



# DoorDash SSIO Onboarding Help Doc

November 2023

## Overview

DoorDash has once again updated their integration store onboarding process. The following process enables us to onboard store without the need to schedule or contact DoorDash directly.

**Please note, the integration will be activated on the first day at 5 AM EST after 24 hours have passed since sending the API request.**

## Pre-requisites from Clients

1. Disable any previous DoorDash POS integrations.
  - a. If client has an existing integration, this will be broken by activating themselves on this new integration.
2. Login Credentials to DoorDash Merchant Portal
  - a. For our implementation team to integrate stores on DoorDash with Tacit for POS integration, the Tacit team will need to be provided access to the client's DoorDash merchant portal. They can either provide access to a Tacit team member with their email or provide us with login credentials.
  - b. Link to portal: <https://www.doordash.com/merchant>
3. Store set up in Door Dash Portal
  - a. Each store that requires integration onboarding should be set up by the client through their DoorDash portal.
  - b. If a store is not available for integration for DoorDash marketplace, it will be disabled for mapping.

***Please note, no action is required in the DoorDash merchant portal, we just need access to map the stores in the Tacit back-office.***

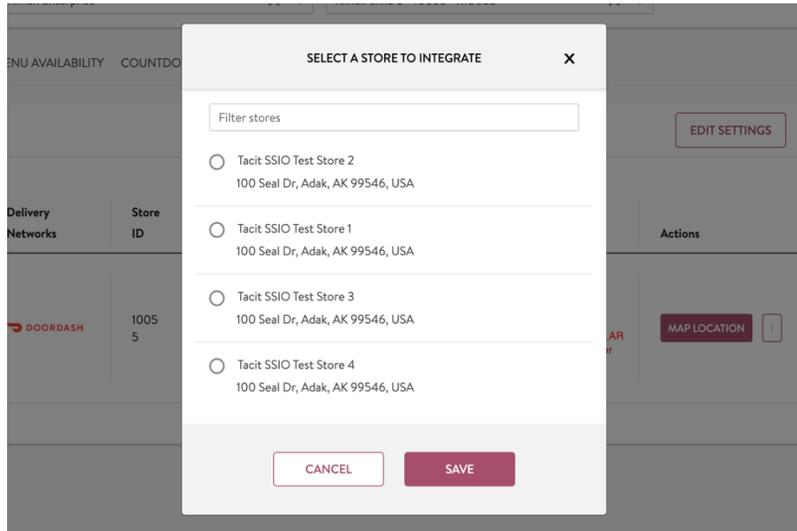
## Onboard Locations through the Backoffice

The steps below are executed by the Tacit implementation team when onboarding a brand for the POS integration, for each store in the brand as agreed upon with the brand leader.

1. Create the location in the maegan back-office (if the location does not already exist)
  - a. Setup a marketplace menu for the location with valid menu availability; if the brand has enterprise menus setup, each store will get the enterprise menu assigned.
  - b. Load prices from POS through the POS connectivity
2. Go to Operations
3. Select Brand & Locations from dropdown menus
4. Click EDIT SETTINGS
5. Under Enable Delivery Networks, select DoorDash
6. Click SAVE CHANGES
7. You should see DoorDash added for the store with the status Onboarding Required

Delivery Networks	Store ID	Store Status	Auto-Accept	Publish Status	Actions
	1005 5.2	<span style="color: red;">●</span> <b>Onboarding Required</b>	On	<span style="color: red;">●</span> <b>Fail</b> Admin Back-office 10/04/2023, 12:18 PM <b>Message:</b> INVALID_ARGUMENT::INVALID_ARGUMENT: Store does not exist for the menu <a href="#">View More</a>	<a href="#">MAP LOCATION</a> <span style="border: 1px solid gray; padding: 2px;">⋮</span>

8. Click MAP LOCATION
  - a. If you are not logged into the DoorDash merchant portal, you will need to log in with the brand's DoorDash merchant portal credentials provided by the client.
  - b. If you are logged into the DoorDash merchant portal, Map Location will briefly redirect and then the locations pop-up should appear. We display the store name and address.

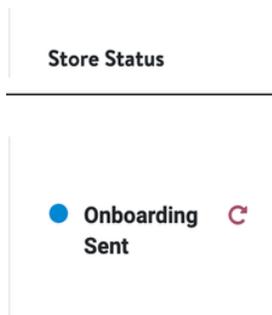


- c. Stores are created in the DoorDash merchant portal. If you do not see the store you trying to map, please ask the client to create the store in the DoorDash merchant portal.

9. Select a store and click SAVE

10. The store status should update to Onboarding Sent

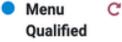
- a. You should see a refresh button beside the store status



11. Click the refresh button, the status should change to Menu Pulled, then Menu Qualified (this may take 1 minute)

Store Status	Store Status
	

12. Once the Store Status shows Menu Qualified, you can ACTIVATE INTEGRATION

Delivery Networks	Store ID	Store Status	Auto-Accept	Publish Status	Actions
	1005 5,1		On	 <b>Fail</b> Admin Back-office 10/04/2023, 12:18 PM <b>Message:</b> <b>INVALID_ARGUMENT::INVALID_ARGUMENT: Store does not exist for the menu</b> <a href="#">View More</a>	<a href="#">ACTIVATE INTEGRATION</a> 

13. Once you Activate Integration the status will update to Activation Pending

14. The store is live and integrated once you see the status Online POS integrated; at this point, operators may mark items as unavailable through the Tacit back-office, if items in the brand menu are unavailable at the store onboarded.

