Toast Integration

Updated April 2021

How Does It Work?

DoorDash is able to seamlessly integrate with your POS system through Toast with their Toast Partner Connect program. With integration, your POS System will be linked to the DoorDash and/or Caviar marketplace depending on your preferences.
To start off, DoorDash receives your restaurant's information from Toast and pulls your menu without photos, which need to be added manually.

Orders from DoorDash or Caviar Marketplace　　　DoorDash & Caviar/Toast　　　Store POS System
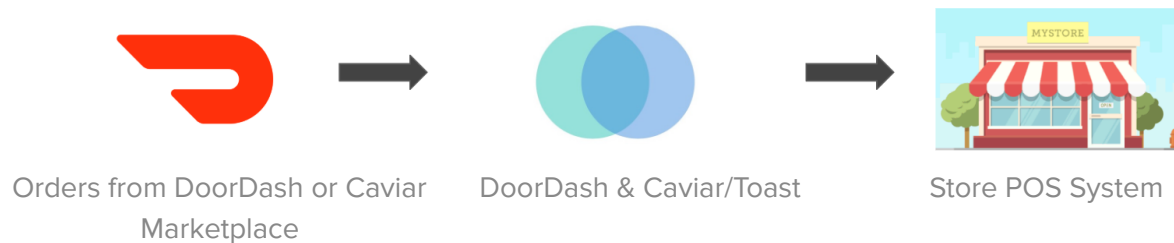
Benefits of Integration

Integrating your POS system with DoorDash affords you flexibility and a streamlined ordering process:

Without POS Integration → With POS Integration

Without POS Integration

1. Orders arrive on tablet, entered into POS by store associate
2. Accounting & reporting done separately
3. Restaurant workflow & tablet are treated separately
4. Requires special employee training to use tablet

With POS Integration

1. Orders entered into POS system automatically
2. Accounting & reporting is consolidated into POS in real time
3. Restaurant workflow & tablet are now integrated
4. Eliminates need for additional training

Activations & Onboarding

What does DoorDash need to send orders to my POS?
1. Connect to the Doordash integration in Toast in your Integrations tab
   - If you are **new** to DoorDash, you must select 'Sign up here' and follow the prompts in Toast to fill out the DoorDash contract. It will typically take 7 business days to onboard if you are a new partner.

×

DoorDash

To add the DoorDash integration to your Toast restaurant you must have a signed commission contract with the DoorDash marketplace.

Do you currently have a signed commission contract with the DoorDash marketplace?

Yes, I have a contract

Don't have a contract yet?

Sign up here

- If your restaurant has been on DoorDash before, you should select "**Yes, I have a contract**", and then link your DoorDash Store ID to your Toast integration. While not a required step, it helps to do so in order to optimize your time to activation.
  - Your DoorDash Store ID can be found on your Daily Summary reports, above your restaurant name.

