



# Order Management with DoorDash Integration

February 2025

The **NRS Order Management System** is designed to help you easily manage orders received from different sources all in one place.

It brings together orders from your store's online platform, delivery apps, and in-store kiosks, so you don't have to switch between different systems or devices to handle orders coming in from multiple sources.

The Order Management merges

- **NRS Ecommerce Orders:**
- **Delivery Platform Orders**
- **NRS Kiosk**

**Order Management** includes:

- **All your orders in one place:** **NRS Order Management** brings together orders from your website, kiosk, and delivery services. This makes it easier for you to manage everything and keep on eye on which orders need to be fulfilled first.
- **Live updates:** You can see the status of every order in real-time. This gives you a real-time overview of what's happening currently with your Ecommerce orders.
- **Easy workflow:** NRS Order Management provides a simple interface where you can see which orders are new, which are currently being picked and which are waiting for an extra action, like ID verification or payment.

Manage Orders

Order History

Statistics

Settings

Search by Order number, Customer name, Email address, Phone number, Due date...

FILTER SORT BY

NEW (6)

**DELIVERY** -1:00  
#123456789 6 items  
**Start**

**DELIVERY MYTEAM** 25:00  
#123456789 6 items  
**Start**

**DELIVERY** 25:00  
#123456789 6 items  
**Start**

**PICKUP TO GO** DUE 3:00 PM  
#123456789 6 items  
**Start**

IN PROGRESS (4)

**DELIVERY** -1:00  
#123456789 6 items  
**Continue**

**PICKUP** 15:00  
#123456789 6 items  
Being Prepared

**PICKUP TO STAY** 25:00  
#123456789 6 items  
**Continue**

**DELIVERY** DUE 3:00 PM  
#123456789 6 items  
**Continue**

ACTION REQUIRED (3)

**PICKUP** DUE 3:00 PM  
#123456789 6 items  
**Pay At Register**

**PICKUP** DUE 3:00 PM  
#123456789 6 items  
**Verify ID**

**PICKUP** DUE 3:00 PM  
#123456789 6 items  
**Verify ID**

# Getting Started

You can access **NRS Order Management** from two different platforms:

- From your in-store POS system.
- Via the Merchant Portal, this allows you to view the status of orders in your store from anywhere with Internet access.

# First Party Integration ONLY - Direct with NRS POS

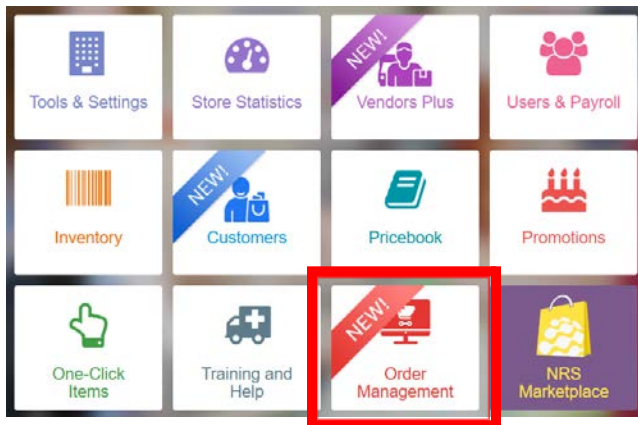
The *Manage Items* page is used to manage the way products appear on all Online Ordering sales channels, whether online or via an app.

**\*Note: First Party refers to solutions developed and managed directly by NRS, while Third Party involves external platforms integrated into the NRS ecosystem.**

You can access the **Manage Items** page from the **Merchant Portal** or from the **POS Register** screen.

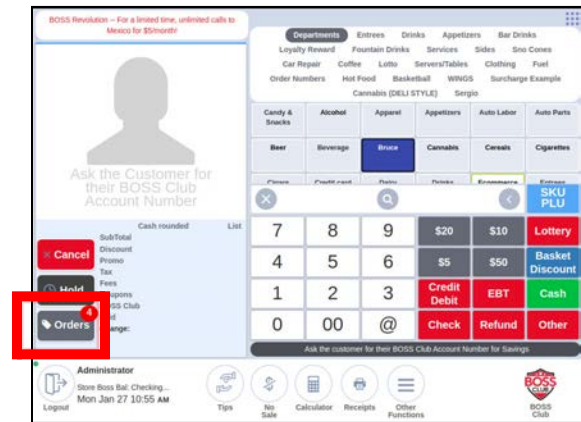
## MERCHANT PORTAL

Click on the **Order Management** tile from the home screen



## POS

Click on the **Orders** button on the register screen to access **Order Management**.



## Manage Orders Screen

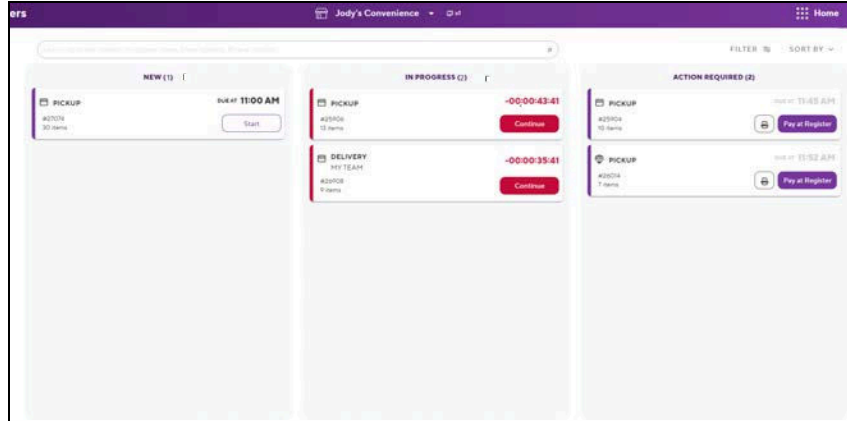
The main screen that shows your active open orders is called the **Manage Orders** screen. This screen is like a to-do list; it shows all the currently active orders that you or a store employee need to take action on.

In the **Manage Orders** screen, orders are organized into three columns:

**New:** Orders in this column have been received from the NRS kiosk, NRS website, or other ordering platform and have not yet been started.

**In Progress:** A staff member has started picking the items needed to fulfill these orders.

**Action Required:** These orders have already been picked, but an extra action such as ID verification or payment is needed before the order can be handed to the customer.



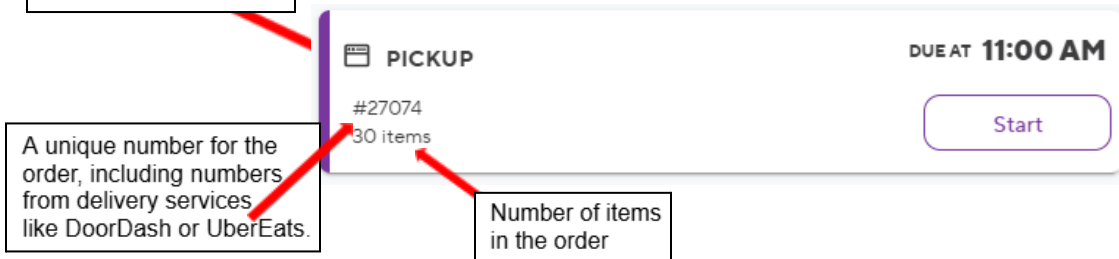
In the **Manage Orders** page, each order is shown as an **Order Card**. These cards make it easy for your staff to quickly see important details about the order without having to open it fully.

## Card Information

Each order card has the following information:

Shows if the order is for **Pickup**, **Delivery**, or another delivery method

The time by when the order needs to be ready. If the time is getting close, it will show a countdown timer instead. If the due time is still far away, it shows the date and time.



A unique number for the order, including numbers from delivery services like DoorDash or UberEats.

Number of items in the order

## Canceling an Order

Managers and authorized staff have the ability to cancel orders if necessary. The **Cancel** action button is available on the Order Card for orders in the **New** or **In Progress** columns, depending on the permissions set by the manager.

### How to Cancel an Order

In the **Manage orders** screen select the order in **New** or **In Progress** columns.



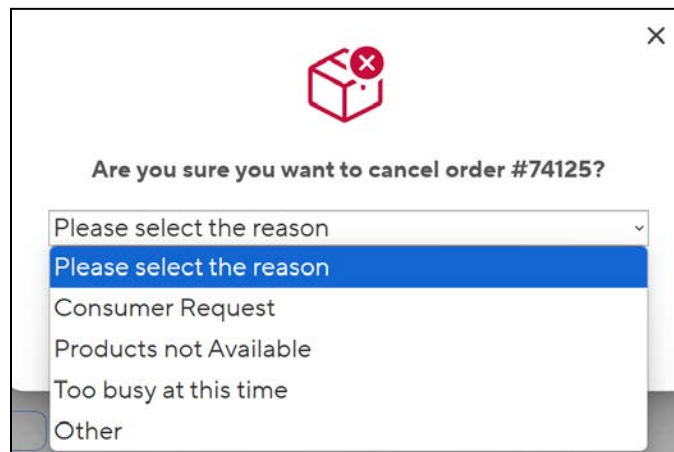
Find the order you wish to cancel. When it opens click the **Options** button on the bottom left.



Select the **Cancel Order** button.

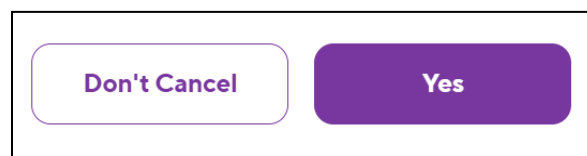


A confirmation prompt will appear asking you to select the reason for canceling the order.



Ensure you are canceling the correct order and select the reason that best fits the situation.

Select **Yes** to proceed with the cancellation.



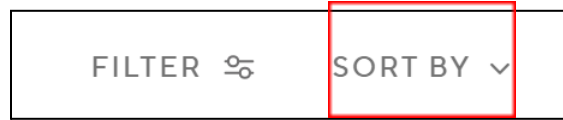
Once the order is cancelled the order status is changed to cancelled and is moved to the Order History section. In addition, the customer is notified of the cancellation.

