SHOPLAUNCH STUDIO · OWNER CHECKLIST · 11 NOVEMBER 2026

Take your Google listing back from the delivery apps

DoorDash · Slice · Grubhub — 5 minutes, $0, publishing within a few hours. shoplaunch-app.pages.dev/guide/remove-third-party-food-ordering

BEFORE You need these three things — do this first

- [ ] **Signed in as** the Google account that is owner or manager of the profile — the switches do not exist for anyone else.
- [ ] **The address** of your own order or menu page, on your own domain (not a PDF, not a social post).
- [ ] **A screenshot** of the order button in a private window on a phone, with the date visible — it is what you attach when a provider says the link was never there.

STEP 1 See your listing as a customer does — 60 seconds

- [ ] **Private window,** search your restaurant's name on a phone and open the listing — your normal browser is the worst place to audit it.
- [ ] **Press the order button** and write down every provider, and whether each is offered for pickup, delivery or both. That list decides step 3.
- [ ] **Screenshot the list** before changing anything.

STEP 2 Open Food ordering, check the master switch — the step everyone skips

- [ ] **business.google.com** with the managing account, pick the location, select Food ordering.
- [ ] **Read** the top of the page. If ordering is off, the provider list cannot be managed.
- [ ] **Accept orders on your profile: on** → Turn on → confirm. Switching ordering off entirely hides YOUR link too and removes your ability to fix the listing; go one level deeper instead.

> No Food ordering section at all? Then step 6 is your only route. Nobody needs your Google password for this, and no agency needs to be paid.

STEP 3 Hide the provider on BOTH channels — hide, not delete

- [ ] **Select** the third-party provider, then Show provider to customers.
- [ ] **Turn Show for pickup off** — and turn Show for delivery off as well. One channel left on keeps the provider visible; this is the #1 reason owners think the fix failed.
- [ ] **Save** → Confirm. Google publishes within a few hours. Repeat for every provider on your list, then look again in a private window.

Hiding does not cancel the agreement, close the merchant account or stop orders in the app itself — and does not delete the provider's menu from the internet. Read the notice period before changing any contract.

STEP 4 Take the first slot — the Business preferred badge — 60 seconds

- [ ] **Add a link** at the bottom of the options, enter your own order page URL, Save.
- [ ] **Set as preferred** and choose your link (in Maps: Set preferred link). Set both Preferred for pickup and Preferred for delivery if your page does both.
- [ ] **Press the button yourself** on a phone, on mobile data, in a private window: one tap must land on your page.

STEP 5 Your own menu — and why the transcription opt-out is a trap — 24-48 hours

- [ ] **Edit menu** → Full menu tab → select YOUR menu source → Save. Correct wrong items in the editor rather than adding duplicates.
- [ ] **Know before you click:** Google's menu article links the Search Console opt-out. It is domain-wide (no single folder), removes your crawled content from ALL local results, Shopping, Flights and Hotels, and takes up to 30 days. It is not a fix for a wrong price — mark your menu as the preferred source instead.

STEP 6 When the provider comes back — escalate in writing — keep every date

1 **Re-check after 48 h.** Confirm both switches are still off and save again.

2 **Write to the provider.** Merchant support or account portal: remove their ordering link, you did not authorise it. Ask for a reference number.

3 **Wait 5 business days.** Google requires third-party booking and reservation providers to process an opt-out within 5 business days — quote it.

4 **Still there?** Report a third-party violation: support.google.com/business/contact/gmb_3p_complaints — attach screenshot, settings, reply.

5 **Then, not before:** a general Business Profile support case. A case with dates moves; one that says “it's still there” does not.

COST What the button costs per order — each company's published rates

DoorDash	15% Basic / 25% Plus / 30% Premier delivery · 6% pickup on every plan · no processing fee on app orders
Grubhub	5% Basic / 15% Plus / 20% All-access marketing commission · +10% when Grubhub drivers deliver · processing $0.30 + 3.05% on top
Slice	$39/mo + $3.00 an order (Online Growth) · $99/mo + $2.00 an order (Complete Growth)

A $50 delivery order on Grubhub All-access with Grubhub drivers is about $16.83 in fees before tax. The mark-up you see on an app menu is usually the operator passing that on — DoorDash's own FAQ says restaurants may price delivery differently — and the rest is a scraped menu keeping a price from months ago. Either way it is not a number you control until the link is yours.

Sources, read 11 Nov 2026: Google Business Profile Help — Manage online ordering options (answer/10842217), Manage your local business links (answer/6218037), About the menu editor (answer/9455840); Search Console Help — Opt out of display on local search results (answer/3035947); merchant pricing from merchants.doordash.com, get.grubhub.com and Slice's published plans. Screens and rates change: check yours before acting. Not legal advice.

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