

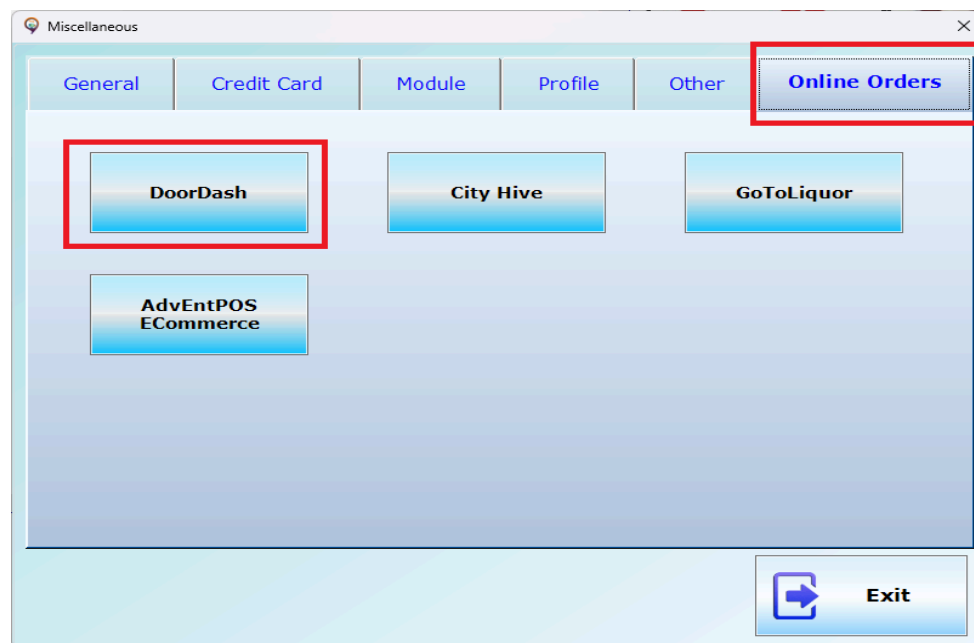
DoorDash Integration: Inventory Management

Introduction

This document outlines the technical specifications and operational procedures for merchants to manage their inventory for seamless integration with the DoorDash platform. This guide covers the ingestion process via the POS9 Register and ongoing inventory management after integration.

Inventory Management (Pre-Integration)

POS9 provides configuration options under the **Misc > Online Orders (Tab) > DoorDash** section to manage inventory synchronization, including Item Price and Item Availability with the DoorDash Platform.



Pricing Policy

- The Pricing Policy can be accessed by navigating to **Misc > Online Orders (Tab) > DoorDash > Settings**.

Price Adjustments

Functionality: Merchants can globally increase **Regular item** prices on the DoorDash platform by a specified percentage.

Configuration:

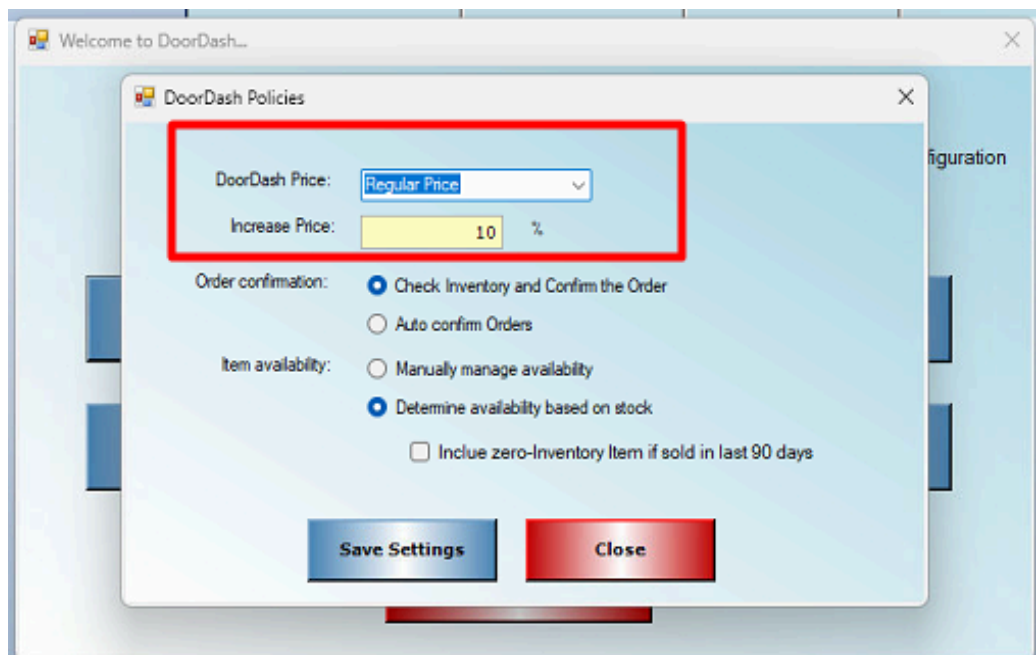
- **Increase price:** Enter a numeric value representing the percentage increase.

