

Grubhub SFTP Employee Management Solution

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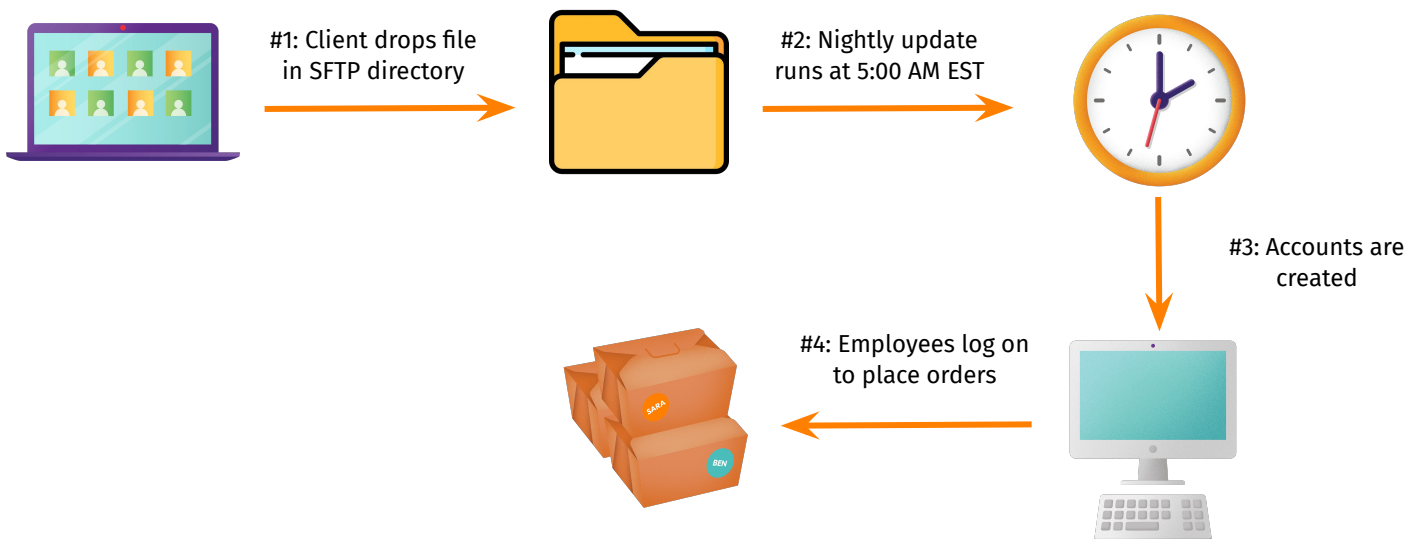
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What is SFTP?

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 business 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 a 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: Remove the line record from the csv file and upload it to the SFTP folder. Deletions will not occur if there are errors on the file or if over 90% of the current users would be deleted. Please reach out to clients@grubhub.com for assistance if you need to delete an amount over the threshold.

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. Please note: editing email addresses will create a new employee account and remove the old one.

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>

Port: 22

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

File Structure & Format

Details about the CSV file that is being put in the SFTP folder:

1. The file must be uploaded in .CSV format (i.e. a comma delimited file).
2. The file name must begin with “Employees” and then can contain any info after an underscore Ex: Employees_MMDDYYYY.csv or Employees.csv
3. 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.
4. Every column header described in the table below must be included even if the column does not apply to your organization.
5. The header is case sensitive - please pay particular attention to the lowercase “n” in “First name” and “Last name”.
6. “First name” and “Last name”.

The table below describes each of the columns that must appear in the CSV file:

| # | Column Name | Required/Optional | Max Length | Example/Description /Notes |
|---|-------------|-------------------|------------|---|
| 1 | First name | Required | 60 | John |
| 2 | Last name | Required | 60 | Smith |
| 3 | Email | Required | 320 | johnsmith@example.com Note: Changing the email address of an employee already in the system will create a new account for them and send a new welcome when applicable. |

| # | Column Name | Required/ Optional | Max Length | Example/Description /Notes |
|----|----------------|--|------------|---|
| 4 | Phone number | Optional | 10 | Ex. (212)222-2222 Note: Toll-free 800 numbers can not be used. Do not include Country code (i.e. "1") as only the first 10 digits will import and will cut off the last digit. |
| 5 | Group | Optional, but strongly recommended (can be comma separated for more than one group, but must be surrounded by quotes). Example: "Group 1, Group 2" | | 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 set up 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) | | Ex. New York: One Penn Plaza This should be the location name NOT the address. The location name must be identical to what is set up in the Grubhub administrative tool. |
| 8 | SSO Identifier | Required (only if organization uses SSO setup on GH account) | | If your organization connects to Grubhub via SSO, then you will need to include SSO Identifier. If your organization does not use SSO, the value in this column can be blank. |
| 9 | Department | Optional (if you are invoiced by department, it will be required) | | Ex. Technology The department name must be identical to what is set up in the Grubhub administrative tool. |
| 10 | Sub Department | Optional (freeform text field) | | Ex. Front End Technology This is an additional column to capture information for reporting purposes only. Please notify your client success manager if you plan on using this field. |

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. The line number cited in the error will not count the header so may be one less than on the file. Ex: An error on line 19 of the file will be noted as line 18 on the email notification. Please contact clients@grubhub.com if you are in need of further clarification or assistance.
- **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, corporatesupport@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 5:00 AM ET.

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 Client Relations (corpadmins@grubhub.com) to setup recipients for SFTP email notifications

How do I get help with my SFTP username & password? Contact Client Relations (corpadmins@grubhub.com)