

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

-- SITES --	Sales			
Features <ul style="list-style-type: none"> Store Links Customers Cards Budgets iOrder Integrations Products Local Products Sold Out Products Count Down Public Holidays Warehouse <ul style="list-style-type: none"> Administration Cube Data Wizards BUILD POS <ul style="list-style-type: none"> Weekly Specials Float Defaults New Settings	Status <ul style="list-style-type: none"> Snapshot Dashboard Database Printing Make Times First Order Last Order Comparison Reporting <ul style="list-style-type: none"> Weekly Sales Weekly Sales Compare Weekly Floats Weekly Fees Monthly Sales Monthly Sales Compare Quarterly Sales Quarterly Sales Compare Order Type Summary Order Source Summary Sales KPI Book Keepers Summary Menu Analysis Ranking Report Records Report Payment Summary 	Sales <ul style="list-style-type: none"> Daily Summary Sales Reports Time Reports Waste Reports Trend Report Weekly Activity Report Monthly Activity Report Sales Comparison Sales Companion Product Ranking Contest Report Daily KPI Weekly KPI Calendar Sales Product Listing Statistics Report Product Prices Product Costs Delivery <ul style="list-style-type: none"> Driver Floats Driver Summary Driver Journal Unassigned Journal Delivery Journal 	Summaries <ul style="list-style-type: none"> Staff Summary Operator Summary Operator x Product Order Type Summary Order Source Summary Sales Brand Summary Postcode Summary Payment Summary Journals <ul style="list-style-type: none"> Order Journal Order Journal (Maketimes) Bumped Journal Timed Journal Payment Journal Product Journal Free Journal Refund Journal Discount Journal Waste Journal Un-Paid Journal Petty Cash Journal Account Journal NonTaxable Sales Journal No Sale Journal Value Journal Void Journal Cancelled Journal Change Log Integrity Journal Maketime Journal 	
Change Password				
LOGOUT				

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5. Select Doordash Marketplace

-- SITES --

Features

- Store Links
- Customers
- Cards
- Budgets
- iOrder
- Integrations

Products Local

Products Sold Out

Products Count Down

Public Holidays

Warehouse

- Administration
- Cube Data
- Wizards

BUILD POS

Weekly Specials

Float Defaults

New Settings

Change Password

LOGOUT

Integration Partners

Accounting & Payroll

- Xero
- MYOB
- Deputy
- Tanda
- Adi Insights

Imagatec Integration

- Site Boundaries
- Online Trading Hours
- iOrder
- iPortal

EFTPOS

- Tyro
- MX51 (Presto)
- Linkly
- SmartPay
- Stripe Terminal

Payments

- Stripe
- EziDebit
- PayPal
- Loke

Third Party Orders

- Status
- Uber Eats
- Menufy
- Doordash Marketplace
- Tyro Connect
- Deliverect
- Bite

Third Party Drivers

- DoorDash Drive
- Uber Direct

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6. Select Add Doordash Integration

-- SITES --

Features

- Store Links
- Customers
- Cards
- Budgets
- iOrder
- Integrations

Products Local

Products Sold Out

Products Count Down

Public Holidays

Warehouse

- Administration
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- Wizards

BUILD POS

Weekly Specials

Float Defaults

New Settings

Change Password

LOGOUT

Doordash Marketplace Integration - v1.00.00

Configuration

- Company
- Menus
- Categories
- Modifiers

Menus

- Push Menus

Onboarding

- Add Doordash Integration
- Onboarding Status

Imagatec Helpdesk

- Wizards

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

https://wiki.imagatec.com.au/

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identity.doordash.com/auth?response_type=code&redirect_uri=https%3A%2F%2Fdoordashmarketplace%2Eiposwarehouse%2Ecom%2Fconnect%2Facceptburritobar%2Eipo...

