



Your guide to Grubhub

Welcome to **Grubhub**

You've joined the nation's leading online and mobile food ordering platform.

We're here to help you, whether you need to set up orders on your tablet, change your delivery hours, or temporarily remove an item from your Grubhub menu. Find the answers to these and other common questions in this easy-to-use training guide.

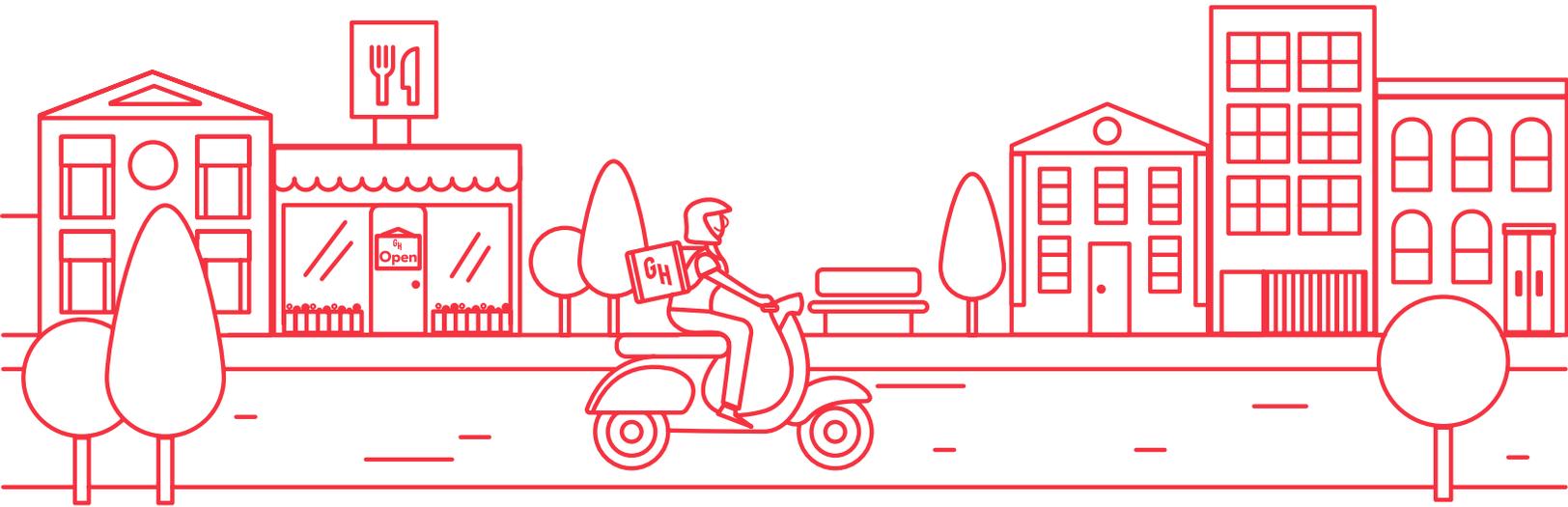


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Set-up your account

Before taking your first order, you will need a Grubhub tablet or your own internet connected device. If you're using your own device see gray box below.

1

Connect to Wi-Fi

- Tap Settings  icon on the home screen
- Connect to your wireless network

4

Send test orders

- Navigate to orders tab
- Tap  icon in the top right
- Send Test Order
- Then Confirm Test

2

Verify date & time

- Tap Date & Time
- Confirm information is accurate

5

Setup complete!

- You did it!

3

Sign in

- Tap the  icon on the home screen
- Enter your username and password from the login card [if you do not have a login card or need to add users go [here](#)]
- Walk through the quick tutorial

Don't have a tablet? Sign in to restaurant.grubhub.com and follow steps 3 and 4.

Note: If Test Order does not pop up, click the  icon then click Refresh Page to see the test order immediately

For more information, go [here](#)

Market your **restaurant**

Check out your Welcome Kit full of marketing tools that help drive awareness and increase orders.



Custom coupons

Place the coupons at the hostess stand or register. These coupons are meant for customers who will be ordering from your restaurant on Grubhub for the first time. We cover the cost of the coupon, so remember to hand out the coupons to your customers and watch orders grow!



