



Your DoorDash Tablet

A Step-by-Step Guide

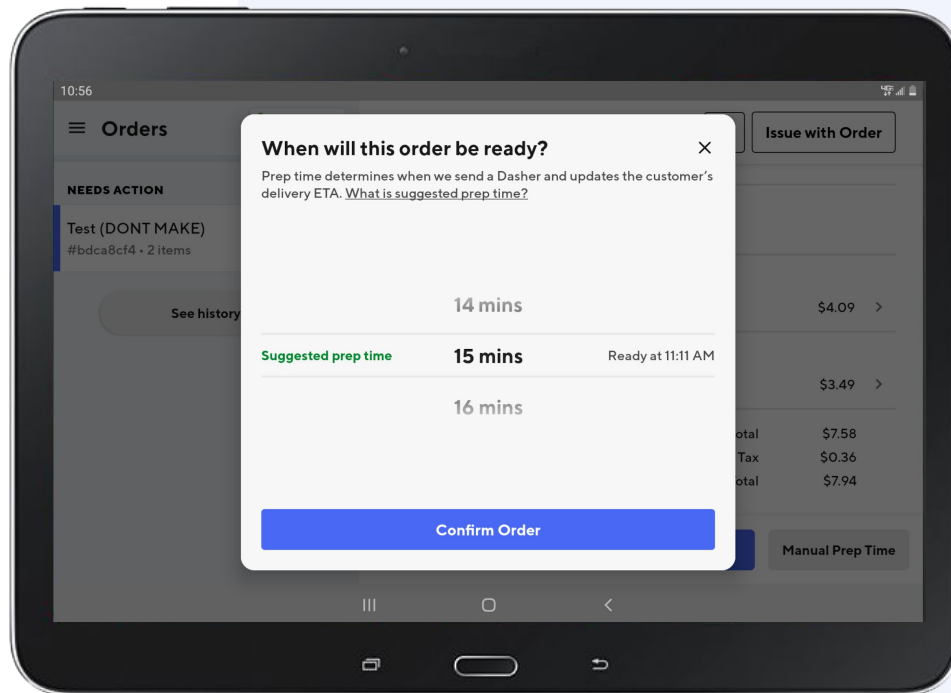




Welcome to DoorDash!

Managing your restaurant just got a lot easier.

Use your new DoorDash tablet to quickly receive and manage orders and keep your restaurant information up to date — all it takes is a few taps.





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Set Up Your Tablet



Set up your tablet

In this section, we'll walk you through the steps to setup your tablet so you can start receiving orders:

- [Turn on your tablet](#)
- [Review, edit, and approve your menu](#)
- [Take a quick tablet order tutorial](#)
- [Go live and start receiving orders](#)

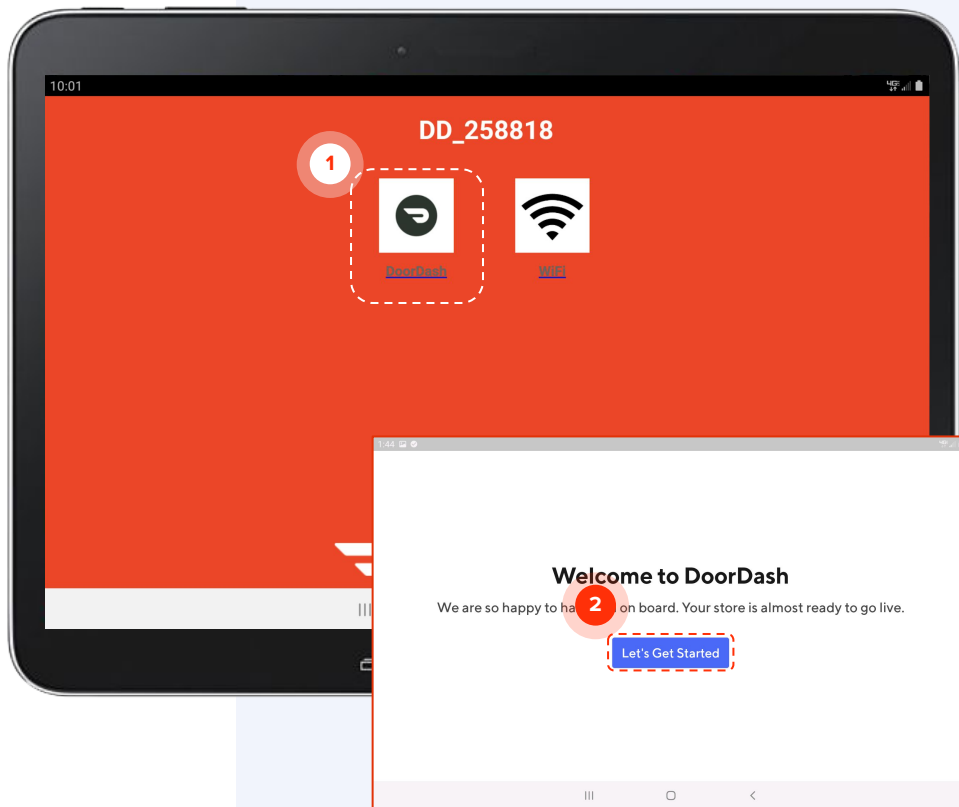


SET UP YOUR TABLET

Turn on your tablet

Turn your tablet on by finding and pressing the power button.

- 1 A screen will appear with a DoorDash icon and a WiFi icon. Tap the **DoorDash** icon.
- 2 On the next screen, tap the **Let's Get Started** button to begin.



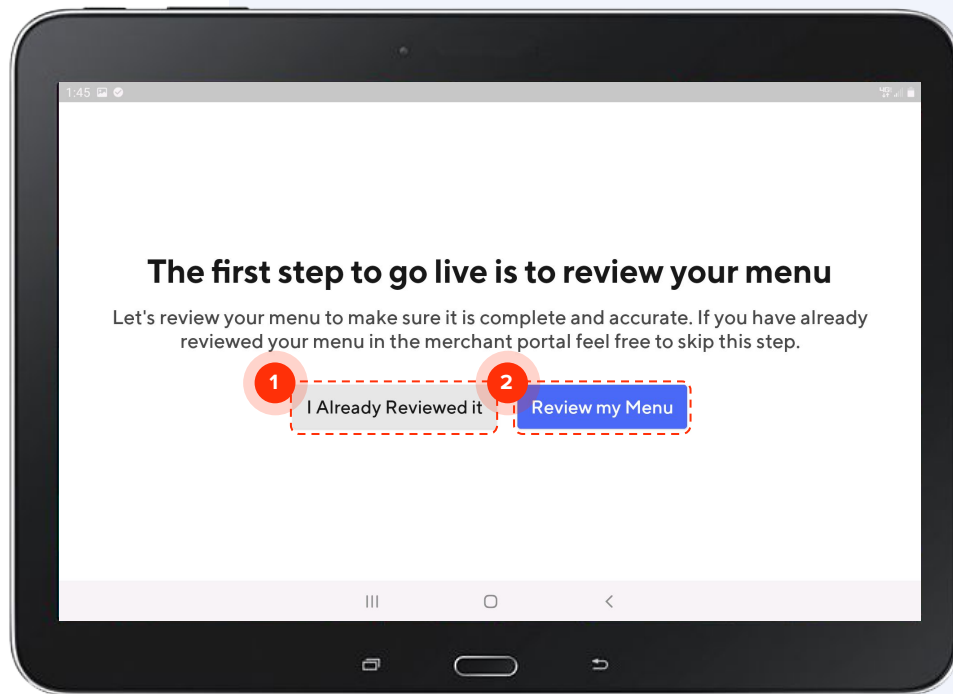


SET UP YOUR TABLET

Review your menu

Next you'll be asked to review your menu, which reflects the menu located in the Merchant Portal.

- 1 If you've already reviewed your menu on the portal, tap **I Already Reviewed It.**
- 2 If you haven't reviewed it yet or don't know what that means, tap **Review My Menu.**



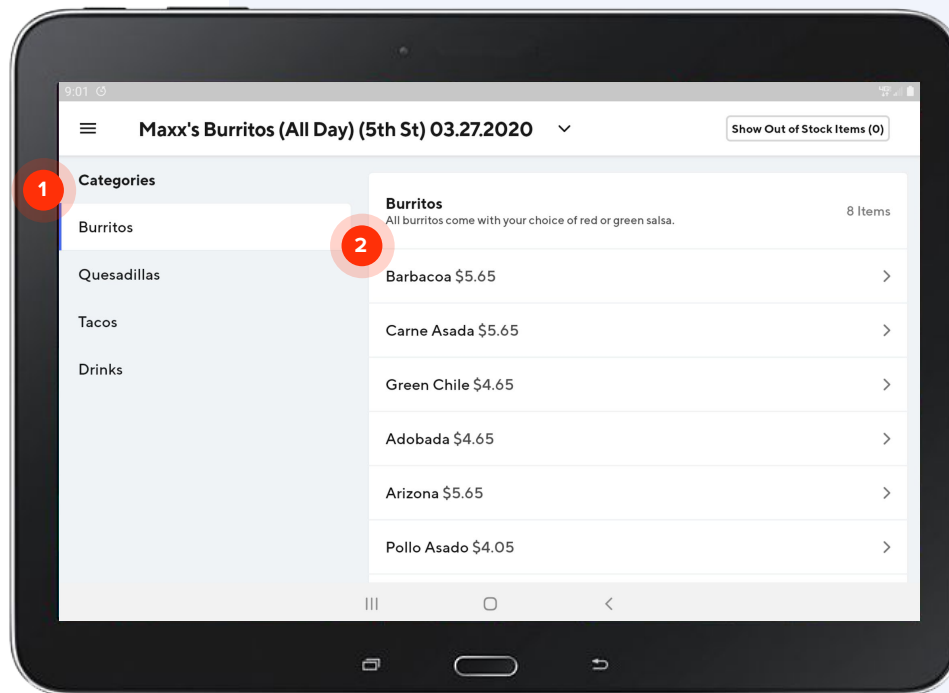


SET UP YOUR TABLET

Review your menu

Your menu categories will be listed on the left-hand side of the screen.

- 1 Tap a category to view all the items in that category at once.
- 2 Tap an individual item to see its details.



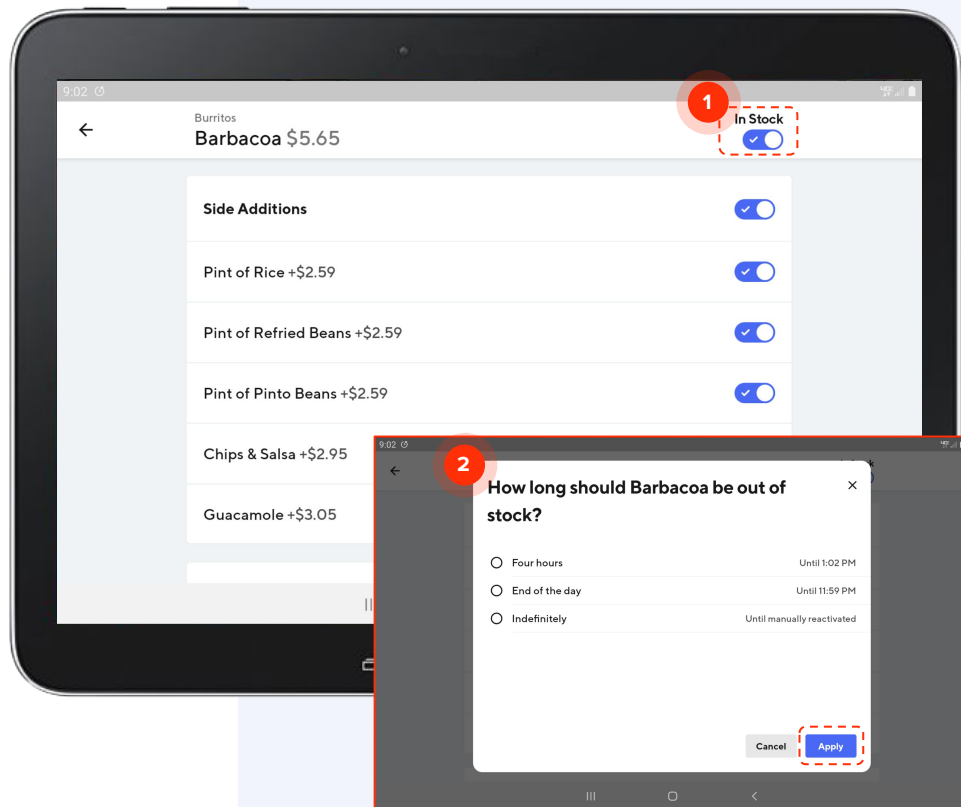


SET UP YOUR TABLET

Set item availability

Tapping into an individual item will display the options associated with that item.

- 1 If any of these optional items are out of stock, switch the **In Stock** toggle next to the item.
- 2 Select the period of time you want an item to be listed as out of stock, then tap **Apply**. Once your store goes live, you'll be able to edit these settings at any time using your tablet.