Sign In

[Continue with Facebook](#)

[Continue with Apple](#)

or continue with email

1. **Email**

2. **Password** [Show](#)

[Reset Password](#)

3. **Sign In**

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

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

identity.doordash.com/auth?response_type=code&redirect_uri=https%3A%2F%2Fdoordashmarketplace%2Eiposwarehouse%2Ecom%2Fconnect%2Facceptburritobar%2Eipo...

Sign In

[Continue with Facebook](#)

2-Step Verification

For your security, we want to make sure it's really you.

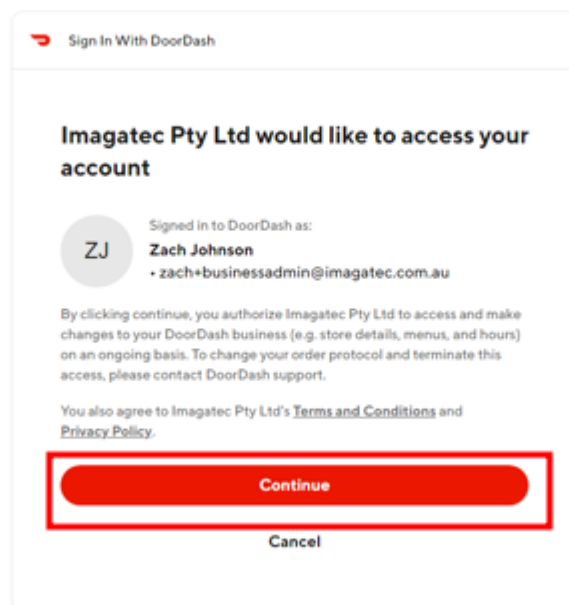
Enter 6-digit code

We sent a code to z*****n@imagatec.com.au. Can't find it? Search for an email from no-reply@doordash.com

[Resend Code](#) · [Get Help](#)

Submit

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:

Sales Labour Stock

Brown Bag

Imagatec Support Staff

Stores

Friday, 7 June 2024



Doordash Stores 🏠 ↺ 🔒 ➔

Imagatec SSIO Test Store 2	
Site	Do Not Onboard
Menu	Pick up Menu (TEST) (Create Store Copy)
Merchant Action	Merchant Action





Imagatec SSIO Test Store 1	
Site	Do Not Onboard
Menu	Pick up Menu (TEST) (Create Store Copy)
Merchant Action	Merchant Action

Imagatec SSIO Test Store 3	
Site	Do Not Onboard
Menu	Pick up Menu (TEST) (Create Store Copy)
Merchant Action	Merchant Action

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

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

Doordash Stores







Imagatec SSIO Test Store 2	
Site	Brown Bag Accept
Menu	Pick up Menu (Create Store Copy)
Merchant Action	Merchant Action

Imagatec SSIO Test Store 1	
Site	Do Not Onboard
Menu	Pick up Menu (TEST) (Create Store Copy)
Merchant Action	Merchant Action