**Important Note** **Canceling an order is an irreversible action; once an order is canceled, it cannot be reinstated.**

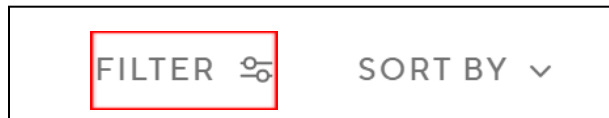
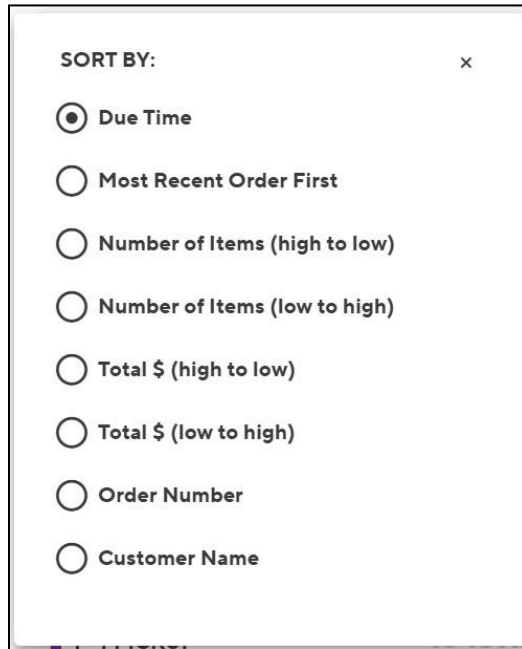
The **Manage Orders** screen provides tools to help you quickly find and organize orders, this is especially useful when dealing with a large number of orders. The **Search Bar** is located at the top of the **Manage Orders** screen.



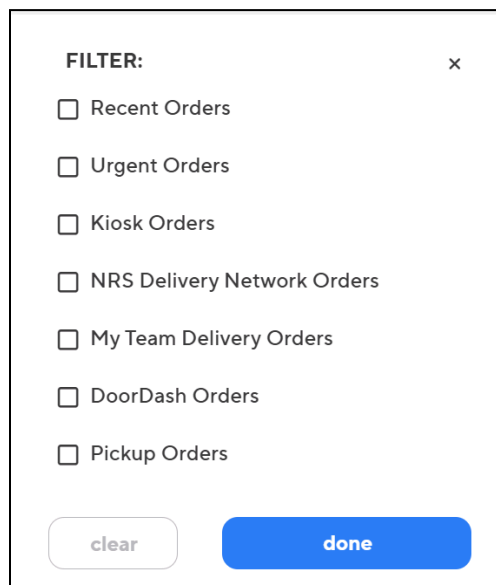
Enter keywords such as: **Customer Name, Order Number and Item Details**. As you type, the list of orders updates to show matches.



Within each column, you can sort orders based on the following criteria.



You can also narrow the scope of your orders by applying filters.



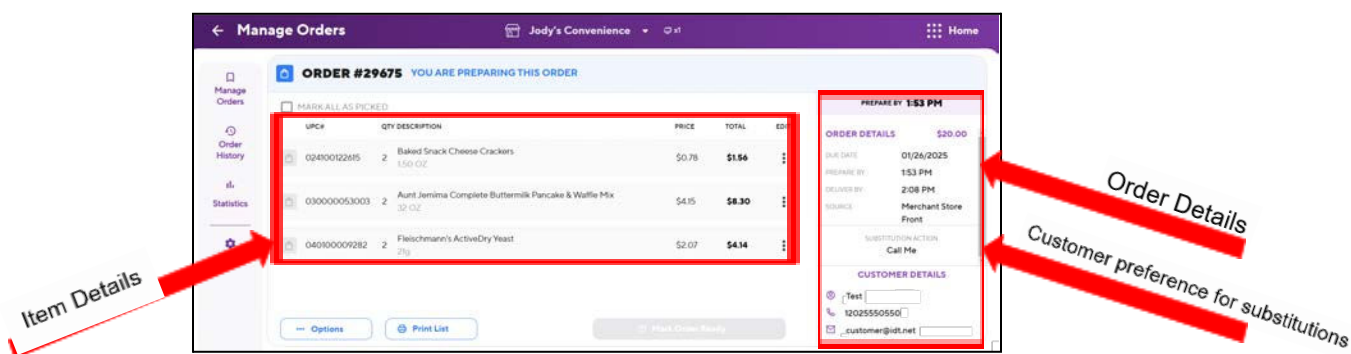
# Using the Picking Feature

The **Picking Feature** is built into NRS Order Management, this makes it easy for staff to pick items, make substitutions, and keep track of their work.

**Note: For DoorDash orders, the customer preference is not given. Therefore, either call the customer to ask about their preferences when substituting an item or make your best judgement, e.g., if this is a common item that is often substituted for another. DoorDash does not provide the real phone number of the customer.**

**When calling the number on the order, DoorDash recognizes the store's phone number and will patch the call through to the customer, but only if the call is placed from the phone number that DoorDash has on file for your store.**

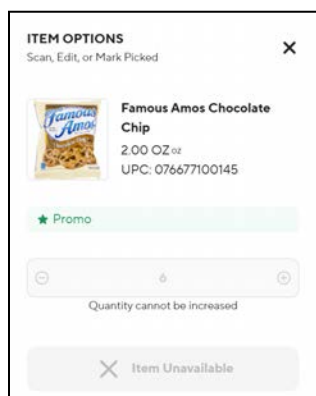
As you pick items, the system locks the order, so no one else can make changes to it at the same time. If someone tries to open the same order, they'll see a message saying it's already being worked on.



To Make a substitution - Identify the item within the order. Click on the Edit  function

UPC#	QTY	DESCRIPTION	PRICE	TOTAL	EDIT
043000200018	4	Jell-O Strawberry Gelatin 3.00 OZ	\$1.55	\$6.20	

A menu will appear on the right-hand side.



Click **Replace Item** from the options. A pop up for **Replace Items** will open on the right-hand side.

If an item is unavailable and no substitution is allowed, you will need to remove it from the order.

In the search field, enter the **UPC** of the replacement item. If the Order Management System finds the matching item, then a drop down menu will appear which shows the **UPC** you entered.

Click on the drop down item to select the correct replacement item from the results.

Review the replacement item details (name, UPC, and quantity). Click the **Replace Item** button to confirm the substitution.

The substituted item will now appear in the order summary.

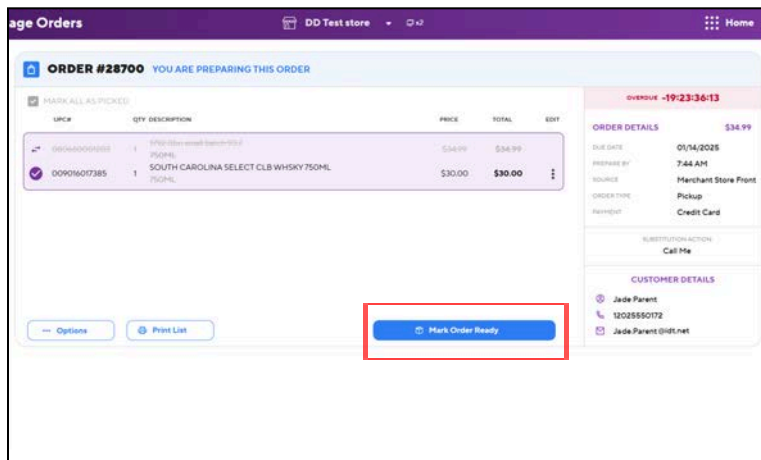
As you pick items, the system locks the order, so no one else can make changes to it at the same time. If someone tries to open the same order, they'll see a message saying it's already being worked on.

Setting the order back to **New** releases the order lock, allowing other staff to access and action the order.

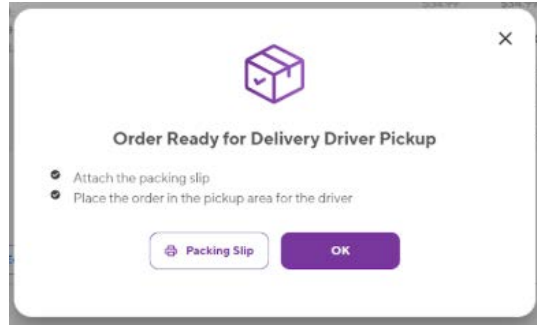
**NOTE: If you want to save your progress, just leave the screen and the order will stay in the "In Progress" column.**

Customer-selected modifiers are displayed in the order details within the **Picking Feature**. Store staff **cannot** currently modify or remove customer-selected modifiers during the picking process.

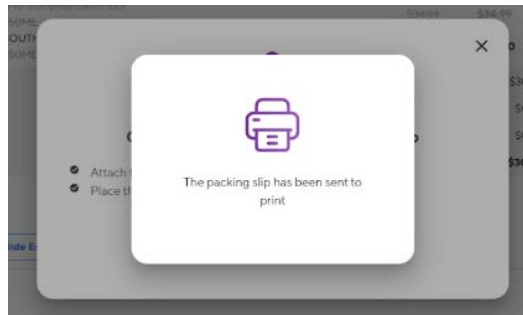
To complete the order, on the bottom of the screen select **Mark Order Ready**.



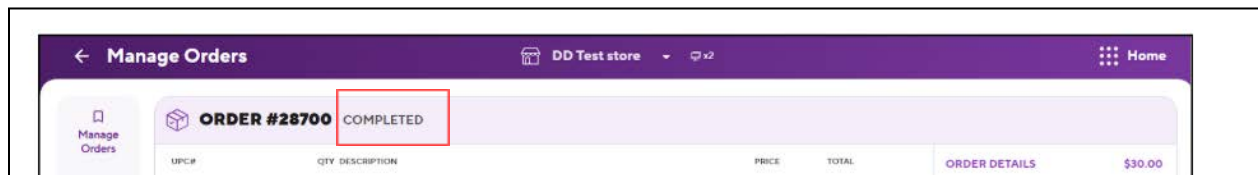
A confirmation message will appear indicating that the order is ready.



A popup will appear prompting you to print the packing slip. Click **Packing Slip** to print the document.



