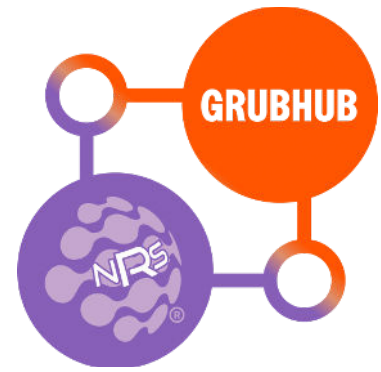




nrsplus.com/grubhub



Grubhub Integration Release Notes

December 2025

1. What the Integration Does

The Grubhub Integration lets you integrate your pricebook directly with Grubhub and receive Grubhub orders into the NRS **Order Management platform that you use for all your online orders**. Once connected you can:

- Accept, prepare, and mark Grubhub orders “Ready” from the POS, Portal or My NRS Store app.
- Keep menus and item pricing in sync automatically.
- Track license and integration status at a glance.

NOTE: **Grubhub sales** do not yet appear in NRS store statistics or on shift reports; use the Grubhub Merchant Portal for revenue and tax figures until further notice. Order fulfillment **Statistics** are available on the OMS under the “Statistics” tile.

2. Before You Begin

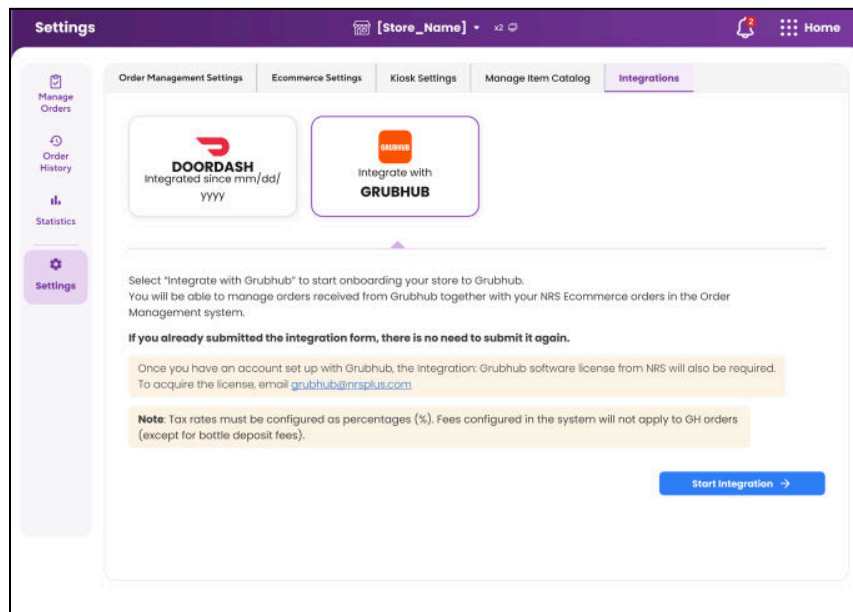
Requirement	Details
Grubhub Restaurant Account	No prior Grubhub account is required. Submit the Grubhub Integration form in the NRS Merchant Portal and Grubhub will create (or link) your restaurant account as part of the onboarding flow. Existing Grubhub stores follow exactly the same process - just submit the form and your current account will be connected automatically.
NRS Integration License	Code NRS GH080 must be purchased and active for your store.
Portal Credentials	Have your NRS Merchant Portal username & password handy.

3. Onboarding Your Store (Portal Only)

Important: Onboarding can **only** be completed in the **NRS Merchant Portal**. The flow is **not** available in the POS or the My NRS Store app.

Step-by-Step

1. **Sign in** to the NRS Merchant Portal on any desktop, laptop or tablet computer and open **Order Management ► Integrations**.
2. Locate the **Grubhub tile** (next to DoorDash).
3. Click the tile and read the intro pane.



4. Press **Start integration**. A form opens in a new tab - complete all fields and click **Submit**. Before you begin filling out the form, please make sure you have the following documents ready, as you may be required to upload them: Store logo, Voided check, W-9 form, Liquor license (if you sell alcohol), Health Certificate (for restaurants).
5. 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.
6. 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.
7. The activation process typically takes about one to two weeks, assuming all required documents are attached and the submitted information is accurate.
8. To ensure your store goes live as quickly as possible, please make sure your NRS–Grubhub license is active during this time.
9. 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.



Business Operations

Please provide all required details to register your business with us.

Location Name *

DBA *

Please list your location's NRS identifying number.