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

Doordash Stores

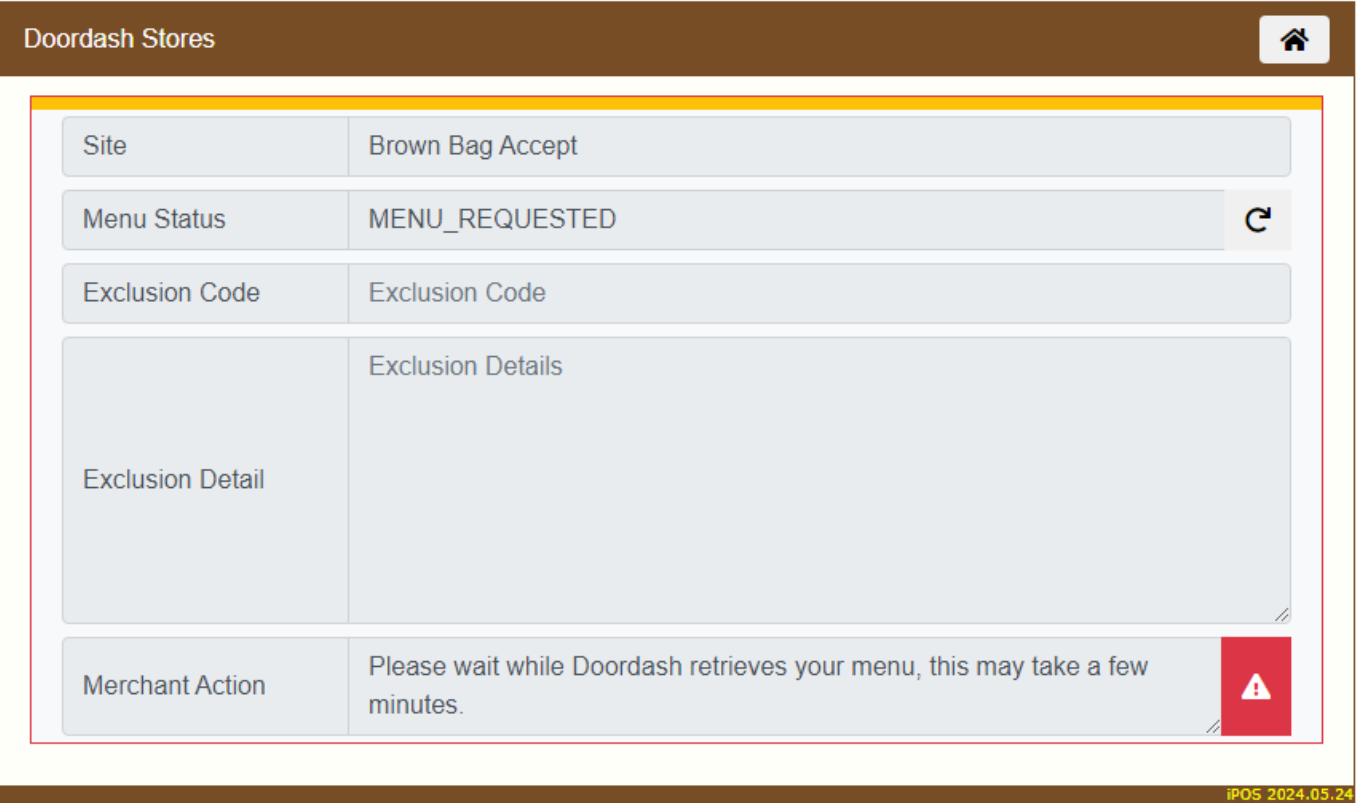
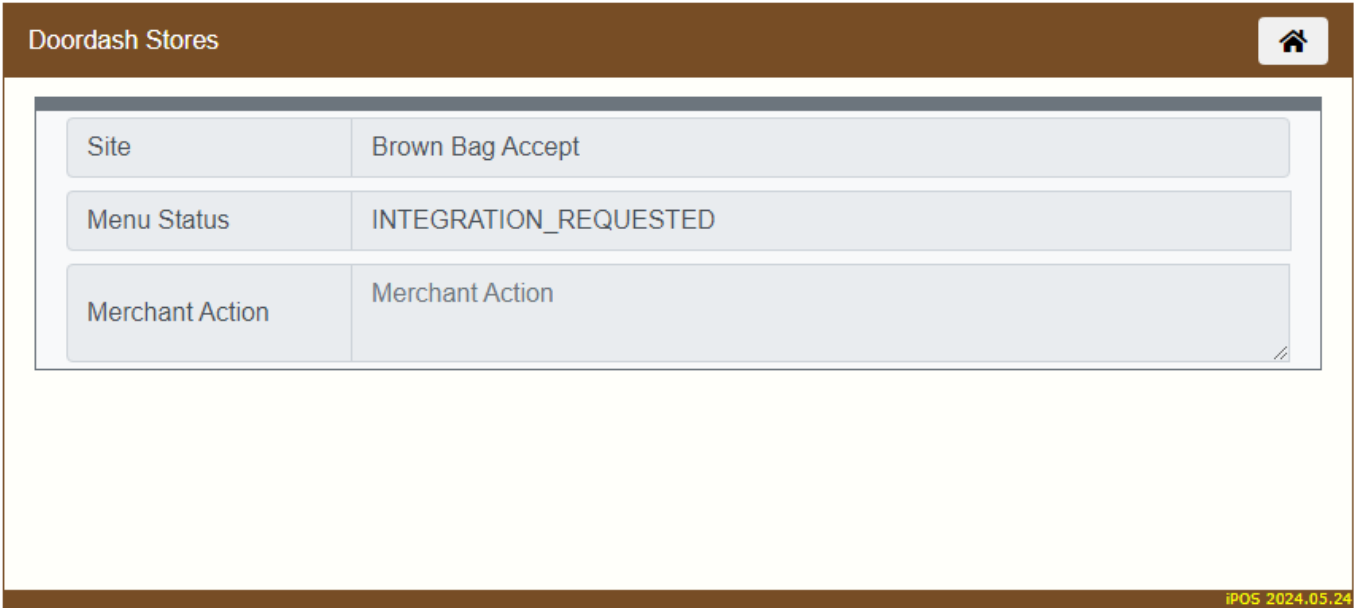


