Training

GRUBHUB FOR RESTAURANTS



Grubhub for Restaurants Overview

Grubhub's restaurant platform helps you better manage your business, and gives you access to innovative technologies.

Access anywhere on any device

- › Run and monitor your takeout business from anywhere

Check financials

- › See how your takeout business is doing at any time, and deposit your current balance into your bank account instantly

Manage your menu

- › Make menu updates that customers see instantly

Control access

- › Get admin access to financials and menus, and limit access for basic users

Manage delivery

- › Keep track of your driver's information, and map tracking

Users Overview

Manage who gets access to features based on their role in your restaurant.

Basic User

Access to features to manage your Grubhub orders:

- ▶ Manage, adjust or cancel Grubhub orders
- ▶ Update menu items as available or sold out
- ▶ View delivery status and rate Grubhub Delivery drivers
- ▶ Start or stop receiving orders

Admin User

Access to basic user features plus features to manage your restaurant:

- ▶ Access financials, such as deposits, transaction history, and monthly statements
- ▶ Add and manage users
- ▶ Change, add and delete menu items

Getting started

Set up your tablet

- › Place your tablet in an accessible area
- › Flip the stand upright to remove stress on the charger
- › Plug your tablet in to manage orders without interruption
- › Use the official Grubhub charger to keep your tablet fully charged

