



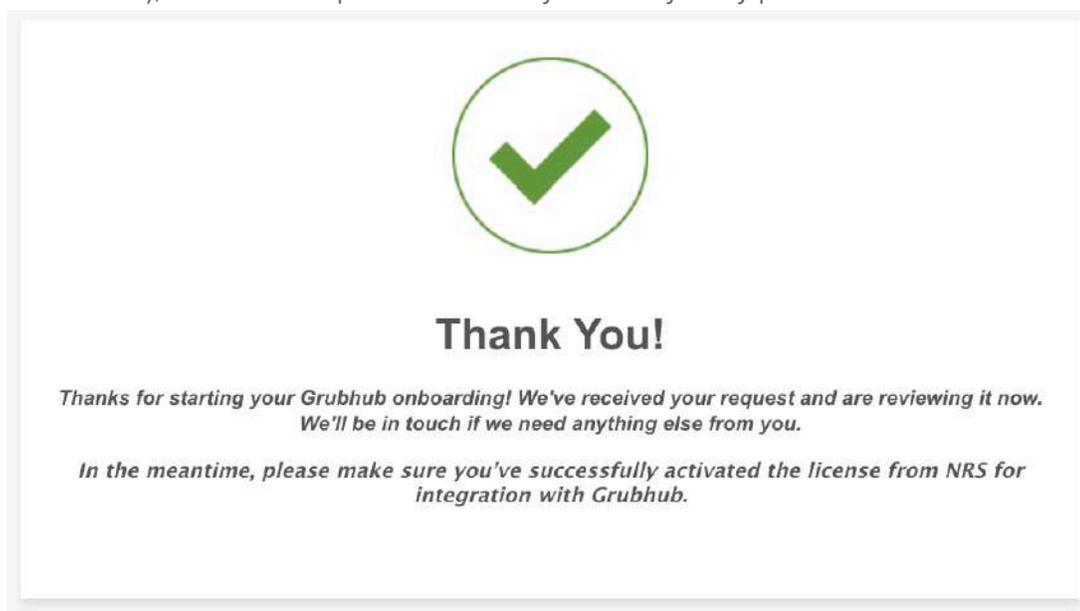
Grubhub Merchant Sign Up

Who is eligible for the Grubhub integration?

You must use an NRS POS in store, have NRS Pay. Tobacco/smoke products are not eligible.

How should a merchant sign up for the NRS–Grubhub integration?

1. Whether you're an existing Grubhub merchant or new to the platform, you can start the integration process by filling out the **Grubhub integration form** located in the **Order Management System** under the **"Integrations"** tab.
2. After submitting the form, you will receive an automatic confirmation email from Grubhub. If there are any issues with your submission (such as missing documents or incorrect information), a Grubhub representative may contact you by phone.



3. The activation process typically takes **about one week**, assuming all required documents are attached and the submitted information is accurate.
4. To ensure your store goes live as quickly as possible, please make sure your **"Integration: Grubhub"** license from NRS is activated during this time.
5. Once your license is active, Grubhub orders will begin flowing directly to your POS system. At that point, you should stop using the Grubhub tablet and manage orders seamlessly through your POS. Return the tablet by reaching out to EliteCare@Grubhub.com.

Alternatively, you can also reach out to your NRS representative or the NRS Grubhub team with the following details to initiate the integration: Terminal ID, Store name, Phone number, Store address, and request to start the Grubhub integration.

If I don't have NRS Pay, can I still sign up for Grubhub?

No, you must have NRS Pay in order to sign up for Grubhub.

How much does it cost to integrate?

There is no upfront activation cost. However, there is a monthly fee for access to the Grubhub integration on NRS Order Management. For specific cost information please reach out to your NRS Rep or call the NRS Grubhub team.



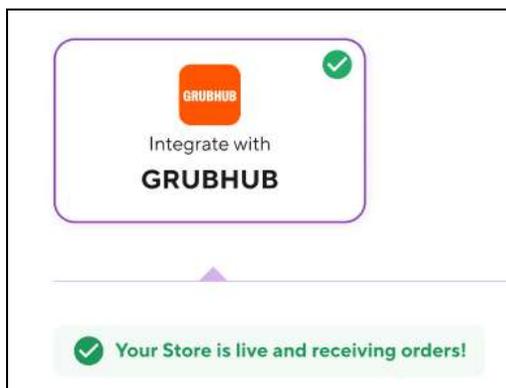
Grubhub Merchant Onboarding

How do I know when I will go live?

Once you submit the integration form, Grubhub typically creates your account within a week. After you've activated the license, your store should go live immediately.

To confirm, check the **"Integrations"** tab in the Order Management System and look for the status: **"Your Store is Live and Receiving Orders!"**

When does onboarding begin?



Onboarding refers to the process of sending your store and pricebook data to Grubhub so it can appear on their platform. This data transmission takes just a few minutes and is triggered once **two conditions** are met: (1) Your Grubhub account is fully set up and ready. (2) Your **"Integration: Grubhub"** license from NRS is activated.

Who is the best person to contact with questions about the onboarding status?

Please reach out to Grubhub@nrsplus.com. Please provide your terminal ID, store name, phone number, email and your name.

What is the Grubhub Merchant Account?

This is your Customer ID (CID) number to reference when reaching out for support.

How do I access my Grubhub Merchant account?