DOORDASH

Daily Store Report

Store ID: 99197

Test Cafe

Mon Aug 17, 2020

Delivery Earnings
Compared to Mon Aug 10, 2020

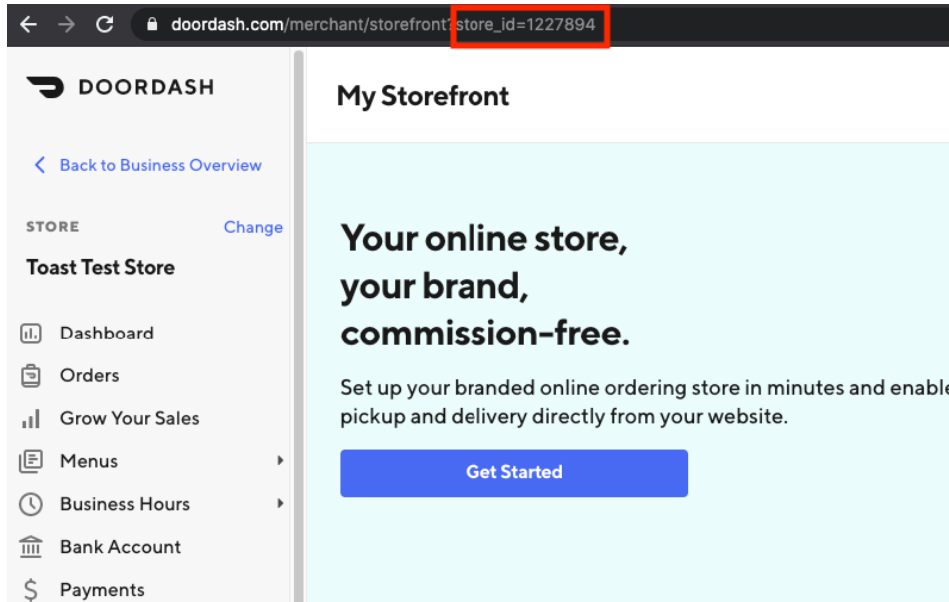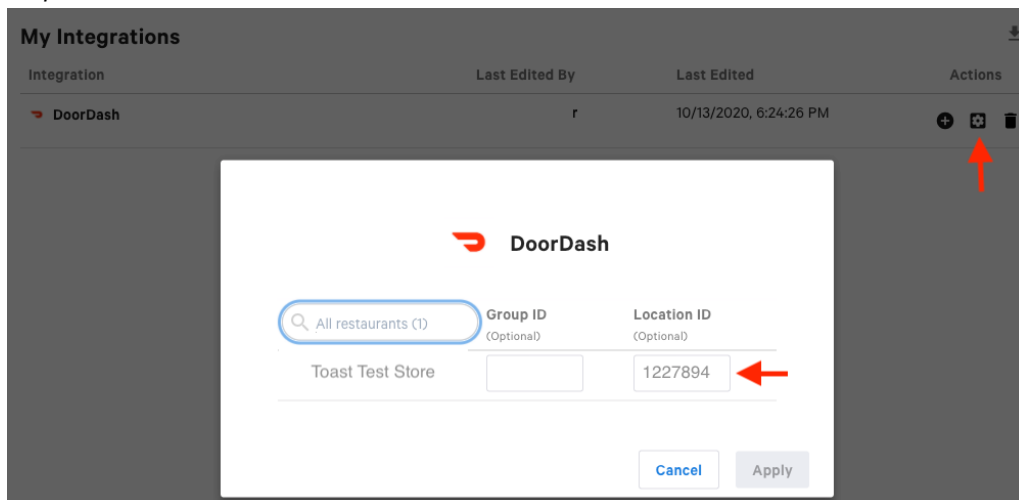| Total Deliveries	Avg. Order Amount	Net Sales
174	**$28.02**	**$4289.35**
Down -1.69%	Up 5.90%	Up 4.57%

Delivery Earnings
Compared to Mon Aug 10, 2020

  - Or you can find the Store ID from your DoorDash Merchant Portal page in the URL. Enter the Store ID value in Toast via 'My Integrations' ➜ 'Actions' ➜ 'Manage IDs button' ➜ 'Location ID'

Step 1:

DoorDash Merchant Portal ➥ Store ID pulled from the URL

Step 2:

Toast 'My Integrations' page

How long does it take to get my restaurant live on DoorDash?

- DoorDash performs Toast Activations on Tuesdays and Thursdays each week. Your information must be submitted to DoorDash by Friday or Tuesday to meet the respective activation days. For existing DoorDash partners, it usually takes 3-5 business days for the integration to be completed. For new partners to DoorDash, it will usually take 5-8 business days.

When will DoorDash contact me about my POS activation?

- DoorDash will notify you once we've received your information from Toast and have your menu pulled. We'll include a preview of your menu on DoorDash for review. You should expect to hear from us within 7 business days!

How long will it take for the integration setup to be completed?

- You can expect to hear from our POS activations team regarding next steps in the activation process within 5-8 business days. The average activation speed for Toast is about 4 business days, but it varies depending on a number of different factors.

Why do my dining options need to be set to a specific setting?

- Toast will take care of your dining option configuration during their initial onboarding process (**make sure to fill out the menu questionnaire link emailed to you once you add the integration in Toast > My Integrations**), but this will allow your location to receive DoorDash orders. If you do not have Dining Options configured in your Toast portal, orders from DoorDash will not be sent successfully, will fail at 100%, and your store will be paused on DoorDash until the Dining Options are configured correctly. Please do not delete or change your Dining Options!

How will DoorDash get my menu?

- We pull the menu directly from your Toast portal and display it on DoorDash.com. DoorDash pulls menus from Toast that are marked with the *Online Ordering > Partners* flag under the visibility setting. More details to set the visibility for menus can be found [here](#). DoorDash will pull all menu items that are set with this visibility setting. **Make sure to fill out the menu questionnaire link emailed to you once you add the integration in Toast > My Integrations**. A Toast menu specialist will ensure your menu is configured correctly and sent to DoorDash.
  *Please note, your photos need to be uploaded separately. Please refer to the Menu & Photos section of this document for steps to do so.

How are hours managed in the integration?

- The integration reads your *Online Ordering Takeout* menu hours. You can update your hours in Toast in the Online Ordering Schedule -> Takeout section. If you don't want DoorDash to pull these hours, contact DoorDash support and request to remove hours integration. DoorDash pulls the hours specified in Online Ordering Schedule -> Online Ordering Hours -> Takeout. Delivery hours are ignored by DoorDash. Please provide holiday/special hours via Schedule Overrides -> Takeout in this same section in Toast.