Ensure the printed slip is attached to the package. Click **OK** to finalize the order. The order status will change to **Completed**, and it will be ready for pickup



**Note: Alternatively, you can print the Packing Slip directly by clicking the Packing Slip button in the order details screen.**

## Promotions and Discounts

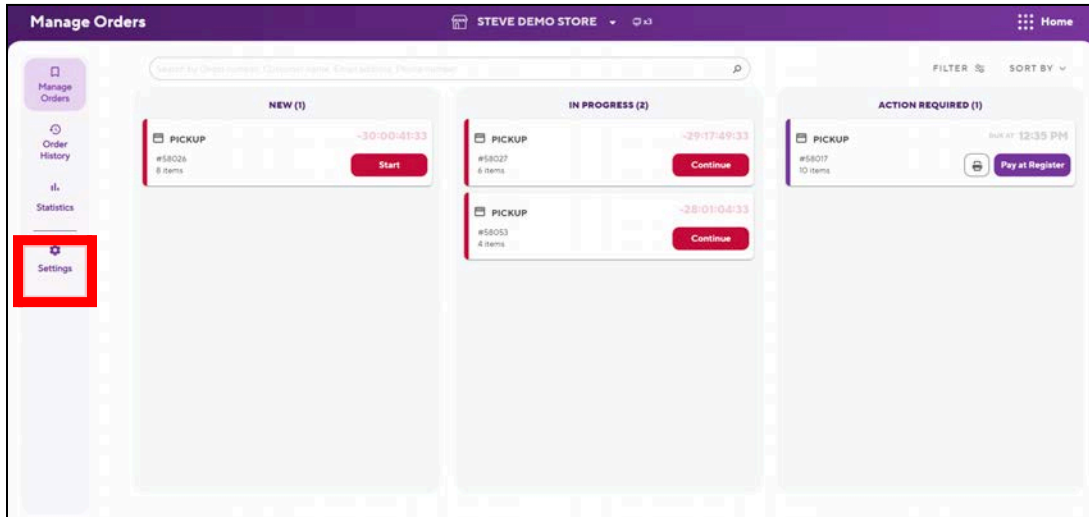
NRS Order Management also automatically adjusts promotions and discounts for NRS Ecommerce orders when relevant items are modified.

**NOTE: Promotions are not currently available for orders placed on DoorDash.**

If an item that is part of a promotion or discount is marked as unavailable or substituted, the promotion will be recalculated accordingly. For example if a "Buy One Get One Free" promotion is applied but one of the items is unavailable, the system will remove the promotion from the order, and the total will be updated to reflect the regular price for the remaining item.

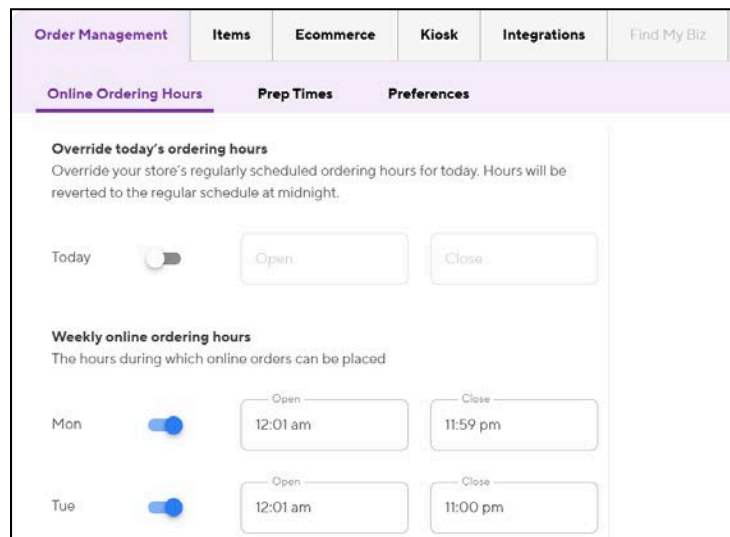
If the customer qualifies for a percentage discount based on specific items (e.g., 10% off when buying a certain number of products), and some of those items are marked as unavailable, NRS Order Management will remove or recalculate the discount based on the remaining eligible items.

When order management opens up, select **Settings** in the left hand navigation bar.



## Online Ordering Hours

You can use the Online Ordering Hours settings, under Order Management, to set the standard weekly online ordering hours, and to override your regular ordering hours for the current day if needed.



## Override Today's Ordering Hours

This setting is particularly useful for unexpected closures, special events, or holidays.

- **Start Time:** Set the time when you will start accepting online orders **today**.
- **End Time:** Set the time when you will stop accepting online orders **today**.

**Note:** This change only affects today's ordering hours and will revert to your regular schedule the next day.

## Weekly Online Ordering Hours

**Weekly online ordering hours**  
The hours during which online orders can be placed

Mon	<input checked="" type="checkbox"/>	Open 12:01 am	Close 11:59 pm
Tue	<input checked="" type="checkbox"/>	Open 12:01 am	Close 11:00 pm

Use the Weekly Online Ordering Hours to set the time when customers can make online orders for every day of the week.

Settings available are as follows:

**On/Off:** Use the daily on/off slider to choose whether or not you accept orders for that day.



**For example:** If your store is closed over the weekend, then set the On/Off slider for Saturday and Sunday to **Off**.

**Open Time:** This is the time customers will be able to start placing online orders. The Open Time for online orders does not necessarily need to be the same as your actual store opening time.

**Online Store Opening Time before Actual Store Opening Time:** You may want to start accepting orders 20 minutes before the physical store opens so you can have these orders immediately ready for customer pick-up as soon as you open your store.

**Online Store Opening Time after Actual Store Opening Time:** You may have a busy period in your store straight after opening time. In this case, you may only want to start accepting online orders after the initial busy period, so you don't need to step away from the register to

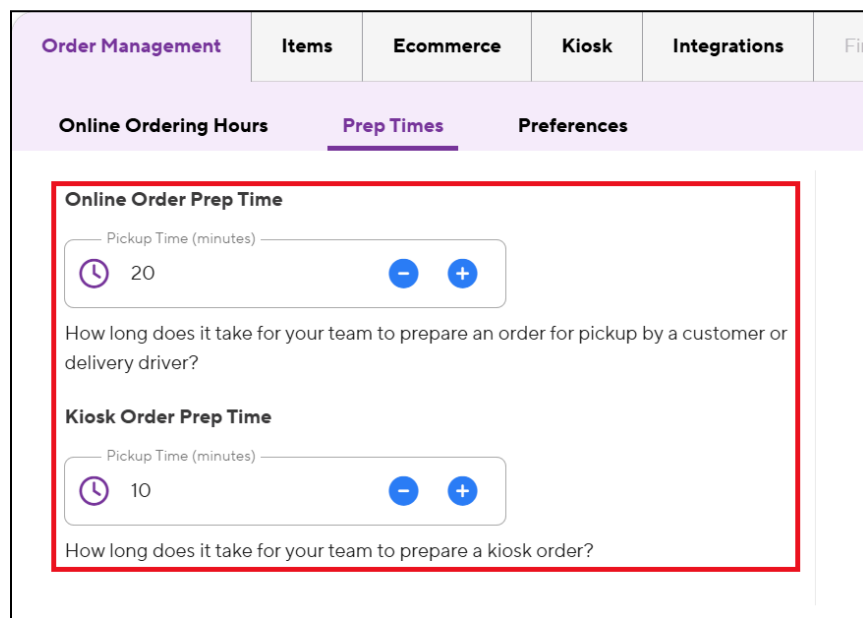
prepare online orders while you need to serve customers who have actually come into your store.

**Close Time:** This is the cut-off time for customers to be able to place orders. The Close Time for placing online orders also does not need to be the same as the closing time for your store.

**Online Store Closing Time before Actual Store Closing Time:** You may want to stop customers placing online orders 20 minutes before the actual store closing time to give yourself time to prepare the orders and give the customers time to pick up the orders before the store closes.

**Online Store Closing Time after Actual Store Closing Time:** You may want to allow customers to make online orders after your physical store closes in order to serve late-night customers who pay online.

## Prep Times



The screenshot shows a software interface with a navigation bar at the top containing 'Order Management', 'Items', 'Ecommerce', 'Kiosk', 'Integrations', and 'Fin'. Below this is a sub-navigation bar with 'Online Ordering Hours', 'Prep Times', and 'Preferences'. The 'Prep Times' tab is selected and highlighted. The main content area is enclosed in a red rectangular box and contains two sections: 'Online Order Prep Time' and 'Kiosk Order Prep Time'. Each section has a 'Pickup Time (minutes)' label, a clock icon, a numerical input field (20 for online, 10 for kiosk), and minus/plus buttons. Below each input field is a question: 'How long does it take for your team to prepare an order for pickup by a customer or delivery driver?' and 'How long does it take for your team to prepare a kiosk order?' respectively.

The **Prep Times** tab, under Order Management, allows you to set the default time required to prepare orders for pickup or delivery. This helps the system calculate accurate due times for new orders and informs customers when their orders will be ready.

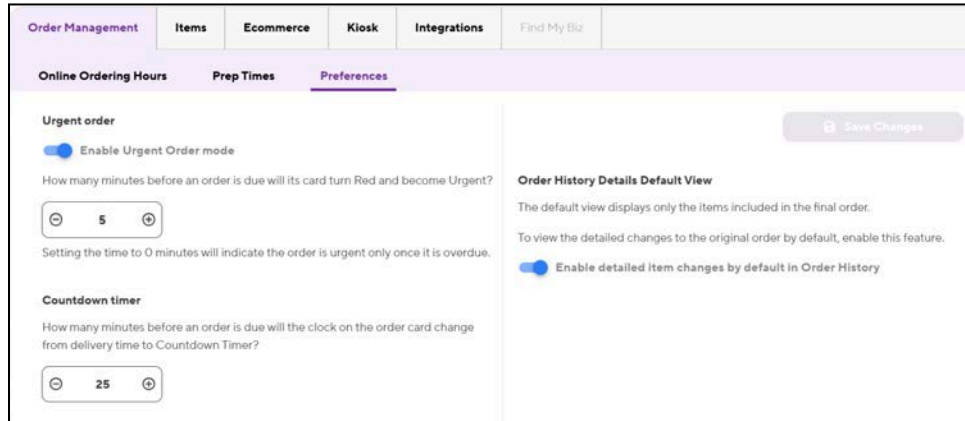
**Online Order Prep Time:** Enter the average time (in minutes) it takes to prepare an online pickup order.

**Kiosk Order Prep Time:** If you have a kiosk in your store: enter the average time (in minutes) it takes to prepare a kiosk order.



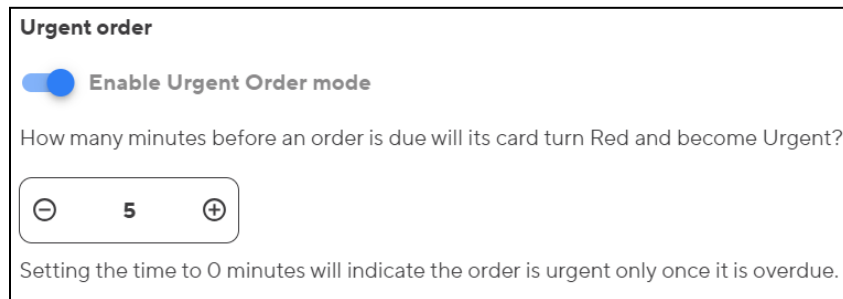
# Preferences and Order Urgency Settings

These settings allow you to define how order urgency will be managed and displayed in the Order Management System.



## Urgent Order

These settings allow you to control when an **Order Card** will turn red, signifying that it's now urgent because its due time is approaching.