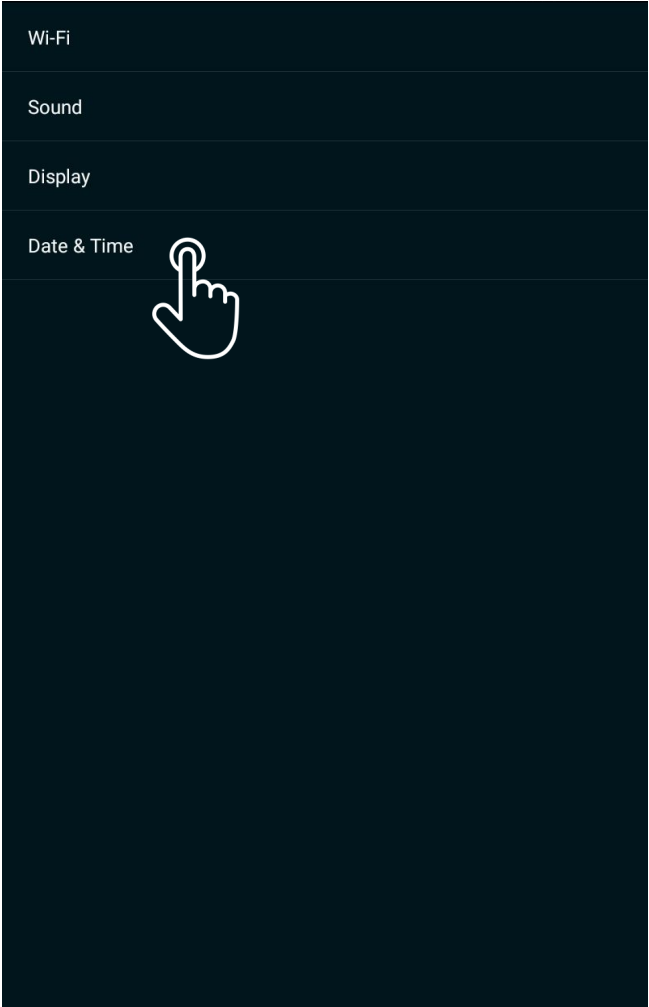


Verify date & time

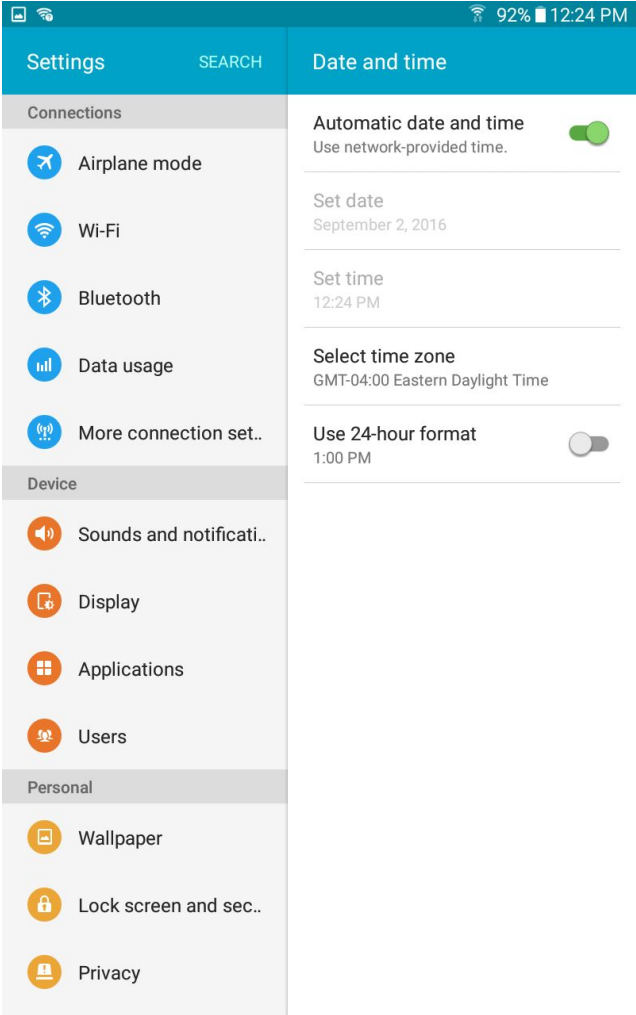
Tap on **Settings**



Tap on **Date & Time**



Verify date and time are correct

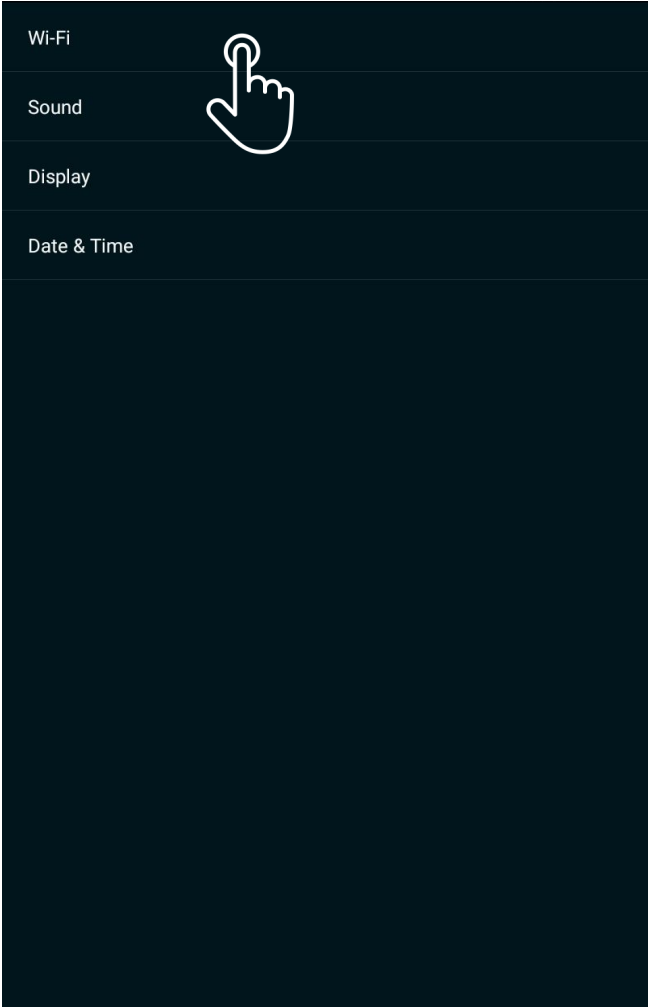


Connect to Wi-Fi

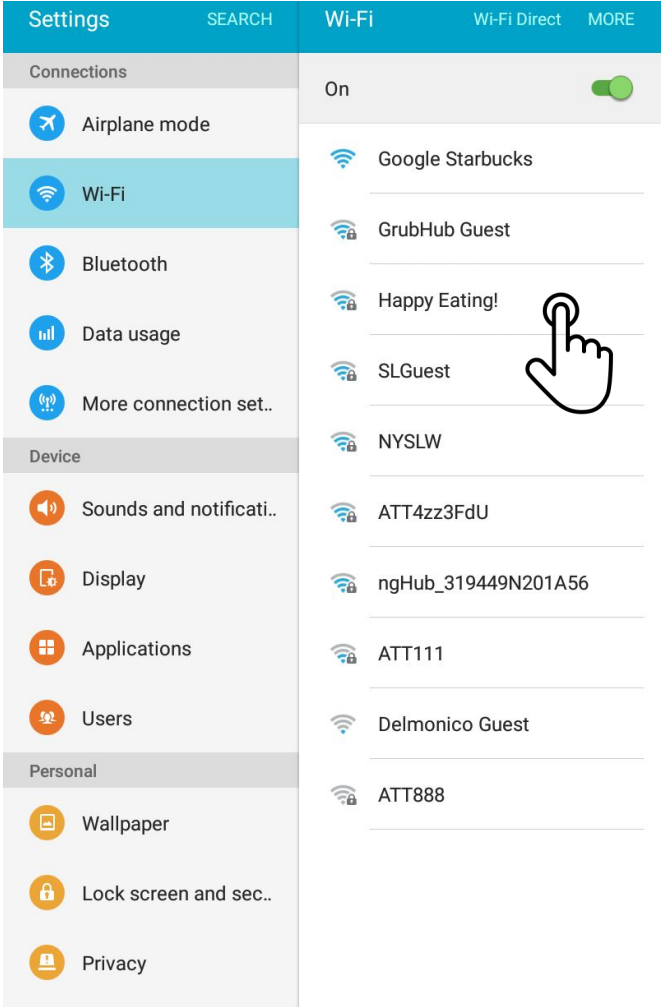
Tap on **Settings**



Tap on **Wi-Fi**

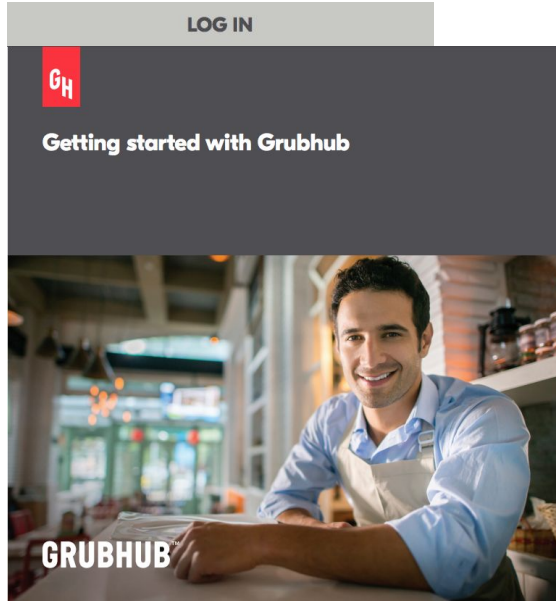


Select your private or guest Wi-Fi network



Sign in

Find the log in card provided in the box your tablet shipped in



LOG IN

Let's Login
Set up your tablet in a few easy steps

- Turn the tablet on
- Enter the username and temporary password below
- Create a new password, and write it down on this card

USERNAME / TEMPORARY PASSWORD

email@example@get.grubhub.com
password example

WRITE YOUR NEW PASSWORD HERE

Please keep this card for future reference

GRUBHUB™
QUESTIONS? CALL US: 877-799-0790
© 2016 GrubHub. All rights reserved.

This is a basic account that only allows users to manage orders, hide menu items, and start or stop taking orders

Tap on **Grubhub for Restaurants** icon, and sign in using the info on your log in card

Manage Your Grubhub Orders

Username or Email Address

info@your_restaurant.com

Password

.....

Show

☒ Remember Me

Sign In

[Forgot Your Username or Email Address?](#)

[Forgot Your Password?](#)

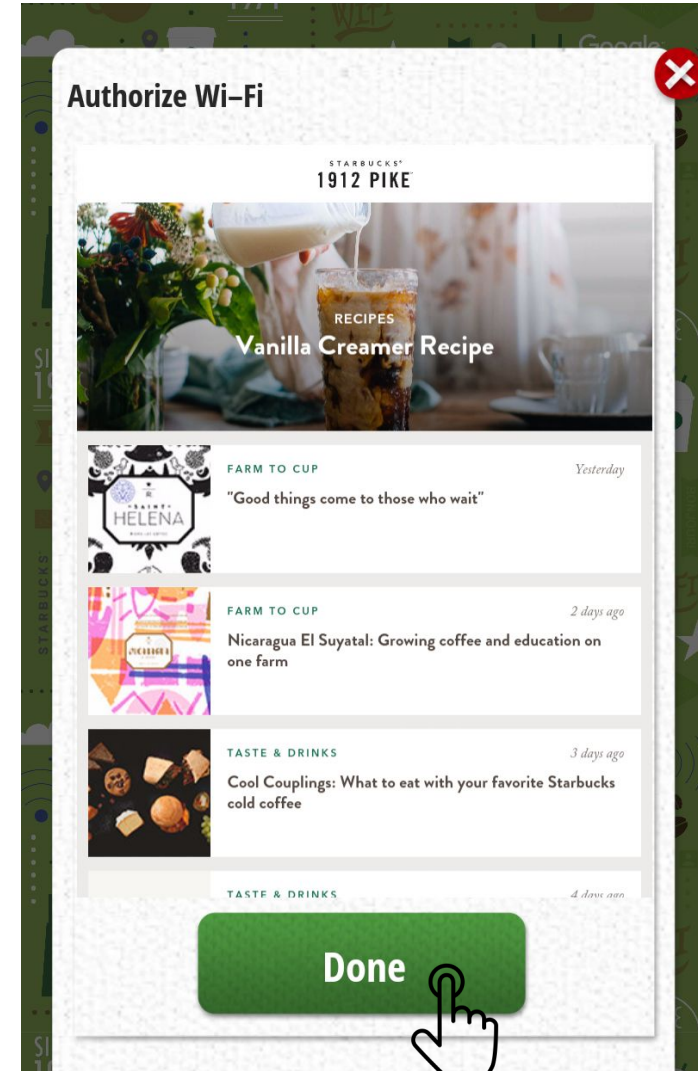
© 2004-2016 GrubHub Holdings, Inc. 877-799-0790 [Terms of Use](#) [Privacy Policy](#)

Connect to Wi-Fi guest network (if applicable)