Window Stickers

Peel the adhesive layer off your window clings and place them prominently inside the main door, the side entry door, and the drive-thru window of your restaurant.



Digital Marketing Tools

Download free social media, email and flyer templates to let your customers know that they can order delivery from your restaurant with Grubhub.



Account

Pro tip:

Setting delivery fees to \$0 along with lower and accurate delivery estimates increases the likelihood of customers ordering from your restaurant.

*For Grubhub for Restaurants Admin Users Only

Edit **MINS** + **FEES**

(Only if you do your own delivery)

Customers consider delivery fees when selecting a restaurant. You can increase the likelihood of customers ordering from your restaurant when you lower your delivery fees.

Customer desktop view:

Fresh Leaf

58 W 36th St (917) 722-3857

★★★★★ 1353 ratings **83%** Food was good **89%** Delivery was on time **90%** Order was correct

[Menu](#) [About](#) [Reviews](#)

Delivery, ASAP (40-50m)
No minimum, Free delivery
Change

Customer mobile view:

4:05

Restaurants

Search Restaurants & dishes

Cuisines
Refine



Sushi Star
Ad Asian, Japanese
30-40 mins
No min, Coupons
★★★★★
New



Polosud, Gelato Coffee Pastries
Ad Dessert, Frozen Yogurt
45-55 mins
No min
★★★★★
3 ratings



Just Salad (Chelsea: 8th Ave)
Fresh Fruits, Gluten-Free
30-40 mins
No min
★★★★★
946 ratings

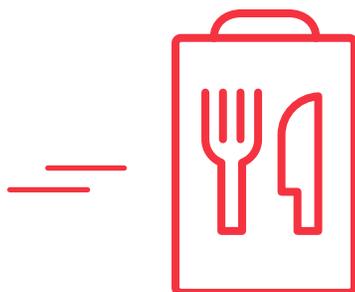


Chopt Creative Salad Co.
Healthy, Lunch Specials
25-35 mins
No min
★★★★★
2.1k ratings

Trending offers near you

Delivery **Minimum**

Your restaurant's delivery minimum has been set to \$0. Our research shows a \$0 minimum can help generate more orders and appeal to more diners. If for some reason you need to update your delivery mins, **please contact your account advisor.**



Delivery Fees

1

Delivery fee must be updated for each **delivery boundary**.

2

Go to Delivery boundary by clicking the  icon. On desktop, go to **Delivery boundary** from the sidebar on the left.

3

Click the  icon to edit the fees on each zone.

4

If you have multiple zones, click the zone you want to update.

ACTIVE Default boundary
⋮

[+ Add zone](#)

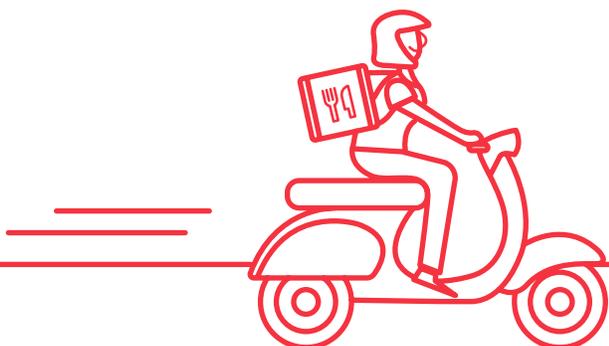
■ Zone 1: \$4.00


Zone name	Delivery fee
<input type="text" value="Zone 2"/>	<input type="text" value="\$3.00"/>

