

With Nash you can:

- Accept and fulfill delivery orders, sending them directly to the kitchen
- Offer delivery to local customers, dispatching orders to your own fleet or a third-party fleet

With Nash you cannot:

- Accept and fulfill tobacco and CBD product deliveries

Nash Invoicing & Refund Requests

- Square will invoice you for all deliveries and tips associated with your deliveries
- If something goes wrong with an order, you will need to contact [Nash Support](#) by emailing support@usenash.com or calling +61 2 5120 2520
- Nash will submit an incident report, beginning the refund request process
 - Note: [Nash Support](#) does not have access to your customer's credit card information, and is not responsible for reimbursing your end customers
- Once the incident report and refund request have been approved by the delivery service provider, the refund will be automatically processed and appear in your Square account

Support Requests

For help with Nash-specific questions (i.e. where is my driver, cancelling an order, rescheduling an order, etc.):

- Call +61 2 5120 2520
- Email support@usenash.com

Requirements:

- Sign up with Square Online Ordering

Sign in

New to Square? [Sign up](#)

Continue

Access On-Demand Delivery

- Log into your Square Online portal and navigate to [Delivery](#)
 - Settings -> Account and Settings -> Fulfillment methods -> Online Pickup and Delivery -> Choose your location -> Delivery
- Select On-Demand Delivery
- Toggle "Yes" for "Do you want to offer delivery?"
- Select the "I'll use Square Delivery partners" option when asked "How will you deliver orders to customers?"
- Click Save

Pickup

Delivery

Location details

Do you want to offer delivery? Yes No

🔍 COURIERS

How will you deliver orders to customers?

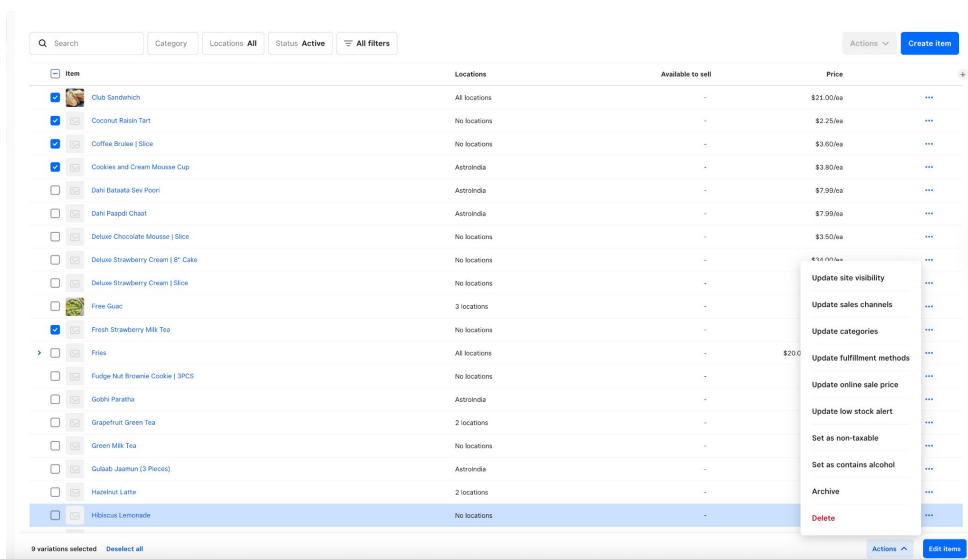
My own couriers

I'll use Square delivery partners **New**

Let us handle delivery for your Square Online orders with our trusted courier network. We'll automatically assign couriers for you based on price and availability. [Learn more.](#)
By enabling, you agree to the [On-demand Delivery Terms of Service.](#)

Mark Menu Items for Delivery:

- Ensure all the items you want to fulfill using delivery, have delivery as a fulfillment method attached
- Go to “Items” within your **Item Library**. Choose the items you want to enable for delivery
- Once you choose the items you want to support for delivery, click Actions on the lower right side of screen and click “Update fulfillment methods”



- Mention all fulfillment methods that you want to support for these items. Eg: Pickup, Delivery, Self-Serve Ordering etc.
- Alternatively, you can open each item one at a time to update the fulfillment method