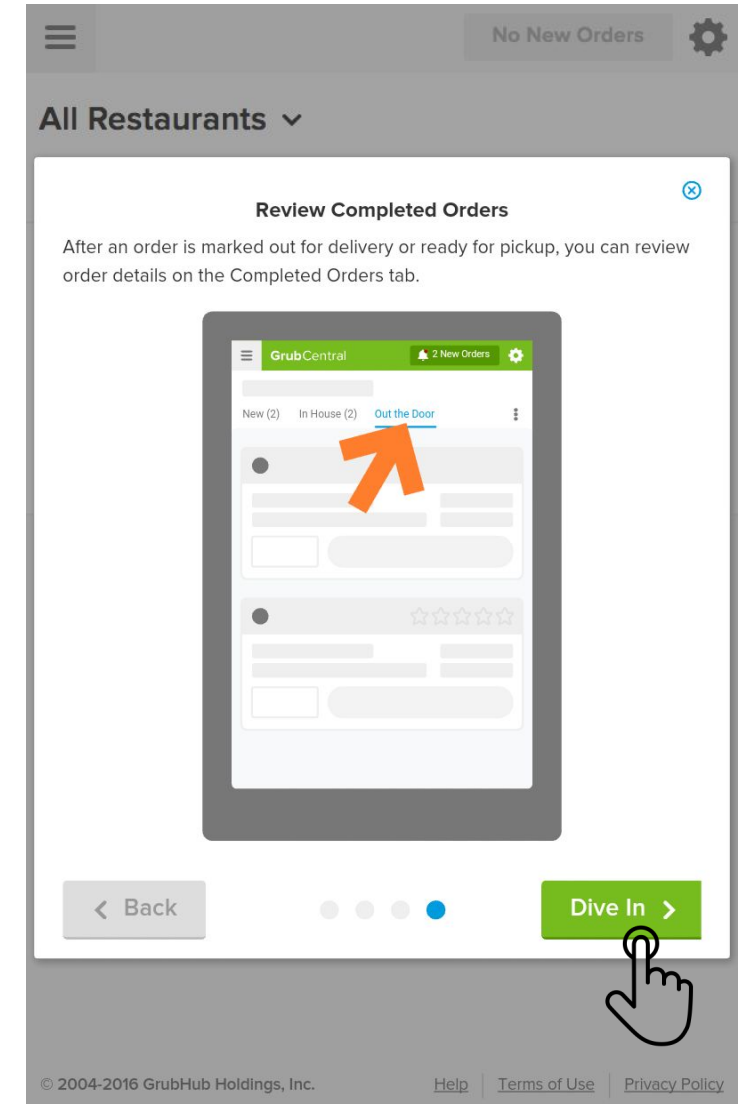
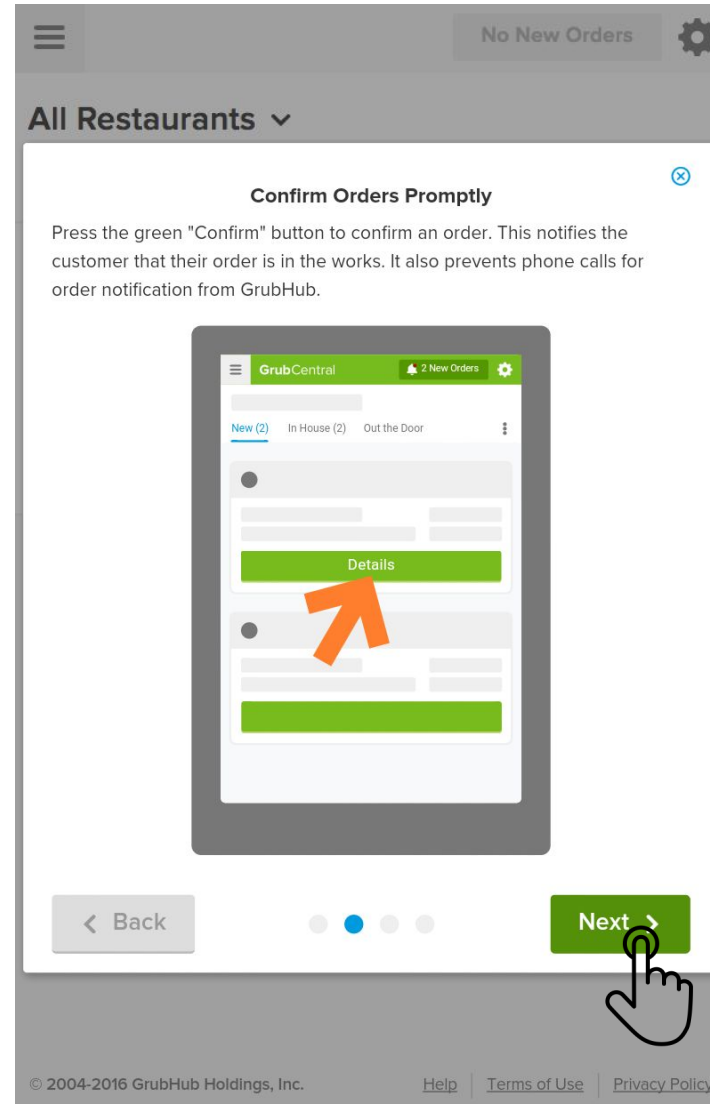
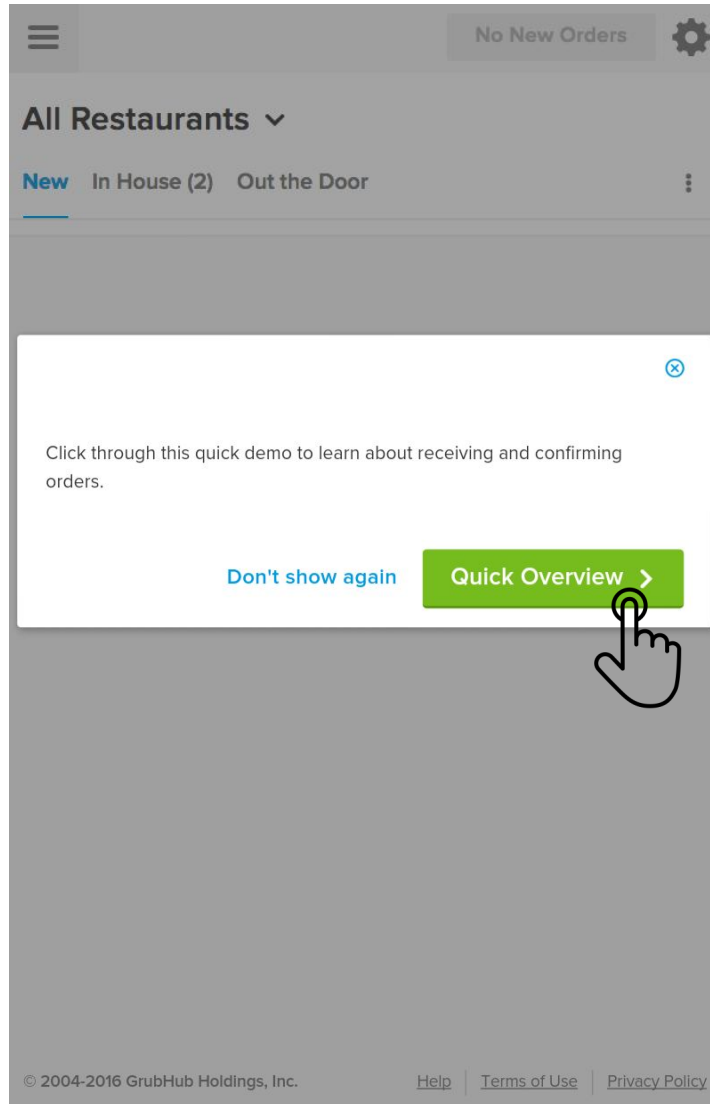
Sign in to your Wi-Fi guest network as you normally would from within the pop-up



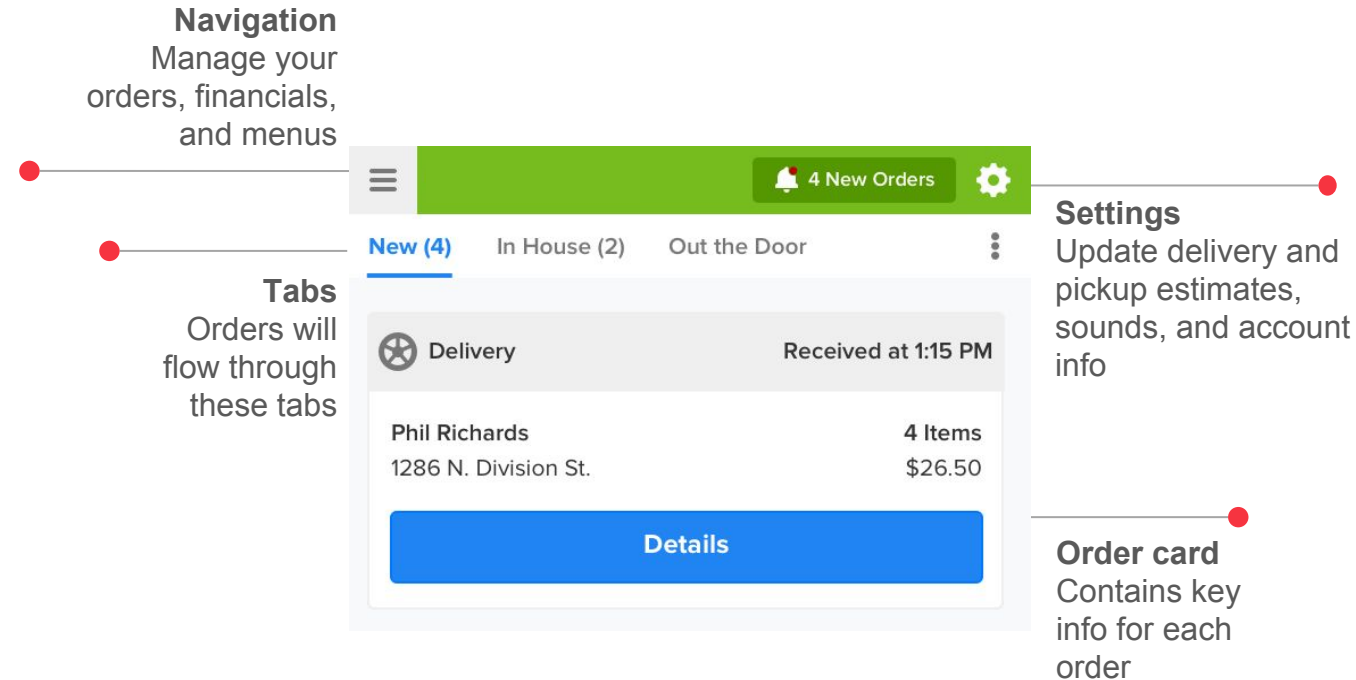
Tap **Done** when you've signed in to your guest network