Street Address *

Street Address

Street Address Line 2

W9 Signee Title

W9 Signee Name

First Name

Last Name

MCC Number

For More Information on Merchant Category Codes Please visit the below link.

[Merchant Category Codes](#)

Will Your Location Sell Alcohol? *

Yes

No

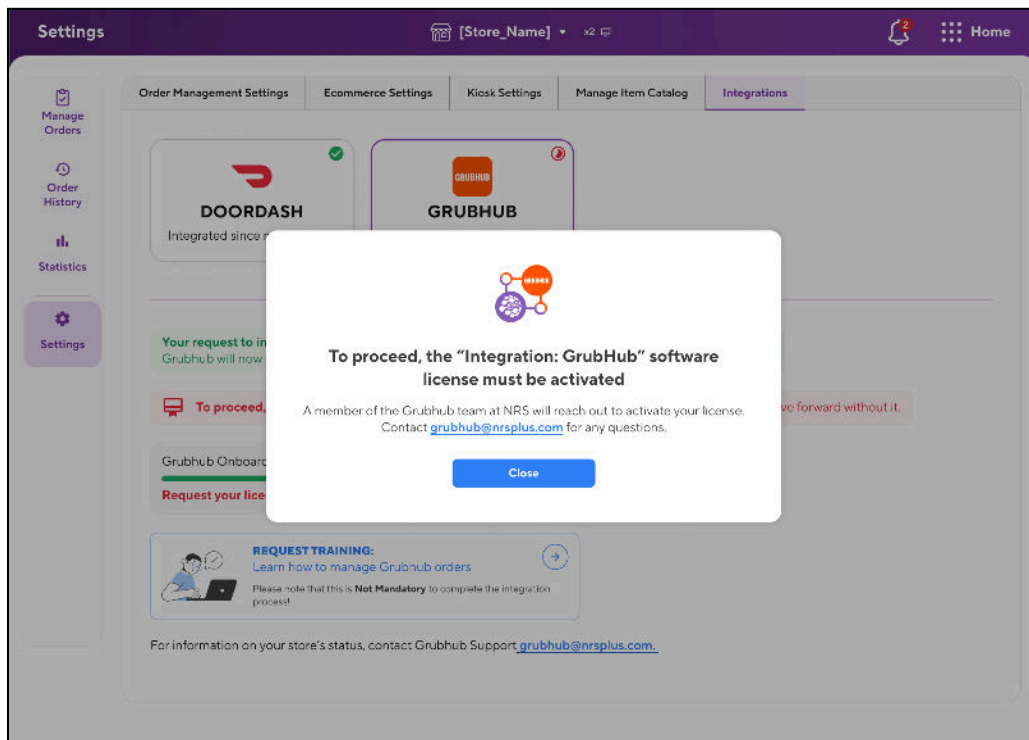
Back



Save

Next


Need to pay for Grubhub license on NRS




NRS will check if a merchant has a license. If a merchant has NRS lic AND the merchant account is set on Grubhub side, then NRS will imm send the store data, PB, inventory etc to GH. GH will automatically set up a store to be live the same day.

Training Request

When starting the integration, we offer a free training session for anyone who'd like assistance with third-party integrations. Just click the button to schedule a meeting at your convenience.



REQUEST TRAINING:
Learn how to manage DoorDash orders
Please note that training is **Not Mandatory** to complete the integration process!



Schedule 3rd Party Ordering Trai...

