



Portal Walkthrough & How-To



Using the DoorDash Drive Portal

You can find the Drive Portal at www.doordash.com/drive. The Drive Portal is your one-stop shop for managing your Drive account — including placing new orders, managing active orders, and reviewing your order history.

1

Place New Orders

Use the Drive Form to request a nearby Dasher!

2

Manage Active Orders

Track, update or cancel active deliveries.

3

Review Order History

Review completed orders, and rate your Dashers!



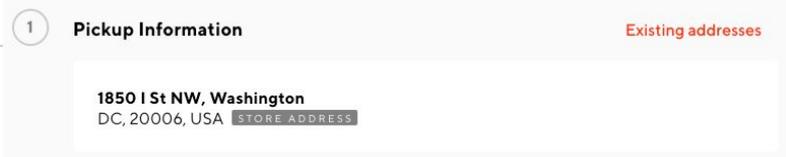
Placing New Orders (1 of 3)

To place a new order using the Drive Form,  and follow the instructions below.

Confirm Store Pickup Information

Double check the pickup address. This should be pre-filled with all of your store's information!

Specific pickup instructions can also be added to your store (e.g., use the loading dock on Bleeker Street, and buzz for entry).



1 Pickup Information Existing addresses

1850 I St NW, Washington
DC, 20006, USA STORE ADDRESS



Placing New Orders (2 of 3)

To place a new order using the Drive Form,  and follow the instructions below.

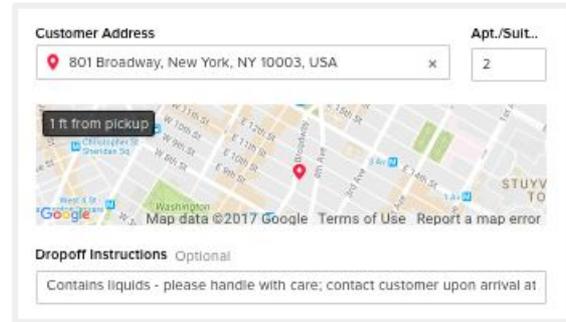
Enter Customer Information

Let us know where the order is headed.

Please include any special drop-off instructions

(i.e., “call upon arrival” or “deliver through loading dock on 1st St”)

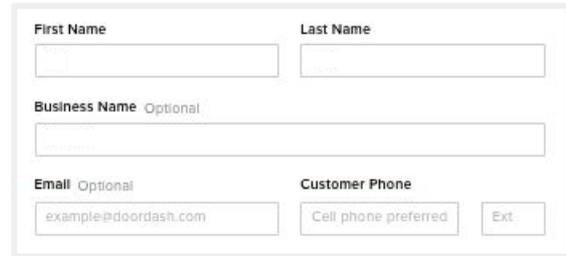
It’s also important to include your customer’s preferred contact information (e.g., email or phone number).



Customer Address x Apt./Suit..

 1 ft from pickup

Dropoff Instructions Optional



First Name Last Name

Business Name Optional

Email Optional Customer Phone



Placing New Orders (3 of 3)

To place a new order using the Drive Form,  and follow the instructions below.

Enter Delivery Details

Enter the delivery details. It's important to include the subtotal and an accurate item count so we can provide you a Dasher that's correctly equipped.

Once completed, select your preferred drop-off time. **For catering orders**, we ask that you provide us with at least two hours notice. An estimated pickup time will be displayed in red.

3 **Delivery Information**

Subtotal Excluding taxes	Driver Tip Optional	Item Count
<input type="text" value="\$"/>	<input type="text" value="\$"/>	<input type="text"/>

Requires setup?

Unique Order ID Optional

Delivery Date MM/DD/YYYY

Dropoff Time in PDT

Default Payment Saved and reused for Drive orders

Payment Withholding
We'll withhold Drive delivery costs from this store's weekly payment

Credit Card



Managing Active Orders

To track, update or cancel active deliveries, select **Active Orders** on the right-hand menu.