Imagatec SSIO Test Store 2	
Site	Brown Bag Accept
Menu	Pick up Menu (Create Store Copy)
Merchant Action	Merchant Action

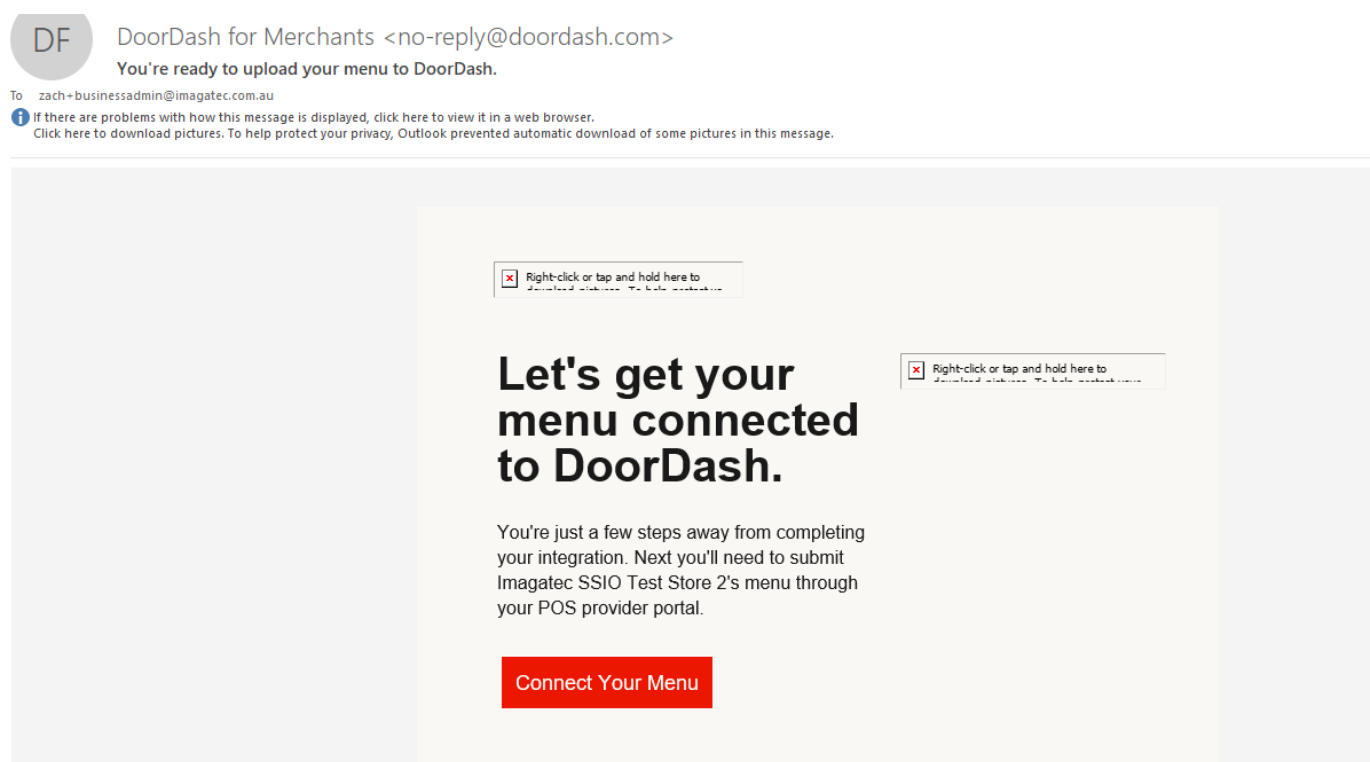
Imagatec SSIO Test Store 1	
Site	Do Not Onboard
Menu	Pick up Menu (TEST) (Create Store Copy)
Merchant Action	Merchant Action

