

UberEats Merchant FAQs



Integration: Getting Started & Eligibility

Who is eligible for the UberEats integration?

To be eligible, merchants must meet the following criteria:

- Must use an NRS POS in-store.
- Must have **NRS Pay**.
- Must have **Uber Eats software license**.

Onboarding Process

How do I sign up for the NRS Uber Eats integration?

1. Navigate to the **Integrations** page in your NRS Order Management system. Look for the Uber Eats card to begin the setup process.
2. If you are an **existing merchant** in Uber Eats platform - click the "**Link Your POS**" button on the Uber Eats integration card. This initiates the connection between your NRS POS and Uber Eats (for new merchants, see [here](#)).
The system begins a two-part validation process: Store Validation, Menu Validation.
3. After linking is successful the page will display a **Store Validation** status while Uber Eats verifies store details. Progress can be tracked via the **Uber Eats Portal** link.
4. Once store validation is complete, Uber Eats proceeds with **Menu Validation**, and the page will update accordingly. Progress can also be monitored in the Uber Eats Portal.
5. Next you will be required to select the launch date via the **Uber Eats Portal** (it can be immediate or scheduled for a future date). Once the date arrives, the integration will turn live, your store will be displayed in Uber Eats platform and you will start receiving orders directly to the Order Management System.

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Don't have an Uber Eats account?

1. Navigate to the **Integrations** page in your NRS Order Management system. Look for the **Uber Eats card** to begin the setup process.
2. Click "**Sign up here**" and complete the registration form.
3. Once submitted, the following steps will take place:
 - a. Uber Eats will review your store information to confirm the location is serviceable.
 - b. If approved, a member of the **Uber Eats team** will reach out to help you create your Uber Eats account and discuss details and pricing.
 - c. Once your account setup is complete in Uber Eats, you will be redirected to the **NRS Portal** to finalize the integration.

When can I choose a launch date?

You can choose a launch date only after both Store Validation and Menu Validation have been completed successfully.

How do I schedule my go-live date?

Once both validations are completed, you will see a calendar picker on the integration card. Select your preferred launch date. The earliest available date is typically a few days after final validation is complete.

Can I change my launch date?

Yes. Before the launch date arrives, you can return to the integration card and select a new date. Once the store is live, you cannot change the date retroactively.

What happens once the store is live?

Once live:

- Your POS pricebook is synced with Uber Eats
- Orders from Uber Eats will appear directly on your POS, in your NRS Merchant Portal and on your NRS Merchant App
- You can manage orders, mark items as unavailable, and adjust settings from your POS, NRS Merchant Portal and NRS Merchant App.

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What is the Price Increase setting?

The Price Increase setting lets you increase prices for all items on Uber Eats by up to 27% above your in-store POS prices. This helps offset platform fees. You can adjust this at any time from the integration page → Uber Eats card.

What happens if I don't have an Uber Eats license?

If the Uber Eats software license is not active, you will see a prompt to contact us to purchase the license.

What happens if my NRS Uber Eats license is deactivated?

If your Uber Eats software license is deactivated:

- Your store will be disconnected from Uber Eats
- Orders will stop flowing to your POS, NRS Merchant Portal and NRS Merchant App
- You will need to reactivate the license to restore the connection

What if my NRS Uber Eats integration is deactivated by Uber Eats?

If your NRS integration is deactivated, you will see a message on the integration card. Contact Uber Eats support to resolve the issue or try to link your POS again.

Who do I contact for support?

For POS or NRS related questions, you can contact NRS support at ubereats@nrsplus.com or reach out to your NRS sales representative.

How long does onboarding take?

For new merchants:

- Onboarding typically takes 2-3 weeks.

For existing merchants:

- Onboarding typically takes 30 to 90 minutes, depending primarily on the size of your catalog. For merchants with very large catalogs, onboarding may take up to 12 hours.

How will I know when my store is live?

You can track progress in the Uber Eats Portal. Once your integration is live, you will receive a confirmation email.

Additionally, the NRS Integrations page will update to "Uber Eats Store is live" once complete.

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Management & Pricing

What is the purpose of the Uber Eats Merchant Account?

The Uber Eats merchant portal is used to view financial, tax, and reporting information.

Important: Always make changes to items, pricing, or hours in **NRS Order Management**. Changes made directly in the Uber Eats portal will be overridden by the nightly NRS sync.

How much does the integration cost?

- **Monthly Fee:** One month free and then a monthly fee applies for access via NRS Order Management.
- **Free Trial:** Merchants that are new to the Uber Eats platform receive 1 month of zero fees from Uber.

