Integration Steps

Overview

The Integration between DoorDash and Imagatec's POS is integrated to receive data from Doordash to be redistributed to its targeted store pos.

Beginning Integration for Door dash

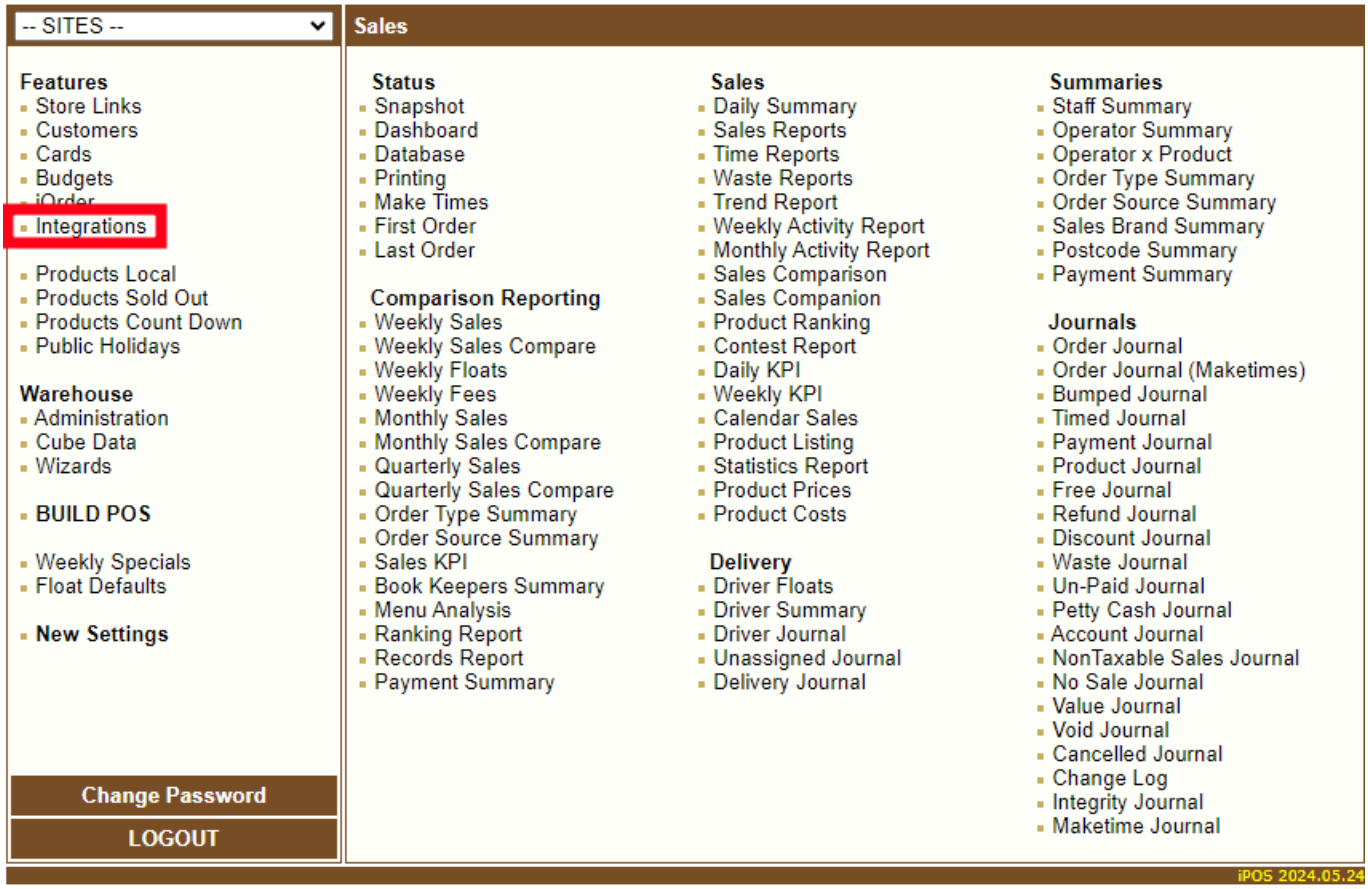
(Please note That for Server Stores only Head Office would have access to the below Steps)

1. Navigate to your POS Warehouse

2. Login using your Back office username and password

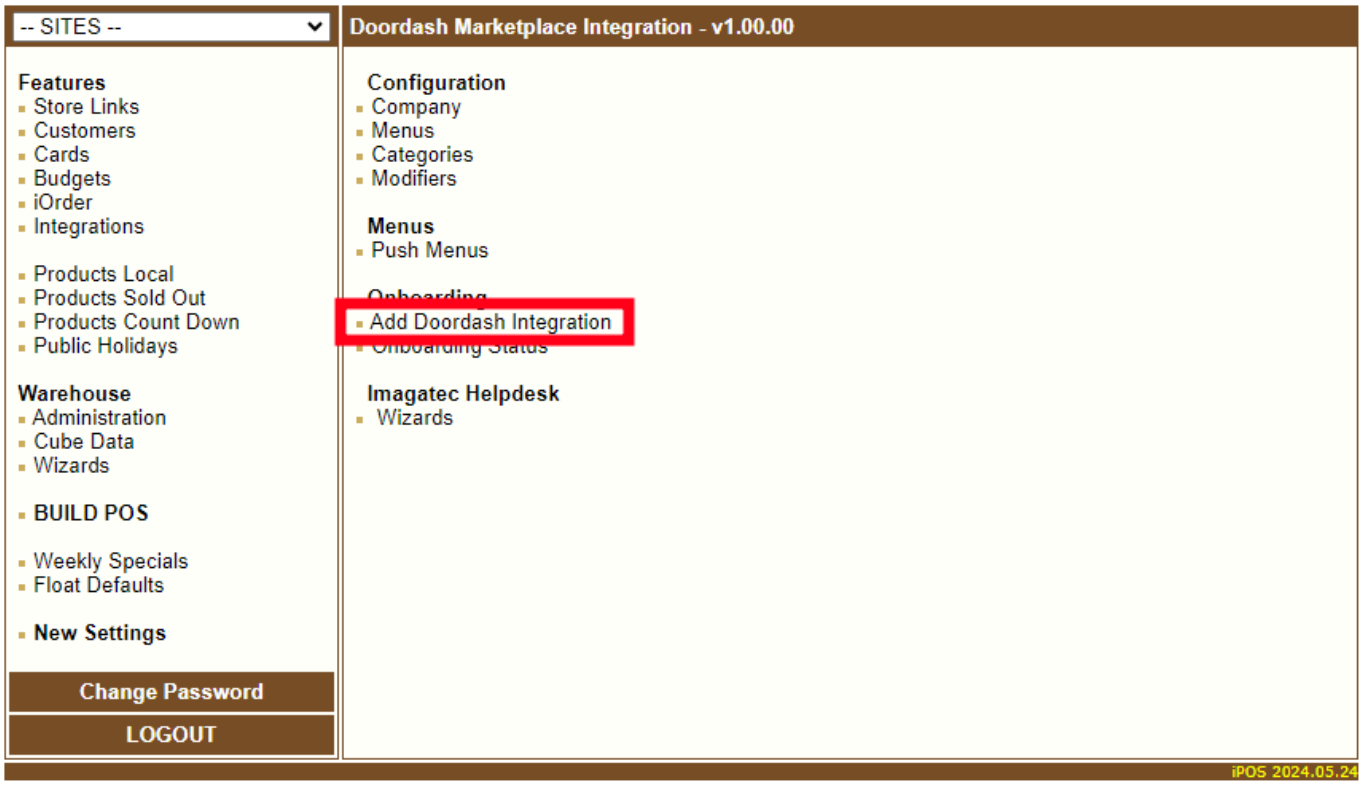
3. Select your Site in the top left dropdown