There has been a delay in my restaurant's POS activation, what happened?

- This is likely because DoorDash hasn't received all of the information needed for activation. Please review the steps above and ensure a contract has been filled out or you've linked your DoorDash Store ID to your integrations. If you need additional help, please contact DoorDash support.

I am having issues with printing, how can I get this resolved?

- Printer settings are controlled in Toast. For more information, refer to this [article](#). If

you need further assistance, contact Toast Customer Care.

Why do I need to have DoorDash as a Payment Type in Toast?

- This is required for orders to flow successfully from DoorDash to your Toast POS. If this is not configured, all orders will fail. <mark>Please do not delete or change your DoorDash Payment Options!</mark>

My Mx was activated on the Toast integration but is having issues, who can they contact?

- Our dedicated POS Support team can assist with any issues once you are live on the integration. You can reach out to Merchant Support via the help line at 855-973-1040 or by using the "Help" form in your DoorDash Merchant Portal.

Live Operations & POS Orders

What information is shown on the POS?

- An itemized breakdown of the order, customer first name and last initial, and our Merchant Support phone number. The customer address and phone number are not provided due to personal identifiable information concerns. If you use a tablet in tandem with the POS integration, you can get the customer information through that.

What about prep times?

- We use our internal algorithm to calculate the prep time when we send the dasher. DoorDash doesn't receive any prep times configured in Toast. We are currently in pilot phase on utilizing Toast prep times.

Can I split tickets to send different items to different printers (e.g. fries to the fry station, salads to the salad station)?

- Yes, this is supported through the integration. Please see here for instructions and details.

What about holidays or special hours?

- Please input any special holiday hours as a Schedule Override in Toast -> Online Ordering Schedule (takeout).

How are cancellations handled with the Toast Integration?

- You can either cancel the order via Tablet, or by contacting DoorDash support. The order cannot be cancelled from Toast directly.

What if I need to make an adjustment or refund an order?

- There is no current way to adjust or refund an order from within Toast. If you need to do this, you can reach out to DoorDash Support or use the DoorDash tablet to cancel or refund the order.

How do taxes work? What if the state remits taxes for me, is the item pushed through my POS without taxes, so I am not responsible for paying them?
- If you are in a Marketplace Facilitator State ("MPF") state, you will have taxes remitted by DoorDash for you (DoorDash pays the taxes). Regardless of if you are in a MPF state or not, the order will be sent through the full tax amount. You can see orders and the amount of tax remitted as a result of MPF through the DoorDash Merchant Portal.

Why am I seeing a fake address being printed on my tickets?
- DoorDash orders are sent to Toast in accordance with Dining Options. This means that DoorDash 'Delivery' orders require an address included with the order information so that Toast does not reject the order when it is sent to the POS. Due to PII concerns, DoorDash is unable to provide the real consumer address to the merchant, so instead, there is a fake address passed in. The Dashers know the actual address for the order to be delivered to, so this value serves a placeholder address only.

How do scheduled orders work with Toast integration?
- Customers can place a scheduled order, but DoorDash treats it as an ASAP order. What this means is that we hold the order for a given amount of time (usually until about 30 minutes before the order fulfillment time) and then send it to your Toast POS based on pick up and prep time.

When are sales recorded with scheduled orders (i.e. if the customer places an order on Monday for a Wednesday delivery, is the sale recorded for Monday or Wednesday?
- The order would not be sent to the POS until Wednesday in this example, and so the sale would not be recorded until Wednesday.

Who can I reach out to for assistance once we are live?
- You can always feel free to reach out to Merchant Support via the help line at 855-973-1040 or by using the "Help" form in your DoorDash Merchant Portal.

Are Special instructions supported with the Toast integration (i.e. can we allow for a customer to write that they'd like "extra dressing")?
- Yes, special instructions are supported. This feature is turned off by default - please contact DoorDash support to enable this feature.

Why are all DoorDash orders coming into Toast as "Takeout" (pick up) order types, instead of Delivery?

- This is because all DoorDash orders are sent into Toast with the "Takeout" Dining Option, not "Delivery". If you want DoorDash orders to be differentiated between Takeout/Pick up orders and Delivery orders, please contact DoorDash Support and we can enable this functionality for you. It is currently disabled by default and is only available as an opt-in functionality.

How do I deactivate my restaurant on DoorDash? Can I do this directly in the Toast portal/POS or do I need to log into my DoorDash Portal?