America/Creston - MST (-07:00) ▾

July, 2025 ▾

< 19 SAT 20 SUN 21 MON 22 TUE 23 WED >

Morning

08:15 am 07:15 am 08:15 am
09:15 am 10:15 am 11:15 am

Afternoon

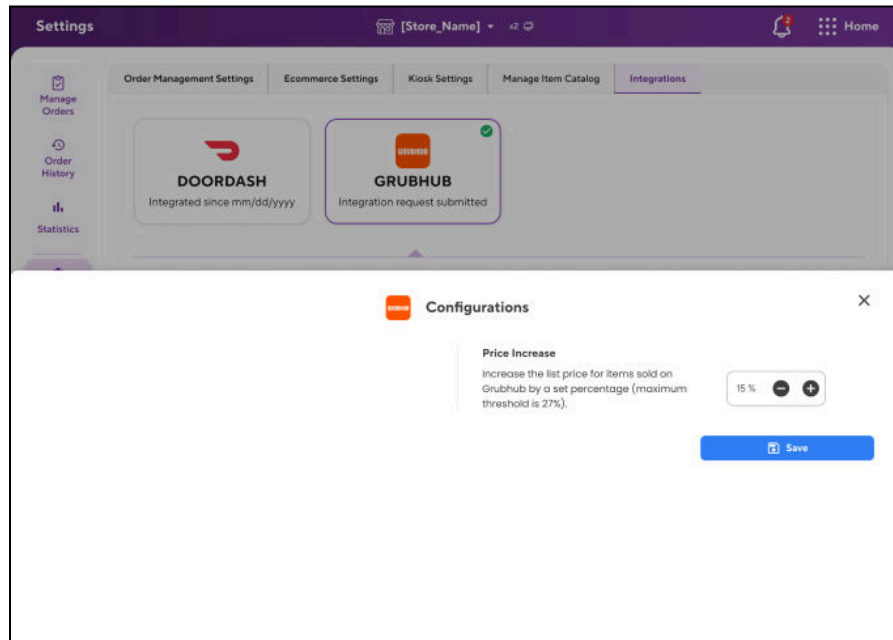
12:15 pm

Schedule 3rd Party Ordering Training
Powered by Zoho Bookings

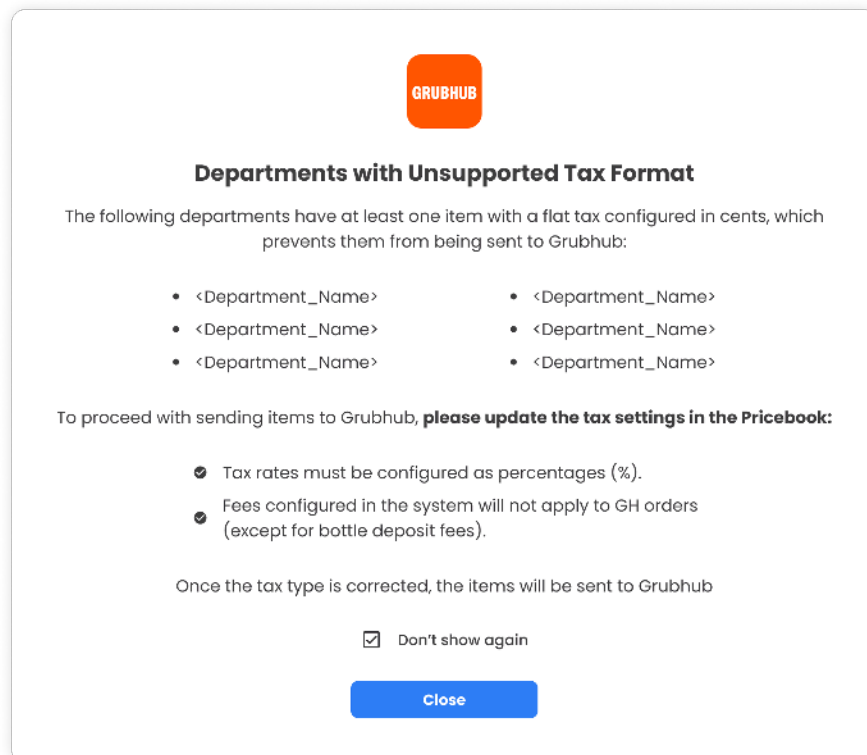
Price Increase

Merchants have the option to increase item prices specifically for Grubhub.

To set a price increase, go to the OM → Integration tab → Grubhub tile, click on “Configure,” and set the desired percentage (up to 27%).



PLEASE NOTE: if taxes not config right then the dept will not upload - in integrations will have a popup with list of dept tax errors. Once errors are fixed then the dept and items will be sent at the end of the day.



Fees will not be sent regardless. If an item has a bottle deposit, it will be applied based on the GH catalog of info. Any problems please contact grubhub@nrsplus.com Dont show dialog again - in pop up - there is a backup line

with a click here to show departments that is a problem.

Note: Some of your departments are not configured as expected and the items won't be sent to Grubhub. [Click here](#) to see the list of departments and make sure to fix the setup in the Pricebook