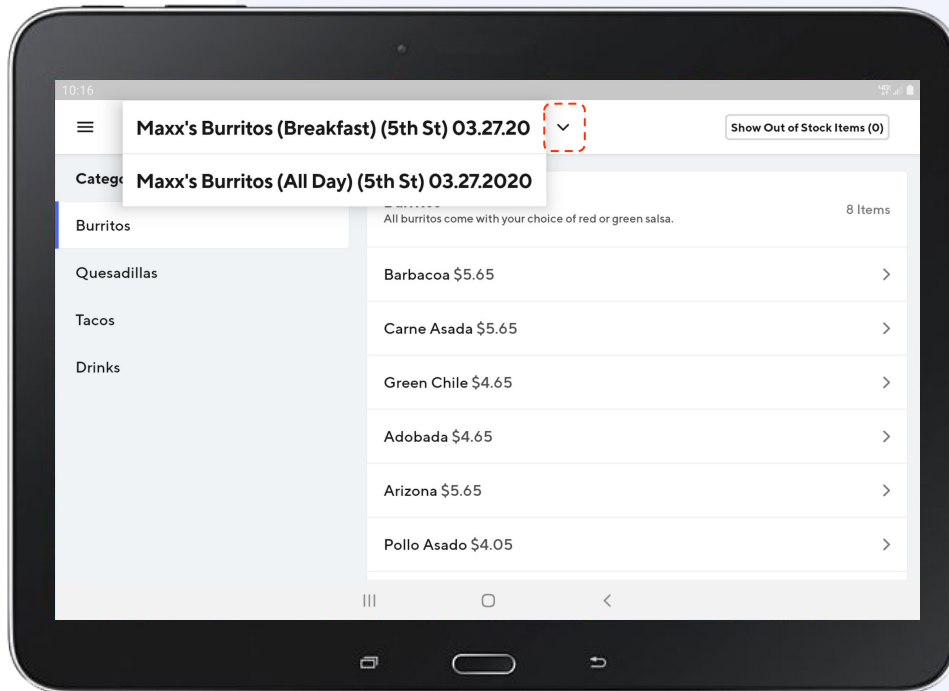




SET UP YOUR TABLET

Manage multiple menus

If you have different menus for different times of day or days of the week, you can access them using the **dropdown icon** next to your menu name.

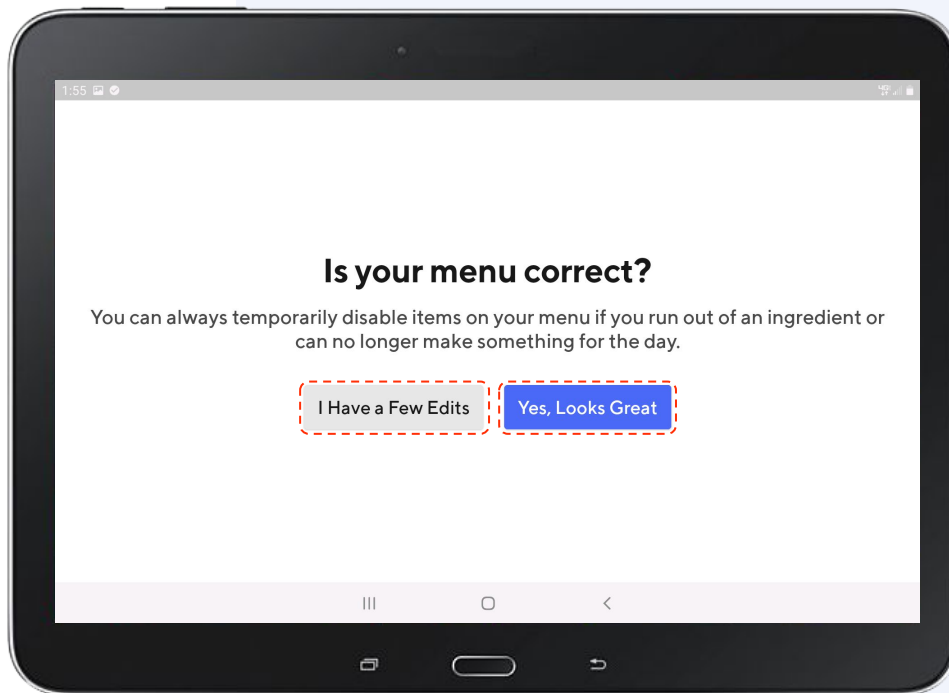




SET UP YOUR TABLET

Approve your menu

Once you've reviewed your menu, tap **I Have a Few Edits** if you still want to make edits. If you have no further changes, tap **Yes, Looks Great**.





SET UP YOUR TABLET

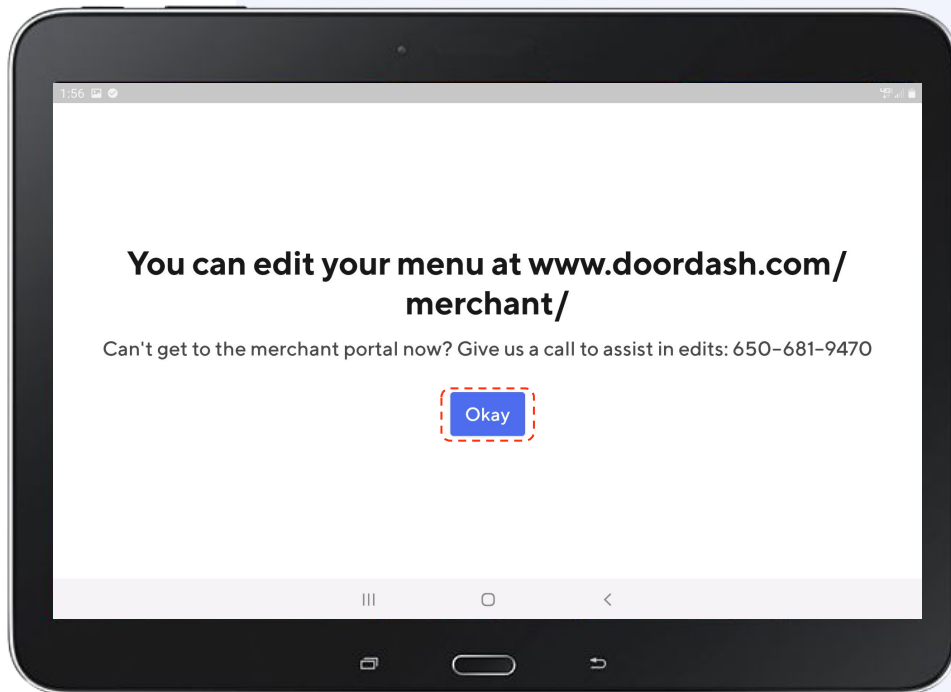
Edit your menu

Need to make additional edits to your menu like descriptions, options, and prices? The fastest and easiest way is by using the Menu Editor tool in the [Merchant Portal](#).

Review the Merchant Portal guide for step-by-step instructions on how to update your menu.

If you're stuck, you can call Support and talk to one of our agents.

Tap **Okay** to move on to the next step.

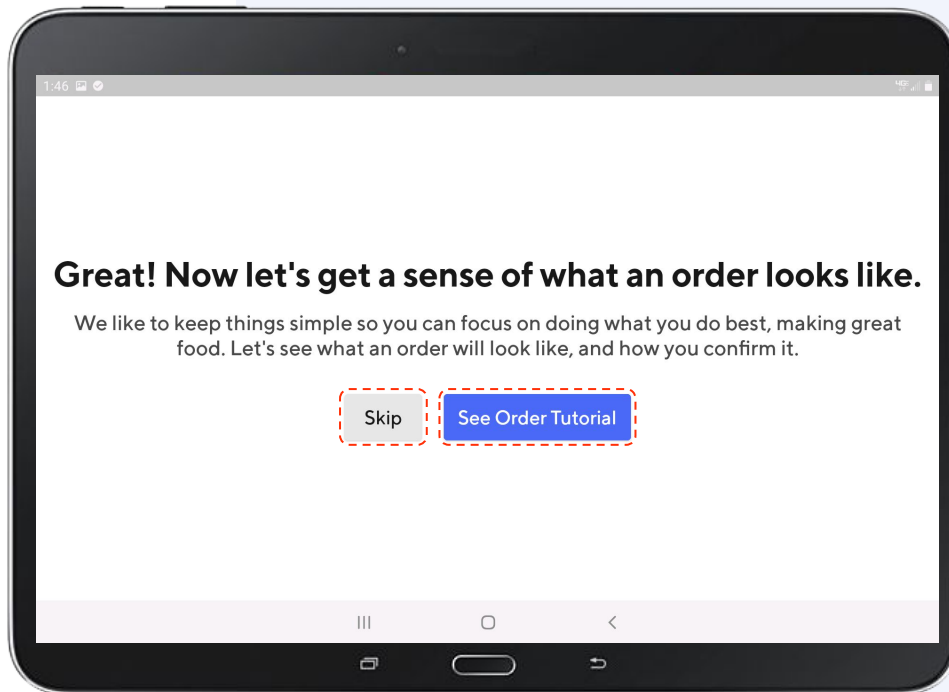




SET UP YOUR TABLET

Take a quick order tutorial

If you'd like to see an overview on how orders work on your tablet, tap **See Order Tutorial**. If not, tap **Skip** to continue the setup.

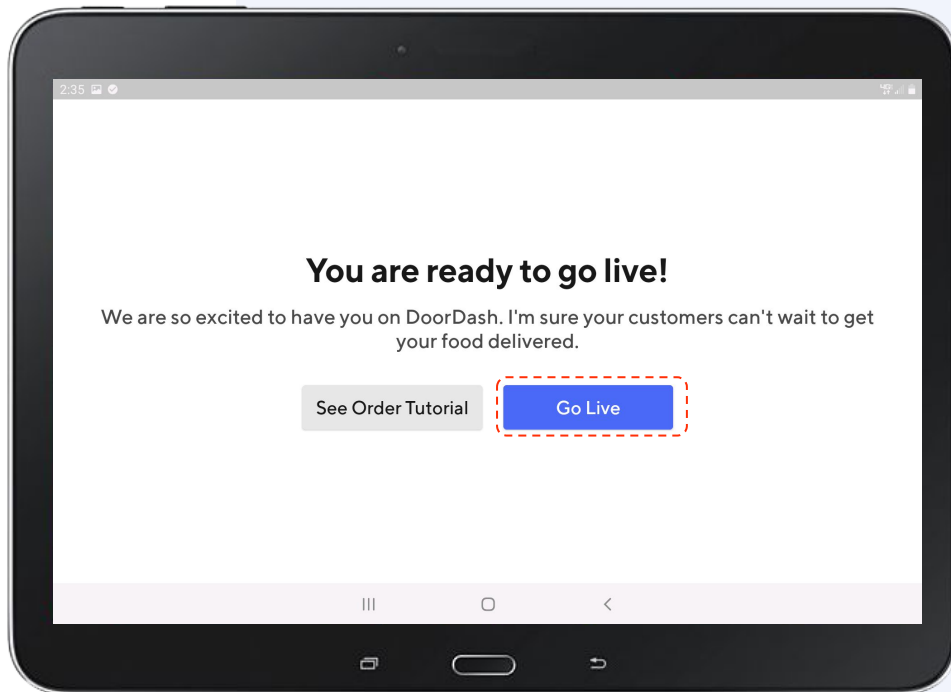




SET UP YOUR TABLET

Go live

It's time to go live! Tap **Go Live** to get your store live on the DoorDash platform. If you go live during your store open hours, customers will be able to find and order from you right away.

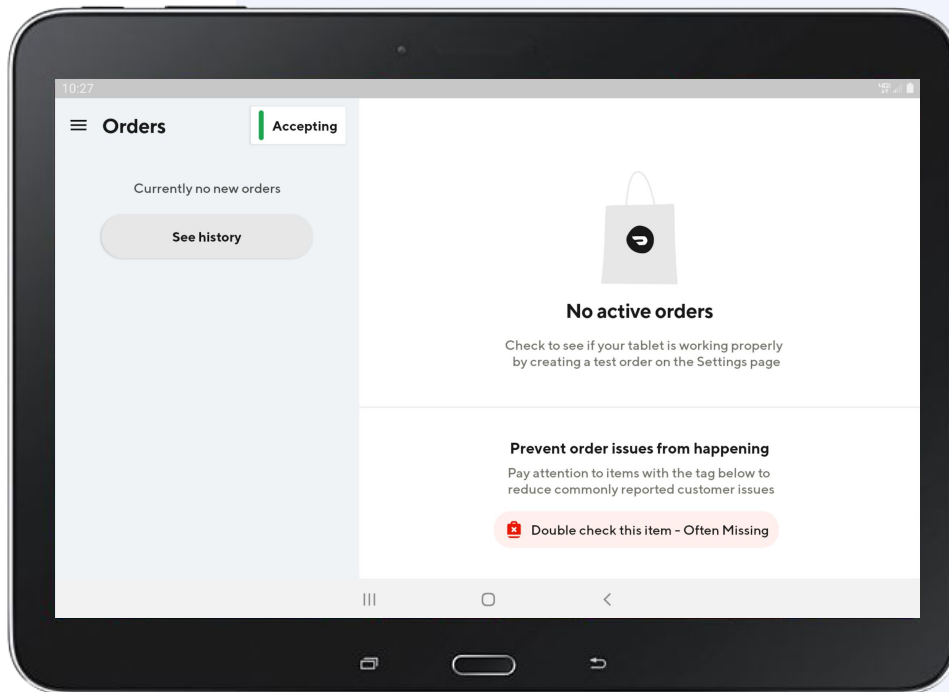




SET UP YOUR TABLET

You're online

Once you see this screen, you're live.
Congratulations! Next up: receiving
and accepting new orders.





