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

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.

Allowed OrderTypes		
Pickup :	ENABLED	
Delivery :	ENABLED	
Click&Park :	DISABLED	

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
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

Site Order Key : 20758		Order Key (iOrder) : 18384	

Site Order Key	20758	View Order	Cancel Order
Customer Name	Phillip L.		
Uber Direct Ref	del_ryE6PKwzSsSJ0z-5fxoOnw		
Ready At	11:30:00 GMT+1000 (Australian Eastern Standard Time) - Tue Oct 18 2022		
Delivery ETA	11:44:59 GMT+1000 (Australian Eastern Standard Time) - Tue Oct 18 2022		
Delivery Deadline	11:50:00 GMT+1000 (Australian Eastern Standard Time) - Tue Oct 18 2022		
Delivery Status	PENDING		

Order Items

1x JAM DONUTS WITH CHOCOLATE SAUCE

Cancel Driver

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)