- If you want to deactivate your business on DoorDash, you should use the temporary deactivation (pause) functionality in DoorDash Merchant Portal, or contact DoorDash support to permanently deactivate your business. You should **NEVER** remove the DoorDash tile from Toast without contacting DoorDash to change your order protocol off of POS in DoorDash because it will result in 100% failed orders for your customers.

Menu & Photos

What happens if I make updates to my menu?

- When switching from to the POS integration, you lose the ability to add items/categories to your menus via the portal/self serve menu edits as these will all be managed through your Toast Portal. Edits will be captured during the nightly refresh, but please feel free to inform your DoorDash Account Owner or Merchant Support to manually pull an updated menu if you have any midday changes. Please do NOT make changes to your menu in DoorDash; the Toast menu should always serve as the source of truth. If the menus are different, orders may fail.

How often does my menu get updated on DoorDash?

- DoorDash will refresh your menu from Toast 4x per day to help ensure it is kept up-to-date as much as possible. Those menu jobs are processed at approximately the following the times (UTC):
  23:00
  20:00
  15:00
  05:00

I have a menu/item/modifier in Toast that I do not want to show in DoorDash. How do I handle this?

- Menus, Categories, Items, and Modifiers are all pulled into DoorDash if the *Online Orders: Ordering Partners* flag is checked. If you want to remove a menu, category, item, or modifier from DoorDash, but keep it in Toast, you can uncheck this flag and request a menu sync for the change to take effect in DoorDash.

This menu object with the above configuration would show on the in-store POS, in Toast online ordering menu, but not in the DoorDash menu.

I want to maintain in-store prices for my POS menu, but inflate prices on my DoorDash menu. How can I do this?

- You can achieve this by having two menus. One menu will be for Toast online ordering, POS/in-store pricing, and the other will be a duplicate menu with the same items, but inflated pricing. The primary menu should have Online Ordering Partners visibility flag marked as *false* so that DoorDash does not pull in the in-store priced menu. The duplicate menu should have POS and Toast visibility flags marked as *false* (with Online Ordering Partners visibility flag marked as *true*) so that DoorDash pulls in this menu, but your POS does not.

What happens when I need to 86 an item?

- When an item is marked as out of stock in Toast, a notification is sent to DoorDash that your item is out of stock, or back in stock after you 86 in Toast. DoorDash removes this item or adds it back to your menu in real time. For additional information on how to 86 items in Toast, click here.

I don't like the way my menu looks, can you change it?

- You control your menu structure through your Toast Portal. Once changes are made, simply reach out to Merchant Support or your DoorDash account owner to initiate a menu sync. Otherwise, you can wait for your menu to be synced during our nightly process. Your store will be automatically added to nightly syncs within a week of activation.

How do I add my photos on DoorDash?

- Photos are not currently pulled through the integration. You can use the Self-Serve Menu Editor tool in the DoorDash Merchant Portal to link photos. You can upload photos here, or link existing photos. Photos will then be approved or denied within 72 hours. After approval the photos will be immediately live on the site. Please refer to this guide for instructions on how to do this. We are looking to support integrated images in Q2 2021.

Will I lose my photos if my restaurant is on nightly sync?

- No! The nightly sync process is a menu update, which will not remove or change any

photos. If you see photos being removed on menu updates, please contact DoorDash support.

My photos disappeared, what happened?
- It's likely that a brand new menu was pulled by DoorDash, usually for troubleshooting purposes. Photos can be relinked using the self serve tool in the Merchant Portal, or you can raise a POS Support case to have your photos relinked.

I have separate menus available at different times (dayparted menus) - how does this work with the integration?
- Dayparted menus *ARE* supported for the DoorDash ‖ Toast integration! Please see here for more details and how to get started!

Technical Limitations

Are there limitations on the pricing strategies supported on the POS integration?
- The integration doesn't support the Sequence or Size Sequence pricing strategies. If these are configured on your menu, DoorDash will not be able to successfully pull your menu.

Differences from Tablet

With POS Integration there are differences in functionality compared to other ordering processes.

Integrations will always improve, and these functionalities will be made available in the future. For now, we recommend utilizing **BOTH** DoorDash Tablets and POS Integrations to maximize your DoorDash partnership!

With POS integration you will not be able to...

1   Look up where a Dasher is for a delivery

2   Delay the estimated prep time for an order

3   View future scheduled orders

4   Support item-level hours

5   Sync menus real time.
Any changes made to a menu intraday will cause POS errors until menus are synced overnight.

Note: The above limitations are merely callouts of functionality which cannot be done natively from your Toast POS. **The above features and functionalities are still able to be performed via Tablet alongside the POS integration!** The Toast POS integration does not eliminate the possibility of utilizing these features from your DoorDash tablet.