Receive an Order

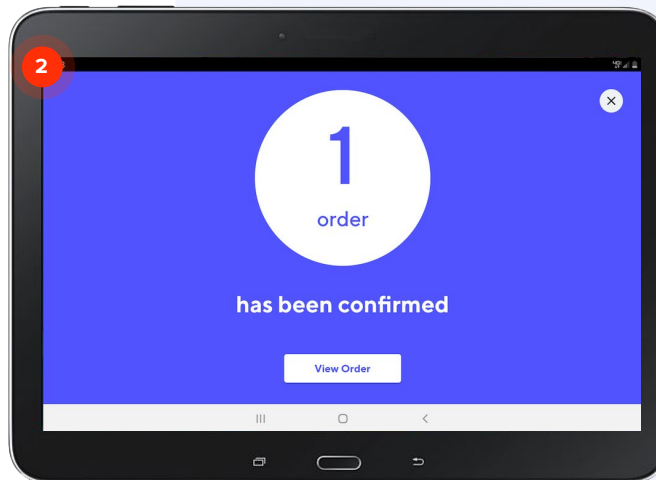
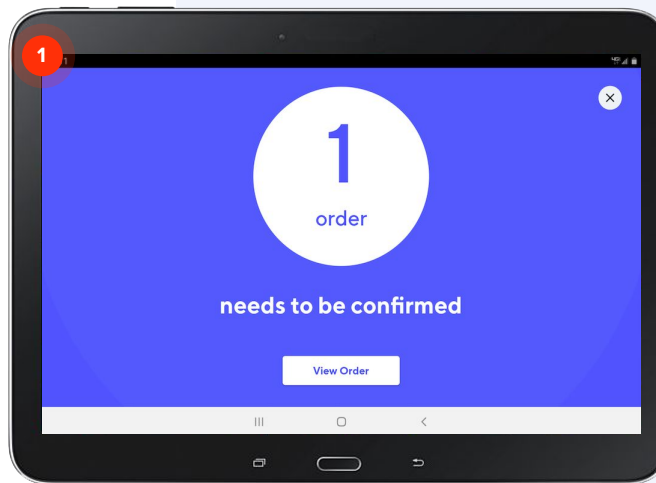


RECEIVE AN ORDER

Review & confirm orders

When a customer places an order, you have the option to either:

- 1 **Manually confirm each order:** this allows you to review and confirm the prep time for each order that comes in.
- 2 **Automatically confirm orders as they in:** a Dasher will be assigned right away to come pick up your order. This is a good option for restaurants that have fast prep times.



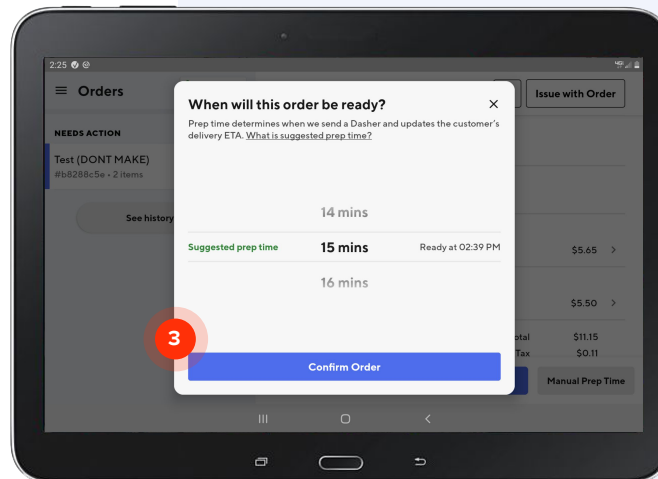
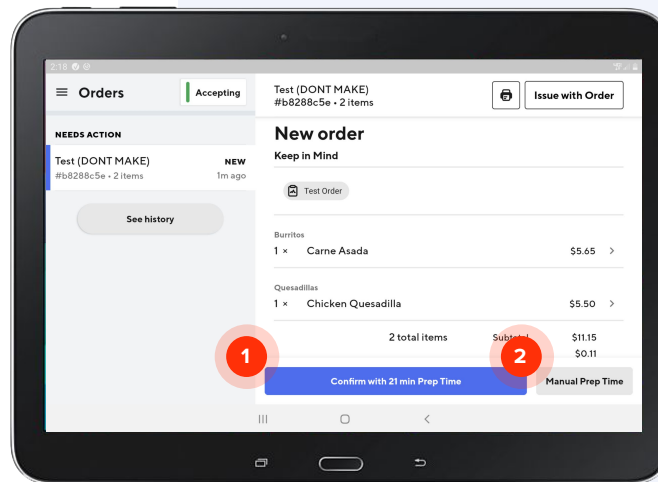


RECEIVE AN ORDER

Manually confirming orders

- 1 Tap **Confirm with # min Prep Time** if the default time frame is accurate.
- 2 Or Tap **Manual Prep Time** if you need want to select less or more time.
- 3 Tap **Confirm Order.**

Note: If you've run out of an item, you'll need to report an issue with the order.

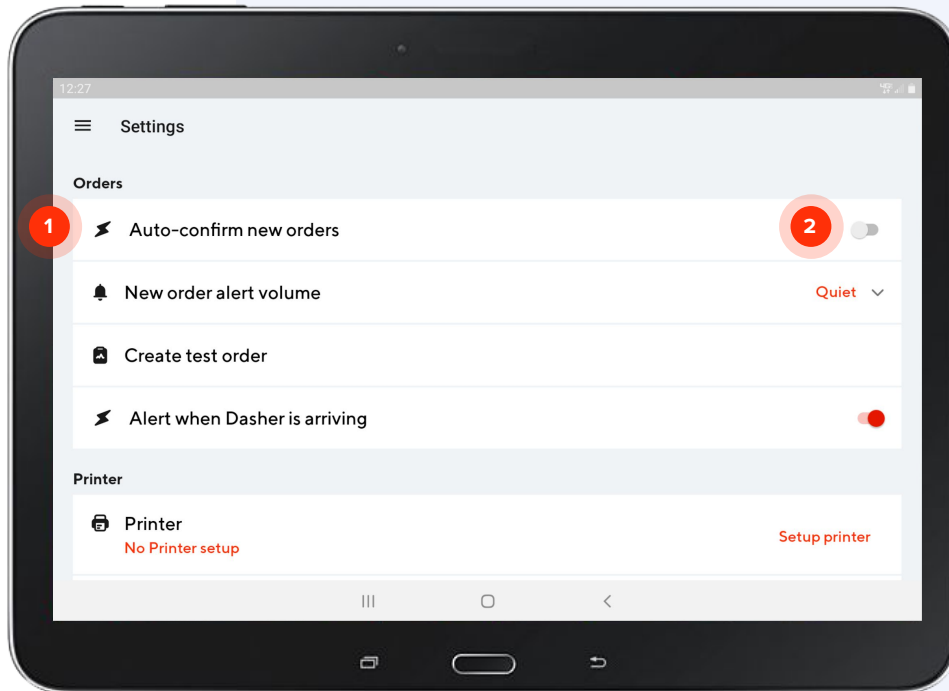




RECEIVE AN ORDER

Auto-confirm new orders

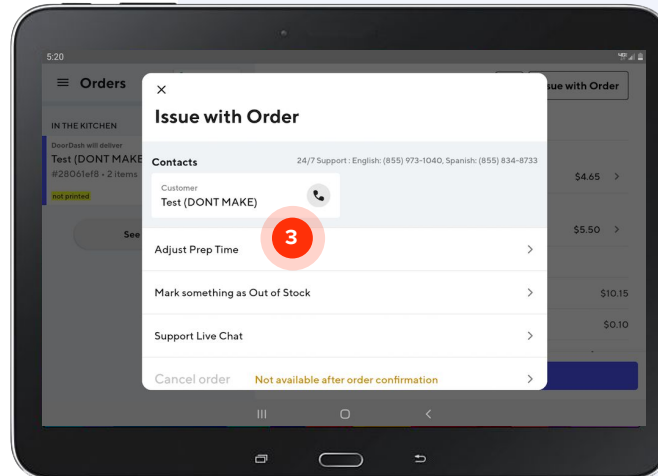
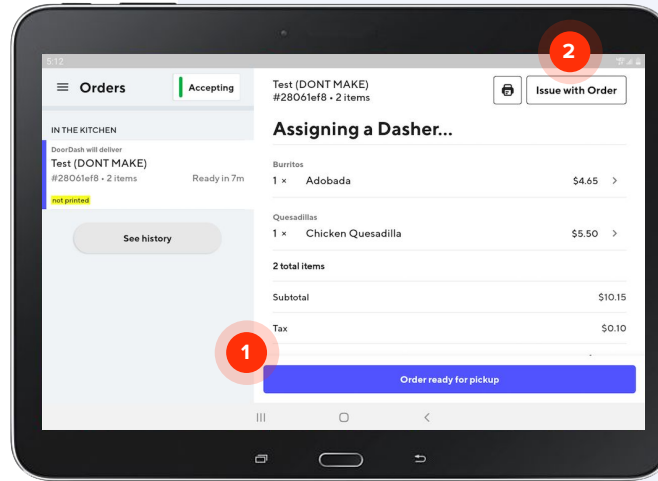
- 1 When **Auto-confirm new orders** is on, new customer orders will automatically be confirmed and a Dasher will be assigned immediately.
- 2 Use the toggle to switch this function on or off.



RECEIVE AN ORDER

Automatically confirm orders

- 1 Tap **Order ready for pickup** once you are ready for Dasher pickup.
- 2 If you need to adjust your prep time, tap **Issue with Order**.
- 3 Tap **Adjust Prep Time** to select your desired order ready time





Change an Existing Order



Change an existing order

In this section, we'll walk you through the steps to make changes to an existing order:

- [Adjust pickup time](#)
- [Contact a customer](#)
- [Resolve an out-of-stock item](#)
- [Live chat with Support](#)



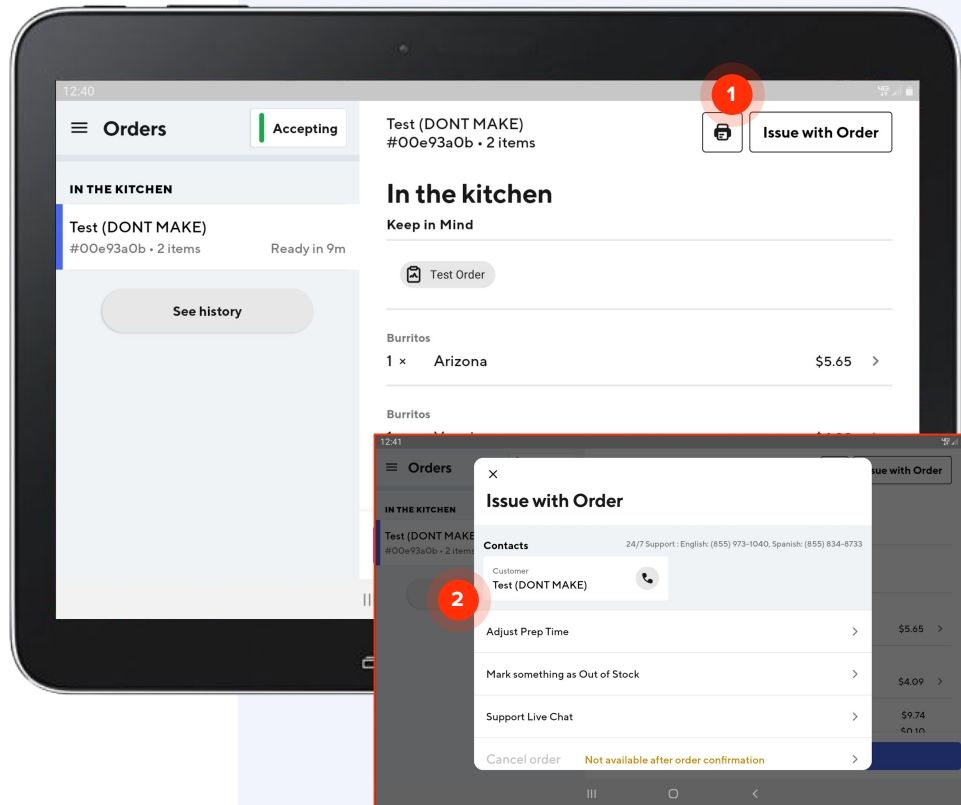
Adjust pickup time



ADJUST PICKUP TIME

Add more time

- 1 If an order will take longer than you originally estimated, you can move the pickup time back by tapping **Issue with Order**.
- 2 Select **Adjust Prep Time** in the pop-up menu.