**Enable Urgent Order Mode:** Use this setting to switch the Urgent Order Mode on or off. If this setting is switched **off** then Order Cards will **not** turn red when their due time is approaching.

If this setting is switched **on** then Order Cards **will** turn red when their due time is approaching.

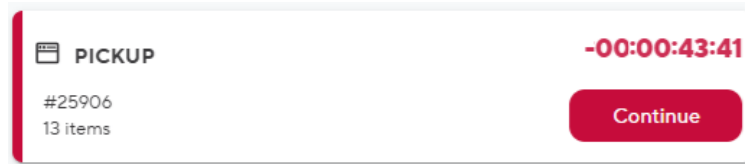
**Minutes Before an Order is Due When an Order Becomes Urgent:** Sets the number of minutes before the due time when an order becomes urgent.

If this setting is set to 5 minutes, then an Order Card will turn red when there is only 5 minutes left till the due time.

If this setting is set to 0 minus, then an Order Card will only turn red when the order's due time has passed.

When an order passes its due time without being marked as ready, it becomes **overdue**.

The order card changes to a **red background** (if it wasn't already red from being urgent). The timer starts to flash to indicate how much time has passed since the due time.



## Countdown Timer Start

This setting controls when the countdown timer appears on the order card before the due time instead of the due time. The countdown timer provides a visual reminder of the time remaining to fulfill an order.

**Countdown timer**

How many minutes before an order is due will the clock on the order card change from delivery time to Countdown Timer?

⊖ 25 ⊕

**Time to Start the Countdown Timer:** Enter the number of minutes before the due time when the countdown timer should start displaying.

The order time on the Order Card will turn into a count down timer based on your entry. For example - if you enter 2 - then within 2 minutes of the order due time the count down timer will start.

**Order Prep Time:** You can set the **Order Prep Time** to the same number of minutes as the countdown start time. In this case, your staff will be given a timely reminder that the order should be in preparation, or else it will be late.

## Order History Details Default View

The **Order History Details Default View** setting controls which version of the order details you see by default in the Order History screen—either:

- **Final (edited) order with all substitutions and changes** (when enabled), or
- **Original (unmodified) order** (when disabled).

#### Order History Details Default View

The default view displays only the items included in the final order.

To view the detailed changes to the original order by default, enable this feature.



Enable detailed item changes by default in Order History

Regardless of the default, you can always toggle between viewing the original order versus the final edited order (by clicking Show Edits / Hide Edits in the Order History details). This setting simply decides which view appears first when you open an order in the history.

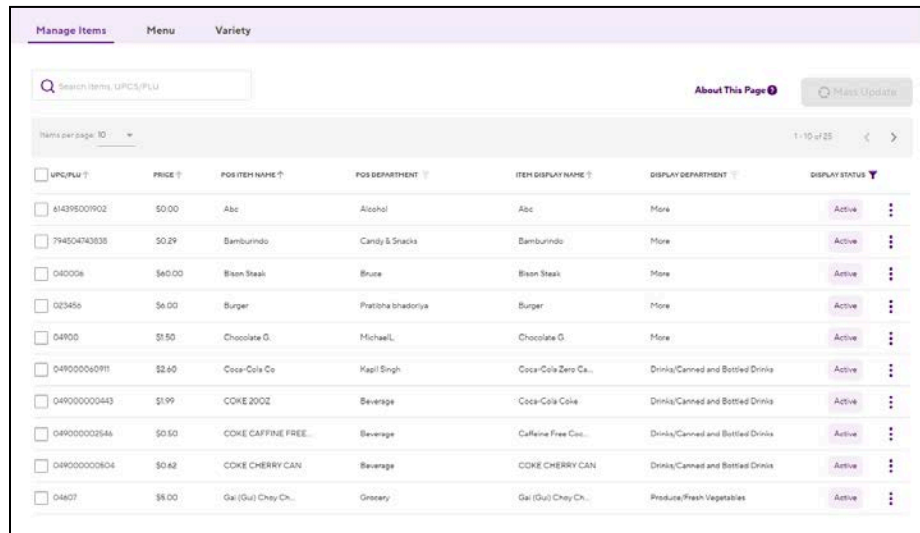
**Enabled:** When you open an order in the **Order History**, it will show the final version of that order (including any substitutions, removed items, and quantity changes).

**Disabled:** When you open an order in the **Order History**, it will show the original order exactly as the customer placed it, before any picking edits.

# Items

Now tap on the **Items tab**.

This will open up a window that will reflect all the items in your pricebook.



<input type="checkbox"/> UPC/PLU	PRICE	POS ITEM NAME	POS DEPARTMENT	ITEM DISPLAY NAME	DISPLAY DEPARTMENT	DISPLAY STATUS
<input type="checkbox"/> 614395001902	\$0.00	Abc	Alcohol	Abc	More	Active
<input type="checkbox"/> 794504743338	\$0.29	Bamburindo	Candy & Snacks	Bamburindo	More	Active
<input type="checkbox"/> 040058	\$60.00	Bison Steak	Beats	Bison Steak	More	Active
<input type="checkbox"/> 023456	\$6.00	Burger	Phatona bradoriya	Burger	More	Active
<input type="checkbox"/> 04900	\$1.50	Chocolate G.	Michael	Chocolate G.	More	Active
<input type="checkbox"/> 04900006911	\$2.60	Coca-Cola Co	Kapil Singh	Coca-Cola Zero Ca...	Drinks/Canned and Bottled Drinks	Active
<input type="checkbox"/> 049000000443	\$1.99	COKE 200Z	Beverage	Coca-Cola Cola	Drinks/Canned and Bottled Drinks	Active
<input type="checkbox"/> 049000002546	\$0.50	COKE CAFFINE FREE	Beverage	Caffeine Free Coc...	Drinks/Canned and Bottled Drinks	Active
<input type="checkbox"/> 049000000804	\$0.62	COKE CHERRY CAN	Beverage	COKE CHERRY CAN	Drinks/Canned and Bottled Drinks	Active
<input type="checkbox"/> 04807	\$8.00	Ga (Gu) Chey Ch...	Generaly	Ga (Gu) Chey Ch...	Produce/Fresh Vegetables	Active

The Manage Items window allows you to get an insight to the items in your pricebook that are listed in your online profile.

**NOTE:** In order to standardize product names and departments for consumers shopping online, NRS uses a 3rd party globally respected organization to update the names and departments that consumers see online. These item names and departments may differ from what you enter into your POS.

The topic headers are:

**UPC/PLU:** Unique identifier for the product.

**Price:** Price per product item.

**POS Item Name:** The product name as displayed in the POS.

**POS Department:** The department into which the product is categorized on the POS.

**Item Display Name:** The product name as displayed on NRS POS

**Display Department:** The department where the product is listed on the POS

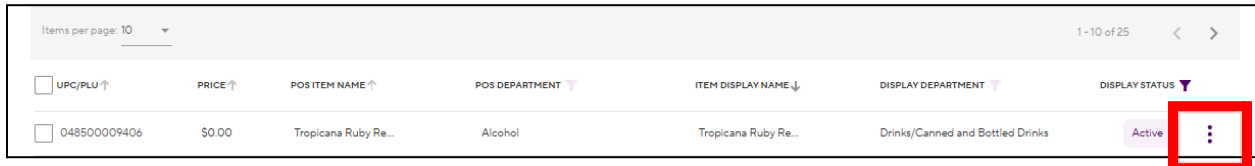
**Display Statuses**


- **Active:** The product is displayed and available for sale.
- **Hidden:** The merchant **has chosen to not display** this item.
- **Inactive:** The product is **not displayed because the system determines it is inactive**.
- **Out of Stock:** This field only applies if an item has “inventory is tracked” active in the NRS Pricebook.

**NOTE: The Product is not displayed if the stock level is zero (0) or negative in the NRS Pricebook.**

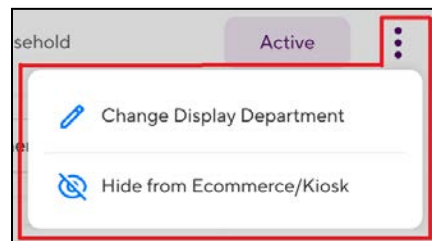
A product is considered to be **inactive** when it has not been edited, or sold in store in the last 60 days. New items added to the NRS Pricebook are NOT considered inactive and show up on this screen as soon as they are added.

If you do not want an item to be listed on the Kiosk or on the online store you can click on the three dots to the far right of the item row.

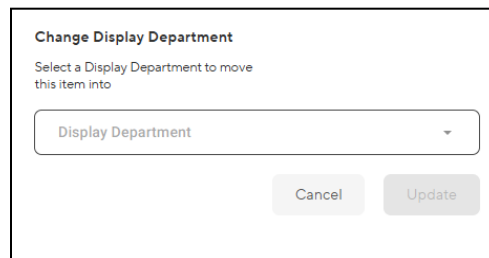


UPC/PLU ↑	PRICE ↑	POS ITEM NAME ↑	POS DEPARTMENT ↓	ITEM DISPLAY NAME ↓	DISPLAY DEPARTMENT ↓	DISPLAY STATUS ↓
<input type="checkbox"/> 048500009406	\$0.00	Tropicana Ruby Re...	Alcohol	Tropicana Ruby Re...	Drinks/Canned and Bottled Drinks	Active 

A pop-up menu will appear.



To change Display Department Click **Change Display Department**, the following pop-up will appear.



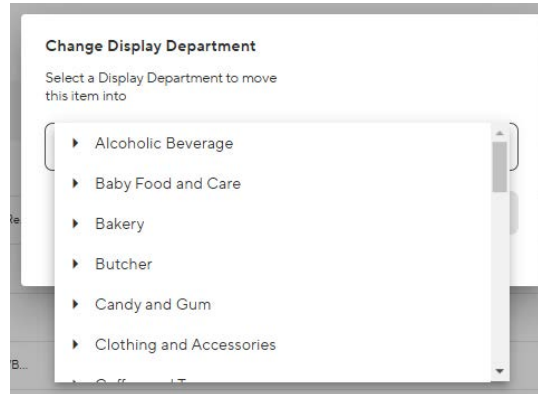
**Change Display Department**

Select a Display Department to move this item into

Display Department

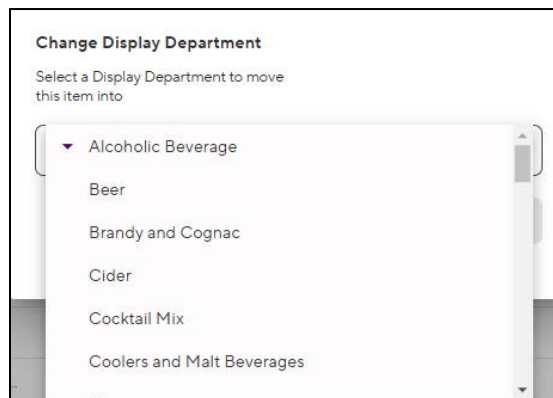
Cancel Update

Tap on the drop-down box to show the available Display departments.