4. Select Integrations

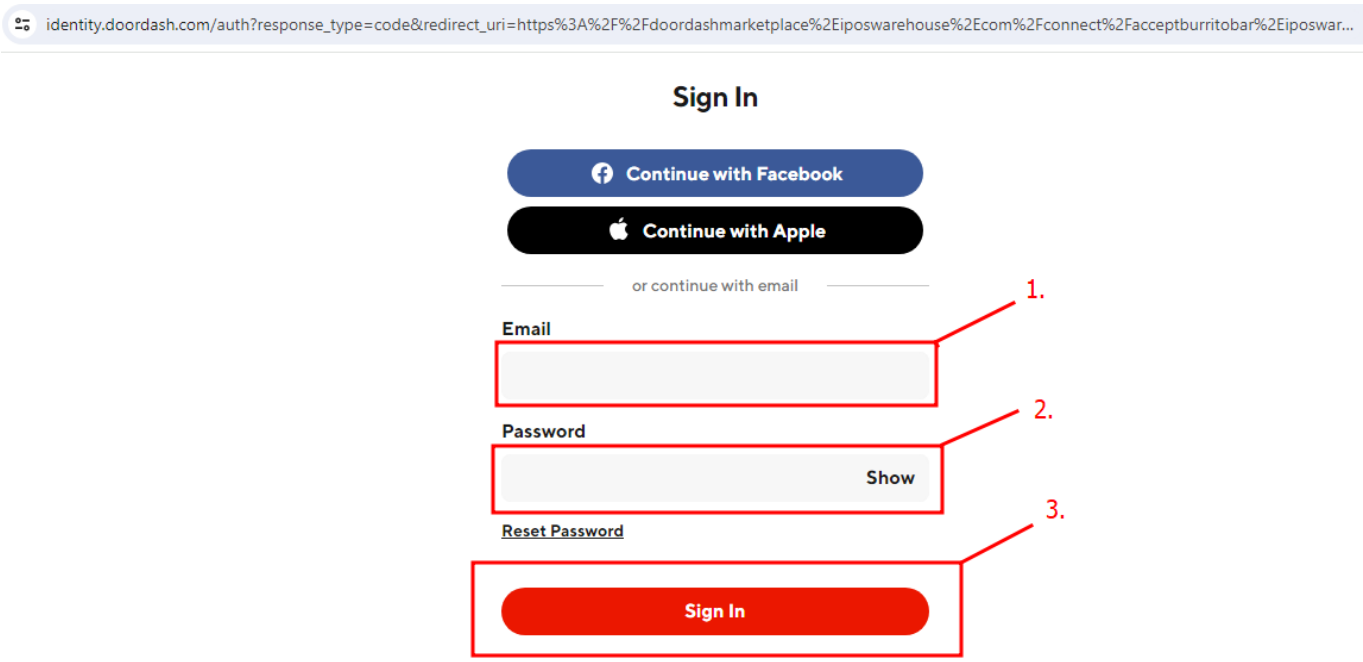


5. Select Doordash Marketplace

6. Select Add Doordash Integration

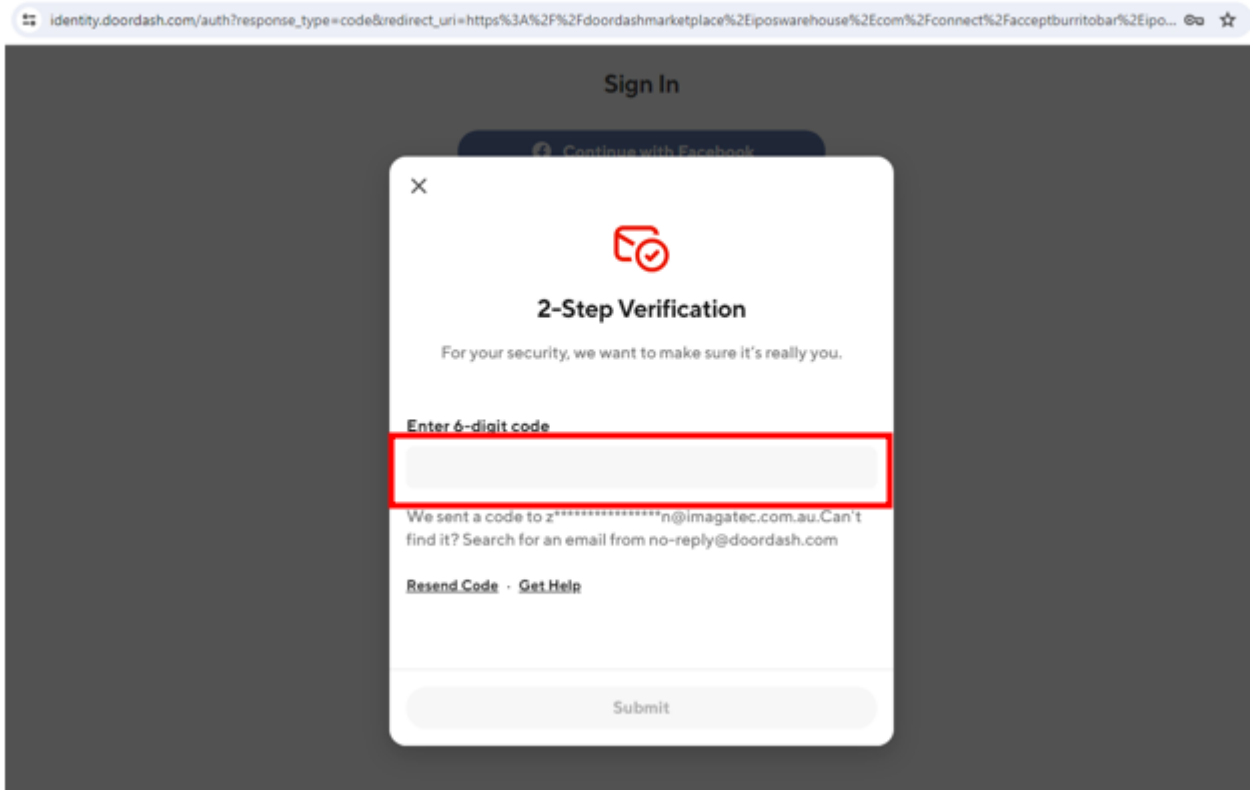


7. Enter your Doordash email and password. (Please note that the account will require admin access)

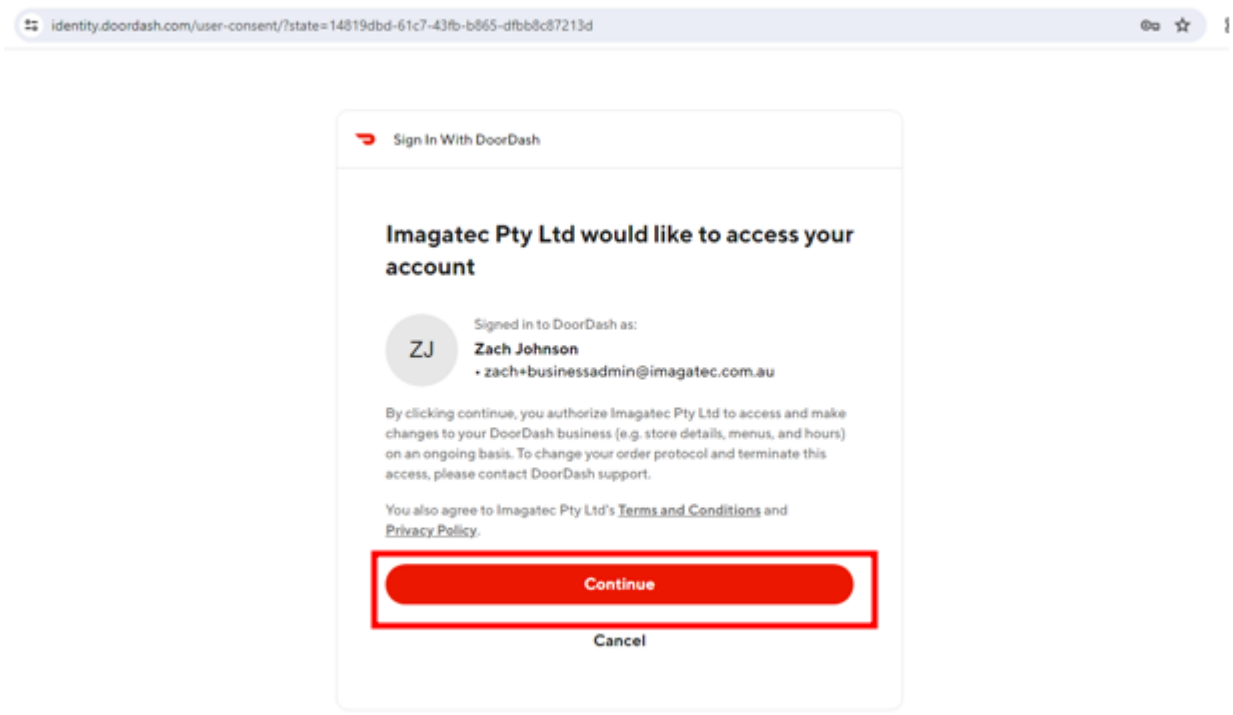


8. Navigate to your emails to retrieve the 6-digit code

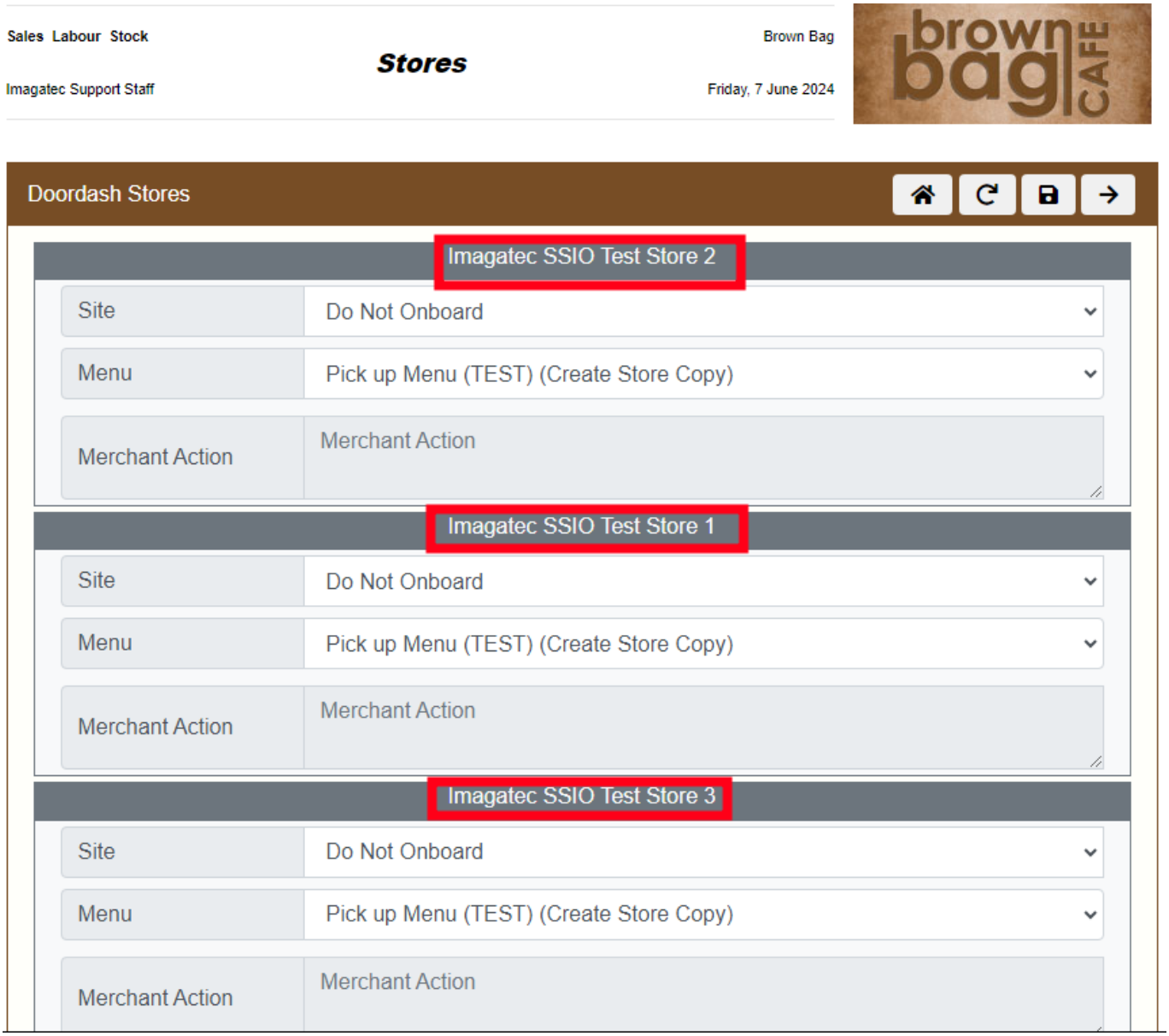
9. Enter the retrieved code in the box displayed in the image below