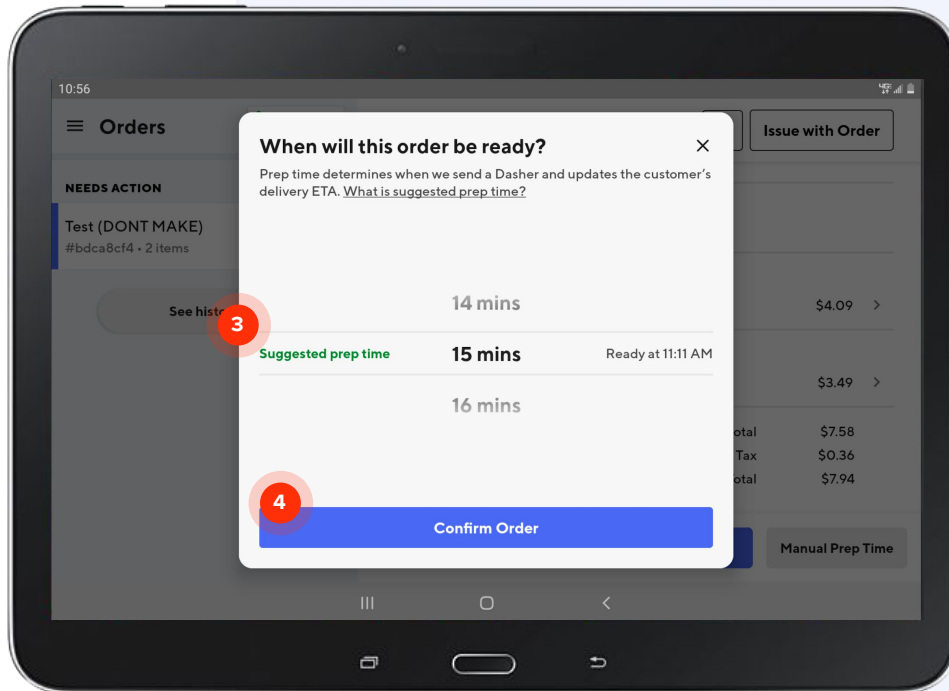




ADJUST PICKUP TIME

Add more time, continued.

- 3 From here, you can choose when the order will be ready for Dasher or customer pickup.
- 4 Tap **Confirm** to update the pickup time

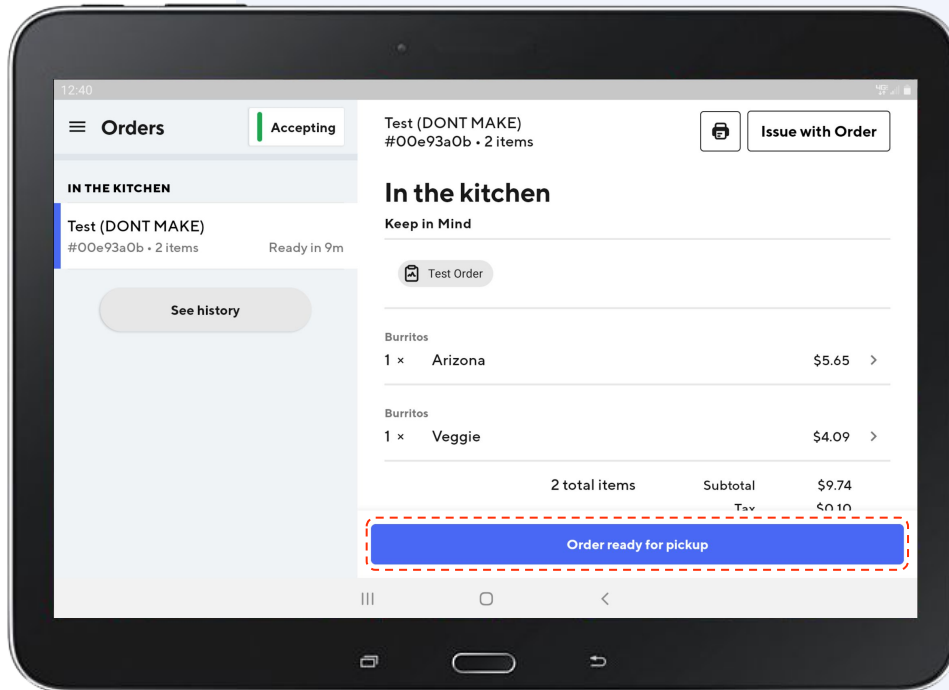




ORDER READY

Order ready for pickup

If an order is ready before the estimated time you originally selected, simply tap **Order ready for pickup** and we will notify the Dasher to head to your restaurant as soon as possible.





Contacting Customer or Dasher from Tablet



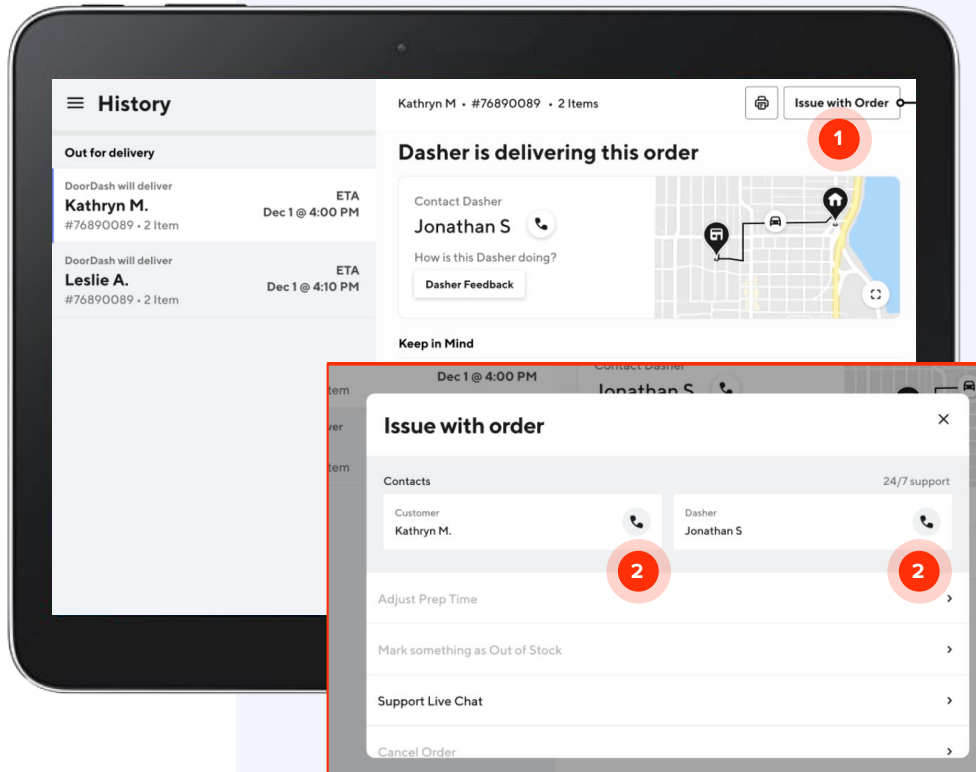
Contacting the Customer or Dasher on Tablet

Contact Customer or Dasher on Live Orders

We understand that at times, questions arise and you may need to contact the customer or Dasher during an active order or after the order has been picked up.

To do so:

- 1 Navigate to **Active Orders** tab or **Order history** tab and tap on **Issue with Order** at the top right.
- 2 Choose either **Customer** or **Dasher** to contact on this screen by **tapping the phone icon**.





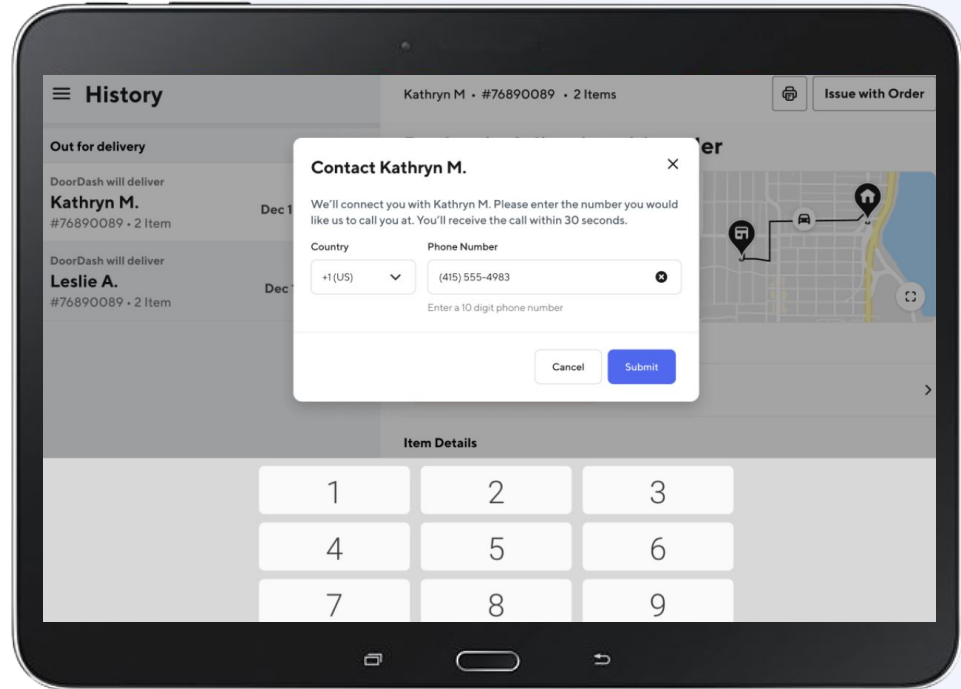
Contacting the Customer or Dasher on Tablet

Contact Customer or Dasher on Live Orders

After you hit the phone icon, you will be prompted to **enter your phone number**. This can be any phone you wish to use to speak with the Customer or Dasher.

After entering your phone number, you will shortly receive a phone call from DoorDash connecting you to the Customer or Dasher.

Note: Your phone number will be masked, the Customer or Dasher will not be able to view your number or call you back.





Resolve an Out-of-Stock Item



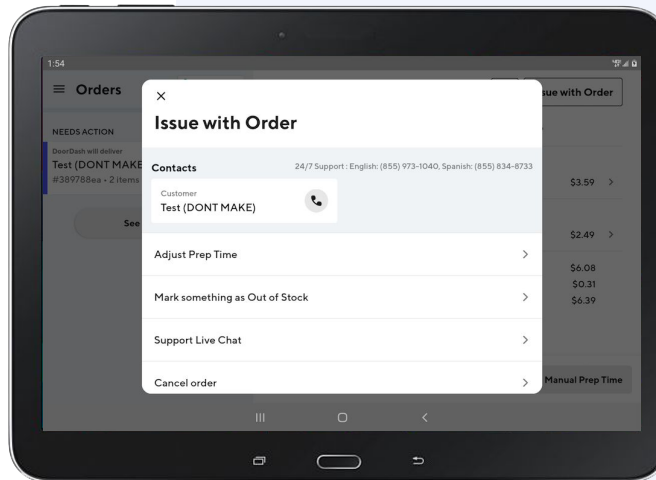
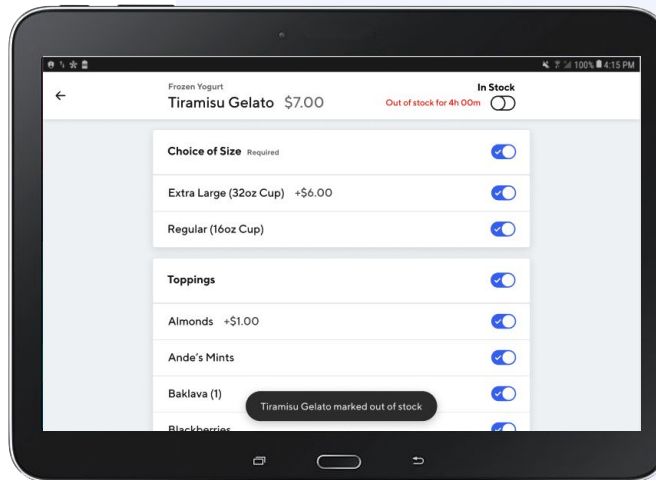
RESOLVE AN OUT OF STOCK ITEM

Resolve an out-of-stock item

When you run out of an item, there are two ways to resolve:

If you proactively notice the item is out of stock before an order is placed, you'll want to update your menu ASAP. Review the following slides, "Mark Items Out-of-Stock".

If you notice the item is out of stock as part of an existing order, you'll need to follow the order issue resolution process. Review the following slides, "Resolving Orders with an Out-of-Stock Item".





Mark Items Out-of-Stock

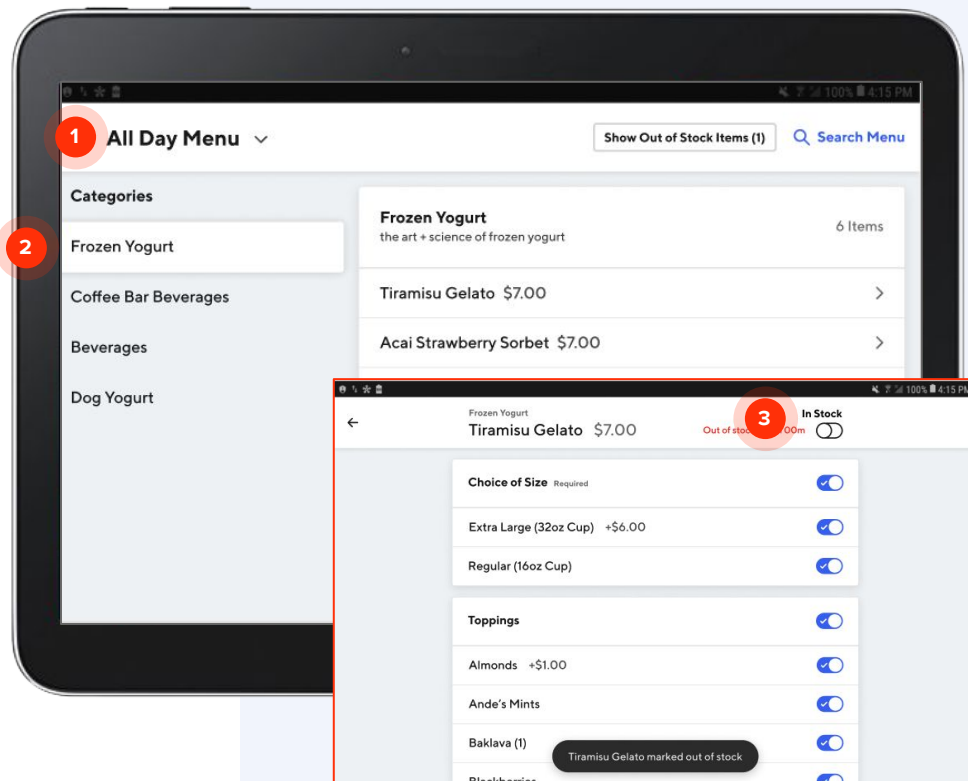


OUT OF STOCK ITEMS

Mark items out-of-stock

When you notice an item is out of stock, you can remove it from your menu in the **Manage Menu** section of the tablet.

