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# **Uber Direct Integration**

### **Overview**

How to configure a store to use Uber Direct for Delivery in iOrder.

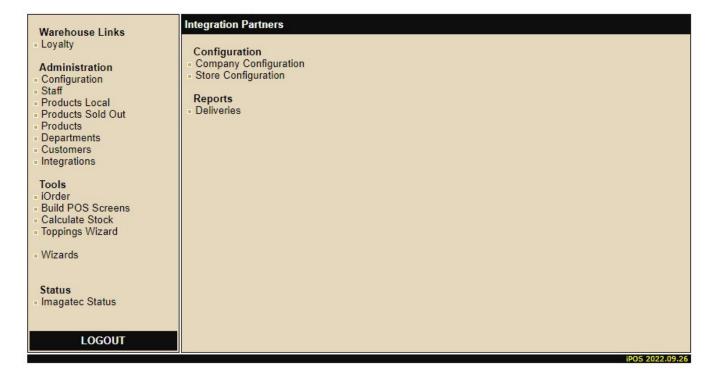
# Sign Up

To sign up, first check with Imagatec to see if your system is ready for Uber Direct for iOrder, If you are not using iOrder, you will need to contact Imagatec to start the process.

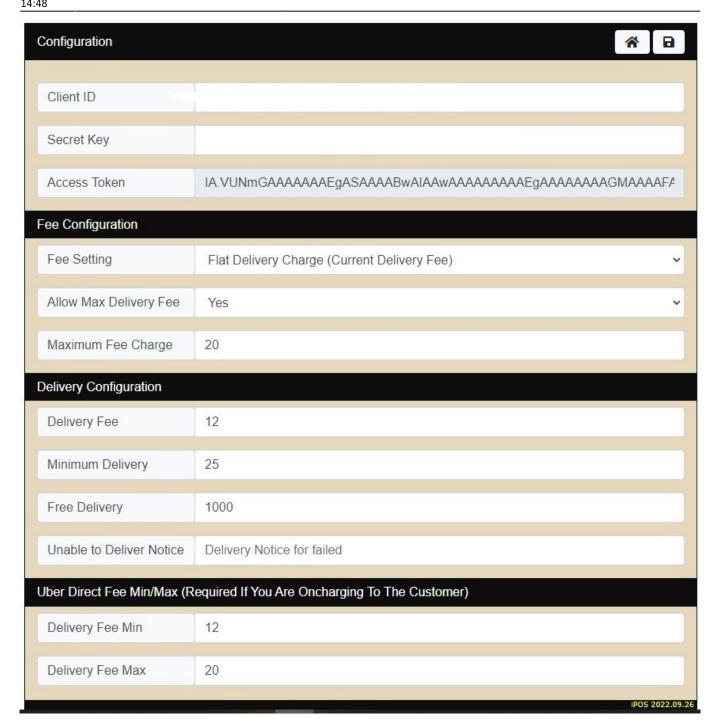
Once you using iOrder and your system is ready for contact you uber eats representative to set you up with Imagatec's developer account.

### **How To Configure Uber Direct Delivery**

Log in to Back Office, select Integration > Uber Direct Configuration.



On this page there are several options to configure:



#### **General Configuration**

Client ID, Secret Key and Access Token: The Uber Direct details provided by Imagatec.

Free Delivery: The order threshold before delivery is provided free of charge.

Minimum Delivery: The minimum delivery threshold for an order.

### **Fee Configuration**

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Uber Direct Fee Setting: There are three options available.

- Flat Delivery Charge: Uses the Delivery Fee set in Uber Direct Configuration.
- On-charge to Customer: This will charge between the Delivery Fee Min/Max in the Uber Direct Fee Min/Max section.
- Flat Delivery Charge + Extra: This will charge between the Delivery Fee and Uber Direct Charge Max. The difference is on-charged to the customer.

Delivery Fee: The base delivery fee when using Uber Direct.

Deliveries Exceed Max Delivery Charge: If set to TRUE, this will allow a delivery if its exceed the maximum Delivery Charge.

Uber Direct Charge Max: The maximum amount that can be charged for delivery.

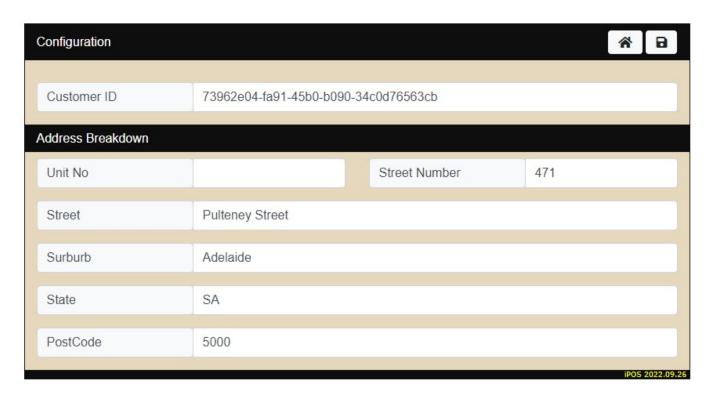
#### **Uber Direct Fee Min/Max**

Delivery Fee Min: The minimum delivery fee when on-charging the customer.