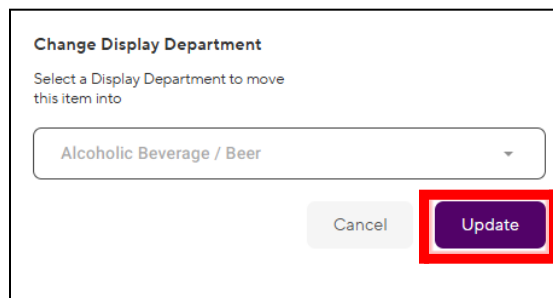


**Please NOTE: Within Display Departments, you have the ability to assign sub-departments so that your customers can more easily find what they are looking for when shopping online.**

To select a new department, select the arrow next to the department name and then select the desired sub-department.



Select the **Update** button and the product is now moved to the selected department.

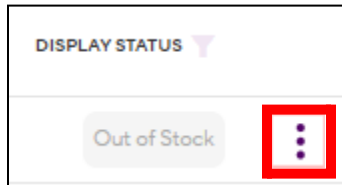


If you do not want to sell a specific product on any Online Ordering channel, you can hide it by selecting the other choice in the 3 dots to the right of the product line. Select **Hide from Ecommerce/Kiosk** from the menu.

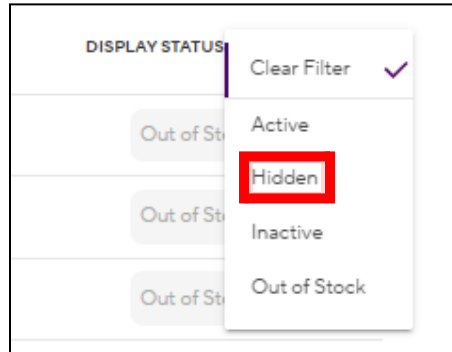
The modified product will no longer appear on any Online Ordering channel.

If, however, you change your mind at a later time you can unhide the item and it will be relisted on your online platforms.

To **unhide** a product you can search for it by using the filter at the top of the column.



Tap the **Hidden** option in the drop down menu.



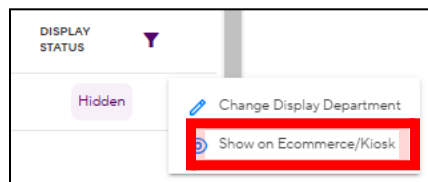
This will sort the Pricebook and only show you the Hidden items.

UPC/PLU ↑	PRICE ↑	POS ITEM NAME ↑	POS DEPARTMENT ↓	ITEM DISPLAY NAME ↓	DISPLAY DEPARTMENT ↓	DISPLAY STATUS ↓	
<input type="checkbox"/>	048500009406	\$0.00	Tropicana Ruby Re...	Alcohol	Tropicana Ruby Re...	Drinks/Iced Drinks	Hidden

Select the three-dot menu (⋮) at the end of the product row.

UPC/PLU ↑	PRICE ↑	POS ITEM NAME ↑	POS DEPARTMENT ↓	ITEM DISPLAY NAME ↓	DISPLAY DEPARTMENT ↓	DISPLAY STATUS ↓	
<input type="checkbox"/>	048500009406	\$0.00	Tropicana Ruby Re...	Alcohol	Tropicana Ruby Re...	Drinks/Iced Drinks	Hidden ⋮

Choose **Show on Ecommerce/Kiosk** from the menu.



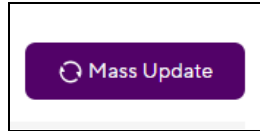
The product will become visible again on all Online Ordering channels immediately.

The **Mass Update** button on the top right hand side of the page can be used to change the **Ecommerce Display Department** for multiple products simultaneously. Select the items to update by checking the box to the left of the item line.

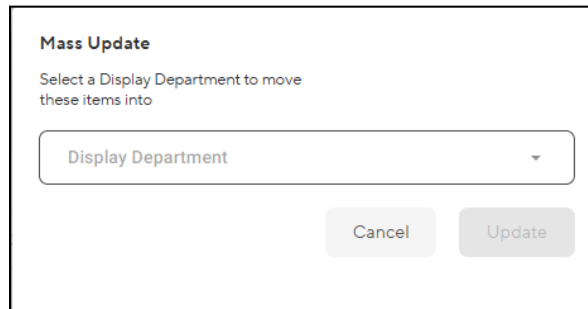
**Note:** To select all the items shown on the page, select the check box at the top of the first column.



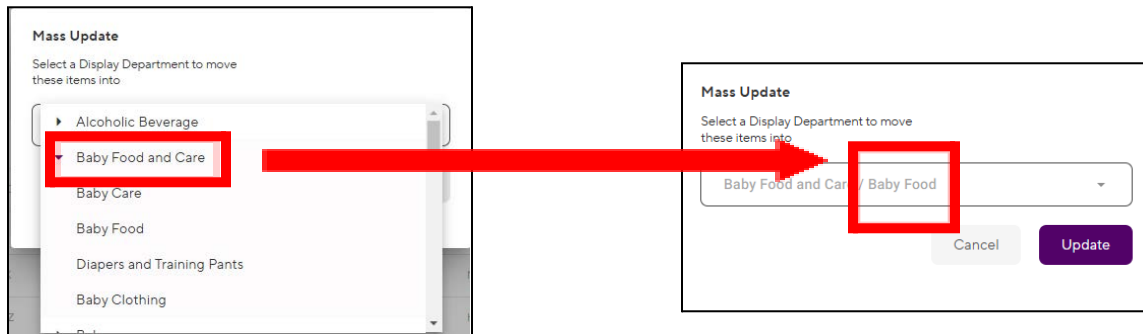
Click the **Mass Update** button on the top right hand side of the screen.



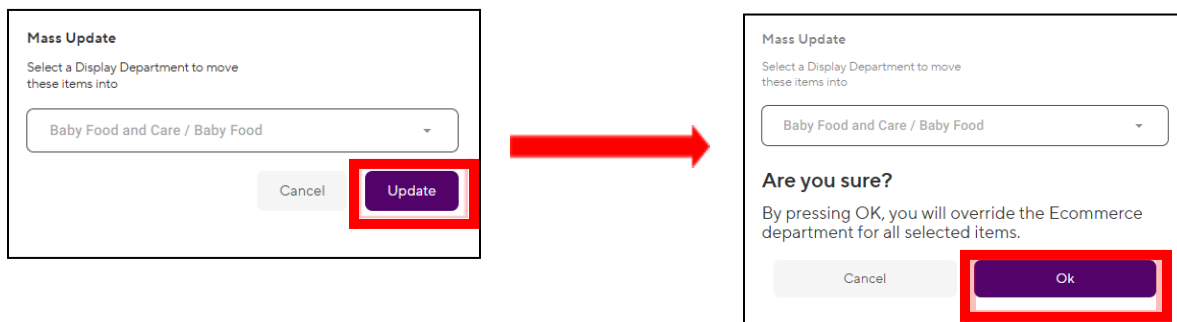
The following pop-up dialog box will appear.



Select the department and sub department into which the selected products should be moved.

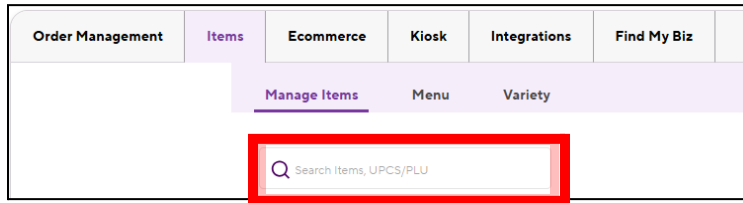


Click the **Update** button. A confirmation pop up will appear. Confirm your choices by clicking **OK**



All the selected products will be moved into the new department.

There is also a search feature on the OM Items window located on the top left of the window.



You can use the search box to search items by UPC/ PLU or product name. Simply enter parts of the UPC or PLU or any part of the name of the item. The search will populate with options as you are typing. The more you type the better the search will function.

This screenshot shows search results for the query '00'. The search box contains '00'. Below the search box is a dropdown for 'Items per page: 10'. The table below has columns for 'UPC/PLU', 'PRICE', and 'POS ITEM NAME'. The results are as follows:

<input type="checkbox"/> UPC/PLU ↑	PRICE ↑	POS ITEM NAME ↑
<input type="checkbox"/> 048500009406	\$0.00	Tropicana Ruby Re...
<input type="checkbox"/> 040001	\$25.00	tackle cream
<input type="checkbox"/> 03	\$2.25	Street Tacos
<input type="checkbox"/> 04090	\$1.00	Spinach Regular/B...

This screenshot shows search results for the query 'co'. The search box contains 'co'. Below the search box is a dropdown for 'Items per page: 10'. The table below has columns for 'UPC/PLU', 'PRICE', and 'POS ITEM NAME'. The results are as follows:

<input type="checkbox"/> UPC/PLU ↑	PRICE ↑	POS ITEM NAME ↑
<input type="checkbox"/> 03	\$2.25	Street Tacos
<input type="checkbox"/> 025046020621	\$3.29	Ricolino Duvalin ...
<input type="checkbox"/> 049000000504	\$0.62	COKE CHERRY CAN
<input type="checkbox"/> 049000060911	\$2.60	Coca-Cola Co
<input type="checkbox"/> 049000000443	\$1.99	COKE 200Z
<input type="checkbox"/> 04900	\$1.50	Chocolate G.
<input type="checkbox"/> 049000002546	\$0.50	COKE CAFFINE FREE...

## Filtering for Products

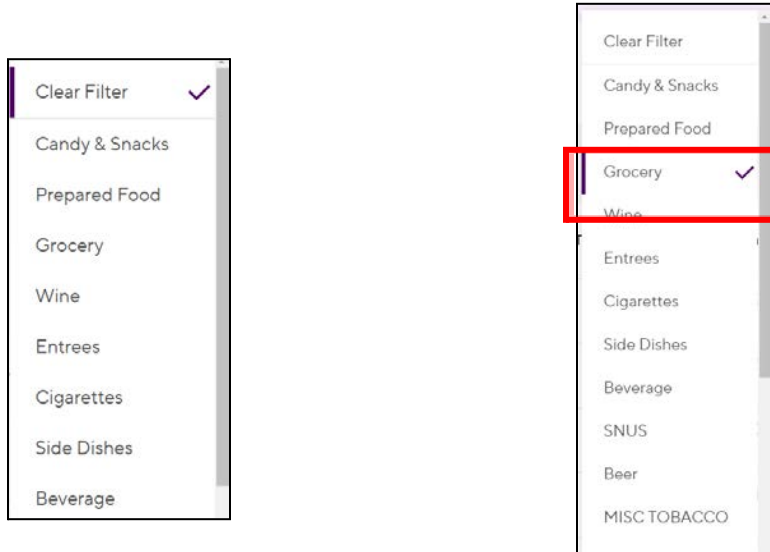
The filter icon next to several of the headers allow you to filter for categories of products.