Where can I see my statistics and reporting?

Detailed statistics are available in the Uber Eats Merchant Portal. Limited stats are available in the NRS Merchant Portal under Store Statistics → Third-Party Integrations → Uber Eats.

What should I do with my Uber Eats tablet once live?

Once you are onboarded with NRS Uber Eats integration and your store is live on the Uber Eats platform, your tablet is no longer needed for order fulfillment.

Please note that the Uber Eats Manager is still required for certain store management functions, such as updating store status, reviewing reports, and managing other merchant settings.

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Uber Eats Payouts and Finances FAQ

Are Uber Eats orders processed through NRS Pay?

No. Uber Eats processes customer transactions for all Uber Eats orders.

How do I get paid for Uber Eats orders

Uber Eats handles all payments. Weekly payouts are generated on Monday, processing time is 1-3 days depending on the merchant's bank.

If you are a net new merchant you will be informed your account is set up, then prior to launch, Uber Eats team will ask you to add your banking and tax info in UEM (Uber Eats Manager, your internal portal for Uber Eats).

Please contact your financial institution if there are any questions regarding direct deposit.

What do my weekly deposits cover?

For standard Uber Eats weekly schedules in US/C, payouts are generated on Mondays (start of the weekly cycle), and funds usually land in the merchant's bank within 1–3 business days depending on their bank processing time.

If you're checking a specific merchant, you can confirm or see any exceptions in UEM under: Payments → Payouts → Payout schedule.

What if I want to get paid more frequently?

You can opt into daily payouts in order to receive payments every day from Uber Eats as opposed to every week. Terms and fees may apply. See more in your Uber Eats merchant account.

How can I opt-in and opt-out of Daily Payouts?

You can opt-in to Daily Payouts via the Uber Eats merchant account.

To opt-in, go to the 'Settings' page in your merchant account. Within this window, you will see a button with the prompt 'Get Daily Payouts' towards the bottom. If you wish to opt-out, you can do so on the settings page as well. You will see a button with the prompt to 'Opt-out of Daily Payouts' which can be used to return to a weekly schedule.

Where can I see financial information for Uber Eats orders?

You can view financial information (statements, deposits, order history) in the Uber Eats Merchant account by logging in to your Uber Eats merchant account and navigating to the UEM: Payments → Payouts → Payout schedule.

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

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Uber Eats Catalog FAQ

Is there a SKU requirement for integration?

Yes, Uber Eats requires a minimum of 500 items to be eligible for the integration with NRS.

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

Please reach out to an NRS representative via email or phone with the following information:

- Store name
- Terminal ID
- Contact information
- Examples of missing items (including the UPC).

How do I add new items to the Uber Eats catalog?

You must add new items through your NRS Pricebook. New items added to your NRS inventory will automatically be added to your Uber Eats catalog in the nightly update.

How does a merchant update item prices and availability on Uber Eats?

All updates need to be made through the NRS pricebook and the Order Management System → manage items.

Changes will be reflected on your Uber Eats store within 24 hours.

Who should I reach out to for catalog issues?

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

Can Uber Eats prices be adjusted upward?

Indeed, they can. Once your store is active, access the "Increase Price" tool within the NRS Order Management portal by going to Integrations → Uber Eats. This feature allows for price adjustments of up to 27%.

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Uber Eats Merchant Support FAQ

Where will I find orders when they come in?

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

How do I get paid?

Please see the Uber Eats Payouts and Finances FAQ regarding payments. All payments will be handled by Uber Eats. If you have any questions around payment please refer to Uber Eats Customer Support.

Can I sell alcohol on Uber Eats?

Yes! In most states - please see the FAQ [section on Uber Eats alcohol delivery](#).

Can I sell tobacco and nicotine products on Uber Eats?

Yes, with the caveat that only non tobacco nicotine products are permitted in some states at this point though we hope to expand this scope soon! Please see the FAQ [section on Uber Eats non tobacco nicotine delivery](#).

How do I set my store hours?

Store hours must be set in the NRS Order Management Platform. Hours set in the Uber Eats merchant account will be overridden by nightly NRS update.

What is the Uber Eats fee structure?

There are no monthly fees or setup costs. Uber Eats charges a Marketplace Fee (MPF), which is a percentage-based fee applied to each order. This fee is separate from the NRS monthly fee. NRS does not charge a transaction fee.

Do I get a free trial with Uber Eats?

If you don't yet have an Uber Eats account and sign up through NRS then you will get an introductory offer where you pay no Marketplace Fees for one month.

Can I get marketing credits?