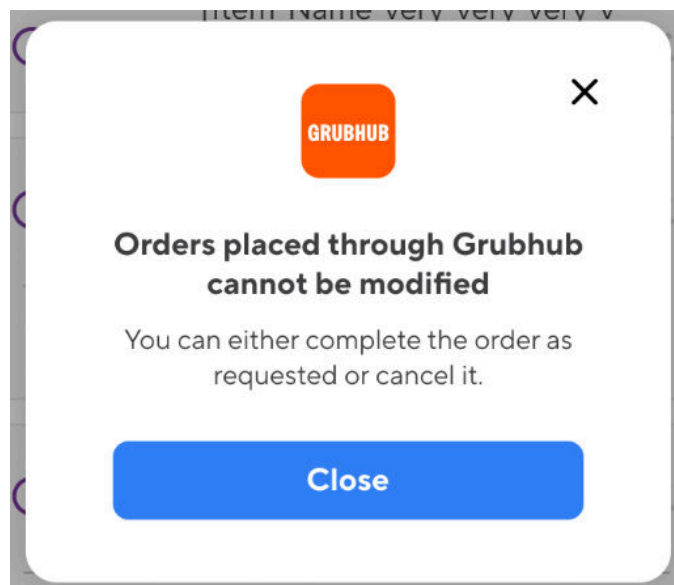
POS Tile (Status-Only)

The POS still displays an **Order Management ► Settings ► Integrations ► Grubhub** tile, but it is **view-only**: it shows connection status and reminds you to perform all setup steps in the Portal.

4. Daily Operation

4.1 Receiving Orders

- New Grubhub orders appear in **Order Management ► Manage Orders** with a **GRUBHUB** badge.
- Tap an order to **fulfill** or **cancel**; manage status just like an NRS Ecommerce order.
- Orders received from Grubhub cannot be edited - no substitutions or quantity changes are allowed. You can either fulfill the order as is or cancel it. In OM the edit button is grey/non functional. If the edit button is tapped a pop up will appear explaining that the order cannot be modified. Orders need to be completed as is or cancelled - there is no other option at this point.

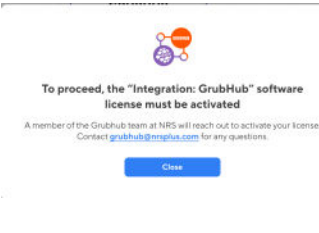
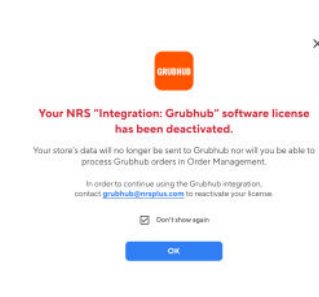


- When ready for pickup or delivery, press **Mark Order Ready**.

4.2 Menu & Price Changes

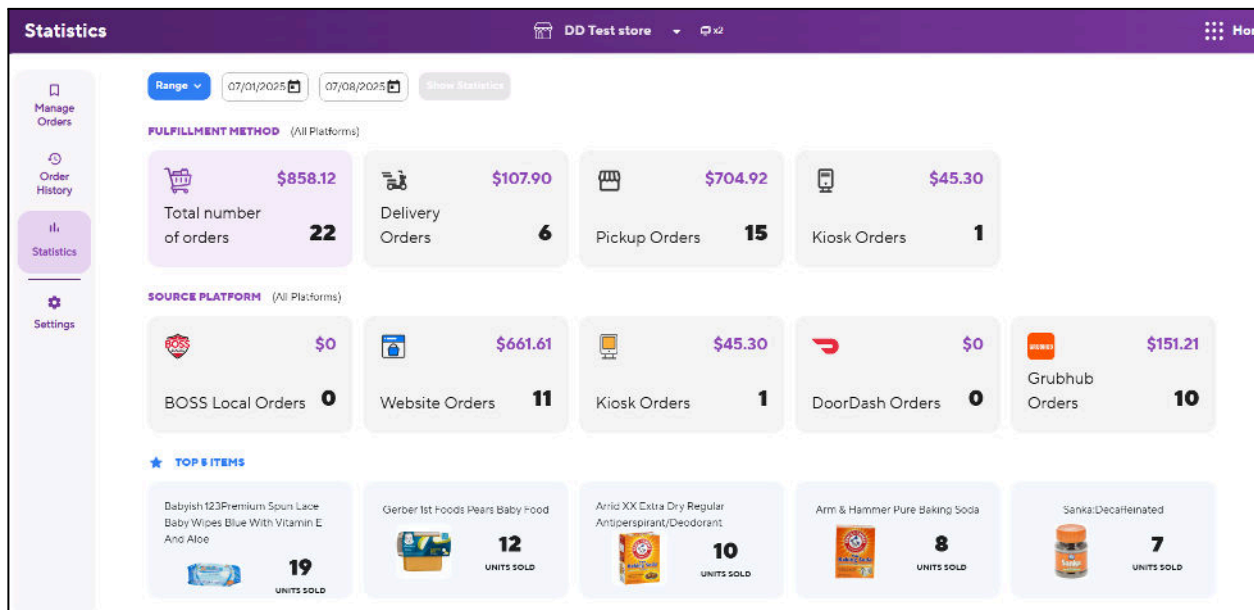
The integration pushes your active POS pricebook to Grubhub each night. Edits made after the sync time may take up to 24 hours to appear online.