Zone Info

Distance from restaurant: up to 2.38 miles

Done editing
Save changes

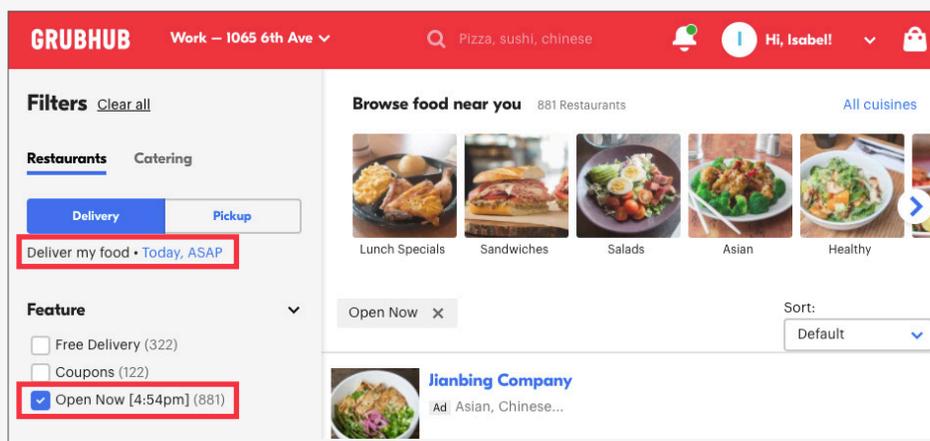


Note: Delivery Fees are only available for restaurants doing their own delivery. For more information go [here](#).

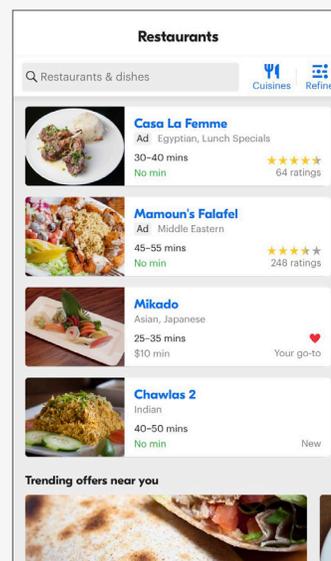
Edit delivery + pickup hours

When operation hours change at your restaurant, be sure to update your Grubhub account too. Unless customers are scheduling an order, customers will only see restaurants that are “Open Now”.

Customer desktop view:



Customer mobile view:



1 **Log in** to your Grubhub for Restaurants account as an admin at restaurant.grubhub.com

2 **Go to Hours** by clicking the  icon. On desktop, go to **Hours** from the sidebar on the left.

3 **To edit** your hours, click the 

4 **Enter the open** and close times for each day. To be closed all day, uncheck the box for each day.

5 **When you're done**, click Save to save your hours.

6 **Double-check** your new hours and click Save.

Edit weekly hours ✕

Delivery ▼

Split daily hours

- If you have different hours for different meal-times or holidays, click Split to add a new set of hours.

Edit Delivery Estimates

It's important to make sure your default delivery and pickup times are accurate. Our research has shown that accurate and lower delivery times can lead to more orders.

Customer desktop view:

Jianbing Company
Ad Asian, Chinese...
★★★★★
48 Ratings
\$\$\$\$
\$0 minimum
0.83 mi • 30-40 min

Amali Mou
Ad Greek, Healthy...
★★★★★
131 Ratings
\$\$\$\$
\$0 minimum
Coupons available
0.46 mi • 30-40 min

Customer mobile view:

Restaurants
Restaurants & dishes
Cuisines Refine

Casa La Femme
Ad Egyptian, Lunch Specials
30-40 mins
No min
★★★★★
64 ratings

Mamoun's Falafel
Ad Middle Eastern
45-55 mins
No min
★★★★★
248 ratings

Mikado
Asian, Japanese
25-35 mins
\$10 min
Your go-to

Chawlas 2
Indian
40-50 mins
No min
New

Trending offers near you

1 Log in to your Grubhub for Restaurants account at restaurant.grubhub.com

2 Go to **Settings** by clicking the  icon. On desktop, go to Settings from the sidebar on the left.

3 Under **Default estimates**, you can see your current default estimate times for pickup or delivery

Default estimates

Change your default delivery and pickup estimates to accurately reflect the time it takes for you to make your food and get it to your customers. Remember, you can always change these estimates for each order.

Default pickup estimate

– 20 minutes +

Default delivery estimate

– 45 minutes +

• Note: Default delivery estimates are only available for restaurants doing their own delivery. For more information go [here](#).