Imagatec SSIO Test Store 3	
Site	Do Not Onboard
Menu	Pick up Menu (TEST) (Create Store Copy)
Merchant Action	Merchant Action

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

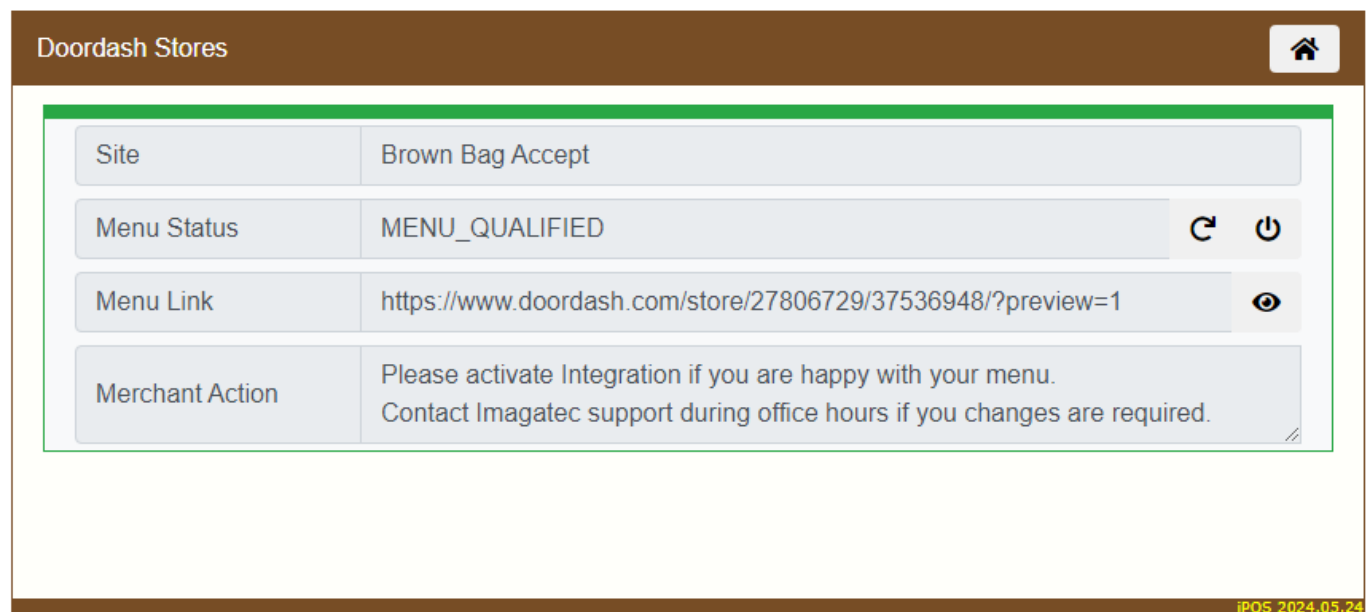


Please Wait a couple of minutes while the menu is being processed.
During this time you will also receive something similar to the below email to the store email entered in Step 7:



