

Postmates Partner Dashboard

Partner Welcome Guide

USING THE PARTNER DASHBOARD

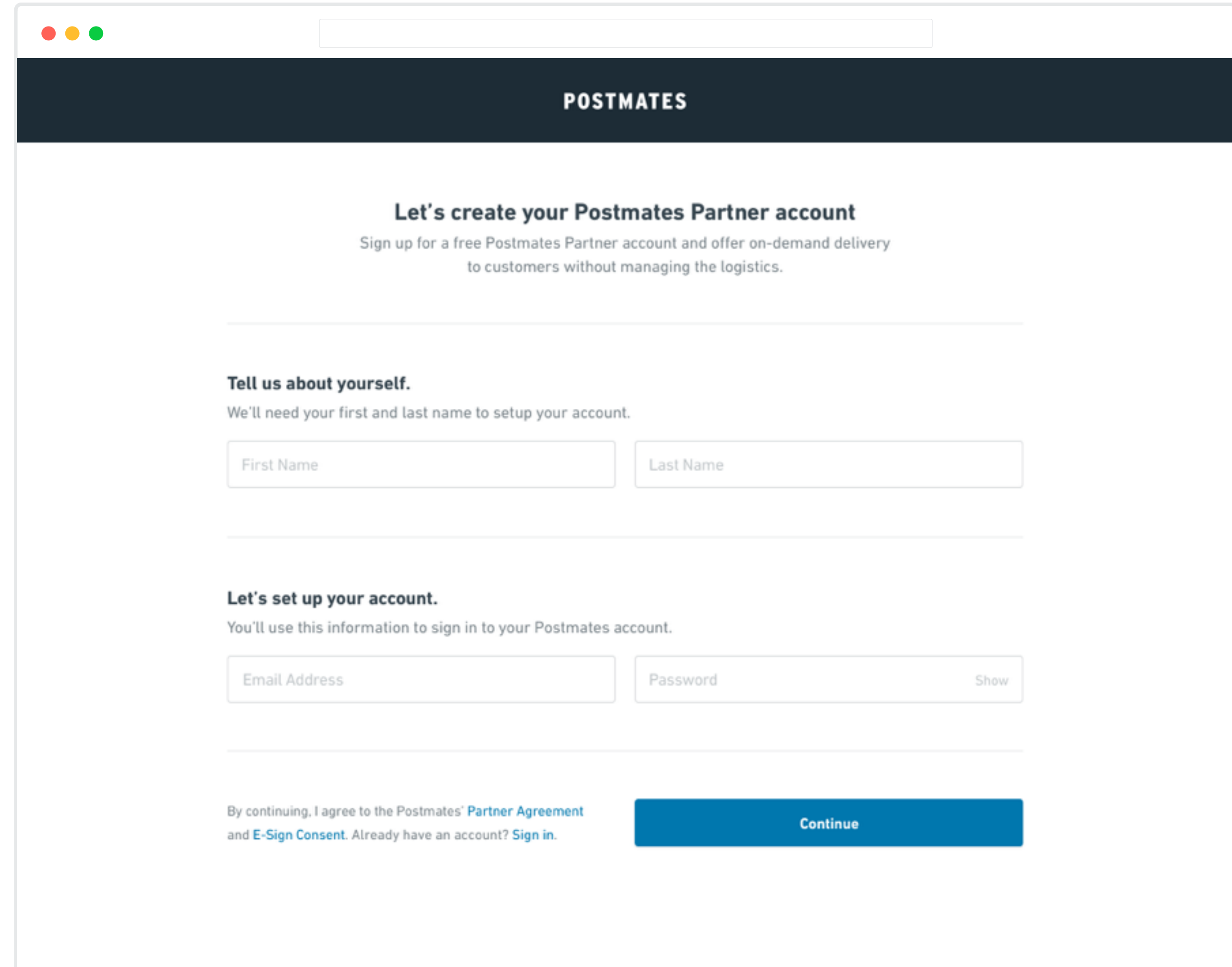
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Getting Started

Once you've completed a Postmates Merchant Agreement, you'll receive an email to get started.