Orders

Pro tip:

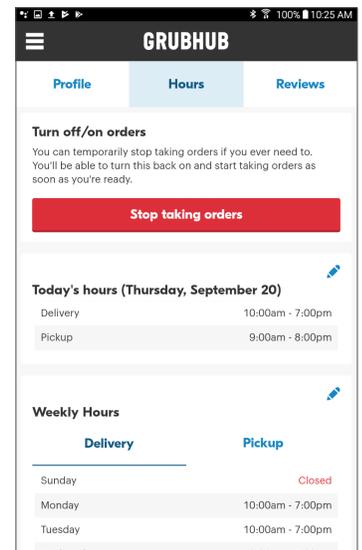
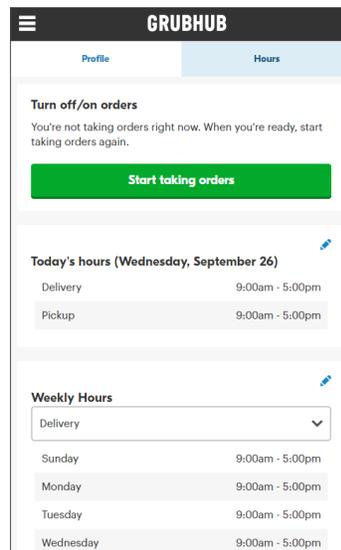
Get the right takeout bags for your orders, we recommend paper bags, as they are easier to affix tickets to.

*For all Restaurant Staff with a Grubhub for Restaurants (GFR) login

Start/Stop taking orders

If you need to temporarily pause orders due to an unexpected staffing issue, weather-related issue, or anything else that will prevent you from completing orders during your regularly scheduled hours, you can easily stop orders.

- 1 Log in at restaurant.grubhub.com
- 2 Go to the top left and select  icon. On desktop, go to the sidebar on the left.
- 3 Select Stop taking orders or Start taking orders
- 4 Select Confirm



Note: If you choose to select Stop Taking Orders, this will pause orders until the next scheduled opening hour and turn off your restaurant for both catering and consumer diners. If you need to pause orders for a longer period of time, please contact Restaurant Care at **(877) 799-0790** or restaurants@grubhub.com

Cancel orders

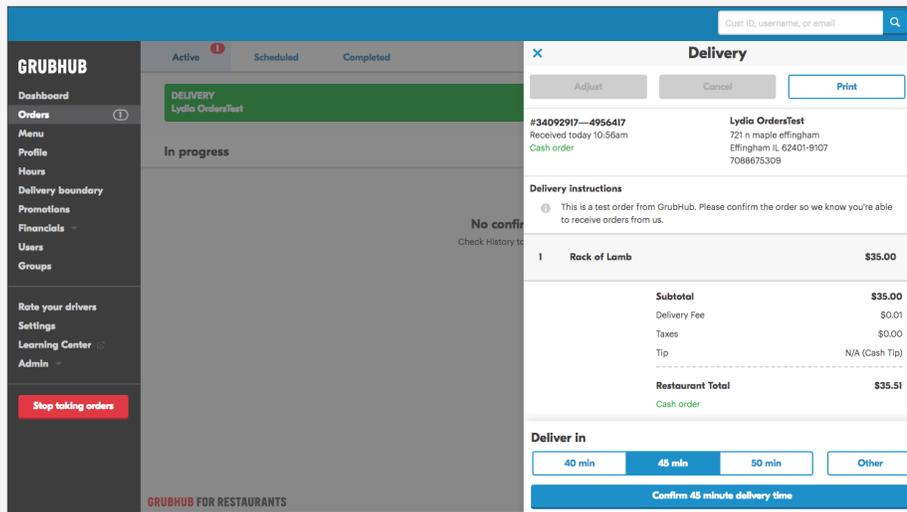
- 1 Log in at restaurant.grubhub.com
- 2 Navigate to Orders from the  icon
- 3 Select the order you want to cancel
- 4 Select Cancel
- 5 Choose a reason for canceling and provide some details

Note: To prevent future cancellations please pause orders or hide menu items (see page 19) until your restaurant is ready to fulfill all orders.

