



# DOORDASH MANAGEMENT GUIDE

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Begin managing your DoorDash

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# Accessing DoorDash Management

To begin managing your DoorDash Catalog, Inventory, Store hours and Order management:

- Navigate to Menu → Maintenance Tools → DoorDash Management

You'll see the DoorDash Management interface with tabs for Alcohol Items and Non-Alcohol Items, a categorized item panel on the right, and an item list on the left.

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## DOORDASH MANAGEMENT

Increase Price :  %    Non-Alcohol Items Total : 7670    Select : 0  
Keep Last Digit :     Alcohol Items Total : 0    Select : 0

**Non-Alcohol Items**    **Alcohol Items**

UPC :     **Add**

<input type="checkbox"/> All Items	Item Name	Sale Price	UOM
<input checked="" type="checkbox"/>	W799 WILLETE	\$799.99	1
<input type="checkbox"/>	S499 STAGE J	\$499.99	1
<input type="checkbox"/>	087692762355 SAM ADAM UTOPIAS 2023	\$399.00	1
<input type="checkbox"/>	736920119774 GOOSE ISLANDKNOB CREEK 19	\$59.99	1
<input type="checkbox"/>	851464003621 REVOLTION COCONUT DETH	\$46.99	4
<input type="checkbox"/>	R4599 REVOLTION VANILLA DETH	\$45.99	4
<input type="checkbox"/>	736920213472 GOOSE ISLAND BCS 2023 ANGELS ENVY	\$44.99	1
<input type="checkbox"/>	736920119866 BCS 2019 THE HOUSE RYE	\$39.99	1
<input type="checkbox"/>	737534449219 BOTTLE LOGIC FUNDAMENTEL OBSERV...	\$39.99	1
<input type="checkbox"/>	810139030003 BREUERY BALK TUESDAY 2023	\$39.99	1
<input type="checkbox"/>	638489001593 DOGFISH HEAD 120 MINUTE IPA	\$39.99	4
<input type="checkbox"/>	638489003917 DOGFISH UTOPIAS WW STOUT	\$39.99	4
<input type="checkbox"/>	736920214240 GOOSE ISLAND BC CASK FINISH	\$39.99	1
<input type="checkbox"/>	736920119682 GOOSE ISLAND PROP 19	\$39.99	1

Find / Filter    List By Name    Sale Price    UOM    PK Size    Size    **Filter**    **Cancel**

**Order Management**    **Configuration**    **Store Hours [F3]**  
**Update [F4]**    **Close [F12]**  
 Show All Items    **Add Items**

**Category**  
 AllNonTaxItems  
 Barrels  
 Beer  
 Beverages  
 Candy  
 Cigarettes  
 Coupon  
 Delivery fee  
 Delviery Charge  
 Electronic Cigarette  
 Gen merchandise  
 Gift Card  
 Glass  
 Ice  
 JUUL  
 Lime  
 Premium C 1  
 Snacks & condiments  
 Special Export  
 Spirit & alcohol  
 Tapper  
 TTP

## Step 1: Create a Catalog

To add items to your DoorDash catalog:

### 1. Select the Item Type Tab

- Choose either Alcohol Items or Non-Alcohol Items at the top of the screen.

### 2. Choose a Category

- On the right panel, select the category that contains the items you want to add (e.g., Snacks, Beverages, Ice Cream).

### 3. Click “Add Items”

- This will load the item list on the left side for the selected category.

### 4. Select Items to Add

- Check the boxes next to the items you want to include in the catalog.

### 5. Click “Update”

- Press the Update [F2] button to finalize and save your catalog selections.

## Step 2: Remove Items from Inventory

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To remove items from your DoorDash catalog:

#### 1. Deselect Items :

- Uncheck the boxes next to the items you want to remove from the catalog

#### 1. Click “Update” :

- Press the Update [F2] button to apply the changes.
- The deselected items will be removed from the DoorDash catalog.

#### Helpful Tips :

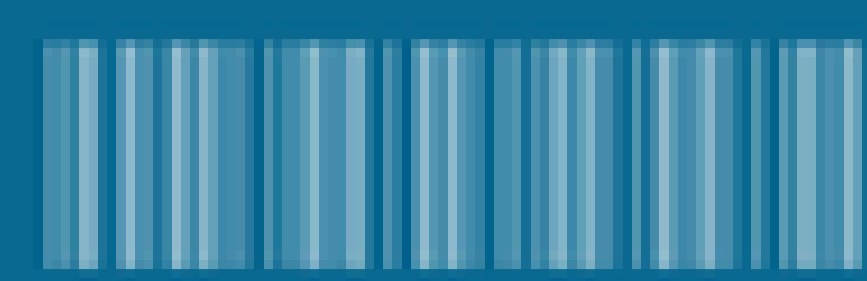
- Use the Filter button to quickly locate specific items by name or UPC.
- Use Cancel to reset your selections before updating.
- Always double-check your selections before clicking Update to avoid errors.

## Step 3: Accessing the Store Hours Screen

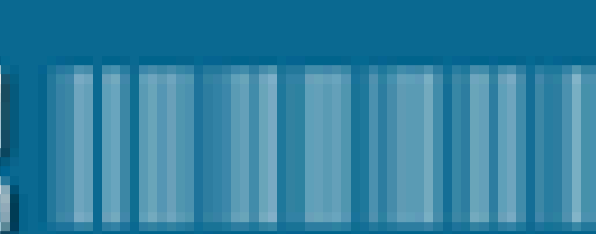
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To configure store hours:

1. Click on the button labelled Store Hours [F3] from the main interface.
2. This will open the Set Store Hours window, where you can manage weekly and special operating hours.