- 1 Click on the **menu** you would like to edit.
- 2 Select the **category** that contains the item(s) you would like to edit.
- 3 Tap the **item** and select the toggle to mark it out of stock. You can select the entire item or just specific modifiers





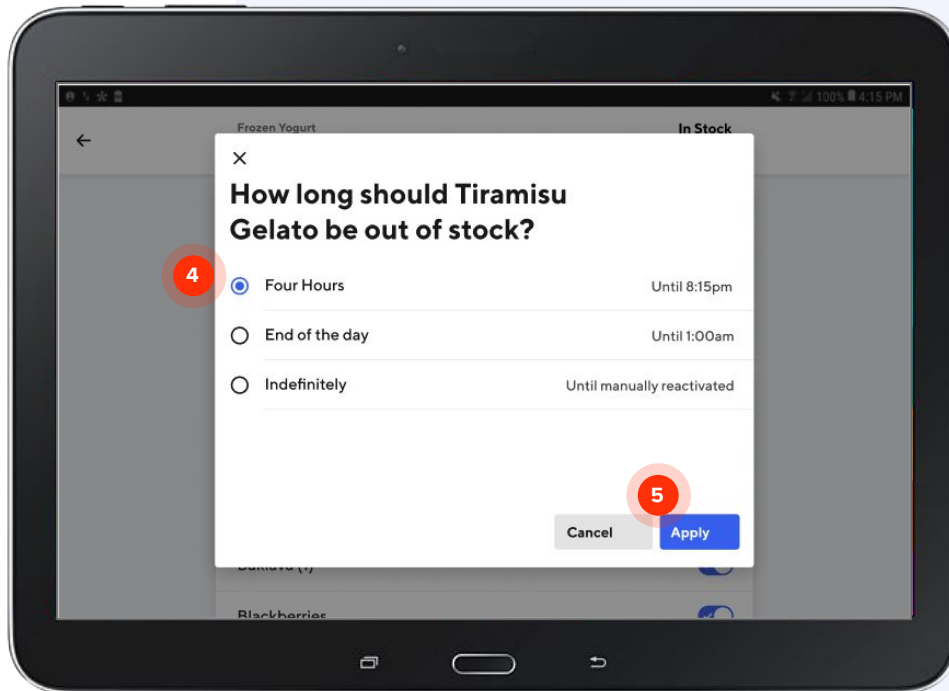
OUT OF STOCK ITEMS

Mark items out-of-stock

Once you update the item to be out of stock, you'll be prompted to specify for how long.

- 4 Select one of the time duration options
- 5 Tap **Apply**

In the example shown, the entire item “Tiramisu Gelato” and related modifiers are marked out of stock for 4 hours.





Resolving Orders with an Out-Of-Stock Item



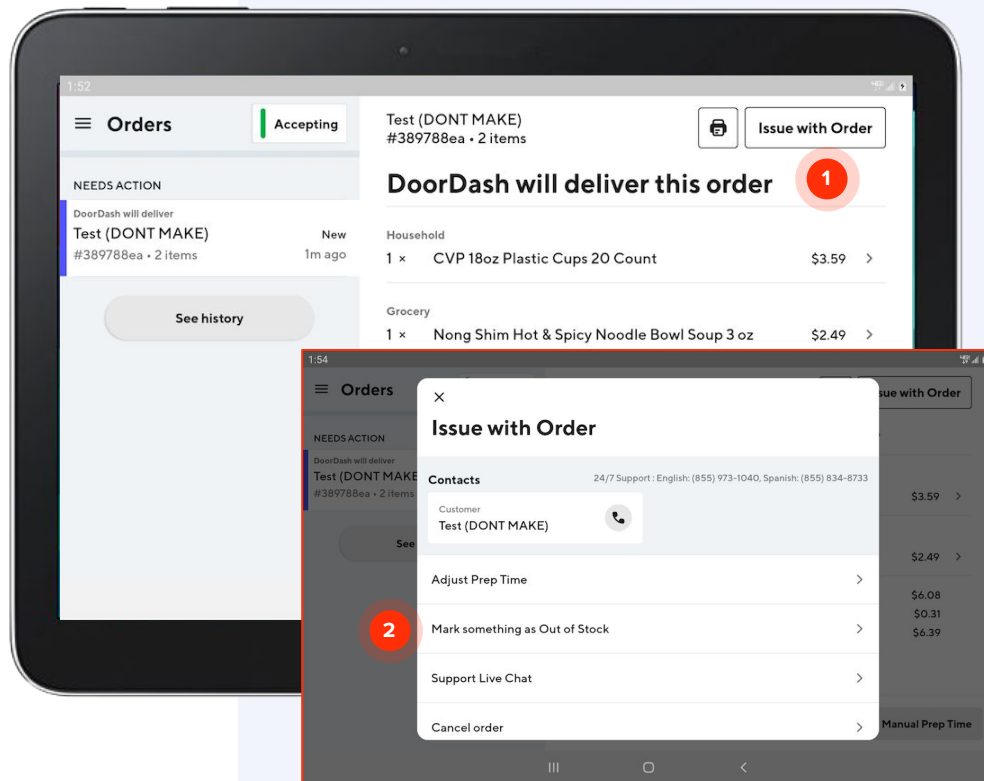
OUT OF STOCK ITEMS

Marking items out-of-stock

If your Customer ordered an item that is out-of-stock, resolve by:

- 1 Tapping **Issue with Order**
- 2 Tapping **Mark something as Out of Stock**

Before checkout, Customers specify how they want out of stock items resolved. You will be prompted to resolve based on the Customer's choice: *Merchant Recommendation*, *Refund*, *Contact Customer*, or *Cancel the Order*.



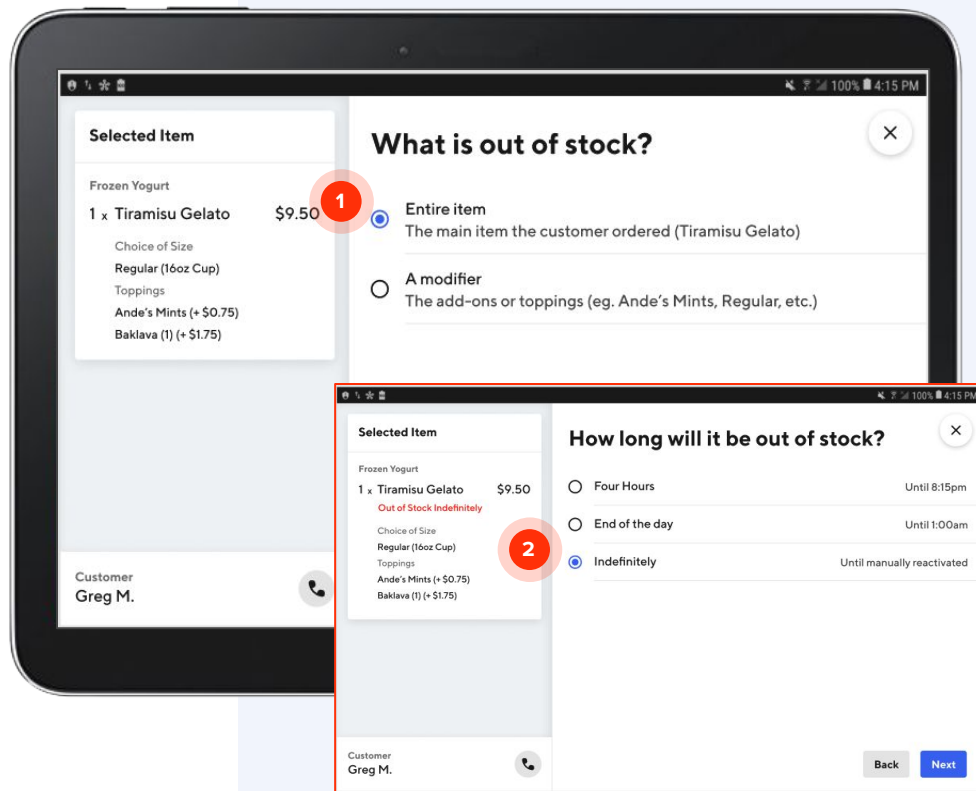


OUT OF STOCK ITEMS

Merchant Recommendation

If the Customer selected **Merchant Recommendation**, they are leaving the substitution up to your discretion.

- 1 Once you have selected the item with an order issue, you can choose either the **entire item** or **just specific modifiers**.
- 2 You will then be prompted to select how long to deactivate the item or modifier.



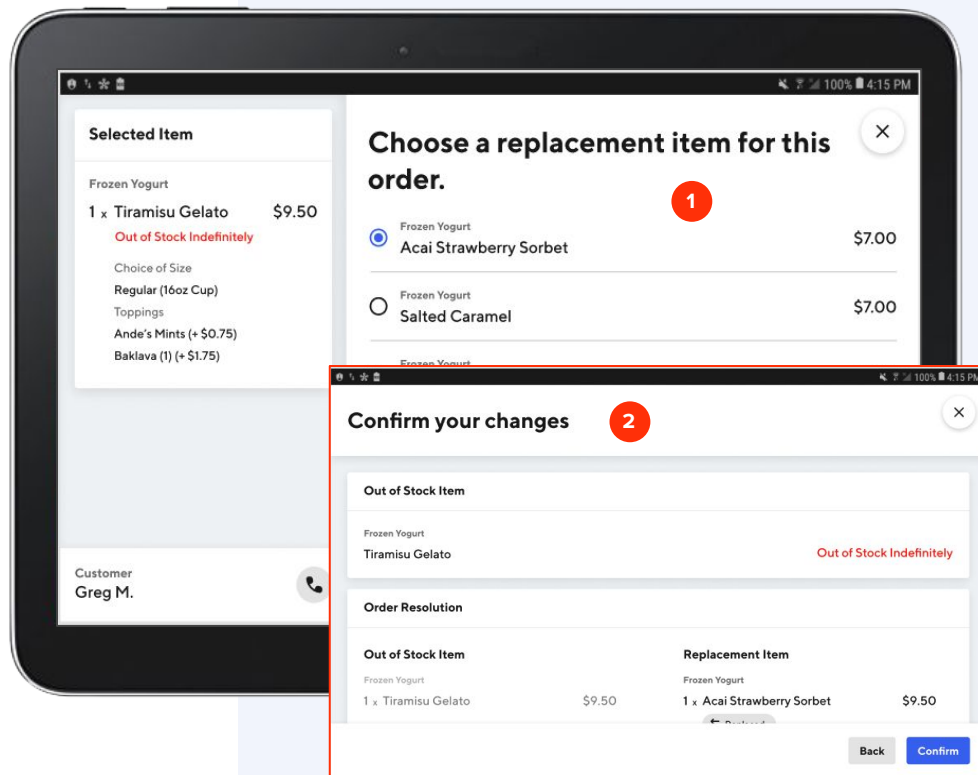


OUT OF STOCK ITEMS

Merchant Recommendation

Next, you'll be asked to choose a replacement item for the order.

- 1 Select and customize a replacement item for your Customer.
- 2 Confirm your changes.



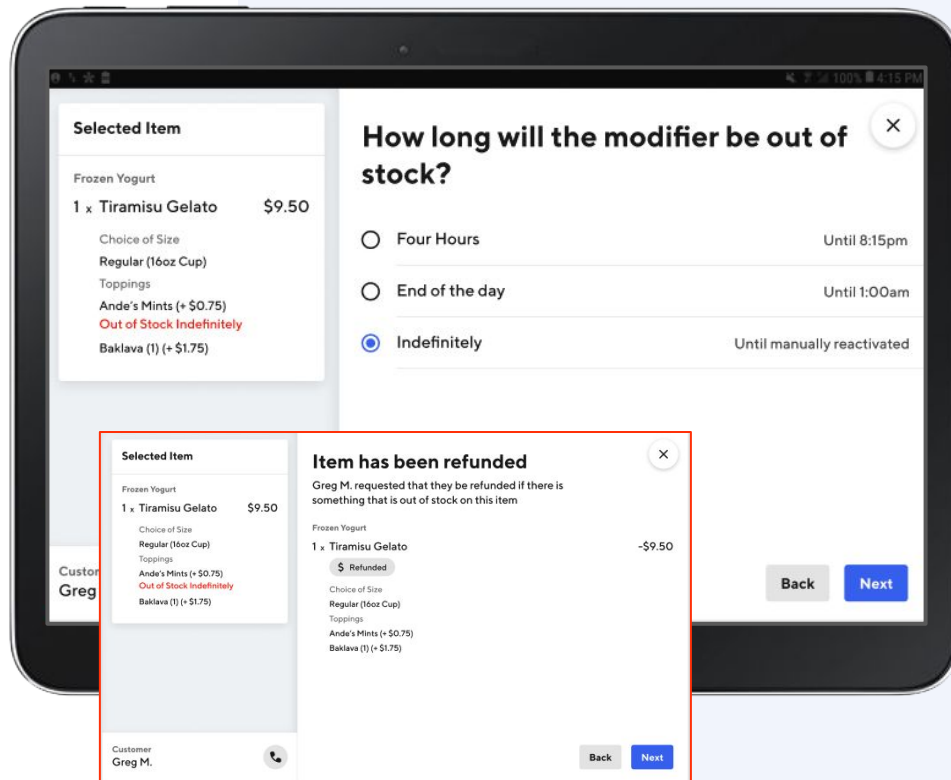


OUT OF STOCK ITEMS

Refund

If the Customer selected **Refund**, they do not want a replacement and would like to be refunded for the item.