10. Select Continue once the page below is displayed

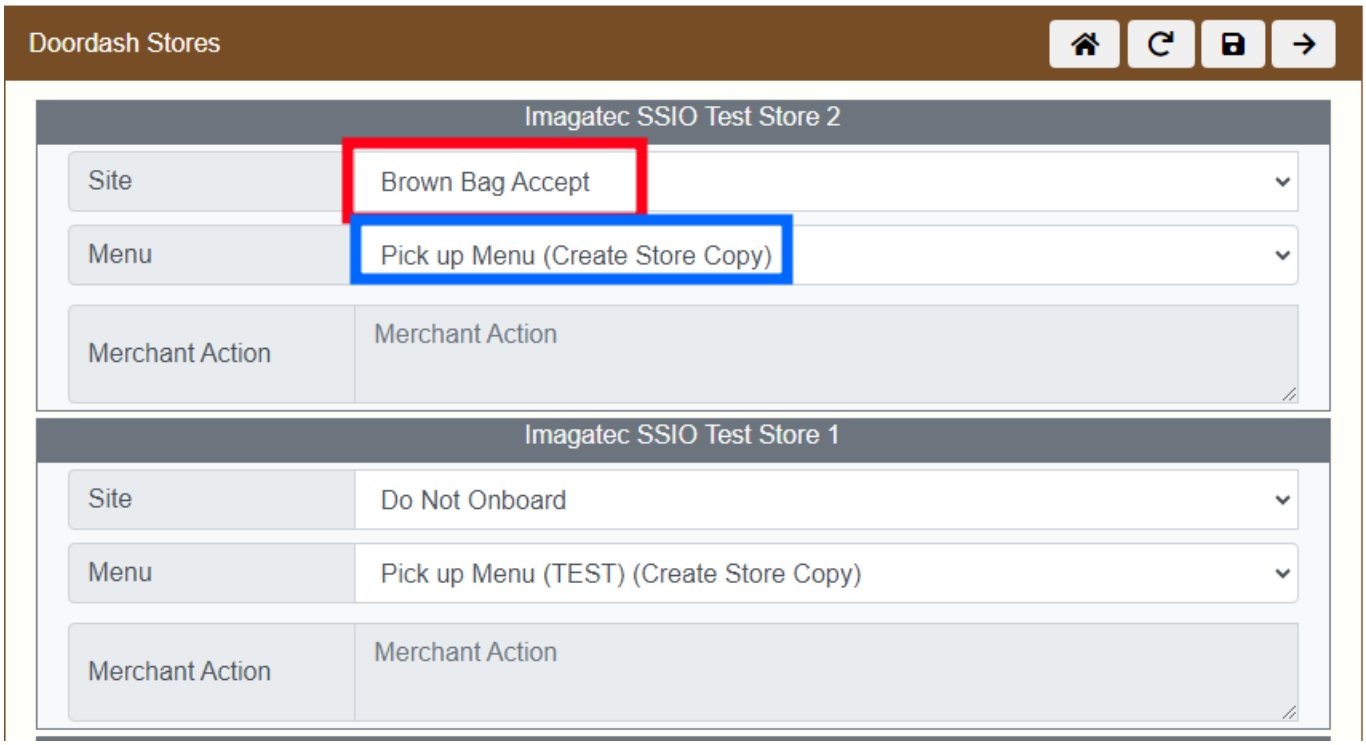


11. Locate your store site. This can be done through the name of the store listed at the top of each panel:

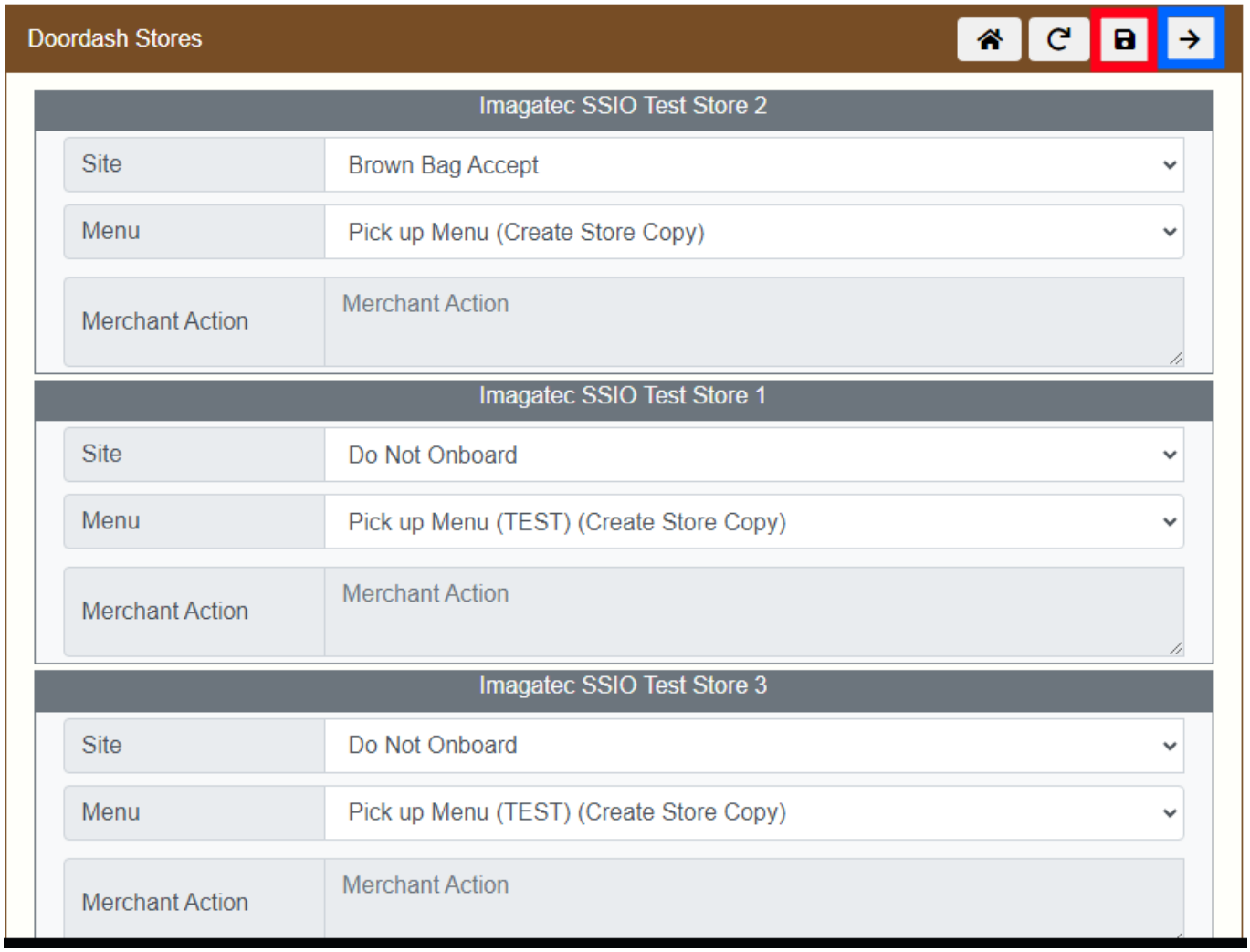


12. Select your Stores Site – e.g. Test, Beerwah, Toowoomba etc.

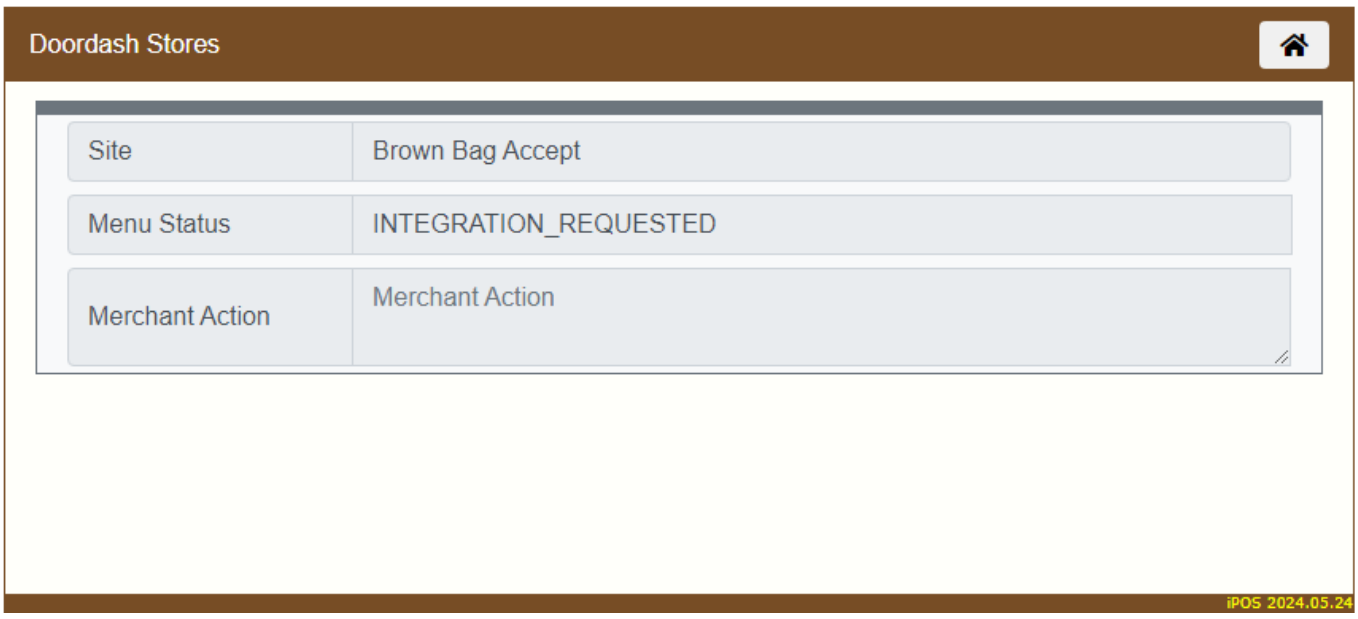
13. Select your Stores Menu – (Should have Template Menu as the Name)