Click the link in the email to set up your login credentials.

The same login information will be used to activate your Postmates Tablet.



The screenshot shows a web browser window with a dark blue header containing the word "POSTMATES" in white. Below the header, the main content area is white and features the following elements:

- A search bar at the top right of the page.
- A heading: "Let's create your Postmates Partner account".
- A sub-heading: "Sign up for a free Postmates Partner account and offer on-demand delivery to customers without managing the logistics."
- A section titled "Tell us about yourself." with the instruction: "We'll need your first and last name to setup your account." Below this are two input fields: "First Name" and "Last Name".
- A section titled "Let's set up your account." with the instruction: "You'll use this information to sign in to your Postmates account." Below this are two input fields: "Email Address" and "Password". The "Password" field has a "Show" link on its right side.
- At the bottom left, a line of text: "By continuing, I agree to the Postmates' [Partner Agreement](#) and [E-Sign Consent](#). Already have an account? [Sign in](#)."
- At the bottom right, a blue button labeled "Continue".

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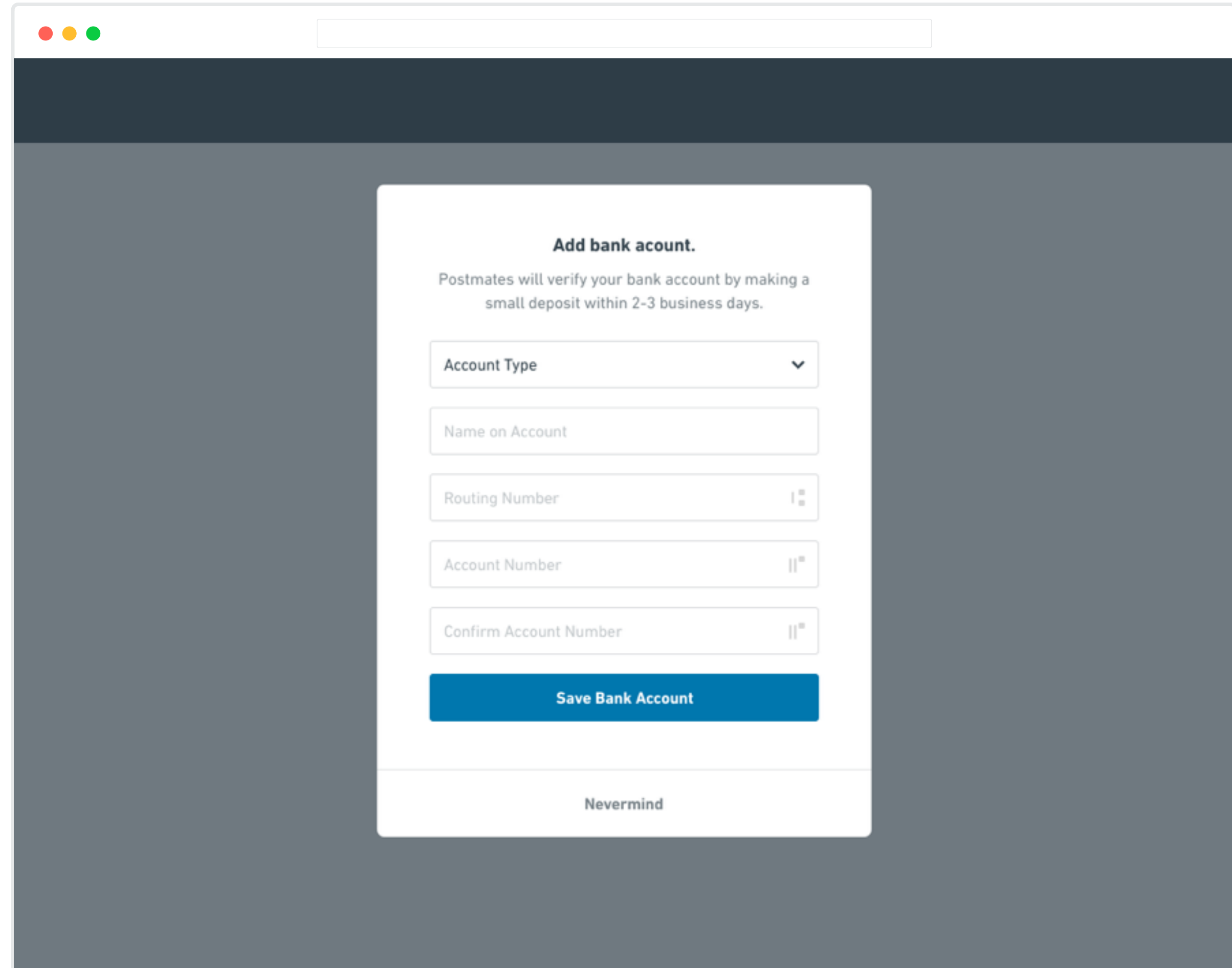
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Receiving