This screenshot shows the header of the table with several filter icons highlighted with red boxes. The header includes columns for 'UPC/PLU', 'PRICE', 'POS ITEM NAME', 'POS DEPARTMENT', 'ITEM DISPLAY NAME', 'DISPLAY DEPARTMENT', and 'DISPLAY STATUS'. The filter icons are located next to the 'POS DEPARTMENT', 'ITEM DISPLAY NAME', 'DISPLAY DEPARTMENT', and 'DISPLAY STATUS' headers.

<input type="checkbox"/> UPC/PLU ↑	PRICE ↑	POS ITEM NAME ↑	POS DEPARTMENT ↓	ITEM DISPLAY NAME	DISPLAY DEPARTMENT ↑	DISPLAY STATUS ↓
------------------------------------	---------	-----------------	------------------	-------------------	----------------------	------------------

For example, to filter by POS department Click the filter icon next to the **POS Department** column header.

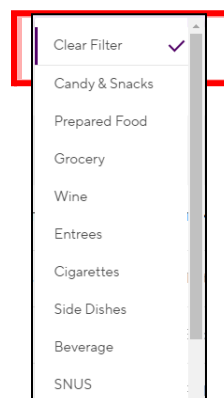
This displays a list of available POS departments. You can scroll down to see additional departments.



Selecting one of the POS departments will display only products in that department.

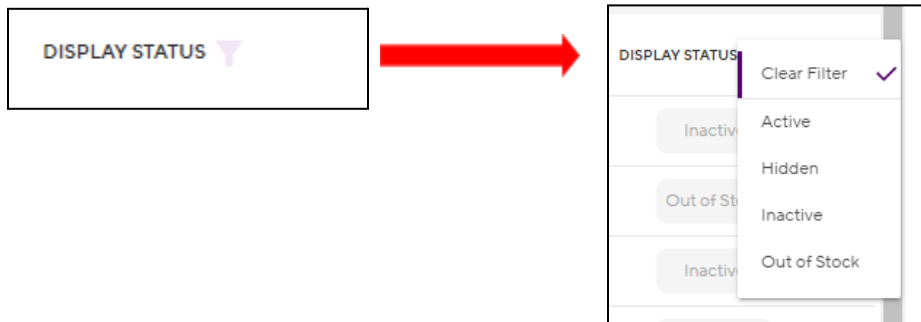
<input type="checkbox"/> UPC/PLU ↑	PRICE ↑	POS ITEM NAME ↑	POS DEPARTMENT ▼	ITEM DISPLAY NAME ↑
<input type="checkbox"/> 010181032653	\$9.39	PALMERS COCONUT O...	Grocery	PALMERS COCONUT O...
<input type="checkbox"/> 010181032707	\$8.39	PALMERS COCONUT O...	Grocery	PALMERS COCONUT O...
<input type="checkbox"/> 010181041655	\$9.39	PALMERS COCO BTTR...	Grocery	PALMERS COCO BTTR...
<input type="checkbox"/> 010300102793	\$5.59	EMERALD PECANS GL...	Grocery	EMERALD PECANS GL...
<input type="checkbox"/> 010300808947	\$5.59	EMERALD ORIG GLZD...	Grocery	EMERALD ORIG GLZD...
<input type="checkbox"/> 010300930648	\$5.59	EMERALD MIXED NUT...	Grocery	EMERALD MIXED NUT...
<input type="checkbox"/> 010331000266	\$7.29	DICKINSONS WTCH H...	Grocery	DICKINSONS WTCH H...
<input type="checkbox"/> 010609627140	\$1.89	LOS PERICOS TOSTA...	Grocery	LOS PERICOS TOSTA...
<input type="checkbox"/> 010668075029	\$8.99	CAMERONS TSTD STH...	Grocery	CAMERONS TSTD STH...
<input type="checkbox"/> 010668075036	\$8.99	CAMERONS VANILL H...	Grocery	CAMERONS VANILL H...

If you want to remove or clear the filter, click the filter icon and select “Clear Filter”.



Now all products will be displayed.

You can also filter by the status of each item.



### The “More” Department

Most products are categorised for First Party NRS Ecommerce channels by Order Management automatically, however:

- custom products where the merchant assigns their own PLU, and
- products for which NRS doesn't have a predefined department

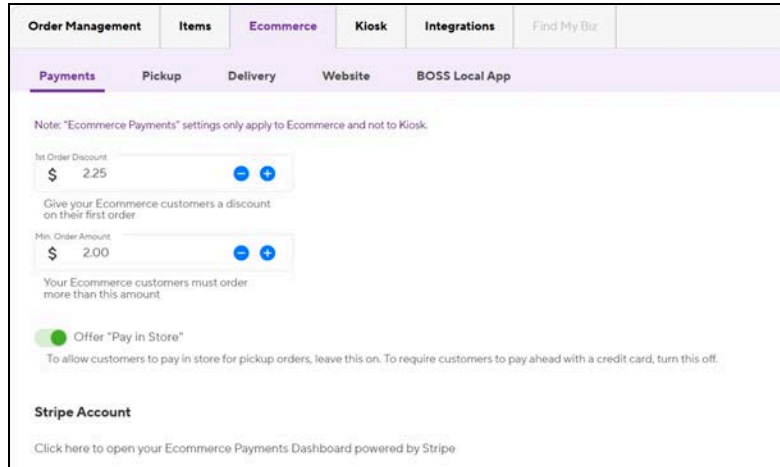
will appear in the “More” department on NRS First Party Ecommerce channels.

You can move items from the “More” department to a more suitable category if you wish to do so.

## Ecommerce Tab

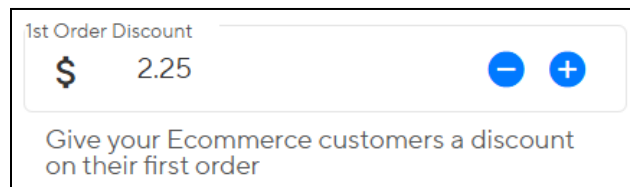
### Payments

The Ecommerce Payments give you control over payment related settings for ecommerce orders.



## First Order Discount

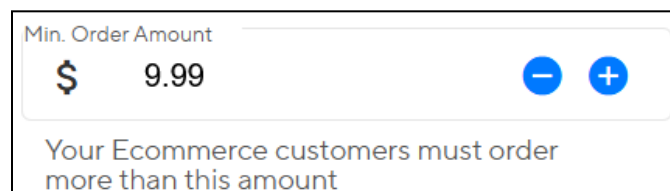
The **First Order Discount** setting allows you to give a discount to customers making their first ecommerce order.



In the screenshot shown above, the merchant has chosen to give a \$2.25 discount to customers making their first ecommerce order.

## Minimum Order Amount

The **Minimum Order Amount** allows you to set the minimum spend for an ecommerce order. For example, if it's not worth your while to process an ecommerce order under \$9.99, you may set \$9.99 as the **Minimum Order Amount**.



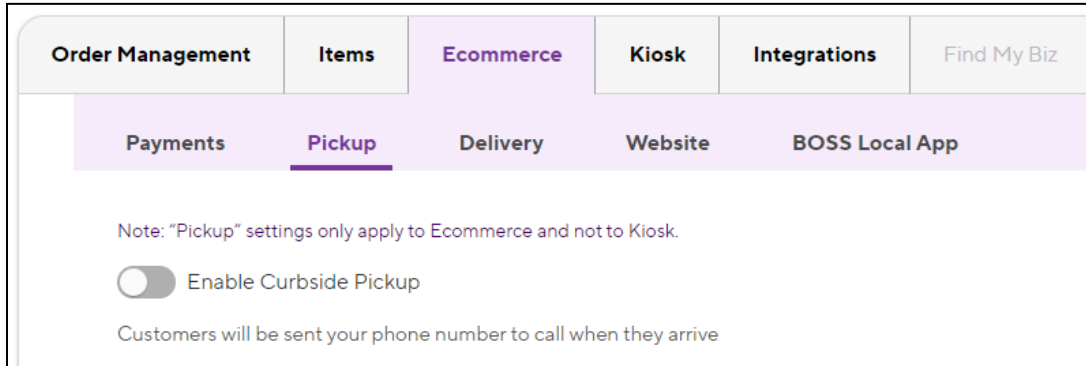
## Pay In Store

This setting allows you to set if customers will be allowed to pay in store for ecommerce orders or if they will only be able to pay online.

## Stripe Account

You can add or view your Stripe account. You will need a Stripe account to offer delivery for NRS Ecommerce orders. You can only add or view your Stripe account from the Merchant Portal.

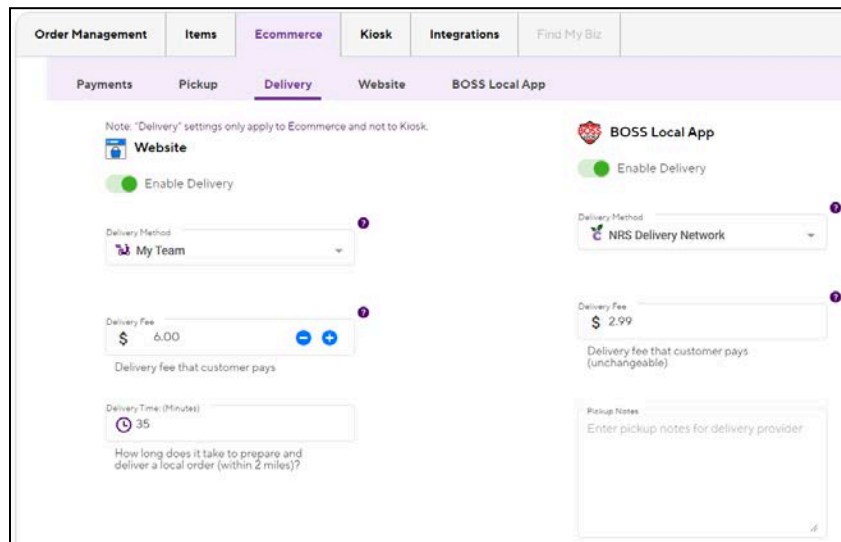
# Pickup



## Enable Curbside Pickup

If **Enable Curbside Pickup** is enabled, then the store phone number is displayed at checkout, on the order confirmation page, and in the confirmation email or text message. This lets customers know which number to call when they arrive.