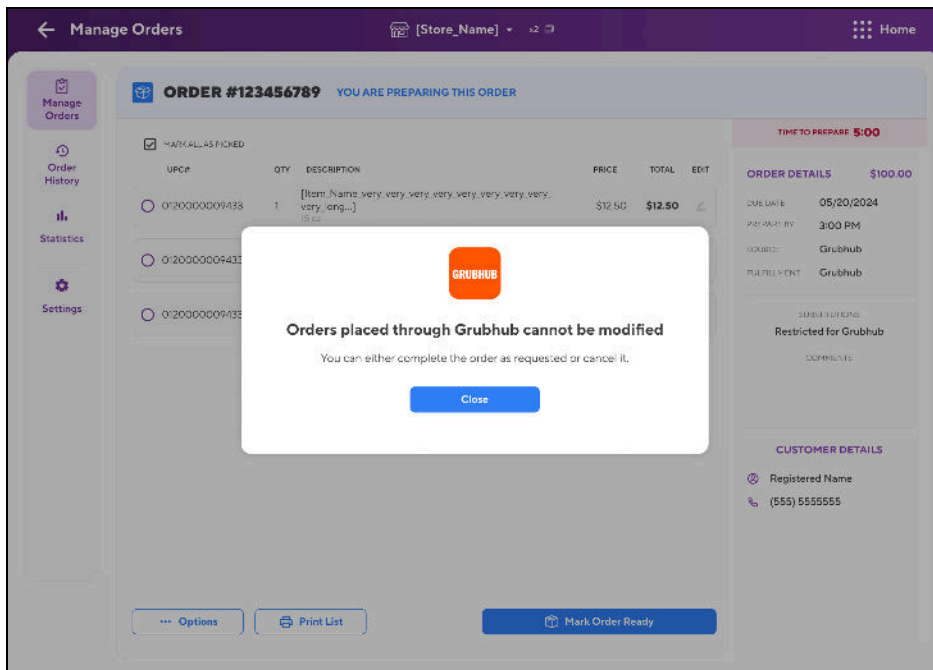
5. Understanding License Messages

Message	Meaning	Action	
Pending license	GH has created the account BUT you haven't yet turned on the Integration: Grubhub license from NRS.	Email grubhub@nrsplus.com to activate .	
Integration deactivated	Your license expired or was cancelled.	Contact grubhub@nrsplus.com to reactivate.	

6. Where to See Your Sales Fulfillment

Currently, Grubhub revenue, fees, and tax information live in the **Grubhub Merchant Portal** (<https://restaurant.grubhub.com/login>). Use it for settlements and tax remittance until NRS report support is added. The orders stats will be shown though in OM the same way as DoorDash. These order stats do not impact your NRS reports, store or terminal statistics.





On MP in store stats - will be a link for where to go to get sales.

Date Range: Today | Store (or select terminal): [Dropdown]

07/15/2025 12:00 AM - 07/16/2025 12:00 AM (as of 07/15/2025, 01:22pm) | Run by: Administrator

We are experiencing at least 15 min delay on stats information

Buttons: Data | **Store Report** | Shift Report | E-commerce | Kiosk | Loyalty | Print

Baskets	Items	Net Sales	Avg Items	Avg Sale	Scan Ratio
0	0	\$0.00	0.0	\$0.00	0%

Payments

Method	Baskets #	Baskets %	Payments	Payments %
Cash	0	0%	\$0.00	0%
Check	0	0%	\$0.00	0%
Credit/Debit (Net)	0	0%	\$0.00	0%
EBT SNAP	0	0%	\$0.00	0%
EBT CASH	0	0%	\$0.00	0%
BOSS Club Promo	0	0%	\$0.00	0%
Total	0	0%	\$0.00	0%

Net Product Sales

Department	#	Amount
Total	0	\$0.00

Net Other Sales

Department	#	Amount
Total	0	\$0.00

Payouts, Drops, Cash Backs And Collections

Vendor Payouts	None
Cash Drops	None
Taxable Sales	None

The data on this report does not include sales made through third-party integrations. Refer to your Grubhub Merchant Portal for sales statistics and data regarding tax remittance for Grubhub orders.

Other Information

Online Orders (gross)	None
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