**Note: you cannot publish a store’s menu to DoorDash unless the menu set up and has valid availability**

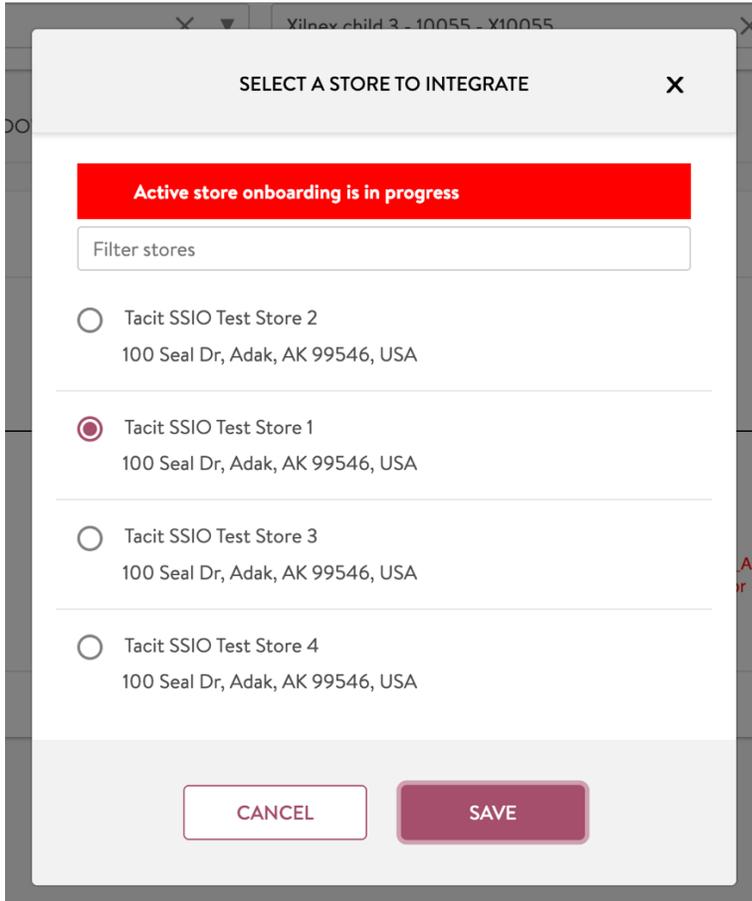
## Store Statuses

Onboarding Status	Details
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<p>MENU_REQUESTED (menu pulled)</p>	<p>Menu creation webhook has been sent; POS menus have been imported for this store onboarding request.</p>
<p>MENU_QUALIFIED</p>	<p>Menu has passed auto QA and the POS onboarding is ready to be activated. Auto QA ensures there are no missing hours or blank menus. This is the expected status for a menu to be reviewed by the Merchant.</p>
<p>INTEGRATION_ACTIVATED</p>	<p>The POS integration has been activated for this store. This is the expected status when a store is successfully activated on POS protocol.</p>
<p>MENU_BLOCK</p>	<p>Menu ingestion failed OR Menu validation unsuccessful on DoorDash. A new menu ingestion is needed for this onboarding to continue. This is the expected status when the menu ingestion has an issue. An error will be provided here, and Merchant needs to fix the menu and redo the menu ingestion.</p>
<p>ACTIVATION_BLOCK</p>	<p>An unexpected or unknown POS activation attempt failure. This is the expected status when an attempt to activate the POS order protocol failed.</p>
<p>ABANDONED</p>	<p>The POS onboarding had been abandoned due to failing any of the onboarding validations or hitting any unexpected error within DoorDash. This is the expected status when an onboarding cannot be processed either due to validation failure or internal error. An exclusion_code should be provided to indicate the reason causing the onboarding to be abandoned (see table below).</p> <p>Next steps: Check logs for reason store status is Abandoned. Contact DoorDash to assist in onboarding store.</p>

## Errors

If you receive the error, “Active store onboarding is in progress” then the store you have selected is already onboarded or going through the onboarding process.



## Available Actions

Action	Purpose
MAP LOCATION	Map location enables you to map the location in the maegan backoffice to a location in the DoorDash portal. This will be available when the Store Status in Onboarding Required.
REQUEST INTEGRATION	We kept this action from DDV2 onboarding process. REQUEST INTEGRATION is a temporary control to allow users to integrate manually if SSIO doesn't work. We will remove it completely after we release SSIO for some time
DRAFT LOCATION	Drafting the location will remove it from DoorDash. Customers will no longer be able to place order until you Publish the Location again.
PUBLISH LOCATION	Publish location allows you to re-publish location if there were any changes to the location or the location was drafted.
CHANGE OWNERSHIP	Change ownership allows you to update the Store ID in case there is a change of ownership for the store.
DOORDASH LOGOUT	If you are logged into a brand's DoorDash portal and you need to log into another brand, use the DoorDash logout button to log out.

## DoorDash Documentation

Read more about DoorDash SSIO here:

<https://developer.doordash.com/en-US/docs/marketplace/overview/onboarding/ssio/>