



Grubhub SFTP Solutions

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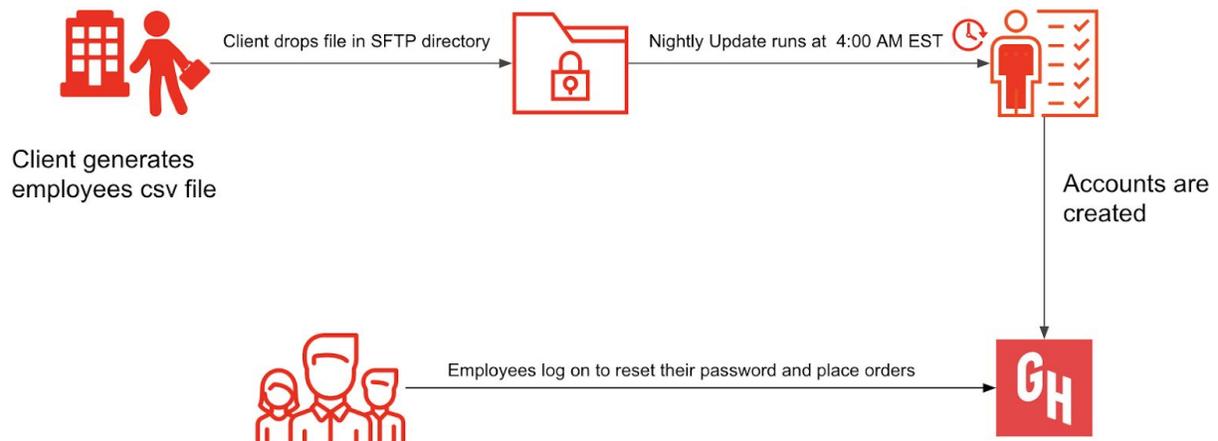
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What is SFTP?

SFTP (Secure File Transfer Protocol) is a standardized method of sharing computer files in a secure, user-friendly, fashion. All FTP connections offered by Grubhub are secured using the SFTP standards. Grubhub offers SFTP solutions for corporate clients to manage employee accounts through a nightly sync.

Managing Employees Accounts via SFTP

How does it work?



All employees are managed using a single .CSV file.

Adding new employee account - simply add a new line record into the CSV file with all the required details. See file structure section.

Deleting employee account - simply remove the line record from the csv file and upload it to the SFTP folder.

Editing an employee account - you can edit any employee's information anytime. Simply make the change on the existing line record within the CSV file and upload it to the SFTP folder. The change will reflect on the next nightly update.

Note: If you are in immediate need to add/edit/remove an employee, you can utilize the Grubhub administrative group portal to make changes that take effect right away. However, you must include the changes in your next SFTP upload or your changes will be discarded during the next upload.

To make changes via administrative group portal, visit:

<https://www.grubhub.com/groupadmin>

You must have admin access to login into the portal

SFTP Location and Credentials

SFTP Location: <https://sftp.grubhub.com>

Credentials: Grubhub will provide you with a username and password through a secured link. Please contact your account manager if you experience issues logging in.

File Structure & Format

The file must be uploaded in **.CSV** format comma delimited.

The file must be named **Employees_MMDDYYYY.csv** or **Employees.csv**

- Including a date stamp in the filename is recommended as it allows for easier version control. The file will be processed based on the latest modified date, NOT the date stamp from the file name.

The file must contain the following columns in the outlined order

#	Column Name	Required/Optional	Max LEN	Example/Description/Notes
1	First name	Required	60	John
2	Last name	Required	60	Smith
3	Email	Required	320	johnsmith@example.com
4	Phone Number	Required		Ex. (212)222-2222
5	Group	Required (can be comma separated for more than one group but must be surrounded by quotes Example: "Group1, Group2")		Ex.Product Employees must belong to a group to receive an order permission. Groups created via the Grubhub administrative group portal under Employee Management and must exist before adding employees to them via CSV. The group name(s) must be identical to what is setup in the Grubhub administrative tool.
6	Employee ID	Optional	30	Ex: 1234 (Aka internal ID)

7	Location	Optional (if you are invoiced by location, it will be required)	<p>Ex.New York: One Penn Plaza This should be the location name NOT the address.</p> <p>The location name must be identical to what is setup in the Grubhub administrative tool.</p>
8	SSO Identifier	Optional (the column must be present in the file but the values are only required if you are SSO enabled for Grubhub)	<p>If your organization connects to Grubhub via SSO, then you will need to include SSO Identifier.</p> <p>NOTE: SSO capability isn't available at this time but the column must be part of the file.</p>
9	Department	Optional (if you are invoiced by department, it will be required)	<p>Ex.Technology</p> <p>The department name must be identical to what is setup in the Grubhub administrative tool.</p>

NOTE: Every column header outlined in the file structure must be included even if the column does not apply to your organization.

Employees SFTP Notifications

Grubhub will trigger notifications after every file is processed to inform you of the status of the file.

- **Success notifications** - are sent with details of the upload to notify of how many employees were created, modified, and deleted.
- **Error notifications** - are sent when a file or a line record isn't processed successfully. We will provide you with a detailed report of the row number and the error message.
- **Notifications Recipients** - you can set 10 different emails to receive the SFTP notifications. Contact your account manager for assistance.
- To make sure you don't miss any SFTP notifications, add our SFTP email to your address book: sftp@grubhub.com

FAQs

How long will it take for employees accounts to be created?

Employees can use their accounts after 24 hours of the file being dropped into the SFTP folder. Employees files are processed on a nightly schedule at 4:00 AM EST.

How long are files archived for?

Grubhub will not delete any employees CSV files that you upload. However, if you upload a file with the same name it will overwrite it.

How do I add recipients for my SFTP email notifications?

Contact your account manager to setup recipients for SFTP email notifications or email corporatesupport@grubhub.com

How do I get help with my SFTP username & password?

Contact your account manager or email corporatesupport@grubhub.com