Active Orders

See all of your active orders in one place. You can click into each delivery to review the current status or make changes.

Please note: You can only add instructions, reschedule or cancel an active order. If you need to add items, change the customer address, etc. — you must contact live support, or cancel the order and submit a new request.

If you provided us with customer contact information, they will be notified if their order is canceled or rescheduled.

Active Orders					May 5 - May 11	Search
CUSTOMER	ORDER	STATUS	EST. PICKUP TIME	EST. DROPOFF TIME		
Rohan T (404) 444-4444	#203463893 \$200.00 (5 items)	Scheduled for delivery	May 8, 12:50pm	May 8, 1:25pm	>	

< Active Orders

#203463893

Quoted Pickup Time: 12:50pm
Quoted Dropoff Time: 1:25pm

Customer >

Rohan T
(404) 444-4444

Order Details >

5 items • \$200.00 subtotal



Reviewing Order History

To review your order history, select **Order History** from the left-hand menu.

Order History

Your order history should be a comprehensive list of all of your completed Drive orders.

Each delivery should have an order number, as well as both customer and Dasher information. They will also have pickup and delivery timestamps.

You can also click into each delivery to rate the Dasher experience (see 'Preferring or Block Dashers' for additional guidance) or view set-up confirmation photos.

CUSTOMER	ORDER	DASHER	DROPOFF TIME	
Mark (404) 444-4444	#86531 \$160.50 (1 item)	Stacy Ca Preferred	Today, 11:34am Quoted: Today, 11:30am	>
John (404) 444-4444	#86394 \$225.52 (1 item)	Richard I Preferred	Today, 11:30am Quoted: Today, 11:30am	>
Cari (404) 444-4444	#86416 \$181.25 (1 item)	Gio L. Prefer this Dasher	Apr 9, 11:33am Quoted: Apr 9, 11:30am	>



Preferring or Blocking Dashers

To rate your Dashers, start by opening the applicable deliveries in your order history

Rating Your Dashers

This is incredibly important feedback! The more often you rate your Dashers — good or bad — the better! We can **a)** try to match you with your preferred Dashers, and **b)** make sure blocked Dashers are never matched to your orders again.

To prefer or block a Dasher, open the applicable delivery in your order history. Select **'Prefer this Dasher'** to prefer, or **'Block this Dasher'** to block.

If you had a particularly bad experience with a certain Dasher, contact your Partnership Manager to make sure corrective action is taken.

Dasher

Full Name

Suzie C.

Phone Number

123-456-7890

Prefer this Dasher

Preferred Dashers will get more opportunities to claim your orders

Block this Dasher

Blocked Dashers will no longer pick up your orders across all stores.



Support Process Overview

Requiring Immediate Resolution:

Live Orders

- Dasher 15+ min late to the store
- Dasher took the wrong food
- Customer calls the store & cancels

*Call DoorDash support **(855) 973-1040***

1. State that it's a DoorDash Drive Delivery
2. Need Store Name, Customer Name, Customer Phone Number, Delivery ID

90% wait time under 4 min

Non-Immediate Resolution:

Other Issues

- If the guest has a complaint & wants a refund
- If a dasher was rude to store or customer
- Billing/Refunds processing

*Take care of your customer, and email **drive-support@doordash.com***

1. State that it's a DoorDash Drive Delivery
2. Need Store Name, Customer Name, Delivery ID

90% response within 48 hours



Best Practices: In-Store Operations



Designate & clearly mark pick-up location



Clear in-store signage directing Dashers to pickup location



Ensure orders are ready by quoted pickup time



Ensure staff are knowledgeable about delivery product & procedures



Support Guidelines posted in a highly visible area in BOH & FOH



Dasher Instructions: provide special instructions to Dashers on a live delivery



Label orders with customer name



Delivery FAQs



How large is my store's delivery radius?