Walk through a quick tutorial

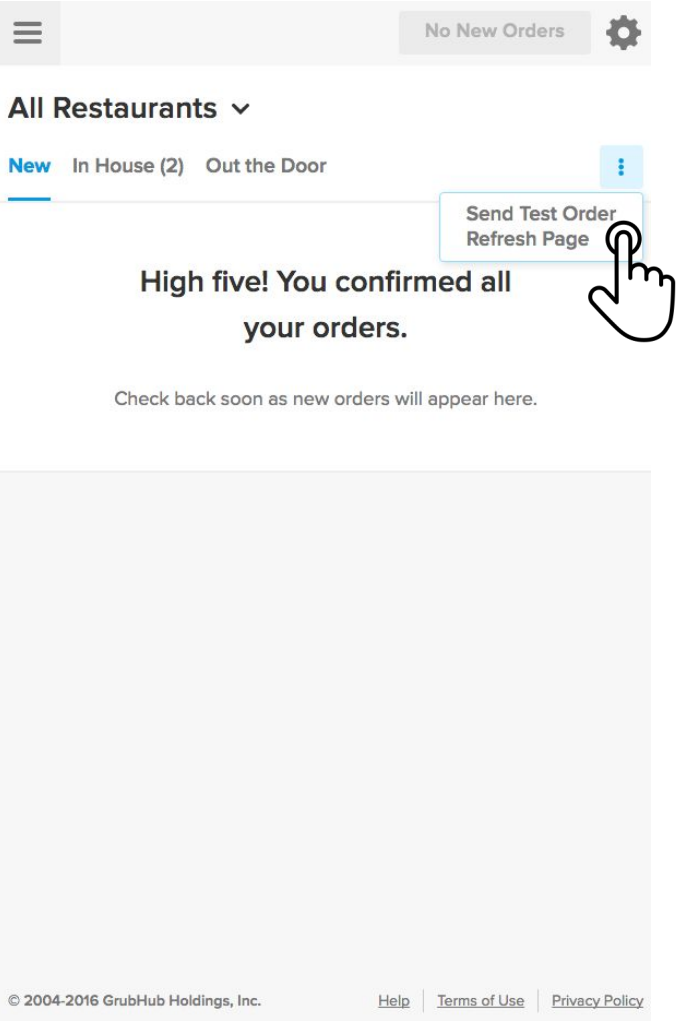


Get familiar with Grubhub for Restaurants

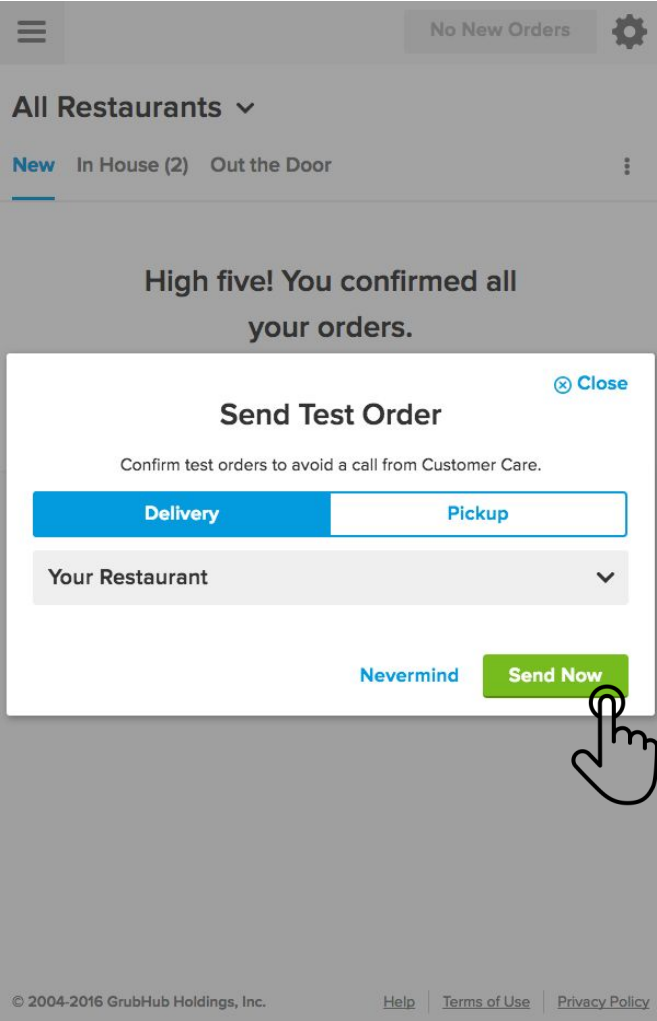


Send a test order

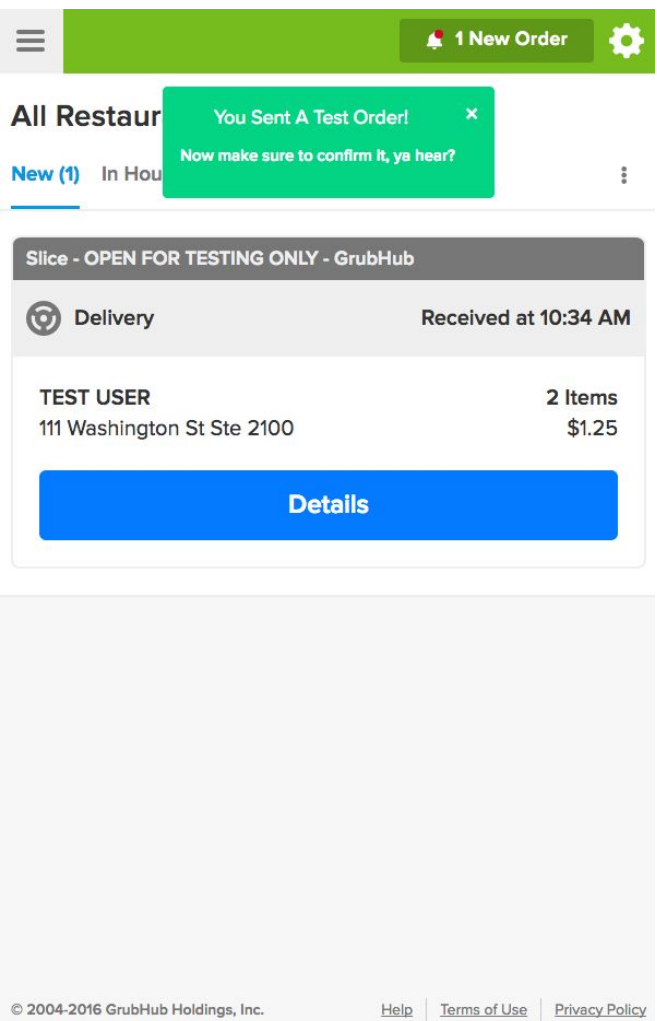
Tap on the icon and select **Send Test Order**



Choose a **Delivery** or **Pickup** order, then tap **Send Now**



Your test order will show up as a new order in the **New** tab



Manage orders

Receiving new orders

New orders show up in the **New** tab

4 New Orders

New (4)

In House (2)

Out the Door

Delivery

Received at 1:15 PM

Phil Richards

1286 N. Division St.

4 Items

\$26.50

Details

Delivery

Received at 1:18 PM

Carl Davis

3240 N. Broadway Ave. Apt. 2

4 Items

\$23.09

Details

Pickup

Received at 1:19 PM

Kelly Ling

555-234-2192

8 Items

\$40.66

Details

Status bar turns green when a new order comes in

When an order arrives, tap **Details** to see order details

GRUBHUB FOR RESTAURANTS

14

Review and confirm orders

Tap here to adjust, cancel or reprint orders

Expand for info on fees, tax and tip

Check here for form of payment

Tap **Confirm** to accept the order

☰

4 New Orders

⚙️

✕ Phil Richards

1286 N. Division St.

+

312-123-5768

Delivery

Received at 1:15 PM

Adjust

Cancel

Reprint

Order #: 12345678910

Prepaid Order

2

Horchata (\$2.50/ea.)

\$5.00

1

Fresh Chips and Guacamole

\$7.00

Small

Leave out the onions and garlic, extra lime please

1

Enchiladas Suizas

\$13.00

Substitute corn tortilla for flour.

+

Subtotal

\$26.50

⚠️ Special Order Instructions

Please deliver to the rear of the building. I live on the third floor down the hall.

No napkins or plasticware, please.