16. After a couple of minutes the panel will display one of two screens:

A) Qualified menu:



B) Failed Menu:

acceptburrito.bar.iposwarehouse.com/core/integration/doorDash/marketplace/connect/status.asp

Merchant Action	Please activate Integration if you are happy with your menu. Contact Imagatec support during office hours if you changes are required.		
Burrito Bar			
Site	.Test		
Menu Status	MENU_QUALIFIED	↺	⏻
Menu Link	https://www.doordash.com/store/27806729/36760752/?preview=1		
Merchant Action	Please activate Integration if you are happy with your menu. Contact Imagatec support during office hours if you changes are required.		
Burrito Bar			
Site	.Test		
Menu Status	MENU_BLOCK	↺	
Exclusion Code	MENU_JOB_FAILURE		
Exclusion Detail	[Menu Job: Failed to pull menu from OpenApi Webhook - java.lang.IllegalStateException: Expected BEGIN_OBJECT but was STRING at line 1 column failed due to issues with the menu. This may be due to missing contents, null category/item names, or other issues with these menus: []. Resolution: Please ensure the menu being sent to DoorDash has valid info populated]		
Merchant Action	Please Retry the Menu Request or Contact Imagatec support during office hours.		

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

DoorDash Stores

Site	Brown Bag Accept		
Menu Status	MENU_QUALIFIED	↺	⏻
Menu Link	https://www.doordash.com/store/27806729/37536948/?preview=1		
Merchant Action	Please activate Integration if you are happy with your menu. Contact Imagatec support during office hours if you changes are required.		

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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:

Burrito Bar	
Site	.Test
Menu Status	MENU_BLOCK 
Exclusion Code	MENU_JOB_FAILURE
Exclusion Detail	[Menu Job: Failed to pull menu from OpenApi Webhook - java.lang.IllegalStateException: Expected BEGIN_OBJECT but was STRING at line 1 column failed due to issues with the menu. This may be due to missing contents, null category/item names, or other issues with these menus: []. Resolution: Please ensure the menu being sent to DoorDash has valid info populated]
Merchant Action	Please Retry the Menu Request or Contact Imagatec support during office hours. 

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.

Burrito Bar	
Site	.Test
Menu Status	ABANDONED
Exclusion Code	Exclusion Code
Exclusion Detail	Exclusion Details
Merchant Action	Please retry onboarding your store or Contact Imagatec support during office hours. 

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:



Doordash Stores

Site

Brown Bag Accept


Menu Status

MENU_QUALIFIED




Menu Link

https://www.doordash.com/store/27806729/37536948/?preview=1



Merchant Action

Please activate Integration if you are happy with your menu.
Contact Imagatec support during office hours if you changes are required.



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

Doordash Stores

Site


Brown Bag Accept

Menu Status

INTEGRATION_ACTIVATED


Menu Link

https://www.doordash.com/store/27806729/37536948/?preview=1



Merchant Action

Everything is now complete.
No further action required



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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

-- SITES --		Sales	
Features <ul style="list-style-type: none">Store LinksCustomersCardsBudgetsiOrderIntegrations Warehouse <ul style="list-style-type: none">AdministrationCube DataWizards BUILD POS <ul style="list-style-type: none">Weekly SpecialsFloat Defaults New Settings		Status <ul style="list-style-type: none">SnapshotDashboardDatabasePrintingMake TimesFirst OrderLast Order Comparison Reporting <ul style="list-style-type: none">Weekly SalesWeekly Sales CompareWeekly FloatsWeekly FeesMonthly SalesMonthly Sales CompareQuarterly SalesQuarterly Sales CompareOrder Type SummaryOrder Source SummarySales KPIBook Keepers SummaryMenu AnalysisRanking ReportRecords ReportPayment Summary	Sales <ul style="list-style-type: none">Daily SummarySales ReportsTime ReportsWaste ReportsTrend ReportWeekly Activity ReportMonthly Activity ReportSales ComparisonSales CompanionProduct RankingContest ReportDaily KPIWeekly KPICalendar SalesProduct ListingStatistics ReportProduct PricesProduct Costs Delivery <ul style="list-style-type: none">Driver FloatsDriver SummaryDriver JournalUnassigned JournalDelivery Journal
		Summaries <ul style="list-style-type: none">Staff SummaryOperator SummaryOperator x ProductOrder Type SummaryOrder Source SummarySales Brand SummaryPostcode SummaryPayment Summary Journals <ul style="list-style-type: none">Order JournalOrder Journal (Maketimes)Bumped JournalTimed JournalPayment JournalProduct JournalFree JournalRefund JournalDiscount JournalWaste JournalUn-Paid JournalPetty Cash JournalAccount JournalNonTaxable Sales JournalNo Sale JournalValue JournalVoid JournalCancelled JournalChange LogIntegrity JournalMaketime Journal	
		Change Password	
		LOGOUT	

