



FREQUENTLY ASKED QUESTIONS (FAQS)

DoorDash Order Management Integrations

General Information

1 - What is included in the new Integrations update?

This release redesigns the main Integrations page layout, introduces a self-service onboarding flow for DoorDash, and updates the Grubhub layout to match our standardized system design.

2 - Where can I request training for these integrations?

The **Request Training** button has been moved to the main Integrations Overview page. You no longer have to click into each individual provider's page to ask for help setting up your channels.

Setup & Requirements

3 - Where do I find my integrations?

Navigate to **Integrations** inside the Order Management System. The old layout has been replaced with a unified **Integrations Overview** page where clicking any provider tile opens its dedicated management screen.

How the Process Works

4 - How do I connect my store to DoorDash using the new flow?

- Navigate to the DoorDash Integration page.
- Enter the activation code provided to you by DoorDash / NRS into the text box and click **Apply**.
- Once applied, click the **DoorDash Portal** link on your screen to complete your store profile setup.
- When successful, a live banner will confirm that your catalog and pricing are syncing daily.

Troubleshooting for Support

5 - Why am I seeing an "NRS Pay License Missing" component?

DoorDash integration is a premium feature that requires an active **NRS Pay** processing account. If missing, a banner will guide you to click **Get**, which populates an email draft to request the necessary service upgrades.

6 - What does it mean if my DoorDash text box turns red?

If the text box displays the entered code in red, the code you entered is invalid. Re-enter the exact code sent by DoorDash. If onboarding issues persist, click **Contact Support** at the bottom of the page to alert DoorDash support.

7 - What should I do if my integration license is deactivated?

If a license is deactivated, a red exclamation mark and an *Action Required* warning will appear. Your daily menu updates will immediately stop syncing, and incoming orders will fail. Click **Reactivate** on the integration screen to launch an automated email template directly to support.