DOORDASH MANAGEMENT



SET STORE HOURS

Store Hours

Sunday	01:00	23:00	00:00
Monday	01:00	23:00	00:00
Tuesday	01:00	13:00	00:00
Wednesday	01:00	13:00	00:00
Thursday	01:00	23:59	00:00
Friday	01:00	23:59	00:00
Saturday	01:00	23:59	00:00

Check

Special Hours : 07/30/2025 [Time] [Time] Add

Date	Start	End	Total
07/23/2025	00:00	13:06	13:06

Update [F2]

Close [F12]

## Setting Weekly Store Hours

In the Set Store Hours window:

- You will see a list of days from Sunday to Saturday.
- Each day has two-time fields:
- Opening Time
- Closing Time
- Click on Update [F2] Button to save.

## Adding Special Hours

To set special hours for holidays or events:

1. Scroll down to the Special Hours section.
2. Select the Date using the calendar picker.
3. Enter the Opening and Closing Time for that specific date.
4. Click Add to save the special hours.

## Best Practices

- Review store hours regularly to ensure accuracy.
- Use special hours for holidays, maintenance days, or extended hours.
- Always click Update [F12] after making changes to ensure they are saved.

# Step 4: Managing Orders

This section guides you through accessing and managing DoorDash orders, including viewing order details, view dashers, and updating order statuses.

## Accessing the Order Management Screen

To begin:

1. Click the Order Management button from the main interface.
2. This opens the DOORDASH ORDER MANAGEMENT screen, which is divided into two panels:
3. Orders Panel (top): Displays all current DoorDash orders.
4. Dashers Panel (bottom): Shows dasher details.

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### DOORDASH ORDER MANAGEMENT

**Orders**

Id	Pickup Date	Total	Notes	Status
60	08/27/2025 14:5...	\$10.90		CONFIRME
59	08/27/2025 08:1...	\$16.00		CANCELLE
58	08/27/2025 06:4...	\$5.80		CANCELLE
57	08/22/2025 14:2...	\$37.70		CANCELLE
56	08/21/2025 10:1...	\$29.50		CANCELLE
55	08/20/2025 14:4...	\$4.80		ORDERAD.
54	08/20/2025 14:2...	\$8.70		ORDERAD.

**Dashers**

Id	Dasher Name	Phone	Status
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**Change Status [F2]** **Refresh [F5]** **Close [F12]**

# Changing Order Status

To modify an order:

1. Click on the desired order from the list.
2. Then click Change Status [F2] to open the detailed order view.
3. From here, you can:
  - Cancel the order
  - Mark it as ready for pickup
  - Adjust order details (e.g., Update, Remove, Substitute)

## Step 5: Viewing and Adjusting Order Details

This section explains how to manage individual orders in detail, including cancellation, status updates, and item-level adjustments.

**ORDER STATUS CHANGE** ?

Status :  New Status :

Estd.Pickup :  Order Id :

Tax :  Sub Total :

No. Of Item :  No. Of Qty.:

Special Notes :

Consumer Name :  Dasher (Not Assigned) Name :

Consumer Phone :  Dasher Phone :

**Items**

Item Code	Item Name	Qty	Price	Total	Stock
040000424...	SNICKERS	1	\$1.90	\$1.90	
028400190...	CASHEWS	1	\$3.90	\$3.90	
028400322...	CHEETOS	1	\$5.10	\$5.10	

Remove Update Sub

Update Item Update Status Close

# Accessing Order Details

Once you've selected an order from the **Order Management** screen and clicked **Change Status [F2]**, the **ORDER STATUS CHANGE** window will appear. This screen displays:

- Order status and estimated pickup time
- Itemized list of products
- Consumer and dasher information
- Buttons for updating, removing, or substituting items

# Canceling an Order

To cancel an order:

1. Click the **New Status** dropdown and select **Cancelled**.
2. Enter a **cancellation reason** in the provided field. `cancel_reason = ["ITEM_OUT_OF_STOCK", "STORE_CLOSED", "KITCHEN_BUSY", "OTHER"]`.
3. Click **Update Status** to confirm.

Always provide a valid reason for cancellation to maintain order logs and reporting accuracy.

# Marking Order as Ready for Pickup

If the order is prepared and ready:

1. Select **Ready for Pickup** from the **New Status** dropdown.
2. Click **Update Status** to apply the change.

# Adjusting Order Items

You can modify the order using three key options:

Action	Button	Description
Update Quantity	Update	Select an item and change its quantity. Click Update to save.
Remove Item	Remove	Select an item and click Remove to delete it from the order.
Substitute Item	Sub	Click Sub to replace an item. You'll be prompted to enter the UPC of the substitute item. Ensure the replacement is of similar price and category.

Tip: Substitutions should match the original item's category (e.g., snack for snack) and price range to avoid billing discrepancies.

## Finalizing Changes

After making adjustments:

After making adjustments:

- Click **Update Item** to save item-level changes.
- Click **Update Status** to apply status changes.
- Use **Close** to exit the screen once all updates are complete.

## Need an Integration? Get Started Here

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To request the integration, please contact our support team.

**Call : (812) 567-2767**

**Email: [info@jmscpos.com](mailto:info@jmscpos.com)**