Confirm

For delivery orders, enter prep time, then **Confirm** the order again

☰

GrubCentral

4 New Orders

⚙️

New (4)

In House (2)

Out the Door

☑️ Delivery

Received at 1:15 PM

Phil Richards

1286 N. Division St.

4 Items

\$26.50

When Should the Driver Come?

✕

Use the below indicator to tell us how long you need to prepare the order.

−

30 mins

+

Driver ETA: 1:45 PM

Confirm

☑️ Pickup

Received at 1:19 PM

Kelly Ling

555-234-2192

8 Items

\$40.66

Details

Train staff on managing Grubhub orders

Grubhub for Restaurants only manages Grubhub orders.

Be sure to train your staff on:

- how to manage Grubhub orders as part of your restaurant operations
- how Grubhub orders will be added to your existing point of sale (if at all)



Prepare orders

Confirmed orders
move to the
In House tab

3 New Orders

New (3)

In House (3)

Out the Door

Delivery

Received at 1:18 PM

Carl Davis

3240 N. Broadway Ave. Apt. 2

4 Items

\$23.09

Details

Pickup

Received at 1:19 PM

Kelly Ling

555-234-2192

8 Items

\$40.66

Details

Pickup

Received at 1:25 PM

Lynda Johnson

555-234-2192

8 Items

\$42.66

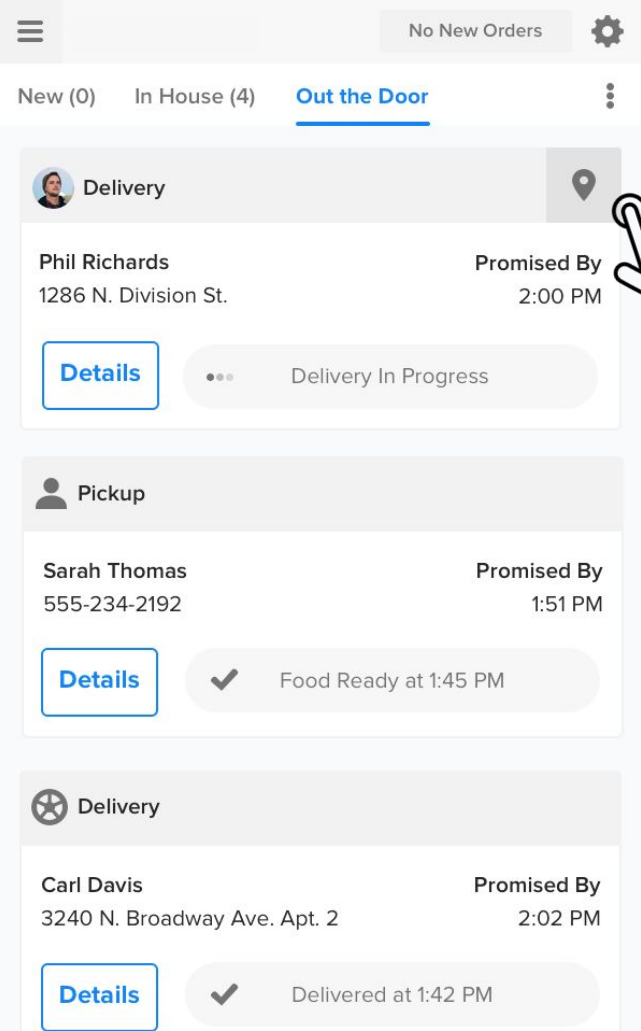
Details

Tap **Ready for Driver**
or **Food is Ready**
when food is prepared

Check here to
see when the
driver will
arrive

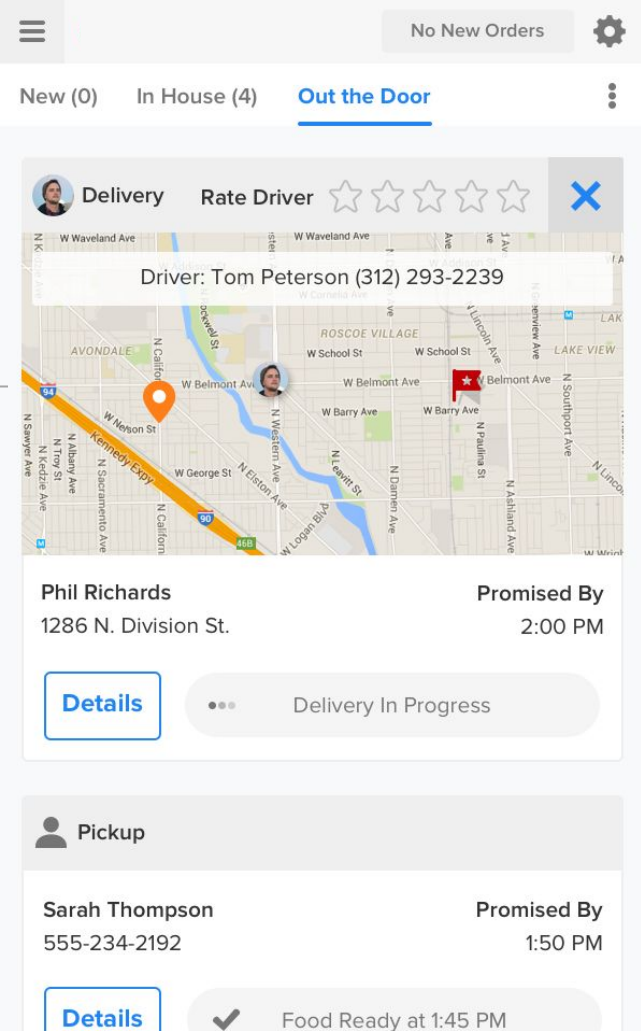
Complete orders

Orders move to **Out the Door** tab after a driver picks up the food or after it's marked ready for pickup



Tap the location icon for info about deliveries in progress

Map shows driver in relation to the restaurant and customer



The driver's number is available

Adjust, cancel, or reprint an order

In the **New** or **In House** tab, select Details on an order card

The screenshot shows the GrubHub interface with a green header bar containing a menu icon, a notification bell with '3 New Orders', and a settings gear. Below the header, there are tabs for 'New (3)', 'In House (3)', and 'Out the Door'. The 'In House' tab is selected. The main content area shows three order cards. The first card is for 'Phil Richards' at '1286 N. Division St.', with a 'Promised By' time of '2:00 PM'. It has a 'Details' button and a 'Ready for Driver' button. A hand icon points to the 'Details' button. The second card is for 'Todd Johnson' at '1286 N. Division St.', also with a 'Promised By' time of '2:00 PM', and has a 'Details' button and a 'Ready for Driver' button. The third card is for 'Kelly Ling' at '555-234-2192', with '8 Items' and a total of '\$40.66', and has a 'Details' button and a 'Food is Ready' button.

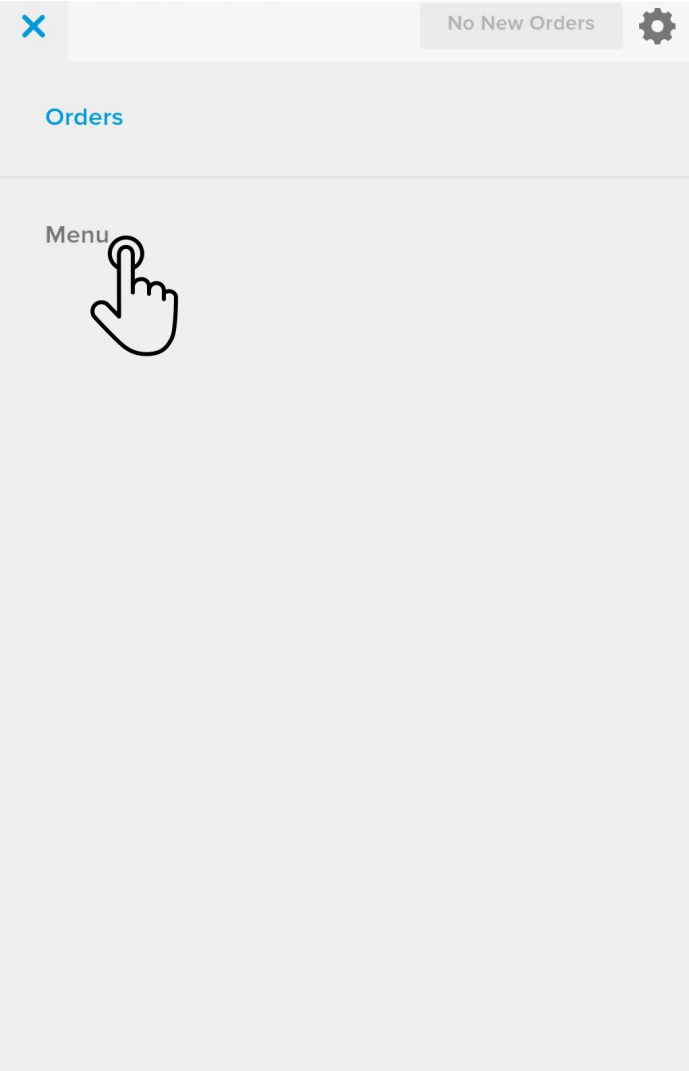
Selecting **Adjust** or **Cancel** will send a task to Customer Care to complete