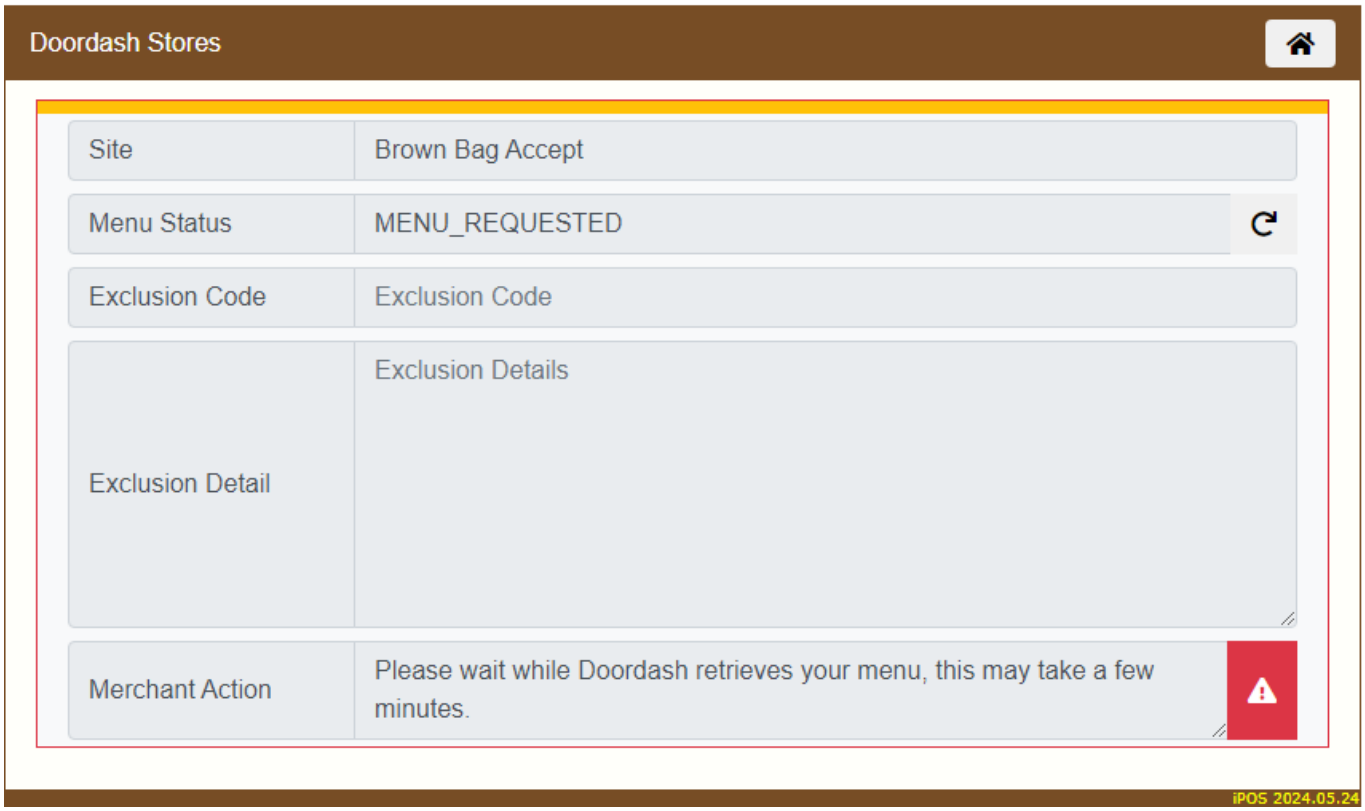


14. Select Save. Then select the arrow displayed in the blue box below:

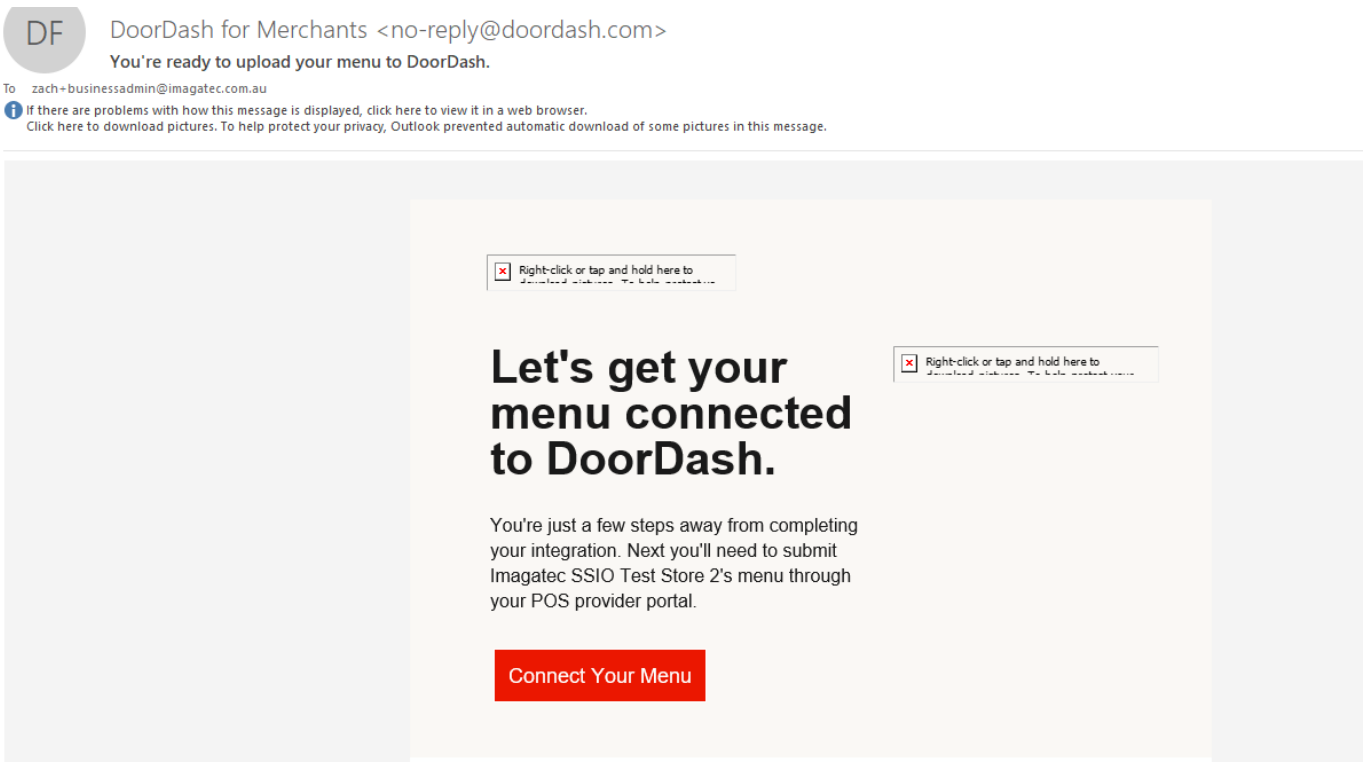


15. Your site will now be redirected and should display a panel similar to the ones shown below:

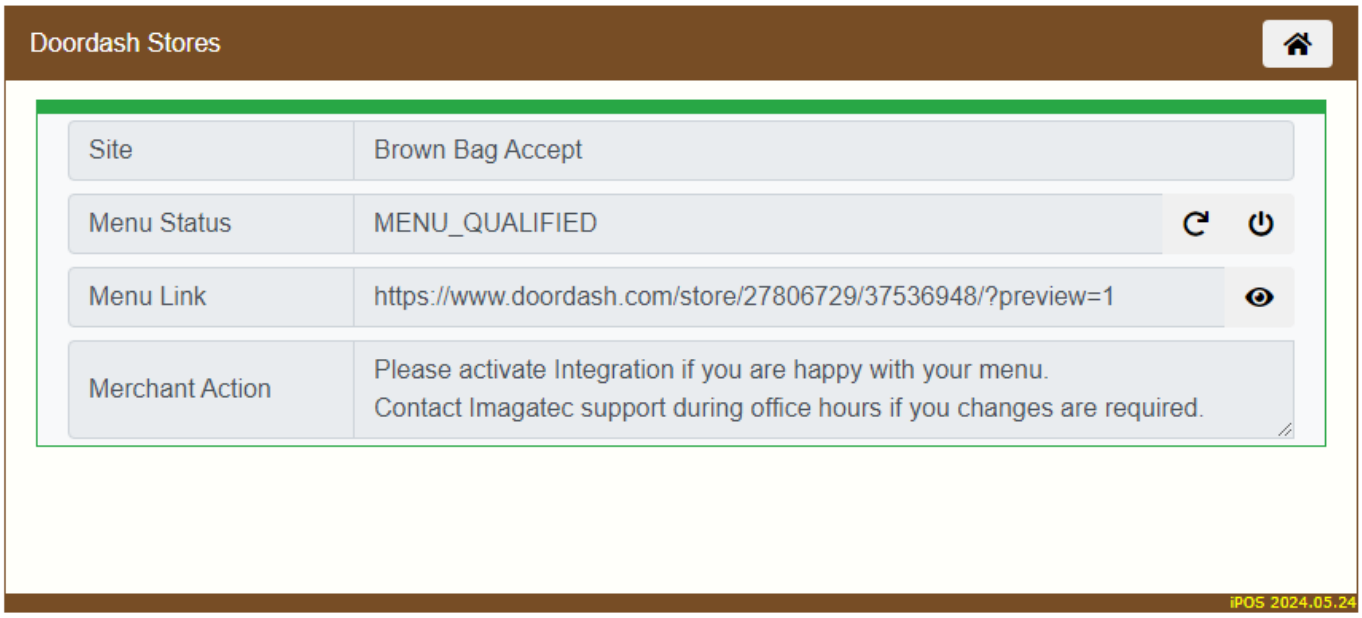




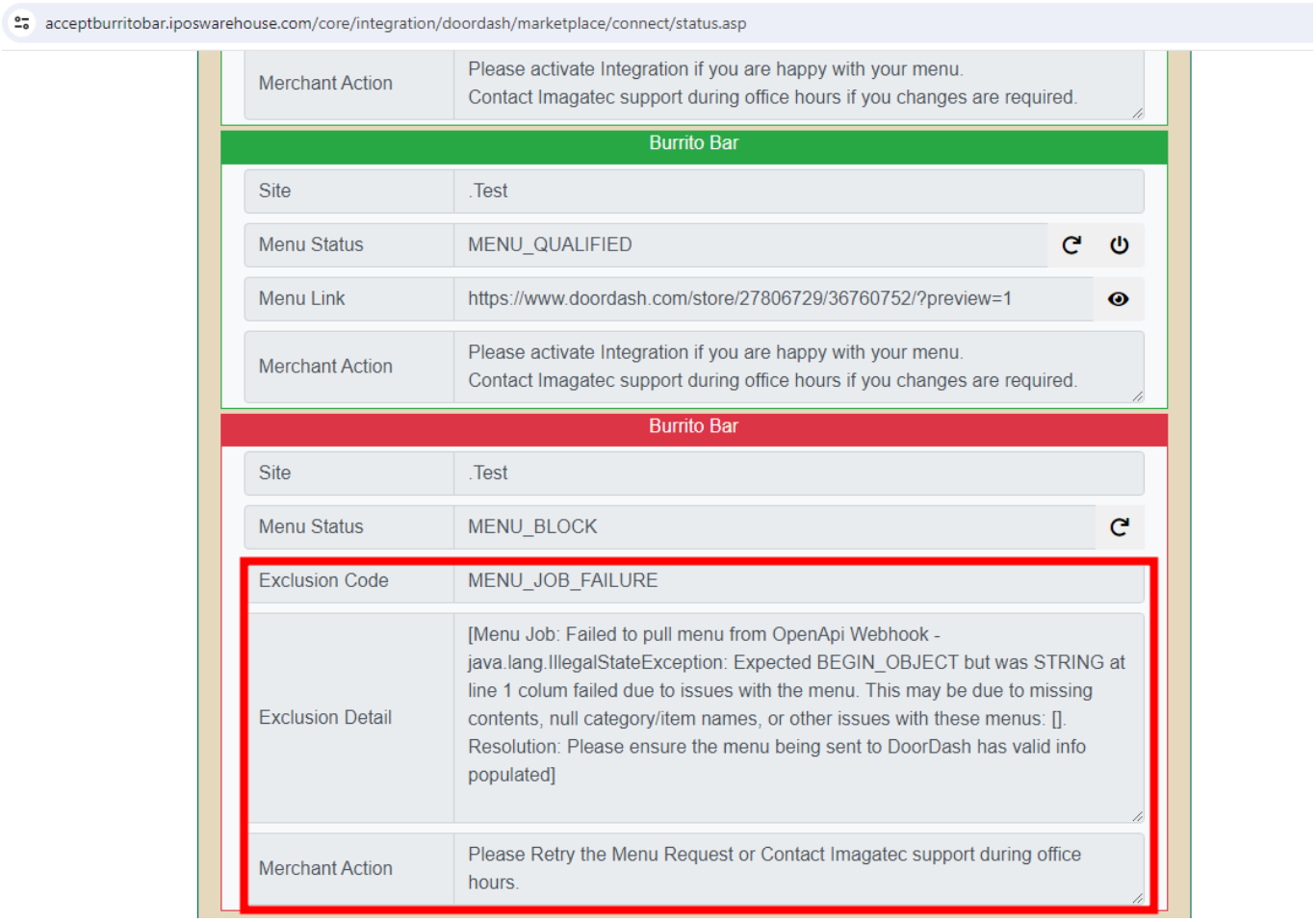