- Delivery radius is typically 3-5 miles. This is based on geographical location (city vs suburbs)



How long should I wait before contacting DoorDash if a driver is late?

- If the Dasher is more than 15 minutes late, contact DD support at **(855) 973-1040**



I remade an order because a Dasher was late. How can I seek reimbursement?

- You can email our support at drive-support@doordash.com



This Dasher did not meet my restaurant's expectations. What should I do?

- Email drive-support@doordash.com and our support team will block that driver from coming back to your store in future.



Refunds Matrix

Refund Reasons			Refund Reason	Responsible for Refunds		Amount Refunded by DoorDash				
Reason Level 1	Reason Level 2	Level 2 Description	Reason Level 3	Merchant	DoorDash	Order Value	Delivery Fee	Tip Amount		
Order Cancelled	System Failure / DoorDash Cancelled Order	Any DoorDash related failures resulting in an order cancellation	Food NOT made	Cancelled by DoorDash	X	0%	not invoiced	not invoiced		
			Food made	Cancelled by DoorDash		100%	not invoiced	not invoiced		
	Merchant/Customer Cancelled Order	Customer/Merchant no longer needs the order delivered by DoorDash	Before time of scheduled pickup	Cancelled order		X	0%	not invoiced	not invoiced	
			At or after time of scheduled pickup	Cancelled order	X	0%	not invoiced	not invoiced		
Order Arrived Late	Order Not Ready & Dasher ontime	Dasher ontime, but Store location not ready for pickup, resulting in delays past stated dropoff time		Delivered Late	X	0%	0%	0%		
	Order Not Ready & Dasher Late	Dasher is late & Store location not ready for pickup, resulting in delays past stated dropoff time		Delivered Late		X	0%	100%	100%	
	Order Ready & Dasher Late	Dasher delayed for pickup or dropoff that result in order being late	order delivered 15-30 min late	Delivered Late		X	15%	100%	100%	
			order delivered 30-60 min late	Delivered Late		X	50%	100%	100%	
order delivered 60+ min late			Delivered Late		X	100%	100%	100%		
Order Arrived Early	Delivered more than 30 minutes early	Dasher arrives more than 30 minutes early to customer		Delivered Early		X	15%	0%	0%	
Never Delivered	Order Ready & Dasher Never Picked-up	Dasher never arrived to pickup order		Never Delivered		X	100%	100%	100%	
	Customer Unavailable in delivery window (-15,15)	Customer not reachable upon arrival to destination		Never Delivered	X		0%	0%	0%	
	Customer Unavailable outside of delivery window (-15,15)	Order was more than 15 minutes early or late, and customer was unreachable upon arrival to destination		Never Delivered			X	100%	100%	100%
	Customer Information Wrong	Dasher unable to complete delivery due to wrong delivery address, wrong customer information, etc.		Never Delivered	X		0%	0%	0%	
	Dasher Failure	Dasher marked delivered but customer reported they did not receive order (entirely wrong order received, Dasher Fraud, Dasher mechanical failure, car break down, etc)		Never Delivered			X	100%	100%	100%
Missing/Incorrect Item(s), Poor Food Quality	Missing or Incorrect Item(s) or Poor Food Quality	Reported by Dasher or Customer: Order picked up and delivered, but Merchant did not provide correct or all items or food quality is poor		Poor Food Quality Missing / Incorrect Items	X		0%	0%	0%	
	Dasher Failure / Poor Delivery Execution	Reported by Merchant: Order picked up and delivered but Dasher forgot item(s) at the store. Customer refused delivery; package and / or partial contents were damaged in transit.		Poor Food Quality Missing / Incorrect Items			X	25%	100%	100%
	Entire Damaged Order	The entire order is damaged		Poor Food Quality Missing / Incorrect Items			X	100%	100%	100%
	Dasher Behavior Complaint	Dasher exhibited poor behavior and customer would like to change the tip amount		Adjust Tip			X	0%	0%	100%