Once you mark the item as out of stock, we will automatically refund your Customer for the related item.



OUT OF STOCK ITEMS

Contact Customer

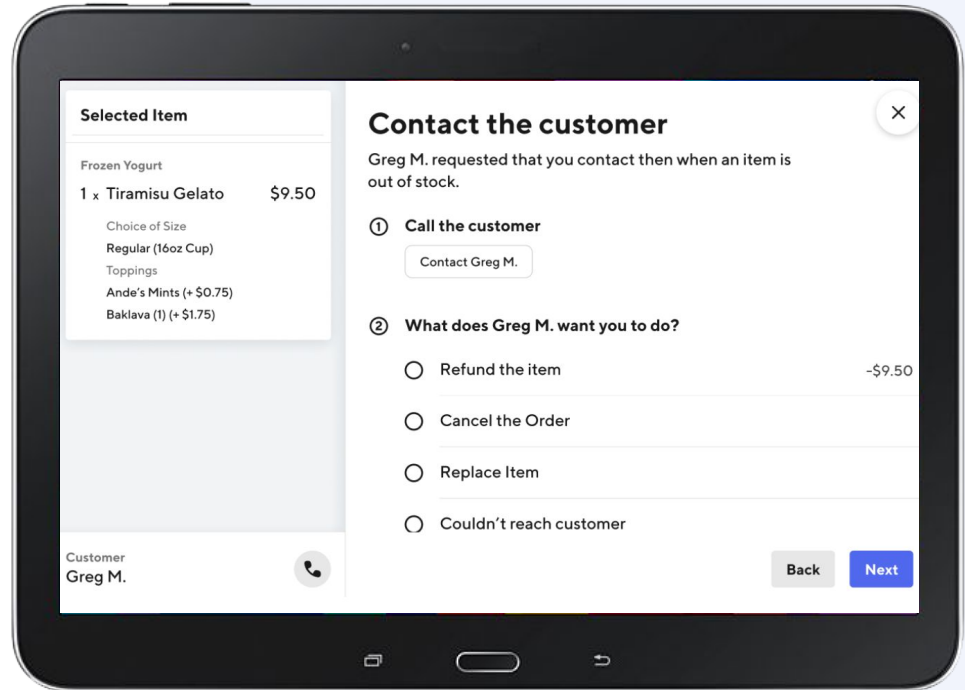
If the Customer selected **Contact Customer**, they want you to reach out to them to decide what to do about the out of stock item.

Call them by tapping the 'Contact Name' button in the active orders tab. Then ask how they would like to proceed. They can choose to:

- Receive a refund for the individual item;
- Cancel and refund the order;
- Or replace the item.

Choose the customer's preferred option and tap **Next**.

If you are unable to reach the customer, select **Couldn't reach customer** and then tap **Next**.



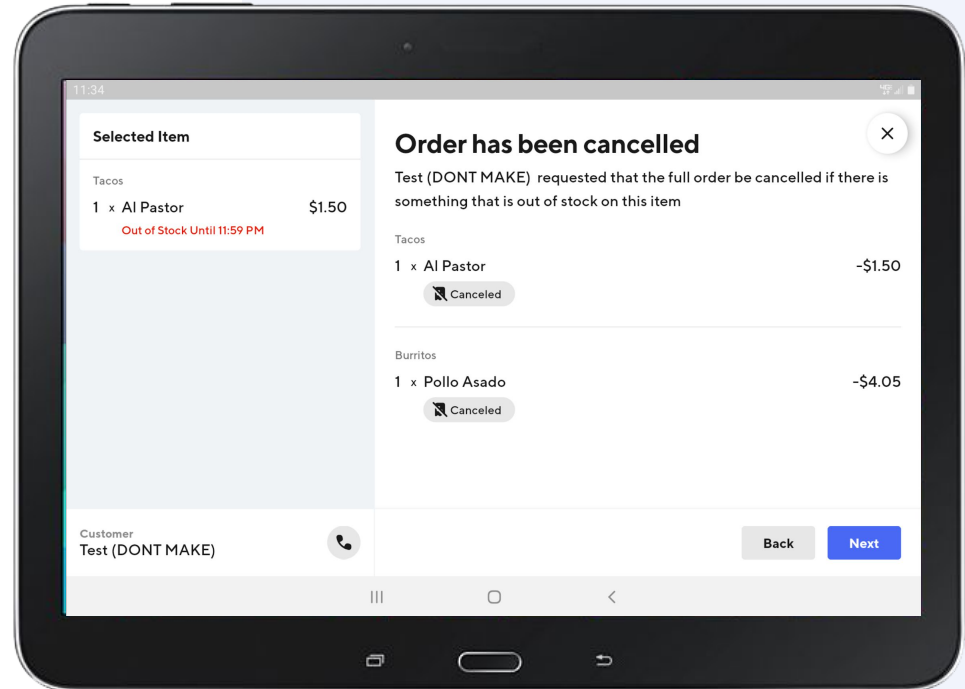


ITEM OUT OF STOCK

Cancel and refund the order

If the Customer selected **Cancel and refund the order**, they no longer want their order and would prefer a refund.

The entire order will be cancelled and the customer to be refunded after you have marked it out of stock for a specific duration.





Live Chat with Support

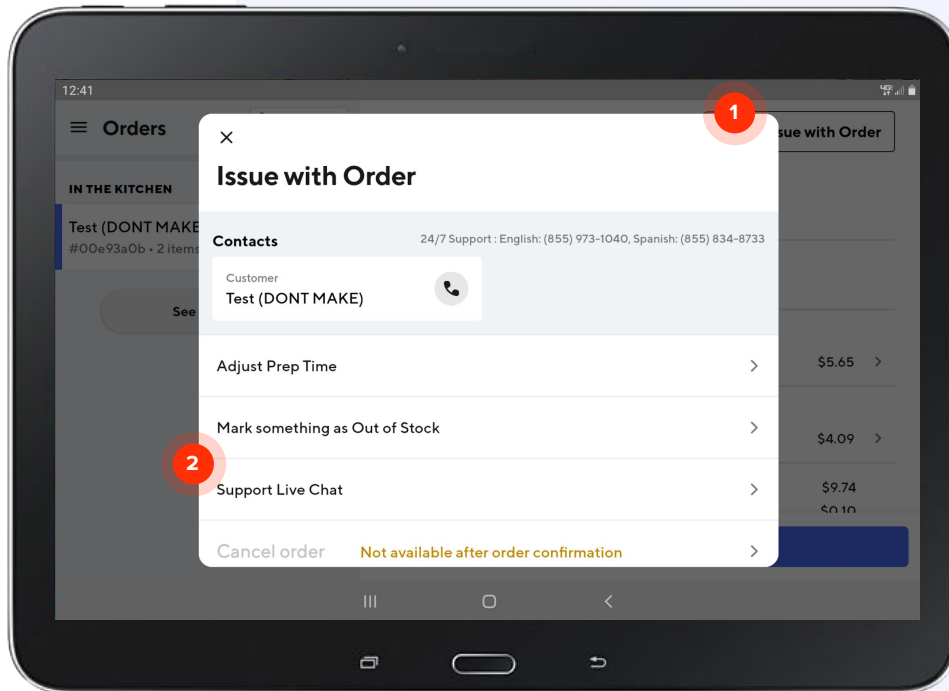


LIVE CHAT WITH SUPPORT

Contact support

If you need assistance beyond contacting a customer, adjusting pickup time or marking an item out of stock, you can reach out to the Support team.

- 1 Tap on **Issue with Order** at the top right.
- 2 Tap **Support Live Chat** to open a chat window with our Support team. This feature is accessible for all orders that are currently in progress or have already been picked up.

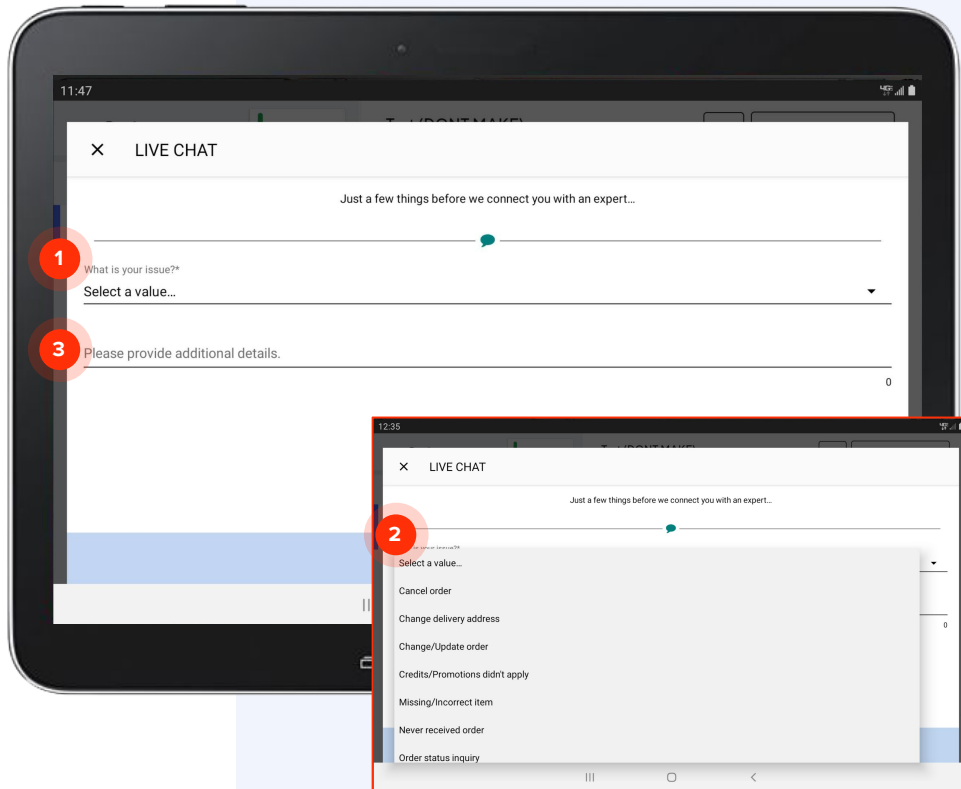




LIVE CHAT WITH SUPPORT

Contact support, continued.

- 1 Tap **Select a value** to reveal a drop-down menu.
- 2 Select the issue you're experiencing.
- 3 Provide additional details so our Support team can resolve quickly.
- 4 Tap **Chat with an Agent** to start the chat.





Dasher Arriving

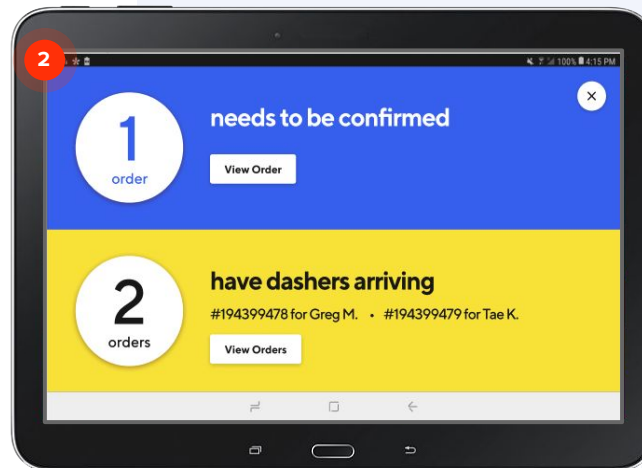
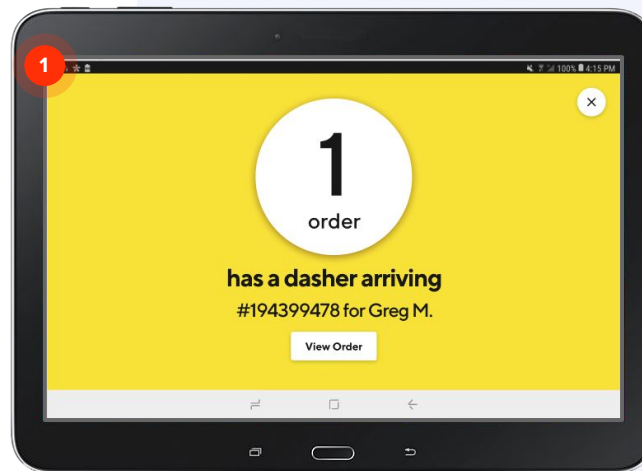


DASHER ARRIVING

Dasher is arriving alert

The Dasher Arriving feature will send you a secondary chime and visual cue that will alert you when a **Dasher is 5 minutes away**.