Please Wait a couple of minutes while the menu is being processed.
During this time you will also receive something similar to the below email to the store email entered in Step 7:



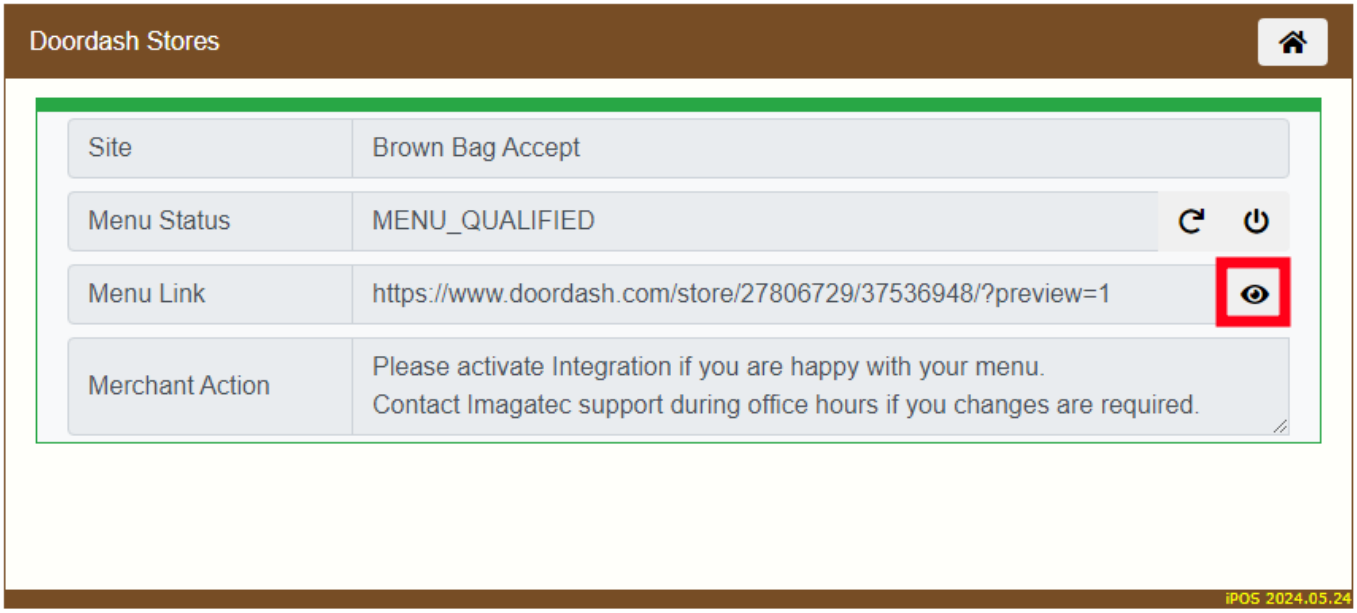
16. After a couple of minutes the panel will display one of two screens:
A) Qualified menu:



B) Failed Menu:



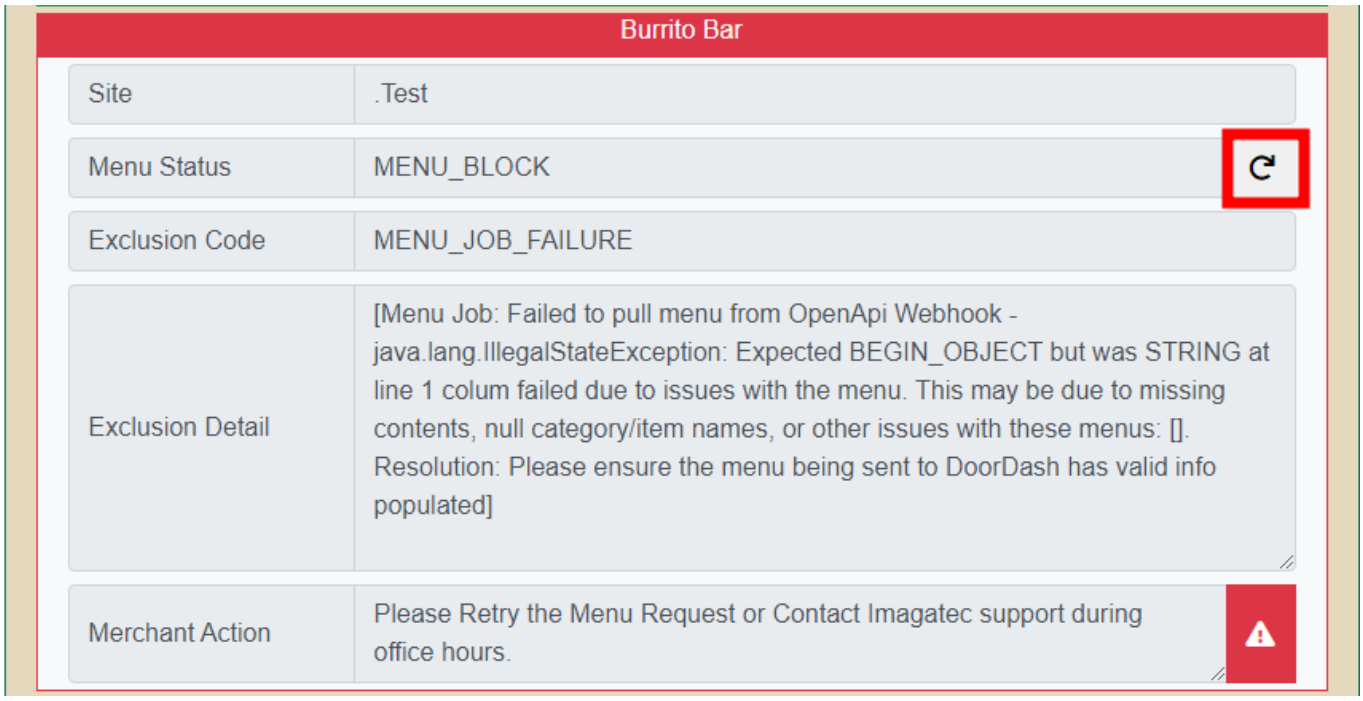
If the Merchant Status displays MENU_QUALIFIED. Your menu will become available previewed using the menu link:



Please review the menu and the menu hours before continuing to the next step.

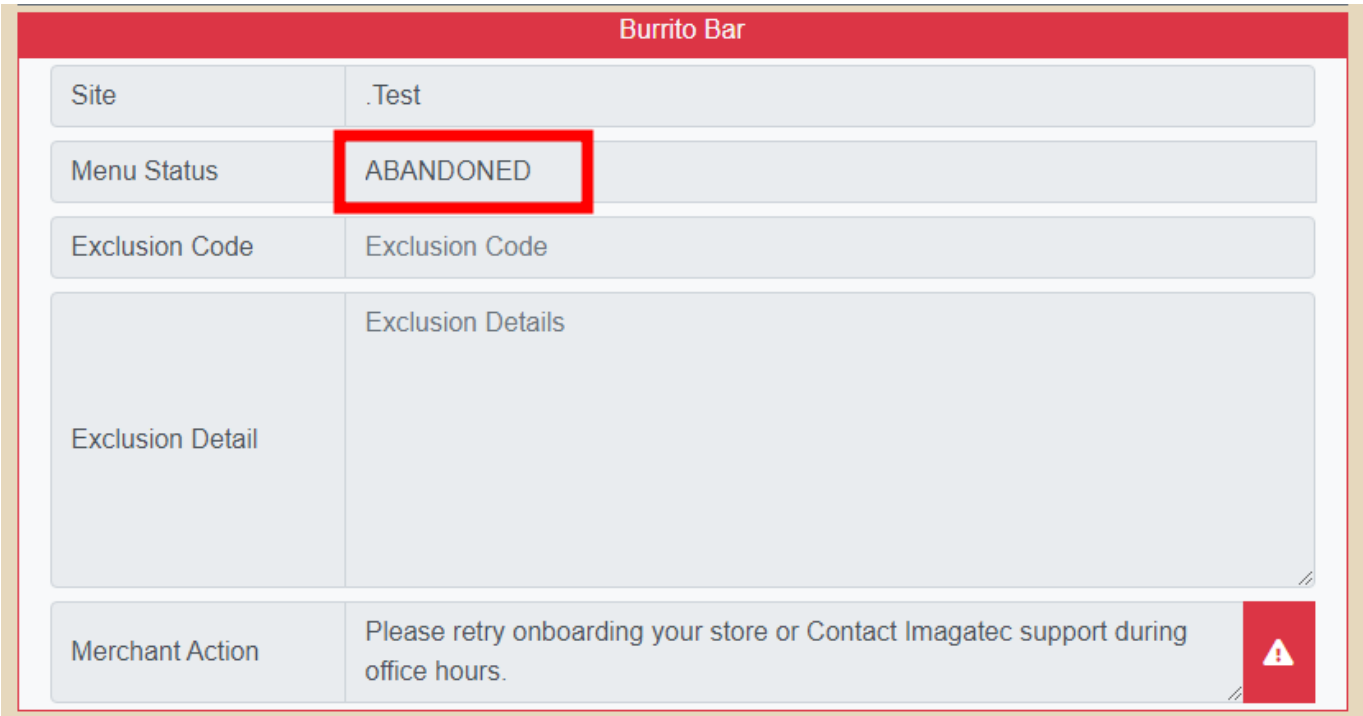
If you would like to adjust your menu Hours please follow the steps shown in the link below:
https://wiki.imagatec.com.au/doku.php?id=customer_portal:integration:doordashmarketplace:menuhours

If your menu has shown as failed, please attempt to retry the request using the arrow on the menu status block as shown below:



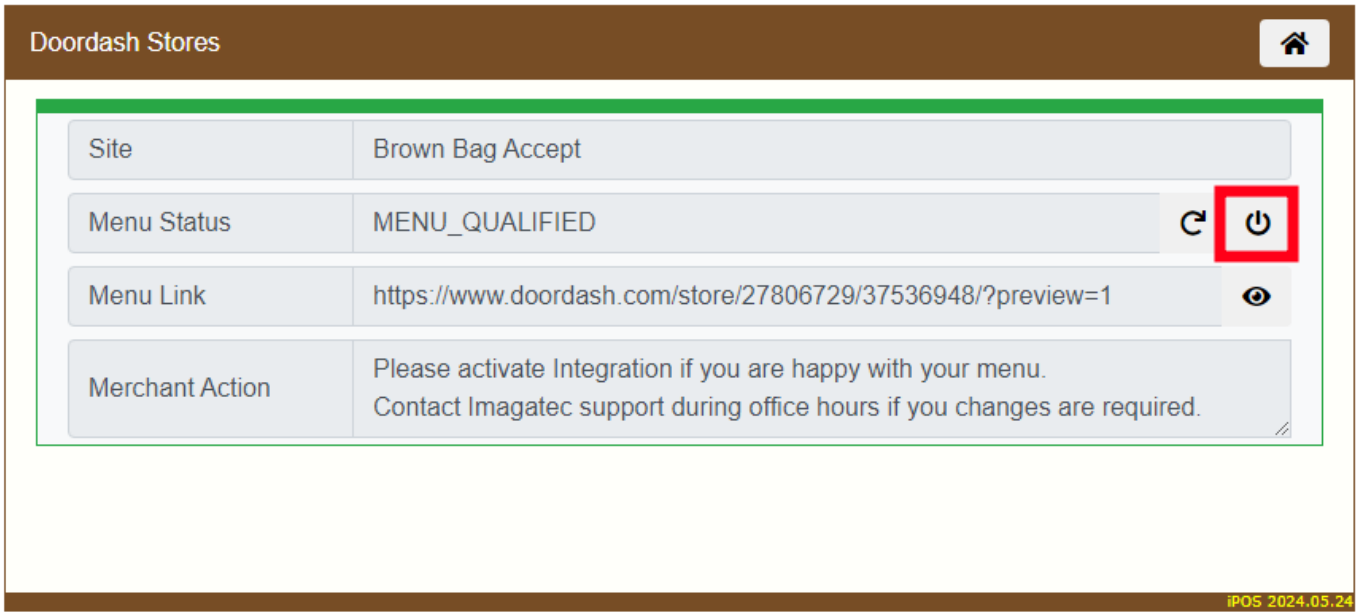
If you find your store is displaying the below 'ABANDONED' Menu Status, it means that the menu for the store has failed and the time limit to retry has ended.

If you find you have received this response please restart from Step 6.