You can run ads and promotions campaigns through your Uber Eats Merchant account.

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

Reach out to ubereats@nrsplus.com or to your NRS sales representative.

If you have an Uber Eats rep, you can reach out to them as well. If not, please refer to Uber Eats customer support.

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

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

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What is the contact information for Uber Eats customer support?

- **Live order support:** (855) 973-1040
- **Past order support:** merchants@uber.com or navigate to the Help tab in the Uber Eats merchant portal.

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Uber Eats Alcohol Delivery FAQ

Who facilitates the delivery in Marketplace regions?

Uber Eats facilitates delivery in the following states as a third-party delivery service (3PD), where merchants package the orders and drivers complete the deliveries, specifically for alcohol:

AZ, AL, CA, CT, DC, FL, GA, HI, ID, IL, IA, KY, LA, MI, MA, MN, MO, MS, NC, NE, NJ, NV, NY, OH, OR, PR, TN, TX, VA, WA, WY.

Can merchants with their own drivers use Self-Delivery in states where third party delivery is available?

No, Self-Delivery is not offered in states where Uber Eats provides delivery through Uber Eats couriers.

What if I am not located in one of those states?

If you are in these states: Arkansas, Colorado, Indiana, Maryland, New Hampshire, New Mexico, Oklahoma, Pennsylvania, or Rhode Island, then you must provide your own drivers for alcohol delivery.

If you are in Alaska, Delaware, Kansas, Maine, Montana, North Dakota, South Carolina, South Dakota, Utah, Vermont, West Virginia, and Wisconsin, then you are not eligible to sell alcohol on the Uber Eats platform.

How can I let customers know that I offer delivery through Uber Eats?

You can leverage your Uber Eats partnership to increase your sales by using in-store marketing materials such as window clings, promo cards, table tents, and stickers. To order marketing materials, please see your Uber Eats Merchant account.

How are CRV/Bottle Deposits charged on Uber Eats orders?

Uber Eats adds CRV/Bottle Deposits on top of the item price.

For any further questions or clarifications please contact Uber Eats customer support.

Who is responsible for verifying the customer's age and ID when alcohol is ordered?

Uber Eats is responsible for verifying the customer's age at the drop-off point. Please refer to the Uber Eats merchant help center for more information.

Do I need to verify the Uber Eats Drivers' age before releasing an order?

Yes. Although Uber Eats will only assign drivers over the age of 21 for orders with alcohol, you are still required to verify the drivers' ID and age before releasing the order.

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Uber Eats Non Tobacco Nicotine Delivery FAQ

Who facilitates the delivery in Marketplace regions?

Uber Eats facilitates delivery as a third-party delivery service (3PD), where merchants package the orders and drivers complete the deliveries, specifically for non tobacco nicotine.

What products can be classified as non tobacco nicotine?

Recreational nicotine and/or non tobacco nicotine is a tobacco-free, smoke and vapor-free nicotine pouch. Recreational nicotine is marketed as a modern, cleaner alternative to traditional nicotine sources, especially for those trying to avoid the health risks of smoking. These products contain nicotine, salt, food-grade fillers, sweeteners, and flavorings. However, it is not FDA approved as a smoking-cessation aide.

Who is responsible for verifying the customer's age and ID when non tobacco nicotine are ordered?

Uber Eats is responsible for verifying the customer's age at the drop-off point. Please refer to the Uber Eats merchant help center for more information.

Do I need to verify the Uber Eats Drivers' age before releasing an order?

Yes. Although Uber Eats will only assign drivers over the age of 21 for orders with non tobacco nicotine, you are still required to verify the drivers' ID and age before releasing the order.

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Uber Eats Tax Information FAQ

How are taxes collected and remitted for Uber Eats orders?

Uber Eats collects taxes from the customer at checkout. Taxes are calculated on the order subtotal, and, where required, on the delivery and small order fees paid to the Merchant.

What is the tax rate limit supported by Uber Eats?

Uber Eats supports a maximum tax rate of 16%. Merchants will be notified of this limitation on the Uber Eats integration page.

How does Uber Eats handle tax remittance?

Depending on whether the Merchant is in a Marketplace Facilitator State (MPF), Uber Eats 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 at the [Uber Eats US Merchant Marketplace Facilitator FAQ](#).

What types of fees are sent to Uber Eats?

Uber Eats supports only the bottle deposit fee, which is added on top of the item price. Only the fees which contain 'bottle' or 'CRV' keywords in the fee title are delivered to Uber Eats.

For any additional questions, please contact Uber Eats customer support.

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