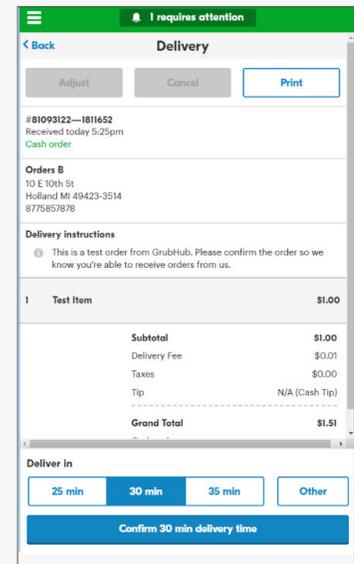
Confirm orders

Tapping Confirm lets customers know you're preparing their orders. It also tells the driver that they should start heading to your restaurant. Grubhub will call after 5 minutes if you don't confirm.

Grubhub for Restaurants Desktop view:



Grubhub for Restaurants Mobile view:



1

Log in at restaurant.grubhub.com

3

Click on **Active Orders** in the navigation at the top. A green bar will appear when there is an active order

5

Select an estimated deliver or pick up time

2

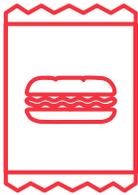
Go to **Orders** by clicking the  icon. On desktop, go to Orders from the sidebar on the left.

4

Tap on new orders to view order details

Order prep **best practices**

Here are a few tips and best practices from our highly rated restaurants.

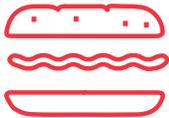


Receiving orders

Print the order confirmation from the Grubhub for Restaurants platform or use your own ticketing system

Use the same ticket for the complete process (cooking, expediting, packing)

Remember, it's up to you to provide the driver with a complete and accurate order!



Preparing orders

Mark on the ticket when the item has been made

Read the full order to catch add-ons and special instructions

Label each item with Grubhub customer name and menu item



Packing orders

Mark each item as “packed” after placing it in the bag

Pack hot and cold items separately

Pack bottled or canned drinks in the bag

Attach the ticket to one bag and label other bags with the customer name

Seal bags securely (using tape, staple, etc.)

Adjust orders

Occasionally, you may need to add an additional charge based on a customer's special instructions or provide a refund for an item that's no longer available. Be sure to include popular add-ons to your menu and hide sold out items to prevent frequent adjustments or refunds.

Adjust order
✕

Select adjustment type

Refund

Extra charge

Customer removed item

Delivery fee change

Issue with order

Item substitution

Out of item

Describe your reason

Enter adjustment amount

\$0

Request Adjustment

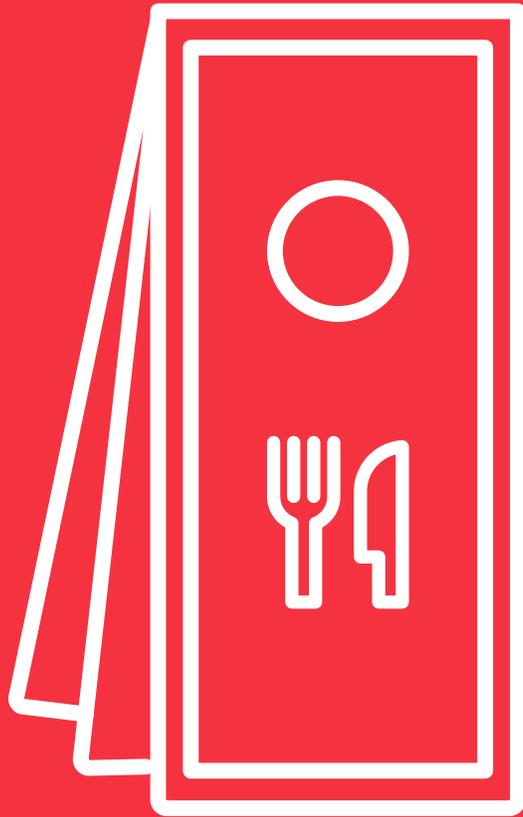
1 Log in at restaurant.grubhub.com

2 Go to **Orders** by clicking the  icon. On desktop, go to Orders from the sidebar on the left.

3 **Select** the order you want to adjust to see the order details

4 **Select Adjust or Reprint:**

- When you select Adjust, you can request to add or remove items from the order.
- When you select Reprint, an additional receipt is sent to your printer or fax.



