

Integration Partner Support

Our Integration support team is here to help you better serve our Merchants, effectively troubleshoot issues, and promptly address your support needs.



Phone Support

- United States (English): 855-222-8111
- United States (Español): 855-222-8111
- Canada (English): 647-957-7219
- Canada (Français): 855-643-8439
- Australia: 1800-958-316
- New Zealand: +64-800-001-188

Technical Escalations

If you are experiencing technical issues impacting your entire integration, please contact your Account Owner or Technical Account Manager (If assigned to your account). This is limited to:

- All stores are deactivated or a significant macro issue is affecting the entire integration
- Order failure trends

Live Integration Support

If you need general integration support, submit this [form](#) or call 855-222-8111. These include:

- Store or order cancellations
- API feature or functionality questions and troubleshooting (i.e inventory/pricing management, item management, store management)
- API functionality not working as expected (i.e. order confirmation failing, unexpected responses for requests, incorrect menu structure)
- Inventory feed escalations
- Menu or inventory issues: missing items, pricing discrepancies, unexpected items

The Integration Support team will get back to you within 1 business day.