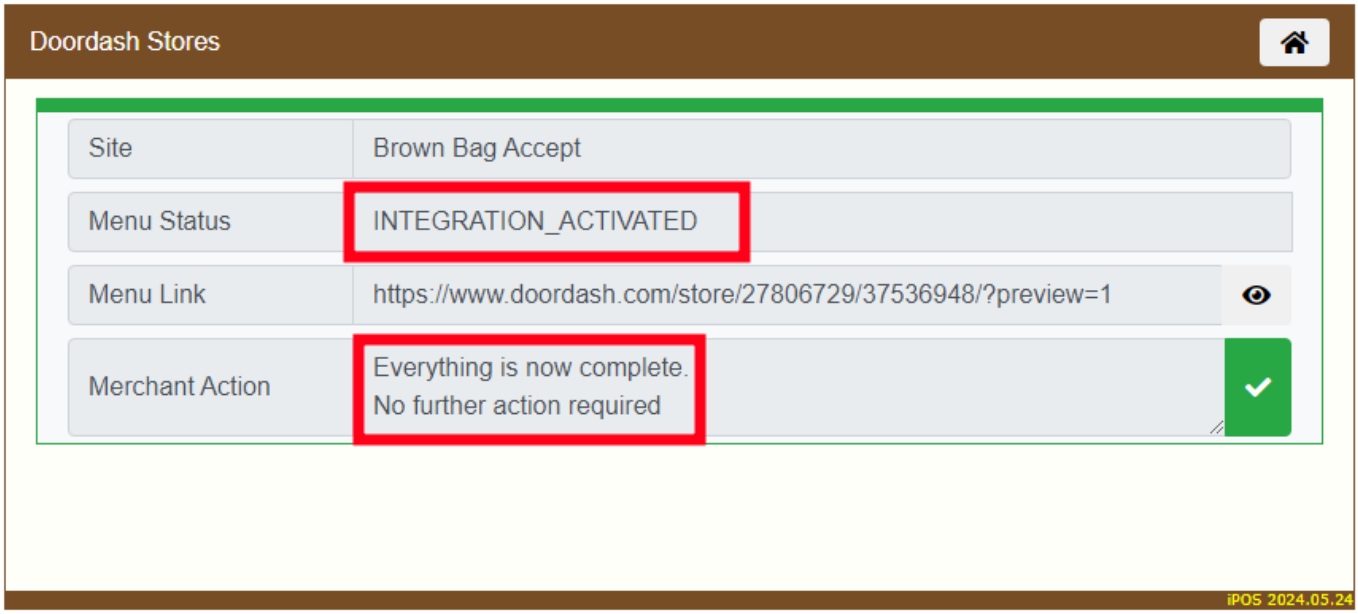


If you find that this is unsuccessful, please contact Imagatec during office hours on 1300 365 443.

Once your menu is qualified and you are happy with the menu please select the power button which will begin the integration:

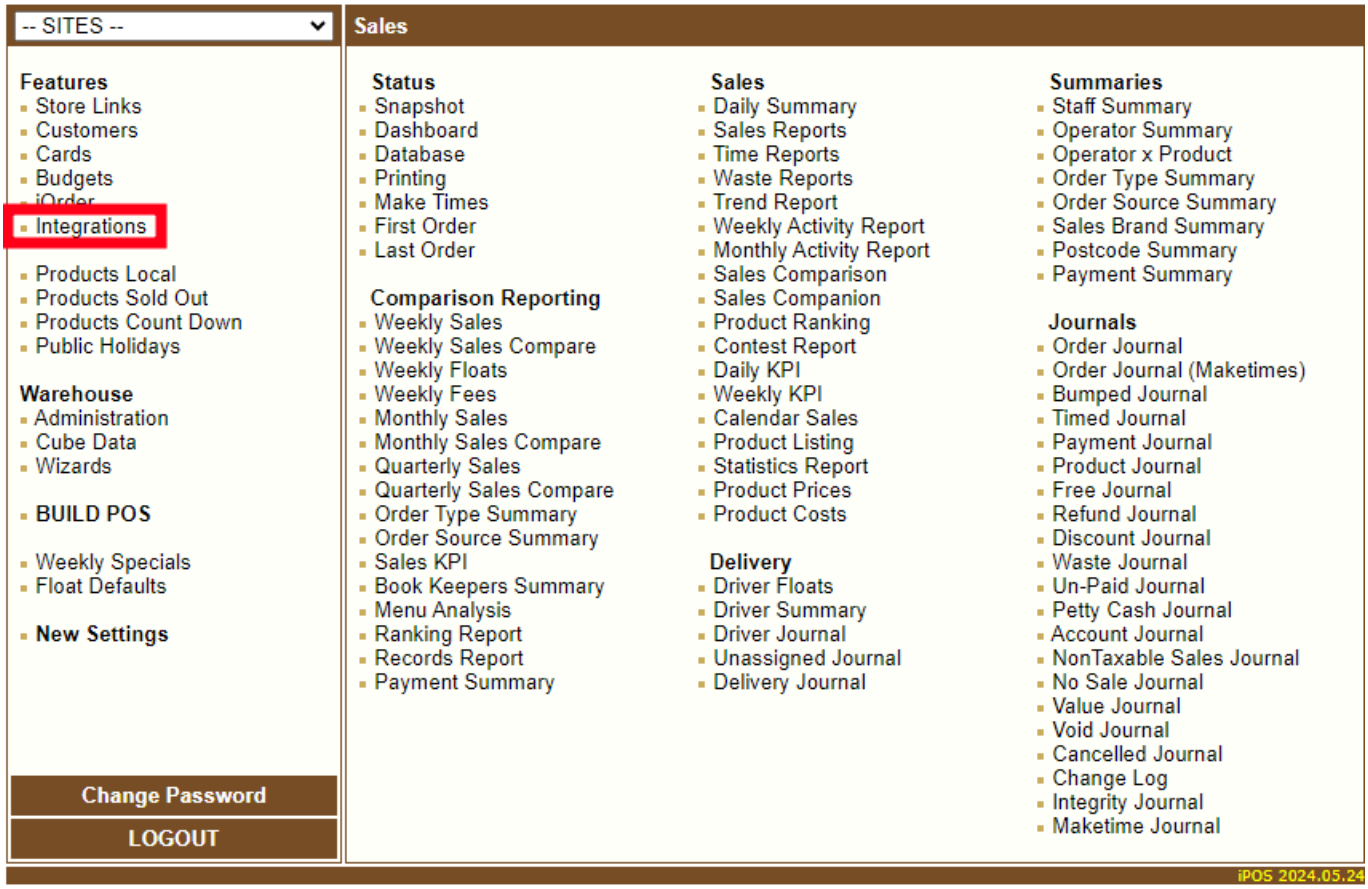


Once integration is successful it will display similar to the below image:



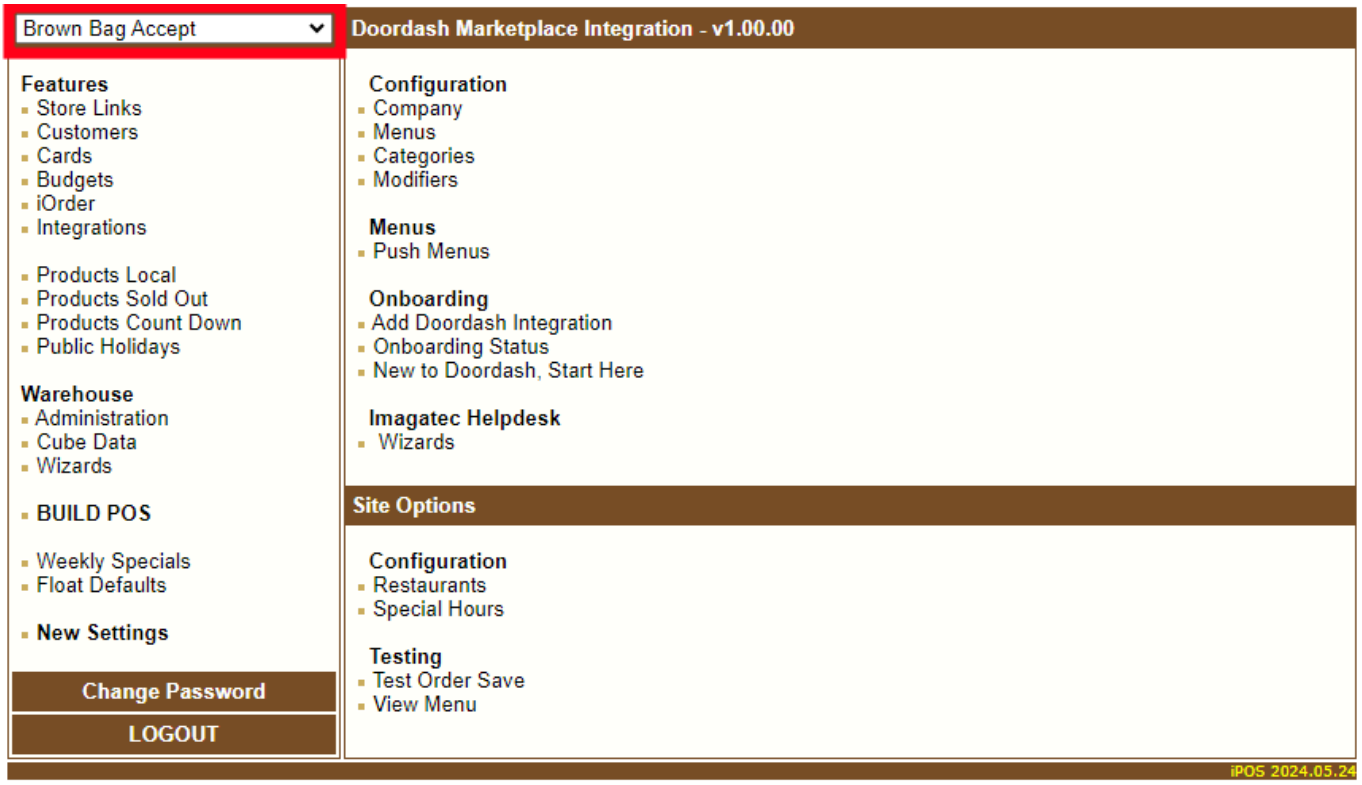
Get Started on Imagatec

If you would like to start door dash but don't have a merchant account, please navigate to https://get.doordash.com/en-us?internal_referrer=login_page to sign up or follow the steps shown below:
(Please note That for Server Stores only Head Office would have access to the below Steps)
1. Navigate to your POS Warehouse
2. Login using your Back office username and password
3. Select Integrations