- 1 You will also be able to see which orders have Dashers coming for them (Customer name(s) shown).
- 2 If there are new orders and Dashers arriving at the same time, the screen will show both and the chime for “new order” will alarm.

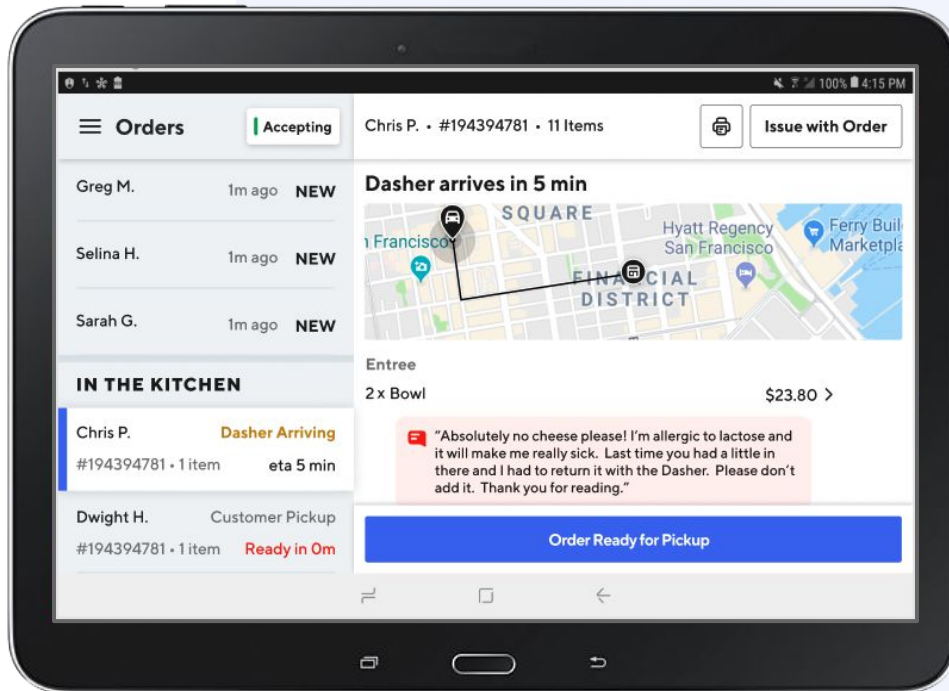




DASHER ARRIVING

Dasher is arriving label

Within each order, there will be a Dasher Arriving label with **eta x min** shown, counting down the time until the Dasher arrives.



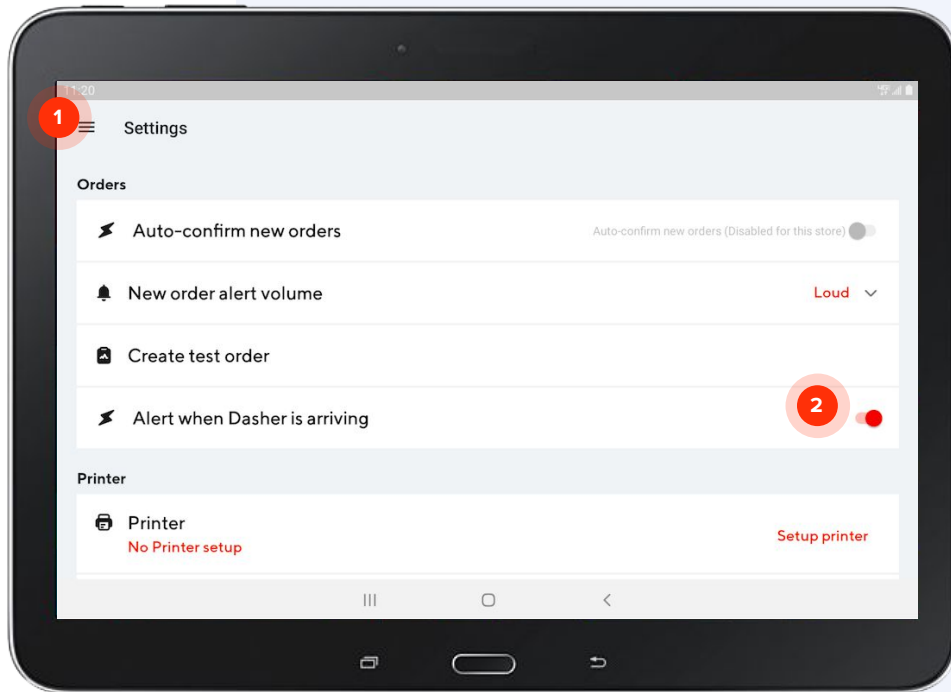


DASHER ARRIVING

Dasher notifications

You can update your tablet settings to turn Dasher-related notifications on or off.

- 1 Tap on the hamburger icon to open up the sidebar menu and select **Settings**.
- 2 Toggle the **Alert when Dasher is arriving** button on or off based on your preference.





Dasher Waiting



DASHER WAITING

Dasher is waiting status

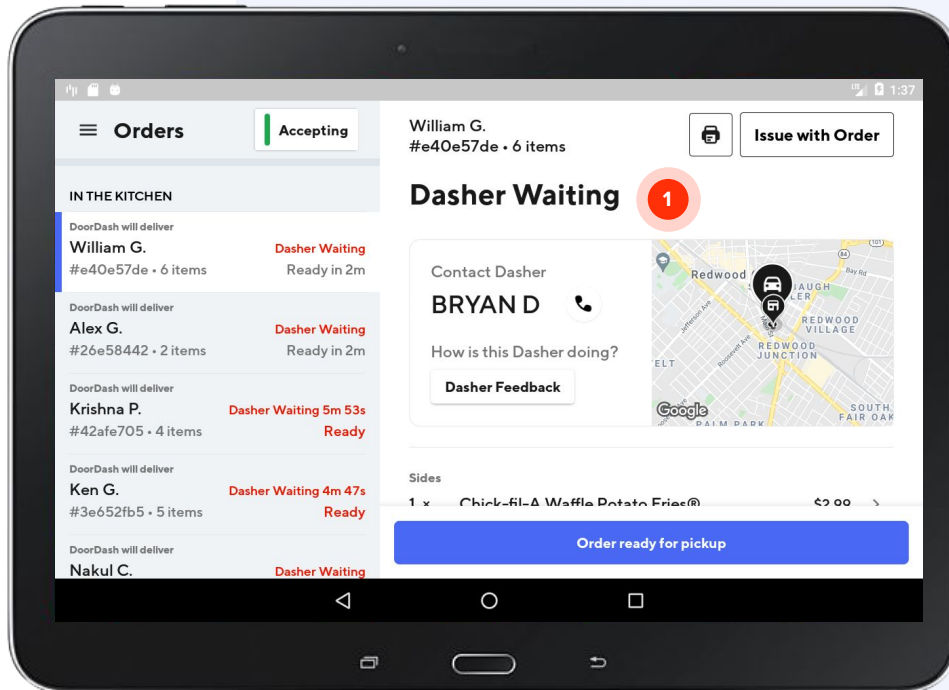
The Dasher Waiting feature will let you know how long Dashers have been waiting at your store to pick up an order.

1

Dasher Early Arrival:

We will show a Dasher is waiting as soon as they arrive (Dasher Waiting), but we will wait to start the timer only after your confirmed prep time has lapsed

*Note: If the Dasher is early, your order ready time will show in grey (e.g. **Ready in 2m**)*





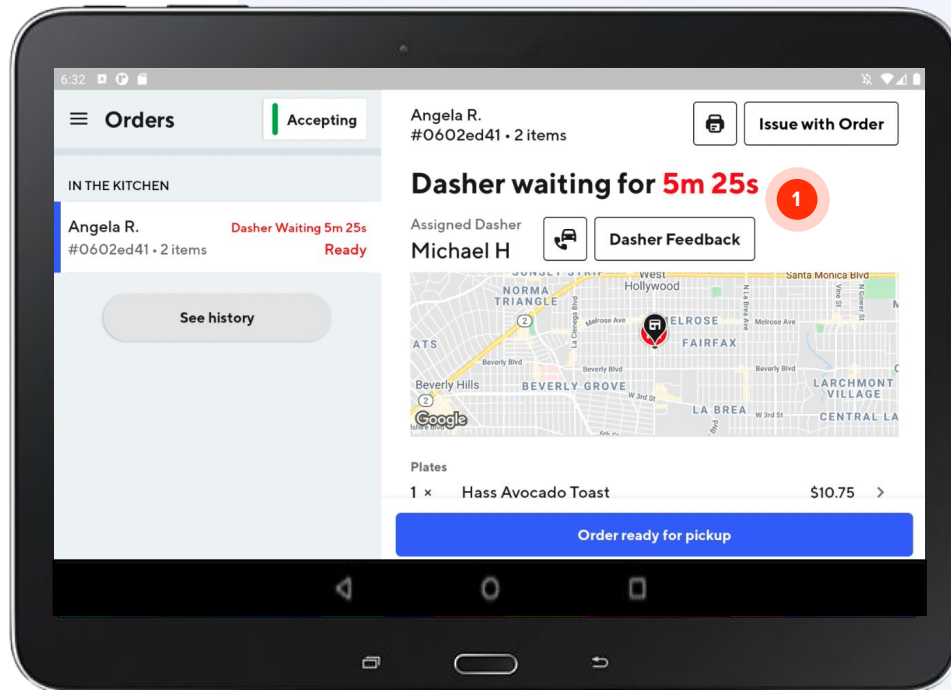
DASHER WAITING

Dasher is waiting timer

1

Merchant Running Late:

In this example, the merchant-confirmed prep time has already lapsed (**Ready**); late orders will show **Dasher waiting for Xm XXs** (Dasher wait will align with your Avoidable wait time)





Manage Your Store



Change an existing order

In this section, we'll cover how to:

- [Update the status of your kitchen](#)
- [Adjust store hours](#)



Update Kitchen Status

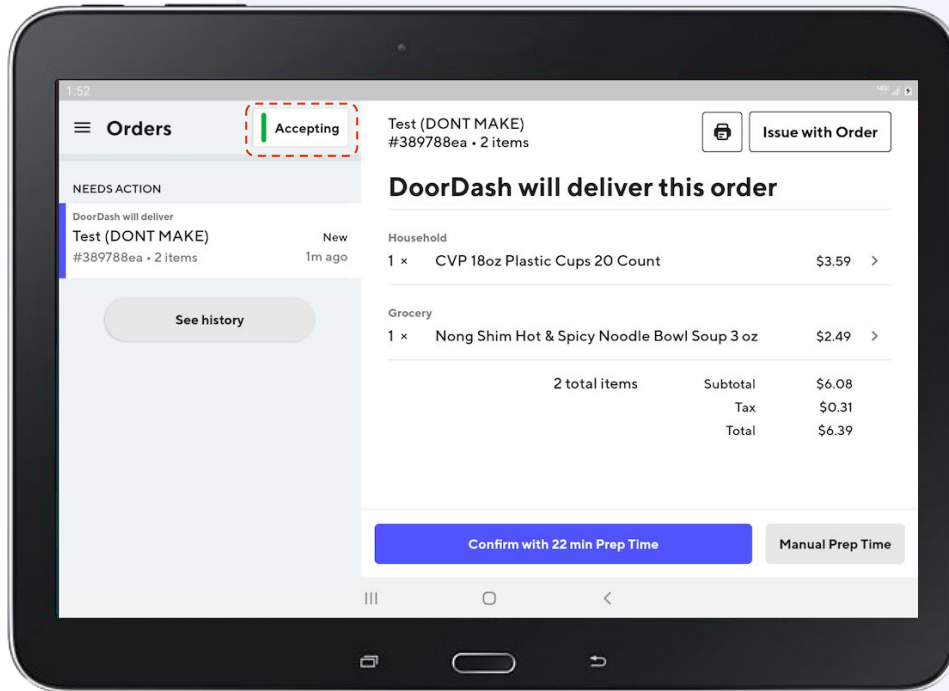


MANAGE YOUR STORE

Update kitchen status

If you are experiencing a rush in the kitchen, you can update your kitchen status and choose to either slow down the volume of orders you receive or temporarily pause receiving new orders.

To change your kitchen status, tap on the **status button** on your order manager.