The screenshot shows the GrubCentral interface with a green header bar containing a menu icon, a notification bell with '4 New Orders', and a settings gear. Below the header, there are tabs for 'New (3)', 'In House (3)', and 'Out the Door'. The 'In House' tab is selected. The main content area shows an order card for 'Phil Richards' at '1286 N. Division St.', with a 'Promised By' time of '2:00 PM'. The order is marked as 'Delivery' and 'Received at 1:15 PM'. There are three buttons: 'Adjust', 'Cancel', and 'Reprint'. The order number is '12345678910' and it is a 'Prepaid Order'. The order items are: 2 Horchata (\$2.50/ea.) for \$5.00, 1 Fresh Chips and Guacamole Small for \$7.00, and 1 Enchiladas Suizas for \$13.00. The subtotal is \$26.50. There are 'Special Order Instructions' which include: 'Please deliver to the rear of the building. I live on the third floor down the hall.' and 'No napkins or plasticware, please.' There is a 'Confirm' button at the bottom.

Select Reprint to send an order to your fax or printer again

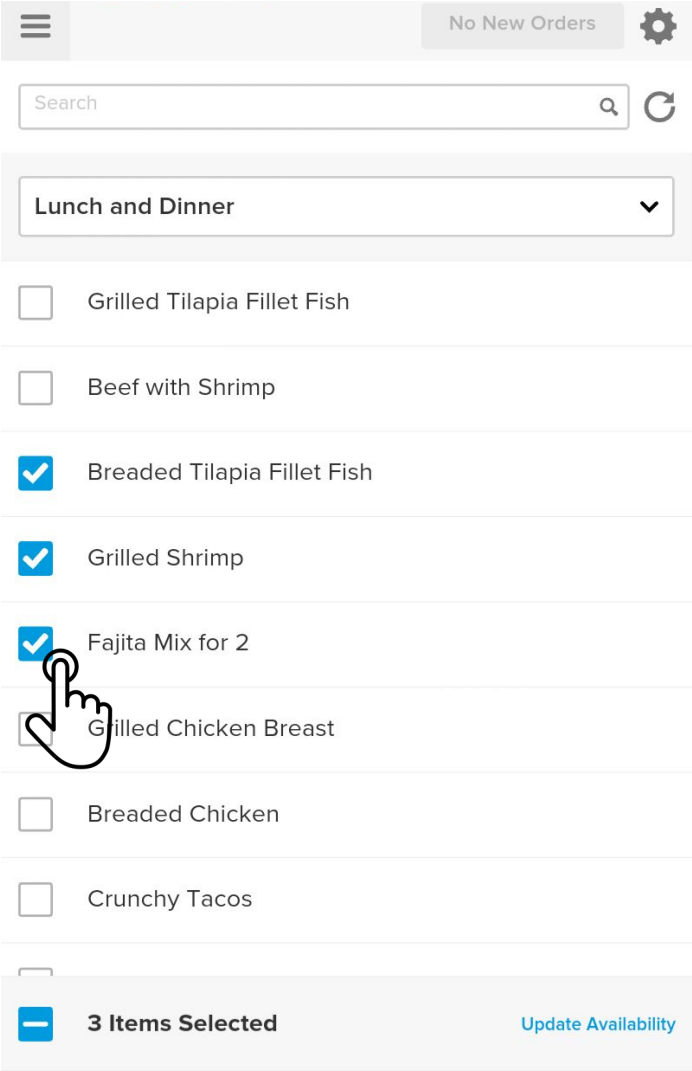
Hiding a menu item

Select the navigation icon on the top left, then select **Menu**

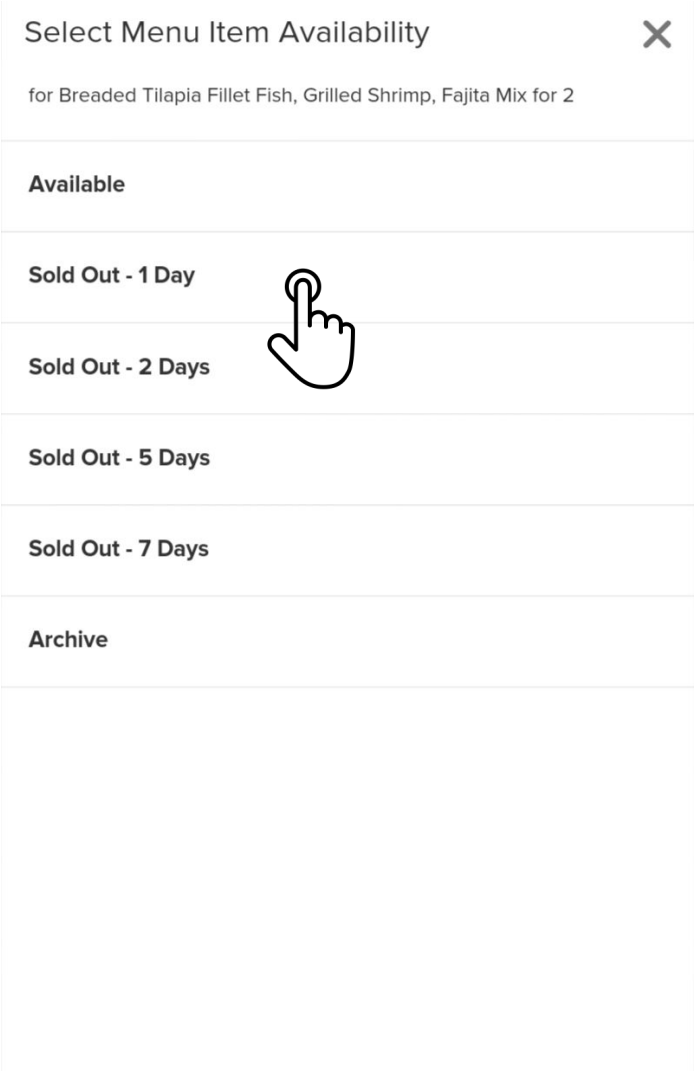


GRUBHUB FOR RESTAURANTS

Select the menu item(s) you want to hide

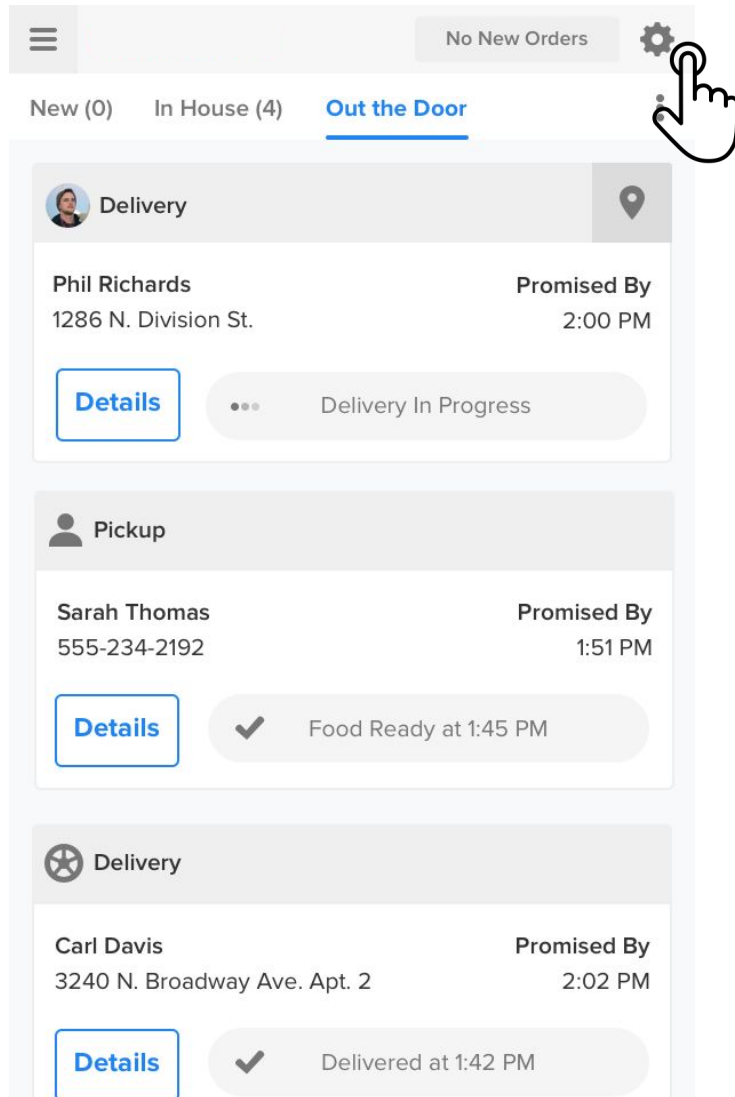


Select how long you want the items to be hidden

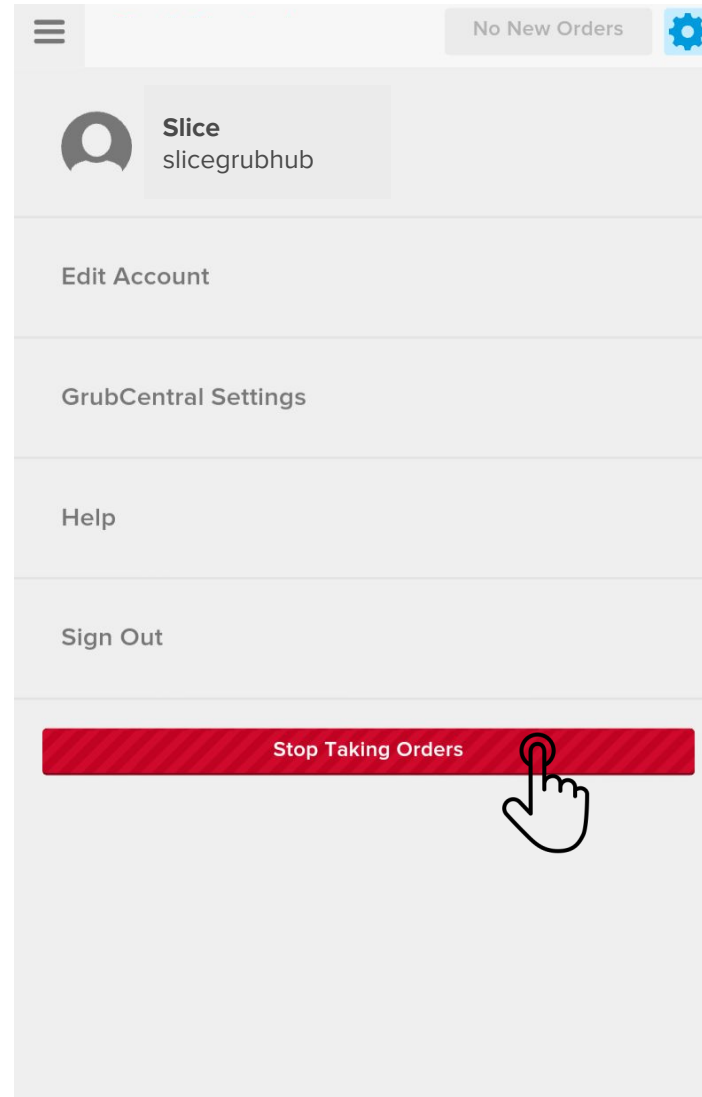


Opening or closing your restaurant

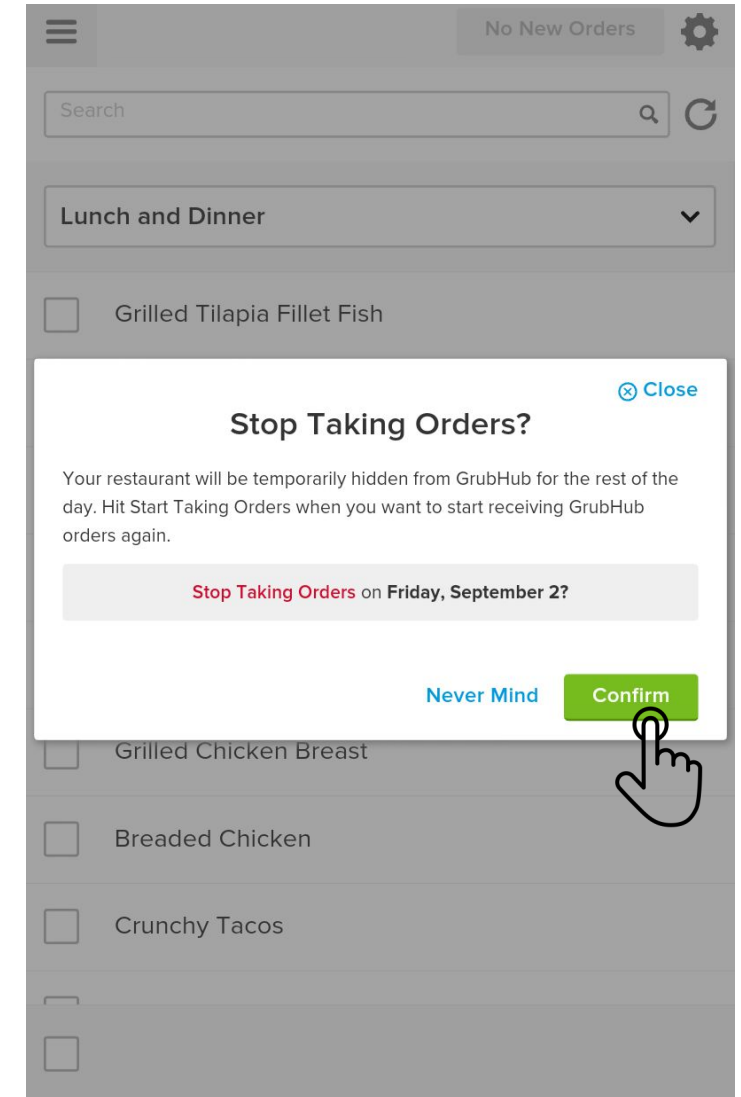
Select the **Settings** icon



Select **Stop Taking Orders**



Confirm you want to stop taking orders



Financials

Financials Overview

See how your restaurant is doing by logging into the Financials section with your admin account.

Statements

- › Download a copy of your current and previous statements

Transactions

- › See transaction details about your orders, including tips and payment methods