Procedure:

1. In the Misc (DoorDash) section of POS9, enter the desired percentage in the **Increase Price** field.
2. Merchants can adjust prices by entering a percentage in the **Increase Price** field.
 - Example: Entering **10%** will increase the displayed item's Regular Price by 10% on the DoorDash Portal.
3. The new percentage will be applied to all item regular prices, and the updated price will be reflected in the DoorDash Portal.
4. Upon clicking 'Save Settings', when prices are updated, the system will prompt:

"Your price-related settings have been updated. Do you want to update it on DoorDash too?"

Clicking **Yes** will sync the updated prices to the DoorDash Portal.



Item Availability

The DoorDash will display only those items marked as Web Items and set to Active or Inactive in POS9.

Policy: Item availability is determined by a radio button within the Misc (DoorDash) section.

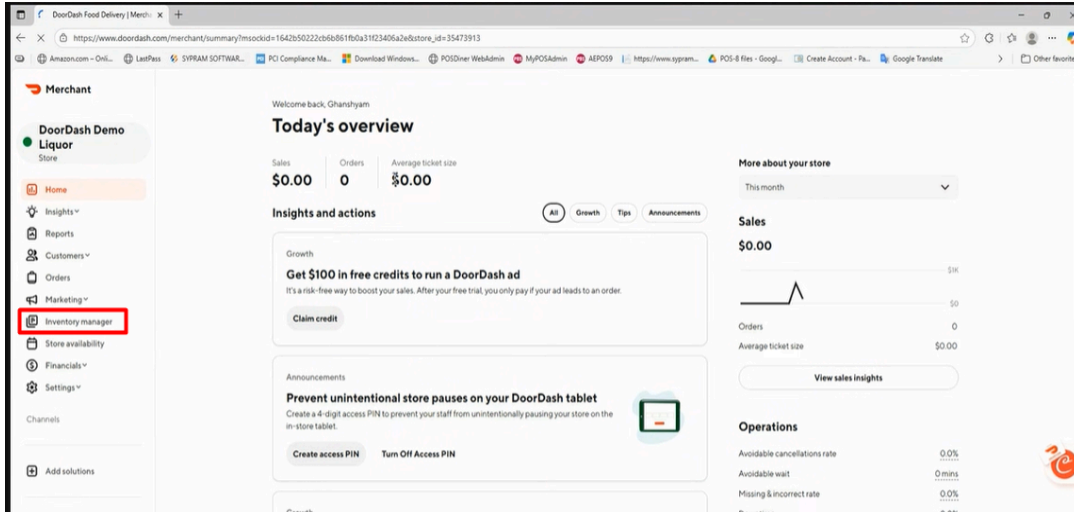
Configuration Options:

- **Manually manage availability:**
 - **Behavior:** Items that are active in POS9 will appear as Available on the DoorDash platform, regardless of actual stock quantity.
 - **Control:** The merchant must manually change the item's status to inactive in POS9 to remove it from the DoorDash menu.
 - **Sync:** Changing an item's status to inactive in POS9 will sync and update its status to inactive on the DoorDash Portal.
- **Determine availability based on stock:**
 - **Behavior:** The DoorDash platform will automatically and continuously query the POS9 system to determine an item's availability based on its real-time stock count.
 - **Control:**
 - If the stock count of an item in POS9 is greater than zero, the item is Available on DoorDash.
 - If the stock count is zero, the item is automatically marked as Unavailable.
 - **Benefit:** This method automates inventory management, preventing overselling and reducing the risk of order cancellations.
 - **With "Include Zero Inventory Item if sold in 90 days" checked:** An item with a zero stock count will remain **visible and purchasable** on the DoorDash platform, but only if that specific item has been sold at least once within the last 90 days. This setting is useful for popular items that are temporarily out of stock, allowing them to stay on your menu and preventing them from being completely hidden from customers.

DoorDash Portal (Post-Integration)

After logging into the DoorDash Portal, the merchant can navigate to the **Inventory Manager** tab.

This section displays all items synced from the POS system. Item details will be fetched from POS9. Merchants can view, edit, and update their inventory details directly from this tab.



Inventory Management Tab

Access: After logging into the DoorDash Portal, navigate to the Inventory Management tab on the left-hand side menu.

Functionality:

- This tab displays a comprehensive list of all items ingested from your POS9 system.
- Merchants can view, search, and monitor the status of all their products on the DoorDash platform.
- Item prices and availability status (active/inactive) are reflected here based on the policies and configurations set in POS9.
- Additionally, the stock will be updated automatically based on the changes made in POS9.

Conclusion

Successful and accurate inventory management is critical to a positive merchant experience on the DoorDash platform. The POS9 system acts as the central control point for configuring pricing and availability policies, which are then synced with the DoorDash Portal. Merchants should utilize the Determine availability based on stock option in POS9 to leverage real-time inventory checks and minimize the risk of fulfilling out-of-stock orders. The DoorDash Portal provides a clear, centralized view of this synchronized data for ongoing monitoring and operational oversight.