From the main menu, select **'Business'**, then **'Bank Accounts'**. Select a location, then **'Add Bank Account'**. Once added, you'll link an account to a location.

Verification takes 5-10 business days. You'll receive a \$.01 deposit listed under 'Stripe' once verified and any pending deposits are released a few days thereafter.

Payouts occur weekly on Monday are are deposited within 1-2 business days, varying by institution.



The screenshot shows a web browser window with a dark header and a light gray background. A white modal form is centered on the screen. The form is titled "Add bank account." and includes a sub-header: "Postmates will verify your bank account by making a small deposit within 2-3 business days." The form contains the following fields:

- Account Type (dropdown menu)
- Name on Account (text input)
- Routing Number (text input with a small icon on the right)
- Account Number (text input with a small icon on the right)
- Confirm Account Number (text input with a small icon on the right)

Below the fields is a blue button labeled "Save Bank Account". At the bottom of the form is a link labeled "Nevermind".

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Location

You can manage your phone number, store hours, and address information directly from the Dashboard.

To make changes, select **'Business'**, then **'Location Settings'** from the main menu. Then, tap, edit, and save your changes.

Add holiday hours any time your hours vary from your typical hours to make sure we don't send you any orders while closed.

The screenshot shows a mobile application interface for updating location settings. At the top, there are three colored window control buttons (red, yellow, green) on the left, a search bar in the center, and a 'Cancel' button on the left and a 'Save' button on the right. The main content area is titled 'Update Location Settings' and is divided into two sections: 'Hours' and 'Holiday Hours'. The 'Hours' section lists the regular operating hours for each day of the week, with an edit icon (pencil) to the right of each entry. The 'Holiday Hours' section lists special holiday hours for specific dates, with edit and delete icons (pencil and trash) to the right of each entry.

Hours		
These are your regular location hours of operation. Any exceptions can be added in holiday hours.		
Monday	Closed	✎
Tuesday	8:00 AM – 8:00 PM	✎
Wednesday	8:00 AM – 3:00 PM / 4:00 PM – 8:00 PM	✎
Thursday	8:00 AM – 8:00 PM	✎
Friday	8:00 AM – 8:00 PM	✎
Saturday	8:00 AM – 8:00 PM	✎
Sunday	9:00 AM – 5:00 PM	✎

Holiday Hours		
Special holiday hours can be added to any date, these allow you to update your hours for specific days.		
12/24/2016	Closed	✎ 🗑️
12/25/2016	8:00 AM – 3:00 PM	✎ 🗑️