Menu

Pro tip:

Your menu plays the biggest role in determining your success on Grubhub. Keep it up to date by making real-time edits directly through Grubhub for Restaurants and adding photos to all your menu items.

Update menu

If your prices or menu items change, you can make instant edits to your online menu.

1

Log in at restaurant.grubhub.com as an admin

2

Navigate to the top left and select  icon, then select Menu. On Desktop, select Menu from the left side bar

3

Find the menu item you want to edit by typing it in the Search field or selecting the section the menu item is under.

4

Select the menu item

5

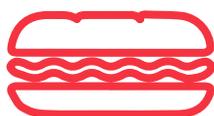
From the item detail screen, you can make several updates:

- Menu item names, descriptions, and prices
- Add sizes
- Choose what section the item belongs in

6

You can also add other options including:

- Modifiers or options
- Labels
- Schedules



Upload photos

Uploading food photography can help grow orders among new customers by up to 10%. Add quality food photos to your main menu page and menu items.

- 1 **Log in at restaurant.grubhub.com**
- 2 **Go to Orders** by clicking the  icon, then select Menu. On Desktop, select Menu from the left side bar
- 3 **Find the item** for which you want to add a food photo
- 4 **Select** the photo  icon to the left of the menu item and select if you would like to upload from Instagram or your computer
- 5 **Click “Upload Image”**
- 6 **Choose a photo** you'd like to use, or if you're on a mobile device, you can take a photo. We recommend adding photos served on plates rather than take-out containers. Find a location with lots of natural light to help your food look its best.
- 7 **Once the photo** is added, the status will be in review.
- 8 **If your photo meets our guidelines**, it will show up on your Grubhub menu page.

Not Approved Photo



PHOTO STATUS
In review

×

Why?
Your photo is being reviewed by Grubhub to make sure it meets our terms of service and standards. While in review your photo is not visible to customers.

Delete Image

Want to replace this photo?

Upload from computer

Approved Photo



PHOTO STATUS
In review

×

Why?
Your photo is being reviewed by Grubhub to make sure it meets our terms of service and standards. While in review your photo is not visible to customers.

Delete Image

Want to replace this photo?

Upload from computer

If you need assistance approving a photo/ understanding why a photo is not approved, email photos@grubhub.com or contact Restaurant Care at **(877) 799-0790**. For more information on photo guidelines, go [here](#).

Hide a menu item

You may run out of a menu item from time to time. To ensure customers only order available items, simply hide the menu item until it's back in stock.

1

Log in at restaurant.grubhub.com as an admin

4

Select the item options on the top right

2

Select the  icon, then select Menu

5

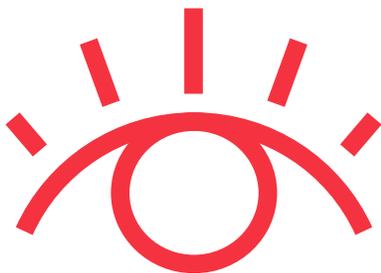
Click Update Availability

3

Find and select the items you want to hide by clicking the check

6

Select how many days the item will be unavailable from 1, 2, 5 to 7 days



Note: If you want to hide an item for longer than a week, we recommend archiving that item rather deleting to save important order-related information.

For more information on updating your menu, go [here](#).

How to **get help**

For real-time issues related to orders, call **customer care** at:



(877) 585-1085

24/7

help_me@grubhub.com

For all other questions, including account changes, financial questions, and setting delivery boundaries, contact **restaurant care** at:



(877) 799-0790

8AM to 9PM CST daily

restaurants@grubhub.com

Go to **learn.grubhub.com** and learn how to promote your restaurant, streamline delivery, and gain insights from peers.



GRUBHUB[®] FOR RESTAURANTS