Once we have an account built out - you gain access by going to the link below, and following instructions for accessing your Grubhub Merchant account. The Username is your email address, and you'll set your own password by clicking FORGOT PASSWORD.

<https://get.grubhub.com/blog/how-to-sign-in-to-your-grubhub-for-restaurants-account/>

Where can I see my Grubhub statistics once my store is live?

You can see all the relevant Grubhub statistics on your Grubhub merchant account and limited statistics on your NRS portal.



Grubhub Payouts and Finances

Are Grubhub orders processed through NRS Pay?

No. Grubhub processes customer transactions for all Grubhub orders.

How do I get paid for Grubhub orders?

Direct Deposit into the banking provided at onboarding. NRS does not handle payment, rather, all payment is coming from Grubhub.

How do the payouts work? What do they cover?

The weekly direct deposit schedule is once per week and follows this cycle:

- Funds Collected: Previous Tuesday - Monday
- Funds Transmitted: Wednesday
- Funds Received by Your Bank: Friday

Where can I see financial information for Grubhub orders?

To view your financial information (statements, deposits, order history):

1. Log in to your account on the Grubhub Merchant Portal.
2. Select the "Financials" tab from the menu on the left.

You can also see select information on the NRS Order Management platform.



Grubhub Catalog

What should I do about items that are not appearing in my Grubhub catalog that are in my NRS Pricebook?

Please check if the missing items belong to any departments with an unsupported tax format. Grubhub does not accept items from departments where tax is set as a flat amount in cents - only percentage-based tax rates (%) are supported. To verify this, go to the Grubhub page under the Integrations tab in the Order Management System. There, you'll see a list of departments (if any) with unsupported tax configurations. **To fix the issue:** Open your NRS Pricebook and locate the relevant departments. Update the tax settings to use a percentage (%) format instead of a flat fee and save your changes. Once corrected, the items will be automatically sent to Grubhub within 24 hours.

If the issue persists after making these changes, please contact an NRS representative by email or phone. Be sure to include your store name, Terminal ID, contact information, and examples of missing items (with UPCs, if possible).

How do I add new items to the Grubhub catalog?

You must add new items through your NRS Pricebook. New items added to your NRS inventory will automatically be added to your Grubhub catalog. It can take up to 24 hours for items to appear.

How can I update item prices and availability on Grubhub?

All updates must be made directly in the NRS Pricebook. Any changes - such as adding, editing, deleting items, updating prices, or modifying inventory - will be sent to Grubhub during the nightly update and reflected on your Grubhub store within 24 hours.

The only exception is the Show/Hide Item setting, which is managed under the "Manage Items" tab. These visibility changes are applied immediately and do not require a nightly update.

Is there a way to increase prices on Grubhub?

Yes there is. In the NRS Order Management portal, navigate to settings > integrations > Grubhub. Click on the "Configure" button, and you can increase your prices up to 27%.

Who should I reach out to for catalog issues?

Please email Grubhub@nrsplus.com with your store name, terminal ID, and your contact information.



Grubhub Merchant Support

Where will I find orders when they come in?

Orders coming through the Grubhub platform will be received in NRS Order Management. They can be accessed on the POS, NRS Merchant Portal or the NRS My Store Merchant App.

Can I sell tobacco and nicotine products on Doordash?

No. Grubhub restricts the sale of any tobacco/smoke related products.

How do I set my store hours?

Store hours must be set in the NRS Order Management Platform. Hours set in the Grubhub merchant account will be overridden nightly.

What is the Grubhub fee structure?

15% commission all-in.

Who should the Merchant reach out to for general questions regarding the integration?

Reach out to Grubhub@nrsplus.com or an NRS sales representative.

Who should I contact if there is an issue with an order?

If there is an issue with an order, please reach out to Grubhub customer support.

What is the contact information for Grubhub customer support?

elitecare@grubhub.com



Grubhub Tax and Fees Information

Tax Collection and Remittance

Grubhub collects taxes from the customer at checkout. Depending on whether the Merchant is in a Marketplace Facilitator State (MPF), Grubhub will either remit these taxes directly to the state on the Merchant's behalf or include the taxes in the Merchant's net payout. To determine if a store is in an MPF State, see more information here: <https://lp.grubhub.com/legal/sales-tax-remittance/>.

Do the fees I set up in my NRS system get sent to Grubhub?

No - any fees you've configured in your NRS system are not sent to Grubhub and will not appear in your Grubhub catalog or on customer orders placed through their platform. The only exception is bottle deposit fees. These are handled directly by Grubhub: When items with a valid UPC are sent from NRS, Grubhub matches them to their own product catalog and applies the appropriate bottle deposit amount automatically at checkout. If a deposit is not showing on Grubhub for an item that should include one, please make sure the item has a correct UPC assigned in your Pricebook.

Grubhub Alcohol Delivery

Can I sell alcohol on Grubhub?

Alcohol can be listed on merchants' menus that are located in the states eligible for alcohol delivery. Liquor License is required. Customers are required to present their identification card to confirm the sale is to a customer of legal drinking age. Drivers will be instructed on their application when an order contains alcohol and the steps they need to take.

Direct Deposit is required for alcohol sales and a Stripe account is required for payment.

Link for merchant to set up Stripe on GFR:

<https://restaurant.grubhub.com/menu?showStripeModal=true>.

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