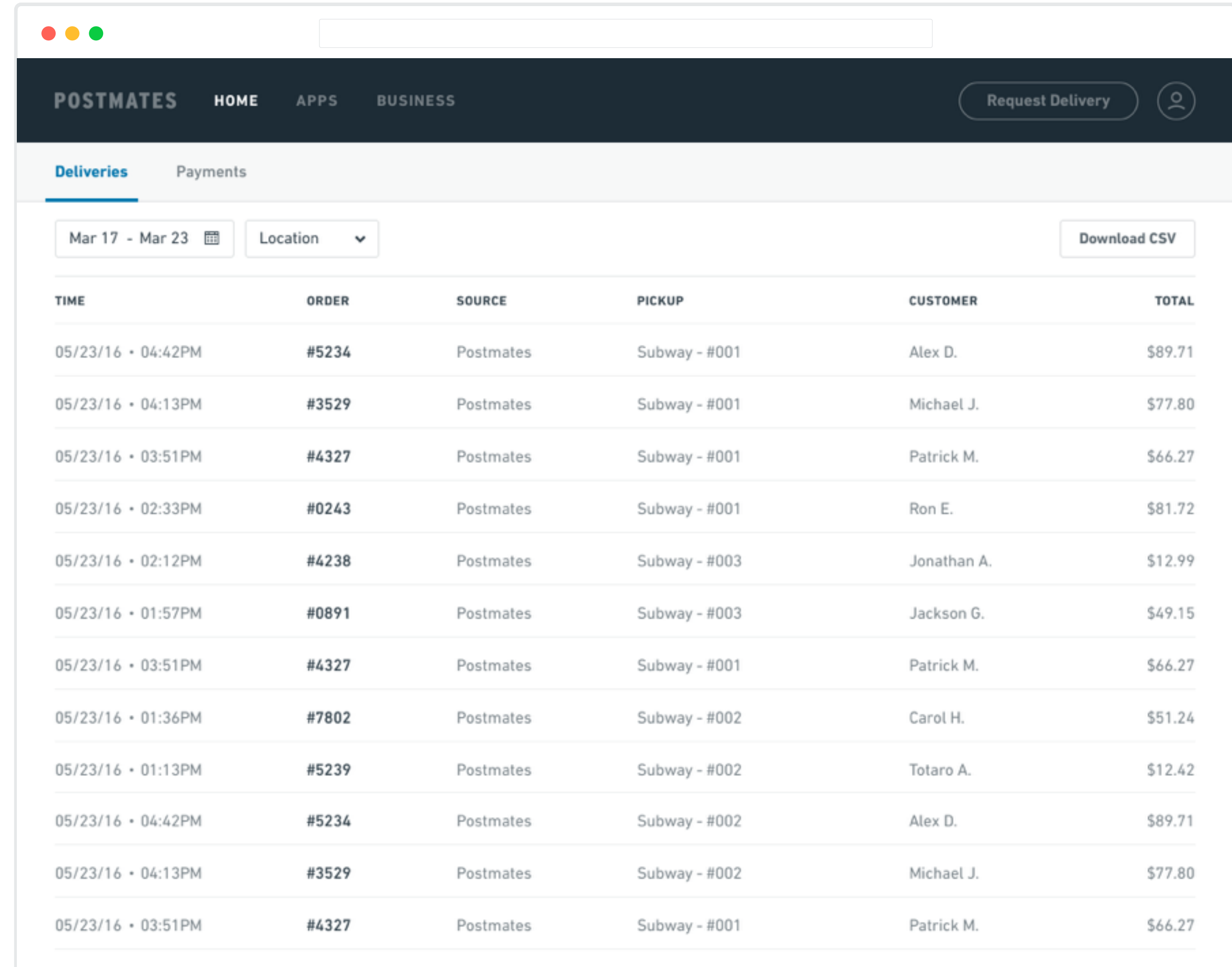
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Order History

You can view all order details from within the Partner Dashboard including the date, order number, and amount.

Click into an individual order for detailed information.



The screenshot shows the Postmates Partner Dashboard interface. At the top, there is a navigation bar with 'POSTMATES', 'HOME', 'APPS', and 'BUSINESS' links. On the right side of the navigation bar, there is a 'Request Delivery' button and a user profile icon. Below the navigation bar, there are two tabs: 'Deliveries' (which is active) and 'Payments'. Under the 'Deliveries' tab, there is a date range selector set to 'Mar 17 - Mar 23', a 'Location' dropdown menu, and a 'Download CSV' button. The main content area displays a table with the following columns: TIME, ORDER, SOURCE, PICKUP, CUSTOMER, and TOTAL. The table contains 13 rows of order data.