Deposit History

- › Check when and how much Grubhub has deposited to your account

Current Balance

- › See the current balance for your account. Sign up for direct deposit to deposit money to your account daily.

Statements

Select any link to see a PDF copy of your monthly statement

grubhub

No New Orders

View Statements

All Restaurants

2016

All Months

June

[Slice \(2016\)](#)

May

[Slice \(2016\)](#)

April

[Slice \(2016\)](#)

March

[Slice \(2016\)](#)

February

[Slice \(2016\)](#)

January

[Slice \(2016\)](#)

Example of the PDF statement

111 W Washington St.
Suite 2100
Chicago, IL 60602

Your Package

Account
Commission Option

Page 1 of 1

Slice (GrubHub) (#284787)
Online orders: 0.1%
Your Custom Website: \$1.00
Phone orders: 0.1%

Summary of April Deposits

46 Prepaid Order	\$274.55
Commission	-\$.20
Processing Fee	-\$22.18
2 Order Adjustment	-\$6.00
Pay me now fee	-\$.00
46 Orders in April	\$246.17

distributed to you from GrubHub

Questions?

Contact GrubHub Restaurant Care at 877-799-0790
or restaurants@grubhub.com

3300000000

GH DeliveryGH PickupPhoneCustom Site PickupCustom Site Delivery

Orders

☐ Prepaid (Collected by GrubHub)☐ Cash (Collected by you)

Your April Statement

		Transaction #	Transferred to		Amount			
Deposit 4/20/2016		7628145	Account ending in 5500					
Orders 4/15 to 4/15								
	#	Subtotal	Delivery	Tax	Tip	Total	Comm.	Proc. Fee
Prepaid Order	46	\$252.00	\$.00	\$.00	\$22.55	\$274.55	\$.20	\$22.18
Order Adjustment	2					-\$6.00	\$.00	\$.00
		Total Collected	\$268.55				-\$0.20	
								-\$22.18
								-\$0.00
								\$246.17

Your Sales Tax

GrubHub collected **\$0.00** in taxes for the orders outlined above and sent it directly to you. As part of your normal periodic tax return filing, it is your responsibility to pay **\$0.00** to the proper taxing authority for such orders.