## Delivery - Ecommerce Delivery Settings



# Delivery Settings

The actual cost for Bringg delivery for Merchant Storefront orders is \$6.00, that they pay to NRS. However the amount paid by your customer can be more or less than \$6.00.

You can choose to pay part of the delivery fee, in this case the cost to the customer will be \$6.00 minus the subsidy that you wish to offer.

You can choose to charge the customer more than \$6.00 for delivery. In the case below you will keep the extra money that the customer was charged above \$6.00.

Delivery Method

The actual cost for NRS Cinch Delivery is \$6.00

Delivery Fee  - +

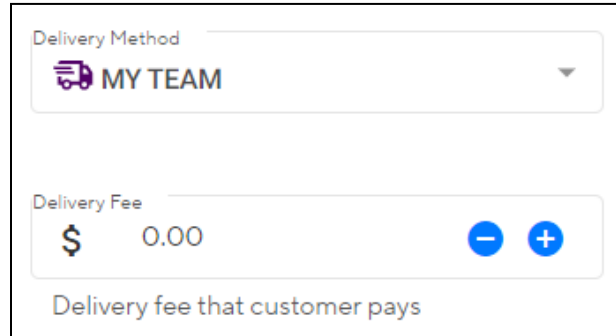
Delivery fee that the customer pays

Retailer Contribution  - +

Amount of the delivery fee covered by the retailer (optional)

## My Team Delivery Settings

In the My Team delivery settings for Merchant Storefront orders, there is a field, **Delivery Fee**, that is paid by the customer to the merchant.

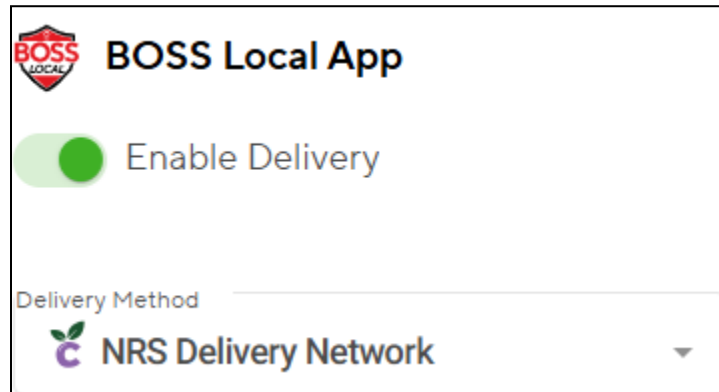


The screenshot shows a settings interface for 'My Team' delivery. At the top, there is a 'Delivery Method' dropdown menu with a purple truck icon and the text 'MY TEAM'. Below this is a 'Delivery Fee' field showing a dollar sign icon, the value '0.00', and two blue circular buttons with minus and plus signs. At the bottom of the field, it says 'Delivery fee that customer pays'.

## BR Club App Delivery Fees

When delivery is enabled for the BR Club App, and NRS Cinch Delivery is selected as the delivery method, no charge fields are shown.

This is because delivery charges in this scenario are determined by and handled by NRS.




The screenshot shows the 'BOSS Local App' settings. At the top left is the 'BOSS LOCAL' logo. To its right is the text 'BOSS Local App'. Below this is a green toggle switch followed by the text 'Enable Delivery'. At the bottom, there is a 'Delivery Method' dropdown menu with a purple leaf icon and the text 'NRS Delivery Network'.

# Website

**Order Management**   **Items**   **Ecommerce**   **Kiosk**   **Integrations**   Find My Biz



Payments   Pickup   Delivery   **Website**   BOSS Local App

Note: "Website" settings only apply to Ecommerce and not to Kiosk.  
**Your web URL** URL Finalized

<https://nrsgo.com/jodys>  Click here to copy

### Download Ad Materials

Download and print the below ad materials to advertise your website

 Download QR Code    Download Flyer   Flyer Language: English

### Customize Website Template

Select website format: All items

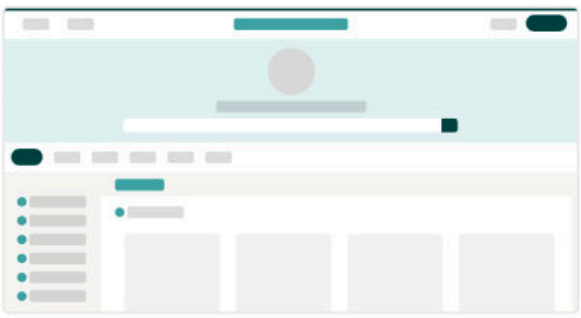
Choose a layout for your website

Select color palette: Teal

Change the default website color to a color of your choice.

Add a slogan:  
We love our customers at Jody's Convenience!

Preview



All categories will be visible on your website

### Customize Website Carousel

Add a rotating banner to the header of your website that you can use to communicate with your customers

Turn on Carousel

## Your Web URL

Enter a unique URL name and select **Finalize URL** (e.g., <https://nrsgo.com/my-shop>). Use **Click here to copy** to share your stores link online or on social media.

## Download Ad Materials

- **Download QR Code:** Creates a code linking to your site, which you can post in-store.
- **Download Flyer:** Lets you print a ready-made flyer advertising your website; choose **Flyer Language** (English/Spanish) as needed.

●

## Customize Website Template

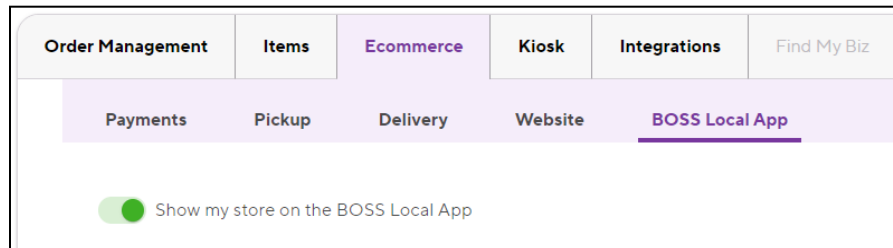
- **Select Website Format:** Choose between a standard, “all items” layout or a single-page format (often used for liquor, tobacco, or menu-only shops).
- **Primary Color:** Select a color scheme that carries throughout your site.
- **Store Slogan:** Add up to 50 characters of branding text (e.g., “Fresh Groceries Every Day!”).

●

## Customize Website Carousel

**Carousel (Banner Ads):** Toggle a rotating banner carousel (up to 4 images). If your chosen layout doesn’t support a carousel, you’ll see a note indicating it’s unavailable.

## BOSS Local App

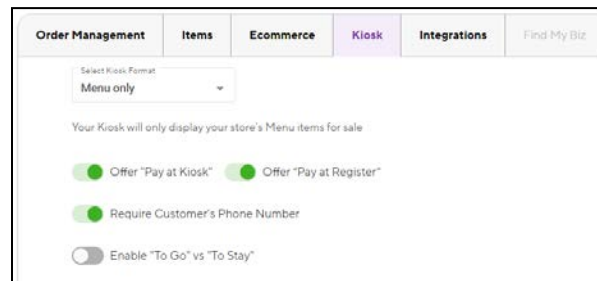


Use the “**Show my store on the BOSS Local App**” setting to control whether your store is visible on the BOSS Local online ordering platform.

When **Show my store on the BOSS Local App** is switched **On**, customers using the BOSS Local App can discover and shop at your store, adding items to their cart and scheduling a convenient pickup time.

Toggle **Off** to remove your store listing if you no longer wish to receive orders from BOSS Local.

# Kiosk Tab



You can choose the “**All Items**” format to show all items in the Pricebook on the kiosk, or the “**Menu Only**” format to show only items that have been added to their menu on the kiosk.

## Pay at Kiosk and Pay at Register

When a customer completes a kiosk order, they can either pay right there at the kiosk (using a credit or debit card) or wait and pay in-store at the register. The **Pay at Kiosk** and **Pay at Register** toggles let you decide which payment methods you want to offer:

If you turn on the **Pay at Kiosk** option, shoppers can pay via the kiosk’s connected card reader. As soon as they confirm payment, the kiosk issues them an order number, sends the customer a confirmation text (if phone collection is on), and marks the order as **Paid at Kiosk** in the Order Management system.

**NOTE: If you turn this option off, kiosk shoppers cannot pay at the kiosk and must pay at the register.**

If you turn on the **Pay at Register** option, customers will see a button to **Pay at Register** on the kiosk checkout screen. Once they tap it, the kiosk issues an order number, and they must pay in person at the POS before picking up the order.

**NOTE: If you turn this off, kiosk shoppers must pay at the kiosk and will not be allowed to select Pay at Register.**

## Require Customer’s Phone Number

You must decide whether customers must enter their phone number during kiosk checkout. If you enable this setting, each shopper must provide a valid phone number before completing their order.

This phone number is then used to Send an Order Confirmation Text and to Contact the Customer .

The shopper will immediately receive a text message containing their order number and details and if any issues, questions, or substitutions arise while fulfilling the order, you can call or text them directly.

**NOTE: If you disable this setting, the phone number field appears but is optional, meaning some kiosk orders may not include phone information.**

### **Enable To Go vs To Stay**

This option lets shoppers specify whether they're taking their kiosk order **To Go** (packaged in disposable containers/bags) or **To Stay** (to be consumed on-site, with trays/plates/utensils).

When **Enable "To Go" vs "To Stay"** is on during checkout, customers are asked, "Is this order To Go or To Stay?" In addition, the selected option is shown in Order Management, and prints on order tickets or receipts, helping your team provide proper packaging or table service.

**NOTE: If you disable this setting, the kiosk will not display that question, and all orders proceed without specifying the dining style.**

## **DoorDash Integration with NRS Order Management System (OMS)**

These instructions explain how to integrate DoorDash with the NRS Order Management System, allowing you to manage DoorDash orders seamlessly within the NRS environment.

### **Prerequisites and Required Resources**

**DoorDash Integration Code** that is provided by Door Dash.

#### **DoorDash Merchant Account:**

If you already work with DoorDash but do not have an Integration Code, then have your account information ready so you can request one.

If you do not currently have a DoorDash account, you will need to sign up (See below)

#### **NRS Integrations: DoorDash license**

You need to have an **NRS Integrations: DoorDash license** before you can submit the Integration Code.

If you do not already have this license, please contact [doordash@nrsplus.com](mailto:doordash@nrsplus.com) to obtain it.