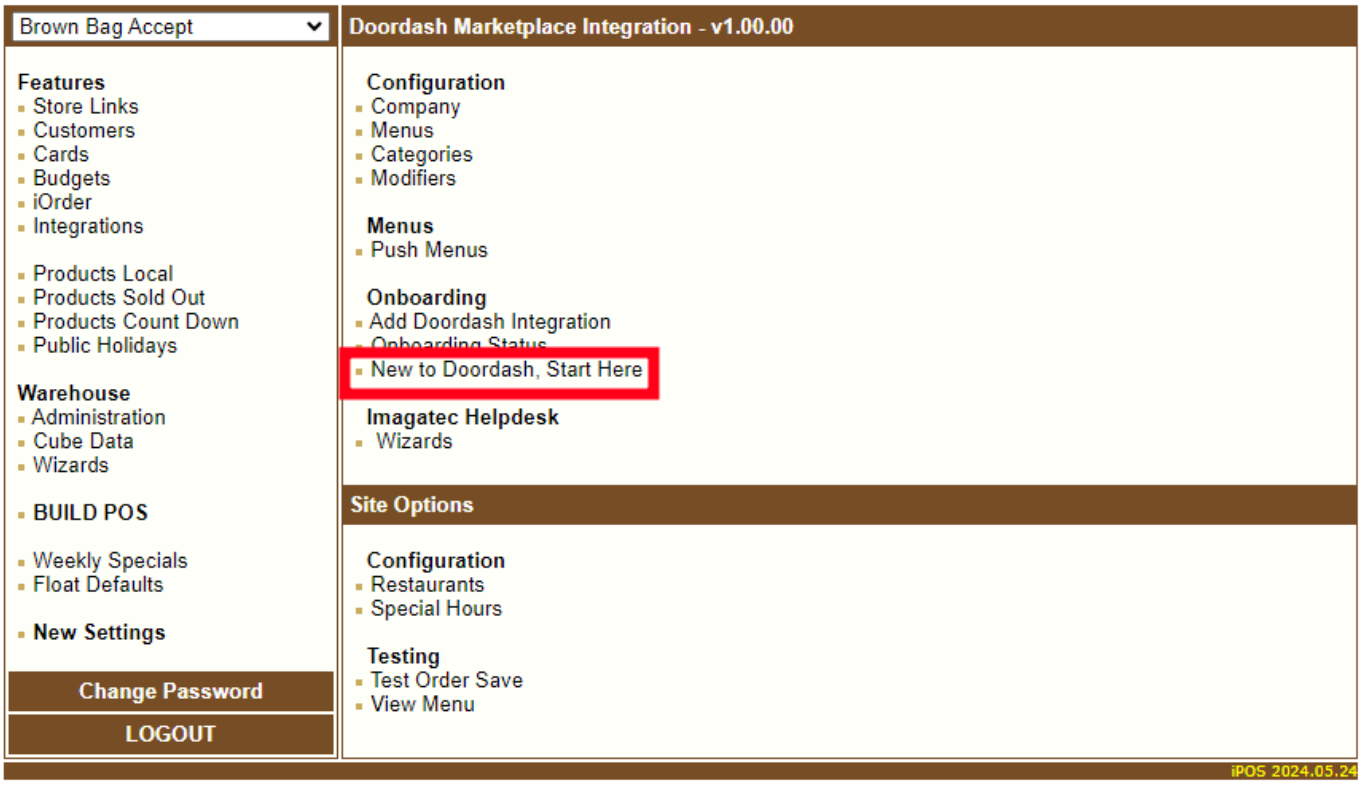


4. Select Doordash Marketplace

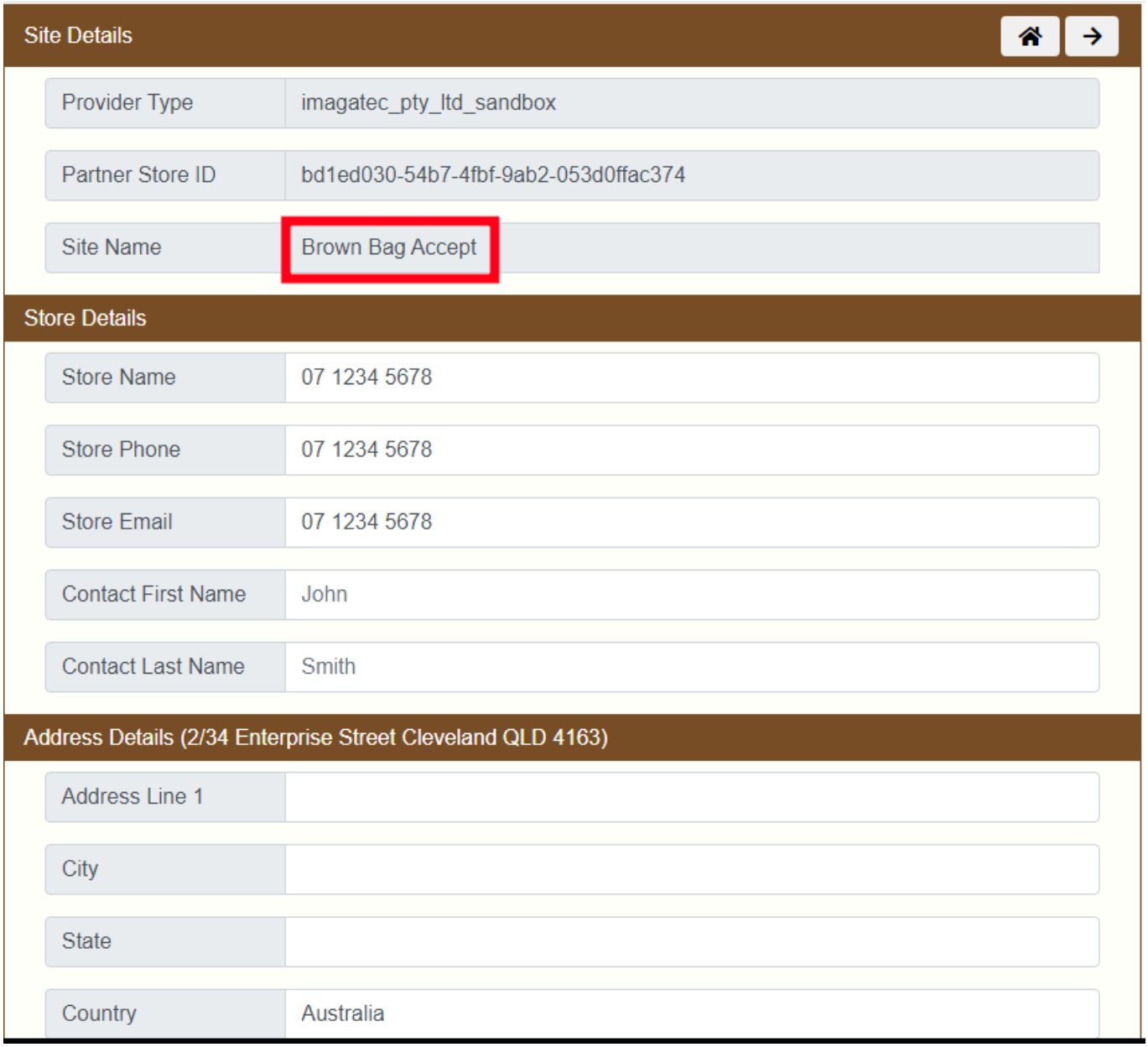
5. Select your site in the top left dropdown



6. Select New to Doordash



7. Please confirm your site name is correct and fill out your stores details:



8. Select the Arrow in the top right of the screen
9. You will then be redirected to Doordash, please proceed with the sign up.

FAQ

If I am having issues with Onboarding, who can I contact?

If at any time you find yourself in need of assistance when going through the onboarding process, don't hesitate to call the helpdesk on 1300 365 443 during office hours (Monday-Friday, 9am – 5pm) otherwise email us at Help@imagatec.com.au .

How do I check / change my Doordash Store status via integration?

Navigate to your Pos Warehouse, then enter your credentials to login to the back office.
Next select Integrations on the left side of the screen, afterwards select Doordash Marketplace.
Continuing on select a site in top Left Dropdown.
Then select Restaurants, there you should see Restaurant Status with buttons on the right side stating “Off”, “On” and “Check”.
Once you have made your changes Select the Save button in the top right.

How to handle Products that are unavailable?

Once a product has been marked as soldout in the pos your Doordash should then update itself, to no longer allow the product to be added to an order.

When an Order is placed, do I have to accept the Order?

Once integrated the tablets will no longer have the option to accept orders, orders will be automatically accepted and sent straight to the pos and makeline.

What If I have any other questions not listed in this document?

For this we have created a customer guide, the link is listed below:
https://wiki.imagatec.com.au/doku.php?id=customer_portal:start
Otherwise for any further questions please call helpdesk on 1300 365 443 during office hours (Monday-Friday, 9am – 5pm) or email us at Help@imagatec.com.au .

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Permanent link:
https://wiki.imagatec.com.au/doku.php?id=customer_portal:integration:doordashmarketplace:integration

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