TIME	ORDER	SOURCE	PICKUP	CUSTOMER	TOTAL
05/23/16 • 04:42PM	#5234	Postmates	Subway - #001	Alex D.	\$89.71
05/23/16 • 04:13PM	#3529	Postmates	Subway - #001	Michael J.	\$77.80
05/23/16 • 03:51PM	#4327	Postmates	Subway - #001	Patrick M.	\$66.27
05/23/16 • 02:33PM	#0243	Postmates	Subway - #001	Ron E.	\$81.72
05/23/16 • 02:12PM	#4238	Postmates	Subway - #003	Jonathan A.	\$12.99
05/23/16 • 01:57PM	#0891	Postmates	Subway - #003	Jackson G.	\$49.15
05/23/16 • 03:51PM	#4327	Postmates	Subway - #001	Patrick M.	\$66.27
05/23/16 • 01:36PM	#7802	Postmates	Subway - #002	Carol H.	\$51.24
05/23/16 • 01:13PM	#5239	Postmates	Subway - #002	Totaro A.	\$12.42
05/23/16 • 04:42PM	#5234	Postmates	Subway - #002	Alex D.	\$89.71
05/23/16 • 04:13PM	#3529	Postmates	Subway - #002	Michael J.	\$77.80
05/23/16 • 03:51PM	#4327	Postmates	Subway - #001	Patrick M.	\$66.27

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Payment

You can view payments from the Partner Dashboard including the date, location, and payout.

Select a deposit to view details, like payment adjustments.

For easy reconciliation, you can choose the location, select a specific date range, and download a CSV file.

The screenshot shows the Postmates Partner Dashboard. The top navigation bar includes 'POSTMATES', 'HOME', 'APPS', and 'BUSINESS'. A 'Request Delivery' button and a user profile icon are on the right. The 'Payments' tab is selected, showing a date range of 'Mar 17 - Mar 23' and a 'Location' dropdown. A modal window for '06/20/16' is open, displaying a 'Net Payout' of \$490.13. Below this, a table shows 'Subtotal' (\$523.82), 'Taxes' (\$45.76), 'Commission' (\$104.76), and 'Adjustments' (\$23.41). A second table, titled 'Sales' and 'Adjustments', lists individual transactions with columns for 'DATE', 'SUBTOTAL', 'TAXES', 'COMMISSION', and 'PAYOUT'.

DATE	LOCATION
06/20/16	The Ravenous Bear - #001
06/20/16	The Ravenous Bear - #002
06/13/16	The Ravenous Bear - #001
06/13/16	The Ravenous Bear - #002
06/06/16	The Ravenous Bear - #001
06/06/16	The Ravenous Bear - #002
05/30/16	The Ravenous Bear - #001
05/30/16	The Ravenous Bear - #002
05/16/16	The Ravenous Bear - #001
05/16/16	The Ravenous Bear - #002
05/09/16	The Ravenous Bear - #001
05/09/16	The Ravenous Bear - #002

Sales		Adjustments		
DATE	SUBTOTAL	TAXES	COMMISSION	PAYOUT
06/20/16	\$74.24	\$6.47	(\$14.23)	\$71.58
06/19/16	\$59.19	\$4.98	(\$12.82)	\$71.58
06/18/16	\$12.32	\$1.07	(\$2.46)	\$71.58
06/17/16	\$203.33	\$18.32	(\$40.11)	\$71.58
06/16/16	\$58.97	\$5.56	(\$11.84)	\$71.58
06/15/16	\$23.45	\$2.01	(\$4.63)	\$71.58

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Support

Access Postmates Merchant Support 24/7 through the following channels

Help Center Top right corner of the dashboard or partner-help.postmates.com

24/7 Support Line (888) 815-7726