

CMS: what it covers

“ **Audience:** content editors maintaining what customers see on the ordering channels. **You need:** *CMS — view* to browse, *CMS — edit* to change, *CMS — delete* to remove. Three separate levels.

The CMS covers the content layer of the ordering experience: the images and text customers see, and the complaints structure behind customer service.

Two areas

Area	What it holds
Resources	Banners, logos, documents, and the presentation of promotions, products, toppings and payment methods
Complaints	The tree of complaint types used when logging a customer complaint

They share the same permissions but are otherwise independent.

Three permission levels, not two

Most console areas have view and edit. The CMS has a third:

Level	Lets you
View	Browse resources and the complaints tree
Edit	Create and change resources, and add or edit complaint nodes
Delete	Remove a node from the complaints tree

Delete is deliberately separate. Removing a node from the complaints tree affects how complaints are categorised from that point on, which is harder to reverse than editing a label.

`cms_editor` is the role built for this area and holds all three.

Content is per source

This is the concept that makes the rest of the CMS make sense.

Resources are stored **per source** — web, app, kiosk, each aggregator. The same brand can show a different banner on the web than in the app, because they are different records.

So when you edit a resource you are always editing it *for a source*. Changing the web banner does not change the app banner.

“ This also means "the banner didn't change" is usually the wrong source selected rather than a failed save. Check the selector before re-uploading.

Your own scope can further limit which sources you see — see [How scope works in practice](#).

The pages in this chapter

Topic	Page
Resource types and the source selector	Resources and sources
Finding incomplete content	Content validation
The complaints tree	The complaints tree
Editing banners, step by step	CMS - Resources: Banners
Documents per language	CMS - Resources: Documents
The resources screen	CMS - Resources
Loading complaints from a file	CMS - Complaints CSV Upload

Created 2026-09-17 17:49:04 UTC by Fran Sanchis
Updated 2026-09-18 07:48:37 UTC by Fran Sanchis