Grubhub™ integrated into Clover®

About Grubhub integrated into Clover

Q1: What is Grubhub integrated into Clover?

A1: Grubhub integrated into Clover is the first **Online Ordering with Delivery** solution from Clover that enables merchants to offer customers online orders that are delivered. Orders are placed in the Grubhub app and delivered by their drivers. Grubhub is integrated into Clover to facilitate creation of the online menu and streamline order processing through Clover POS. Clover plans to offer additional **Online Ordering with Delivery Solutions** later in 2021.

Q2: How does Grubhub integrated into Clover work?

A2: In a nutshell:

- The merchant signs up for Grubhub in the Clover Dashboard; the Grubhub process is then integrated into Clover POS
- Grubhub (GH) creates the online menu from the restaurant's Clover inventory and places the restaurant's online menu on the GH app
- A customer finds the restaurant in the GH app, orders online and pays for the order
- The order is fired to the kitchen and Clover devices to enable the restaurant to prepare the food and manage the order within Clover
- A Grubhub driver picks up the food order and delivers it to the customers

Q3: How is Grubhub integrated into Clover to streamline the delivery solution?

A3: Clover is integrated throughout the Grubhub delivery process

- The merchant's Inventory in Clover is used to build the online menu that is then posted to the GH app
- After GH takes the online order and processes payment, they fire the order directly to the Clover printer in the kitchen
- Clover POS manages the order until it passes the food to the GH driver for delivery

Q4: Can Grubhub integrated into Clover be used for pickup or for delivery by the restaurant's own drivers?

A4: Yes, customers can specify online orders through the Grubhub app for:

- Delivery by Grubhub drivers
- Delivery by the restaurant's own drivers
- Pick up by customer in the restaurant

Q5: How much does Grubhub integrated into Clover cost?

A5: Standard Grubhub service and delivery charges that the merchant negotiated with Grubhub are applied to delivery orders that are placed through the Grubhub app. There are no fees for the Grubhub integration into Clover POS.

Q6: Will Clover offer other delivery solutions besides Grubhub integrated into Clover?

A6: Yes, we are working with other online ordering with delivery solutions to provide you and your customers with additional options to receive and process orders for delivery – thus helping to increase your order volume and revenue. These solutions will be provided as either a "native" Clover feature in Clover Online Ordering or as a partner app through a delivery aggregator, much like Grubhub.

Q7: How do I sign up for online ordering solutions offered by Clover?

A7: All online ordering solutions that are integrated into Clover POS may be found in the **Online Ordering Hub** in the Clover Dashboard that enables merchants to easily sign up for any or all of the online ordering solutions by clicking on the desired solutions. Clover currently offers the following online ordering services in the Online Ordering Hub:

- Clover Online Ordering
  - Clover Web Ordering: Web menu page created by Clover for you to publicize on your website, signage, social media and emails
  - The Clover app: Online ordering through the Clover mobile app

- The Ordering, app (now part of Google®): Online Ordering for restaurants discovered through Google Search and Google Maps
- Grubhub integrated into Clover: Online ordering with delivery through the Grubhub app, integrated into Clover

Benefits and Advantages

Q8: What are the benefits of Grubhub integrated into Clover for restaurant merchants?

A8: There are numerous benefits to merchants for signing up for COLO with Grubhub Delivery:

- May increase online ordering volume and revenue from delivery orders from 30M+ Grubhub customers
- Offer online ordering for all use cases: Pick up; curbside; dine in (Scan to Order) and delivery
- Easy set-up and integration into Clover
- Easy delivery order processing with little or no additional marketing of online ordering required by merchant or staff
- Orders fired to the kitchen automatically for easy order management
- Streamlined processing of Grubhub orders – no separate Grubhub tablets to manage
- Centralized business management in Clover for inventory, order processing and reporting
- Grubhub menus are automatically updated when merchants make changes to their Clover inventory

Q9: What are the benefits of Grubhub integrated into Clover for restaurant guests?

A9: Restaurant guests also benefit from **Grubhub integrated into Clover:**

- Find new restaurants from the GH ecosystem for online ordering and delivery
- Receive online orders as you wish: Through delivery as well as pick up; curbside pick up; and dine in (Scan to Order)
- Get orders delivered from your favorite Clover-powered restaurants

Q10: If a merchant has already signed up for and is using Grubhub as a standalone delivery solution, can they integrate their Grubhub account into Clover?

A10: Yes! Merchants who are already using Grubhub can go into their Clover Dashboard to request that their Grubhub account be integrated into Clover without having to manage orders through a Grubhub tablet. Grubhub orders will then be fired directly to the kitchen and the restaurant's menu will be updated automatically whenever changes are made to the Clover inventory.

Q11: What are the primary advantages of integrating my existing Grubhub account into Clover?

A11: The primary advantages of integrating your existing Grubhub service into Clover are streamlined order processing, centralized reporting and time-savings. You won't have to manage orders manually in a Grubhub tablet. Grubhub orders will be fired directly to your kitchen printers, thus streamlining order processing before passing the prepared food to GH drivers for delivery. All menus integrated into Clover, including Grubhub menus, are updated automatically when you make changes in your Clover inventory. Grubhub orders will also be included in your reports.

Setting Up Grubhub integrated into Clover

Q12: How do I sign up for Grubhub integrated into Clover?

A12: There are a few ways to sign up for Grubhub integrated into Clover

- Visit the Online Ordering sign-up page in the Clover Dashboard and click the, "Grubhub – Get started" button
- Click on "Set-up buttons" in Emails and banners that you receive from Grubhub and Clover. You'll be taken directly to a sign-up page for fast and easy set up

Q13: What should I do if I've already signed up for and take orders from Grubhub?

A13: If you are already using Grubhub for online ordering with delivery, visit the Online Ordering page in the Clover Dashboard and click the button, "Grubhub" button. You will be asked to provide your Grubhub URL which will start the integration process into Clover. No fees will be levied for the integration and you'll benefit from streamlined order management of Grubhub orders through your Clover POS. It's convenient and saves time.

Using Grubhub integrated into Clover

Q14: How do I make changes to the Grubhub online ordering menu?

A14: Any changes to your menu that you make in your Inventory in Clover POS will automatically update your Grubhub online ordering menu as well as all menus you've set up through Clover such as Clover Web Ordering, the Clover mobile app or The Ordering.app, now part of Google®. This is a core benefit of online ordering solutions integrated into Clover.

Q15: Can I still use Grubhub integrated into Clover if I have my own drivers?

A15: Yes, online orders you receive from the Grubhub app can be tagged for delivery by your own drivers.

Q16: Can I use Grubhub for orders that will be picked-up in my restaurants (without delivery)?

A16: Yes, online orders you receive from the Grubhub app can be tagged for pickup in your restaurant.

Q17: Who markets the restaurant's delivery services for online ordering?

A17: Your restaurant and online ordering menu become part of the Grubhub ecosystem and will be marketed by GH. It's also a good idea to promote your GH delivery services through in-restaurant signage, messages on receipts and on your digital assets such as websites and social media posts.