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4. Select Doordash Marketplace

-- SITES --		Integration Partners	
Features <ul style="list-style-type: none">Store LinksCustomersCardsBudgetsiOrderIntegrations Warehouse <ul style="list-style-type: none">AdministrationCube DataWizards BUILD POS <ul style="list-style-type: none">Weekly SpecialsFloat Defaults New Settings		Accounting & Payroll <ul style="list-style-type: none">XeroMYOBDeputyTandaAdi Insights Imagatec Integration <ul style="list-style-type: none">Site BoundariesOnline Trading HoursiOrderiPortal EFTPOS <ul style="list-style-type: none">TyroMX51 (Presto)LinklySmartPayStripe Terminal Payments <ul style="list-style-type: none">StripeEziDebitPayPalLoke	Third Party Orders <ul style="list-style-type: none">StatusUber EatsManilaDoordash MarketplaceTyro ConnectDeliverectBite Third Party Drivers <ul style="list-style-type: none">DoorDash DriveUber Direct
		Change Password	
		LOGOUT	

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5. Select your site in the top left dropdown

Brown Bag Accept

Features

- Store Links
- Customers
- Cards
- Budgets
- iOrder
- Integrations

Warehouse

- Administration
- Cube Data
- Wizards

BUILD POS

- Weekly Specials
- Float Defaults

New Settings

Change Password

LOGOUT

Doordash Marketplace Integration - v1.00.00

Configuration

- Company
- Menus
- Categories
- Modifiers

Menus

- Push Menus

Onboarding

- Add Doordash Integration
- Onboarding Status
- New to Doordash, Start Here

Imagatec Helpdesk

- Wizards

Site Options

Configuration

- Restaurants
- Special Hours

Testing

- Test Order Save
- View Menu

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6. Select New to Doordash

Brown Bag Accept

Features

- Store Links
- Customers
- Cards
- Budgets
- iOrder
- Integrations

Warehouse

- Administration
- Cube Data
- Wizards

BUILD POS

- Weekly Specials
- Float Defaults

New Settings

Change Password

LOGOUT

Doordash Marketplace Integration - v1.00.00

Configuration

- Company
- Menus
- Categories
- Modifiers

Menus

- Push Menus

Onboarding

- Add Doordash Integration
- Onboarding Status
- New to Doordash, Start Here

Imagatec Helpdesk

- Wizards

Site Options

Configuration



- Restaurants
- Special Hours

Testing

- Test Order Save
- View Menu

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

Site Details			
Provider Type	imagatec_pty_ltd_sandbox		
Partner Store ID	bd1ed030-54b7-4fbf-9ab2-053d0ffac374		
Site Name	Brown Bag Accept		

Store Details	
Store Name	07 1234 5678
Store Phone	07 1234 5678
Store Email	07 1234 5678
Contact First Name	John
Contact Last Name	Smith

Address Details (2/34 Enterprise Street Cleveland QLD 4163)	
Address Line 1	
City	
State	
Country	Australia

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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<https://wiki.imagatec.com.au/> - Imagatec Wiki

Permanent link:

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

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