Delivery Fee Max: The maximum delivery fee when on-charging the customer.

### **How To Configure the store for delivery**

To use Uber Direct, you must first configure the address of the store.



### **Address Configuration**

These fields are where you enter your store address for Uber Direct. Please note that the Unit Number is an optional field.

### **Enabling Uber Direct Drive**

Finally, you need to enable Uber Direct as the Delivery Provider in iOrder. Before you can do so, please check that Delivery by default is enabled, by navigating to iOrder > @Online Configuration. Find the Delivery Options header and tick @Online Delivery as Enabled.



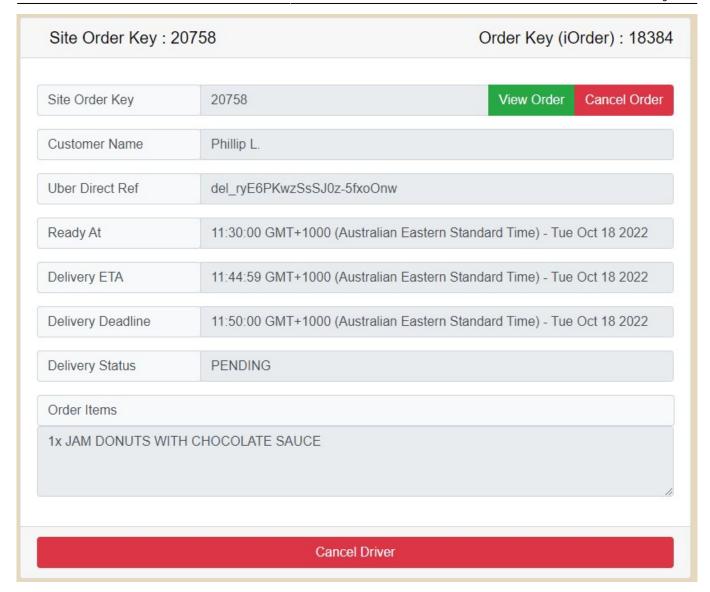
Once you have done so, navigate to iOrder > Company Online Configuration. Find the Delivery Options header here, then set the Delivery Method to Uber Direct.

	Delivery Options
Delivery Method:	Uber Direct V
Max Delivery Distance :	2 (km) Note: ONLY used when Delivery Method is set to Max Delivery Distance

Please Note: Max Delivery Distance does not relate to Uber Direct.

# **Report: Future Deliveries**

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#### Input Labels:

- Customer Name: Name on the order
- Uber Direct Ref : The Identifier for Uber Direct
- Ready At: the time the delivery needs to be ready at. This time is also when the order will be timed for.
- Delivery ETA: The Estimate Time that Uber Direct expect the delivery to arrive at the customer by
- Delivery Deadline : The time that the customer selected for the order to be deliveried by
- Delivery Status: The current status of the Uber Direct Delivery, Possible responses below:
  - PENDING = Driver is not assigned, this usually will appear for orders placed before trade opens.
  - EN ROUTE TO PICKUP = Delivery person is enroute to the pickup location.
  - ARRIVED\_AT\_PICKUP = Delivery person is at the pickup location.
  - EN\_ROUTE\_TO\_DROPOFF = Delivery person is on their way to the dropoff address.
  - ARRIVED AT DROPOFF = Delivery person is at the dropoff address.
  - COMPLETED = Delivery has completed successfully.
  - FAILED = Delivery has failed, the reason will be display next to it with information as per the below:
    - CUSTOMER CANCEL = Consumer cancels the order.
    - MERCHANT\_CANCEL = Merchant cancels the order.

- UBER CANCEL = We were unable to find a courier after requesting for ~30 minutes.
- COURIER CANCEL = The courier cancelled after picking up food from the merchant.

Cancel Driver will cancel the Uber Direct Driver Cancel Order will cancel the order in POS

# **Note: iOrder Settings**

As Uber Direct is using iOrder Delivery, please check and verify that the iOrder Delivery settings (including Online Trading Hours) are set up correctly. (e.g. CLOSED Delivery Trading Hours wouldnt allow customers to order with Delivery)

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