**NOTE: You need to have your DoorDash Merchant Account set up before obtaining the NRS Integrations: DoorDash license.**

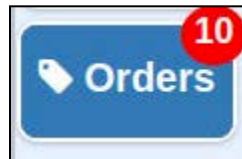
If you are unsure whether you already have a DoorDash account, confirm if you are signed up with DoorDash.

If you are signed up, obtain the code from your DoorDash Account Manager.

If you are not signed up, fill out the new account request form linked in the onboarding wizard to get started with DoorDash.

## DoorDash Integration Process

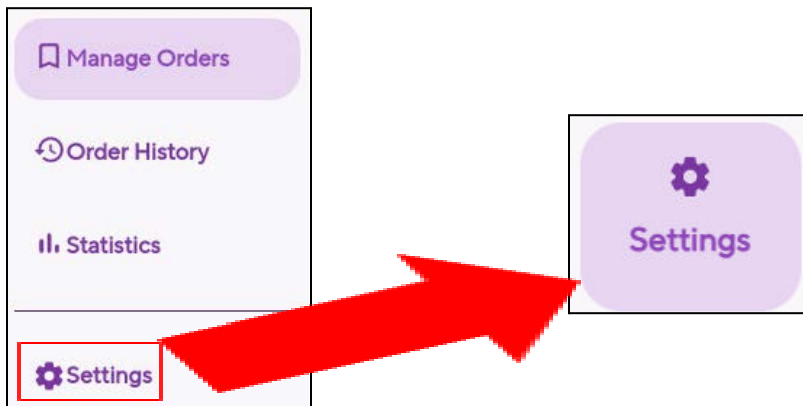
Navigate to the NRS Order Management System via the Order Management tile on the Merchant Portal or by selecting the Orders button on the POS Register.



On the POS, tap on Orders. The Manage Orders page will open. Select the three lines to the left of the **Manage Orders** on the header.



Then select **Settings** from the drop down menu.



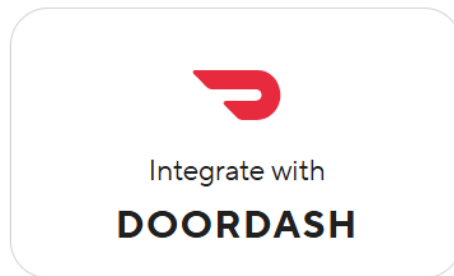
On the Merchant Portal select **Settings** from the menu on the left side after opening up the Order Management tile.



On the header tap the Integrations Tab

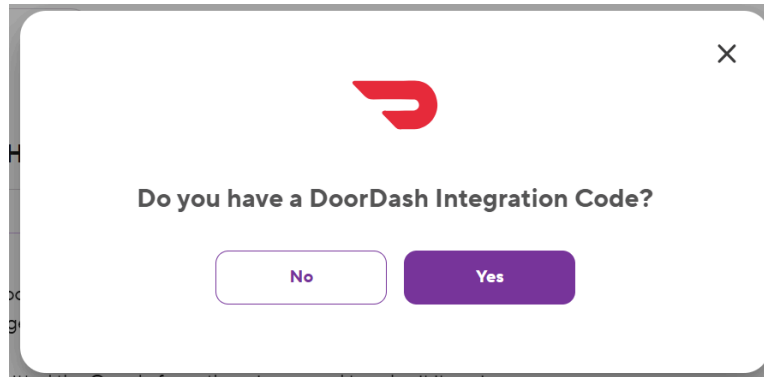


The Integrate with DoorDash tile will appear. Click on the tile.



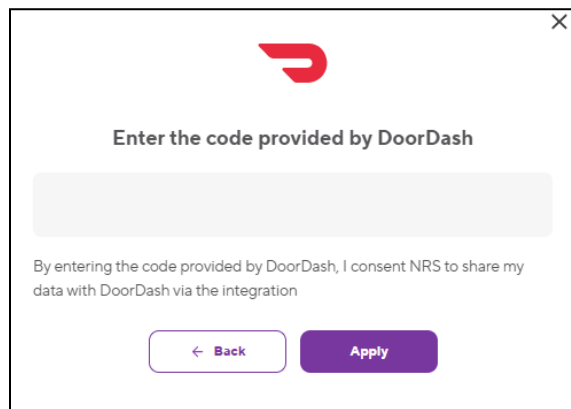
A pop-up window will appear informing you that you need to have an account with DoorDash and an NRS Integration license. When you are ready click the blue **Start Integration** button on the right side of the screen.





**Note: You will need to have obtained the NRS Integration: DoorDash license in order to submit the DoorDash Integration Code.**

If you have the code, select **Yes**. A popup will appear asking that you enter the code provided to you by DoorDash.



Enter the Integration Code: **Please Note: The code is case sensitive.**

Below the input field, please read the consent statement before clicking **Apply**.

By entering the code provided by DoorDash, I consent NRS to share my data with DoorDash via the integration

Click **Apply**.

If the Integration Code is valid: A success message will display:

***Success! Your request to integrate with DoorDash was successfully submitted. Please note this process can take up to 30 days to complete. For information on your store's status, contact DoorDash Support.***

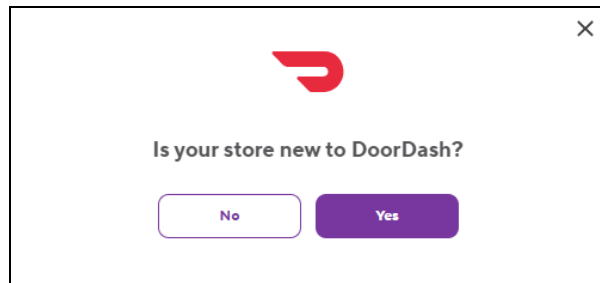
If the Integration Code is not valid an error message will display:

***The Integration Code entered is invalid. Please try again. If the problem persists, contact DoorDash Support to obtain a new Integration Code.***

You can retry entering the code or close the pop-up.

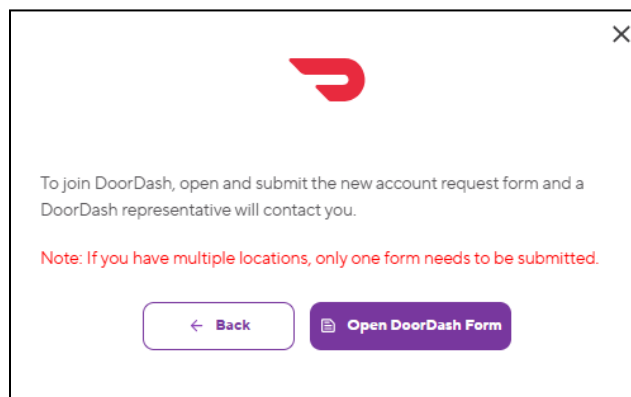
If you do not have a DoorDash Integration Code: Select **No**

A pop up screen will ask if you are new to DoorDash.



A white pop-up window with a red DoorDash logo at the top center. Below the logo, the text reads "Is your store new to DoorDash?". At the bottom, there are two buttons: a white button with a purple border labeled "No" and a solid purple button labeled "Yes". A close button (X) is in the top right corner.

If you click **Yes** that your store is new to DoorDash then a window will open

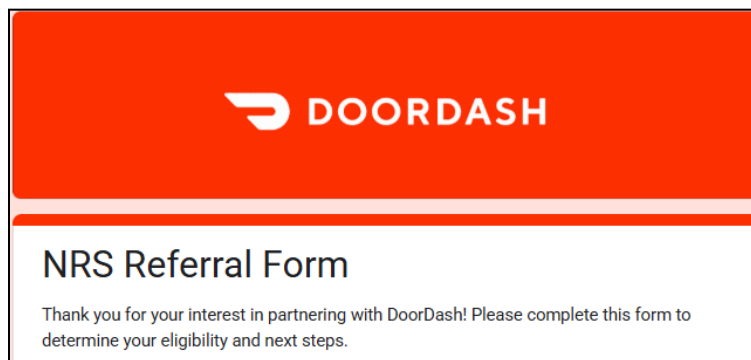


A white pop-up window with a red DoorDash logo at the top center. Below the logo, the text reads "To join DoorDash, open and submit the new account request form and a DoorDash representative will contact you." Below this, a red note says "Note: If you have multiple locations, only one form needs to be submitted." At the bottom, there are two buttons: a white button with a purple border labeled "← Back" and a solid purple button labeled "Open DoorDash Form" with a document icon. A close button (X) is in the top right corner.

The **Back button** Returns you to the previous question.

The **Open DoorDash Form** Opens DoorDash's NRS Referral Form.

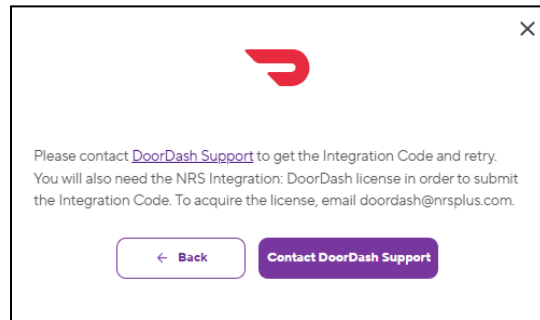
**Note: This form is only accessible from the NRS Merchant Portal, and not on the POS.**



A screenshot of the DoorDash NRS Referral Form. The top section is a solid red bar with the white DoorDash logo and the word "DOORDASH" in white capital letters. Below this, the text "NRS Referral Form" is displayed in a large, bold, black font. Underneath, a smaller black font reads "Thank you for your interest in partnering with DoorDash! Please complete this form to determine your eligibility and next steps."

Follow DoorDash's instructions to complete the onboarding process on their end.

If **No** (You Already Have a DoorDash Account but No Integration Code) a window will open asking to contact DoorDash Support.



Reach out to your DoorDash Account Manager (or [DoorDash Support](#)) to request an Integration Code.

Once you receive the code, repeat the integration process and select **Yes** when asked if you have a code.

After submitting the integration request, a status message will appear on the **Integrations** tab:

*Your request to integrate with DoorDash was successfully submitted on <date>.*

*Please note this process can take up to 30 days to complete. For information on your store's status, contact DoorDash Support.*

*Current Status: Integration Code Submitted.*

**The integration process can take up to 30 days to complete. If you have already submitted the integration request or the DoorDash form, you do not need to do so again.**

## Troubleshooting

If your Integration Code is invalid please double-check the code entered. Remember that it is case-sensitive!

If issues persist, contact [doordash@nrsplus.com](mailto:doordash@nrsplus.com).

If there is no response after submission - remember - this process can take up to 30 days. For status updates you can contact [DoorDash Support](#).