Transactions

No New Orders

View Transactions

Multiple Restaurants

Filter by Type

05/11/2016 - 05/18/2016

Download CSV

Transaction Totals by Restaurant (05/11/2016–05/18/2016)

Restaurant	Subtotal	Delivery	Tax	Tip	Total	Commission	Processing	Withheld Tax
Slice - Chicago	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$3.00	\$0.00	\$0.00
Slice - New York	\$209.00	\$60.00	\$26.90	\$28.07	\$323.97	\$14.02	\$11.08	\$0.00
Grand Totals	\$209.00	\$60.00	\$26.90	\$28.07	\$323.97	\$17.02	\$11.08	\$0.00

Transaction Details

ID	Type	Restaurant	Date	Time	Subtotal	Delivery	Tax	Tip	Total	Commission	Processing	Withheld Tax
P-34912949	Phone Order	Slice - Chicago	5/17/16	5:55 PM	—	—	—	—	—	\$1.00	\$0.00	—
P-34910922	Phone Order	Slice - Chicago	5/17/16	4:35 PM	—	—	—	—	—	\$1.00	\$0.00	—
W-1132836541	Online Delivery - Prepaid	Slice - Chicago	5/15/16	11:40 AM	\$64.50	\$20.00	\$8.45	\$9.29	\$102.24	\$0.00	\$3.42	—
O-1180125274	Online Delivery - Prepaid	Slice - New York	5/14/16	5:16 PM	\$87.00	\$20.00	\$10.70	\$6.00	\$123.70	\$8.13	\$4.07	—
O-1961132065	Online Delivery - Prepaid	Slice - New York	5/13/16	6:58 PM	\$28.50	\$20.00	\$4.85	\$8.00	\$61.35	\$3.69	\$2.17	—
O-2030904176	Online Delivery - Prepaid	Slice - New York	5/13/16	11:25 AM	\$29.00	\$0.00	\$2.90	\$4.78	\$36.68	\$2.20	\$1.42	—
P-34763124	Phone Order	Slice - New York	5/11/16	4:10 PM	—	—	—	—	—	\$1.00	\$0.00	—

Filter by restaurant, order type, and date

Transaction Details include order type, tips, and other fees

Deposit History

No New Orders

Deposits

All Restaurants

\$72,886.72 in the last 30 Days

30 Days

Date	Restaurant	Deposit ID	Total
05/11/16	Slice - Chicago	D-7787077	\$7,032.02
05/11/16	Slice - New York	D-7787076	\$7,298.07
05/11/16	Slice - Chicago	D-7787075	\$3,966.33
05/11/16	Slice - New York	D-7787078	\$764.28
05/11/16	Slice - Chicago	D-7787074	\$322.18
05/04/16	Slice - New York	D-7742691	\$2,553.19
05/04/16	Slice - Chicago	D-7742690	\$2,211.17
05/04/16	Slice - New York	D-7742689	\$1,378.86
05/04/16	Slice - Chicago	D-7742692	\$283.15

Filter by restaurant, if an admin manages multiple locations


See recent deposits Grubhub has made


See deposits made in the last 7, 30, 60 days

Current Balance

Restaurants with direct deposit can transfer their balance daily

See a history of recent debits or credits



No New Orders

Current Balance

Slice - Chicago

Deposit to Your Account

Deposit \$248.27 into Account

Your available balance can be transferred into your account ending in 0634.

Deposit Frequency: Weekly

Next Deposit Thursday, May 26, 2016

Info Acct Ending 0634

Transactions Between Tuesday, May 17, 2016 - Tuesday, May 24, 2016

Recent Activity

Date	Order ID	Debits	Credits
5/11/16	0-2061632039		\$16.66
5/5/16	0-1562739304		\$12.55
5/2/16	0-11425273781		\$22.47
4/29/16	0-1182920393		\$9.62
4/27/16	0-2290192828		\$20.38

Managing your menu

Menu Overview

Update your menu from our restaurant platform, and customers will see the changes instantly.

Create and edit menu items

- › From price changes to item descriptions, you have complete control

Set modifiers

- › Ensure customers get exactly what they want, whether it's dish size or additional ingredients

Schedule your menu

- › Ensure that customers only see what's available when it's available

Get familiar with the Menu main page

No New Orders

Find menu items quickly with the search bar

Slice

▼

Search

View menu items by section, modifiers, schedules or sizes

Viewing Sections

▼

Breakfast

Salads

Sandwiches

Soups

Sides

Breakfast

Arrange Items

+ Add Item

Bagel & Cream Cheese

\$5.00

Yogurt Parfait

Yogurt, granola, seasonal fruit

\$5.50

Breakfast Burrito

Eggs, cheddar, black beans, potatoes, avocado, pico de gallo

\$6.50

Croque Monsieur

Black forest ham, gruyere, bechamel

\$8.50

Egg Sandwich

Pork sausage, eggs, cheese cheese on a biscuit

\$6.50

Arrange or add items by selecting here

See details for each menu item

Add or edit a menu item

Fill out details in the **General** tab, including Item Name, Price, Item Description and Menu Section

Tabs

Manage different aspects of your menu item

Edit: Bagel & Cream Cheese

Available

General

Modifiers

Schedules

Item Name

Bagel & Cream Cheese

Price

\$ 4.00

+ Add Sizes

Item Description

Create your own bagel

Menu Section

< Menu

Save Item

Select **Save Item** or select **Modifiers**

Edit: Bagel & Cream Cheese

Available

General

Modifiers

Schedules

Item Name

Bagel & Cream Cheese

Price

\$ 4.00

+ Add Sizes

Item Description

Create your own bagel

Menu Section

< Menu

Save Item

Add or select modifiers

Edit: Bagel & Cream Cheese

Available

General

Modifiers

Schedules

Add Modifier Prompt

Select OR Create New

Modifier Prompt(s) Used By Item

What type of bagel would you like? [Bagel type] (6 Options)

What type of cream cheese would you like? [Cream cheese type] (4 Options)

Arrange

< Menu

Save Item

Select or add new modifiers with this drop down

See what modifiers are associated with this menu item

Arrange the order that these modifiers show up to a customer

Edit or remove a modifier

Edit a modifier

Fill out details in the modifier details window

✕

Edit Modifier Options

Required

Modifier Prompt

What toppings would you like?

Internal Name (Only visible to restaurant)

Bagel toppings

Quantity

Multiple Selections, Optional

Modifier Name(s)

Arrange

Prices

Tomato

\$ 0.00

Cucumber

\$ 0.00

Bacon

\$ 2.00

+ Add Modifier

Cancel

Save

Restaurants can ask customers to make a single, multiple, or up to a certain number of options

Arrange or delete a modifier option

Add modifier options

Select **Save**

☰

No New Orders

⚙

Edit: Bagel & Cream Cheese Toppings

Available

General

Modifier

Add Modifier Prompt

Select OR Create New Modifier

Modifier Prompt(s) Used By Item

What type of cream cheese would you like?

Options)

What toppings would you like?

What type of bagel would you like?

✕

Edit Modifier Options

Required

Modifier Prompt

What toppings would you like?

Internal Name (Only visible to restaurant)

Bagel toppings

Quantity

Multiple Selections, Optional

Modifier Name(s)

Arrange

Prices

Tomato

\$ 0.00

Cucumber

\$ 0.00

Bacon

\$ 2.00

+ Add Modifier

Cancel

Save



Add a schedule

Select the Schedules tab to have an item show up at specific times

Edit: Bagel & Cream Cheese

Available

GeneralModifiersLabelsSchedules

Add Schedule

Select OR Create New

Schedule Used by Item

No Schedule(s) In Use

< Menu

Save Item

Choose an existing schedule or create a new one from the drop down

Edit: Bagel & Cream Cheese

Available

GeneralModifiersLabelsSchedules

Add Schedule

Select OR Create New

Weekend Brunch (Until 3:00 PM)

Breakfast (Until 11:00 AM)

< Menu

Save Item

Confirm the schedule before selecting **Save Item**

Edit: Bagel & Cream Cheese

Available

GeneralModifiersLabelsSchedules

Add Schedule

Select OR Create New

Schedule Used by Item

Breakfast (Until 11:00 AM)

Mon: 7:00am-11:00am, Tue: 7:00am-11:00am, Wed: 7:00am-11:00am, Thu: 7:00am-11:00am, Fri: 7:00am-11:00am

< Menu

Save Item

Thank you!