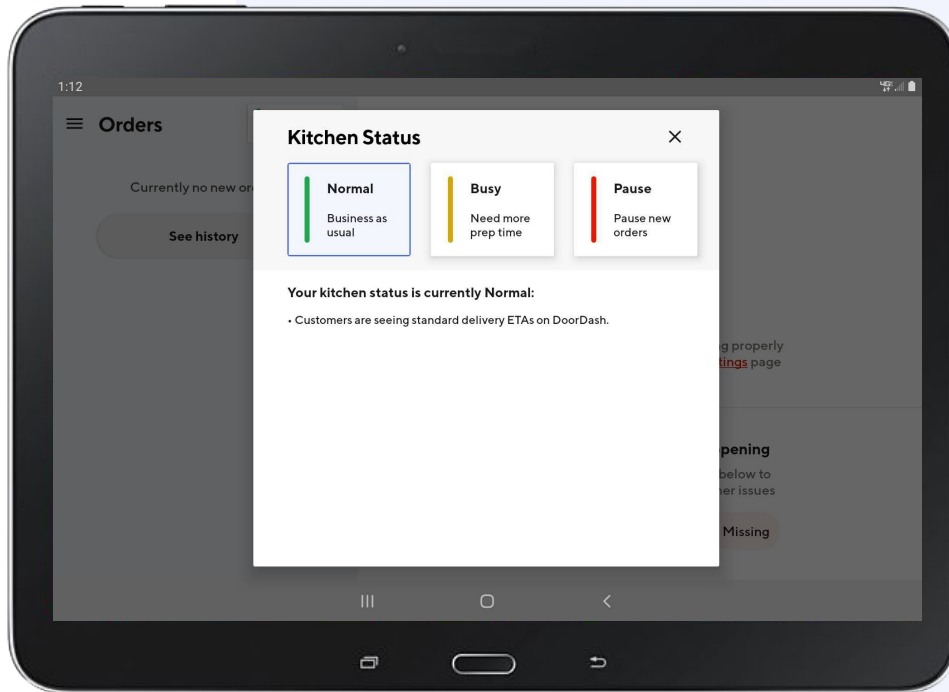


MANAGE YOUR STORE

Update kitchen status

The default setting for your kitchen status is **Normal**.

When customers are on DoorDash, the estimated delivery time they see for your restaurant is partly calculated based on the amount of time it normally takes for your kitchen to prepare an order.





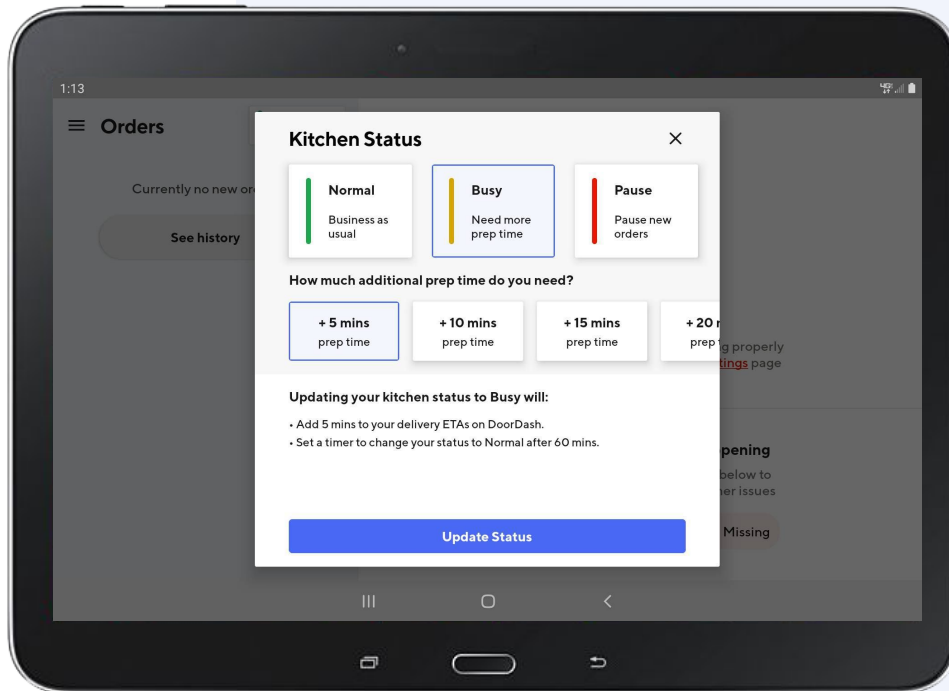
MANAGE YOUR STORE

Update kitchen status to busy

Setting your kitchen status to **Busy** adjusts the estimated delivery time so you can set accurate expectations with customers before they order.

To set your status as busy, tap **Busy** and select how much extra prep time you need to prepare an order. Then tap **Update Status**.

Tip: If your Kitchen Status is set to Busy, your suggested Prep Time will include the additional prep time you have selected.



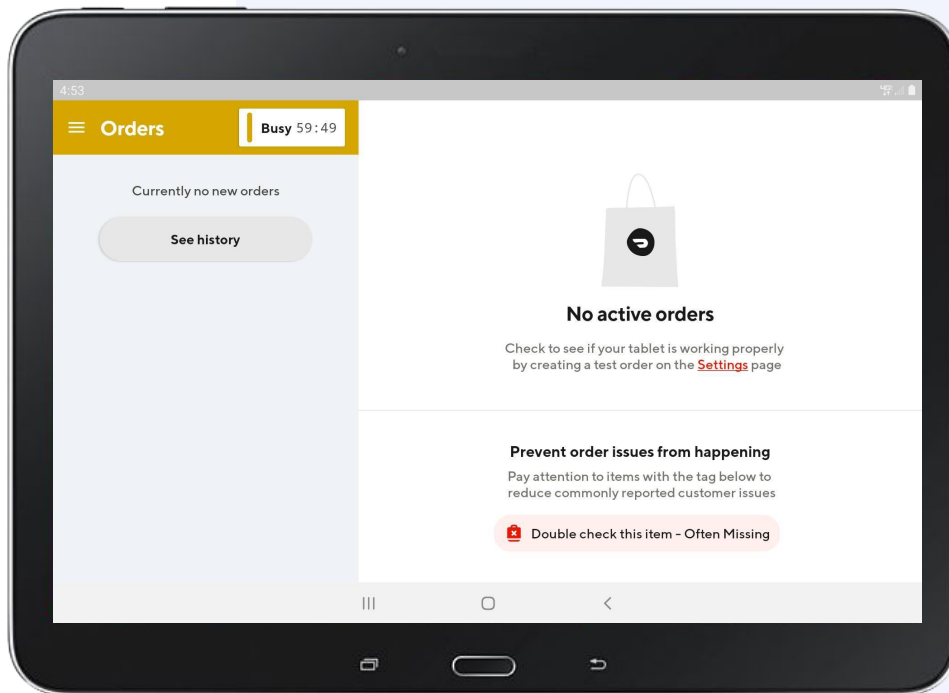


MANAGE YOUR STORE

Update kitchen status to busy, continued

Your kitchen status will remain as **Busy** for one hour and then automatically shift back to **Normal**.

You can manually change your status to **Normal** any time within that hour by tapping on the **status button**.



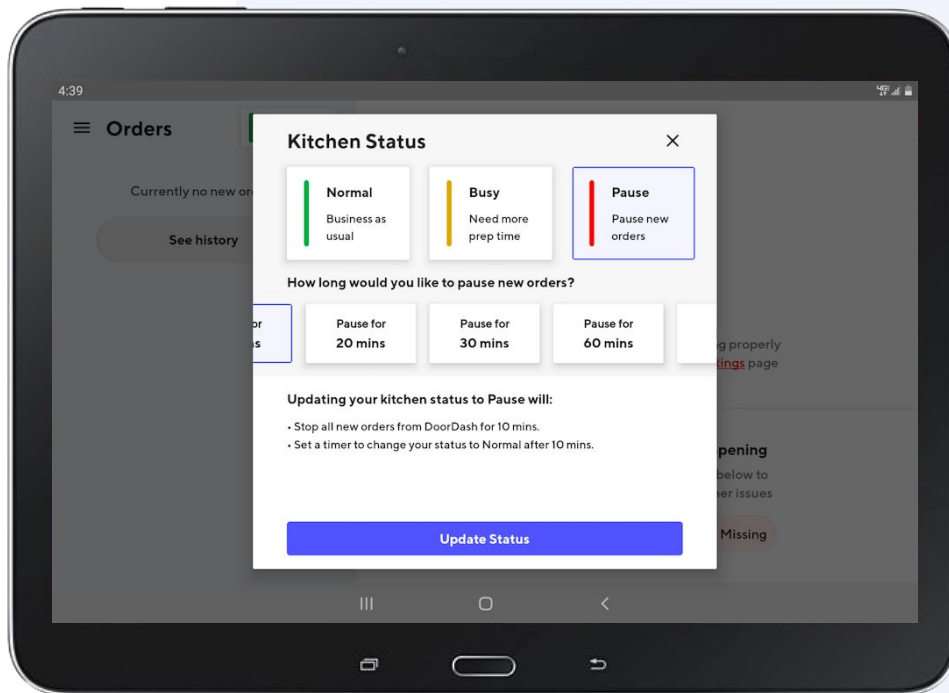


MANAGE YOUR STORE

Pause new orders

If your kitchen becomes so busy that you are unable to accept more DoorDash orders, you can pause new orders. This means customers will temporarily lose the ability to place new orders, but existing orders will be unaffected.

The maximum amount of time your store can be paused via your tablet is 60 minutes. If you need to pause your store for a longer period, you can do so in the [Merchant Portal](#) or contact Support.

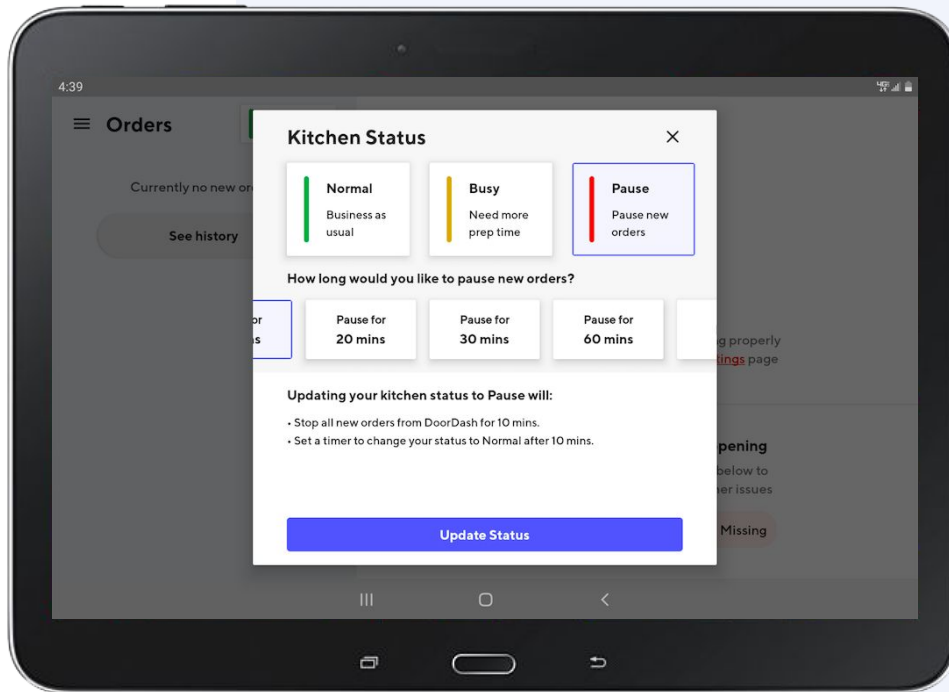




MANAGE YOUR STORE

Pause new orders

To temporarily stop new orders, tap **Pause**, select the duration of time you want to pause new orders, and tap **Update Status**.

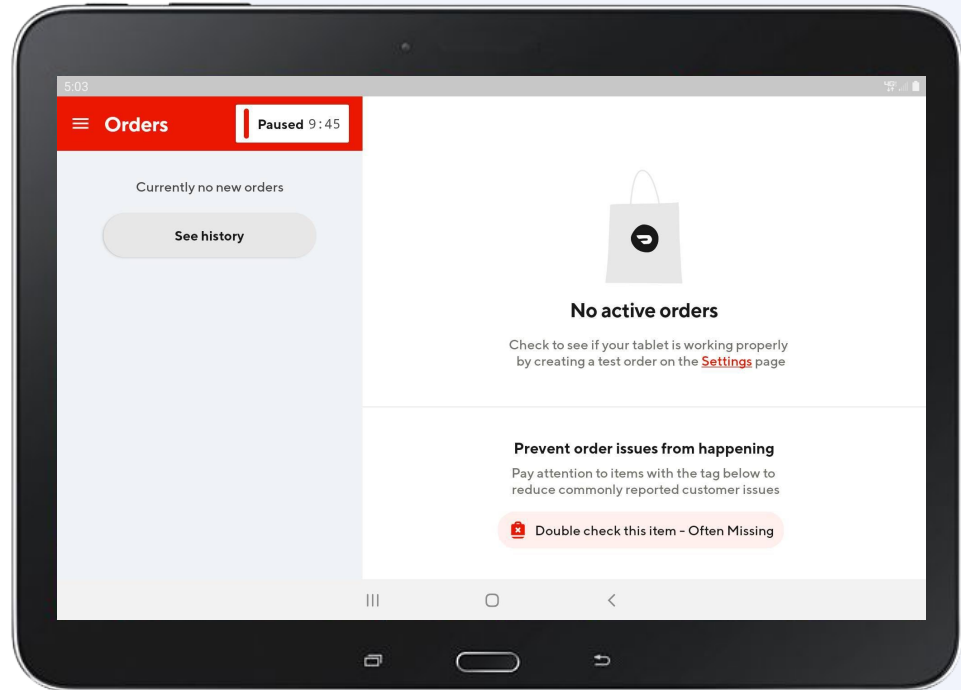




MANAGE YOUR STORE

Pause new orders

Your store will remain **Paused** for the duration of time you selected and then automatically shift back to **Normal**. You can manually update your status to **Normal** at any time by tapping on the status button.





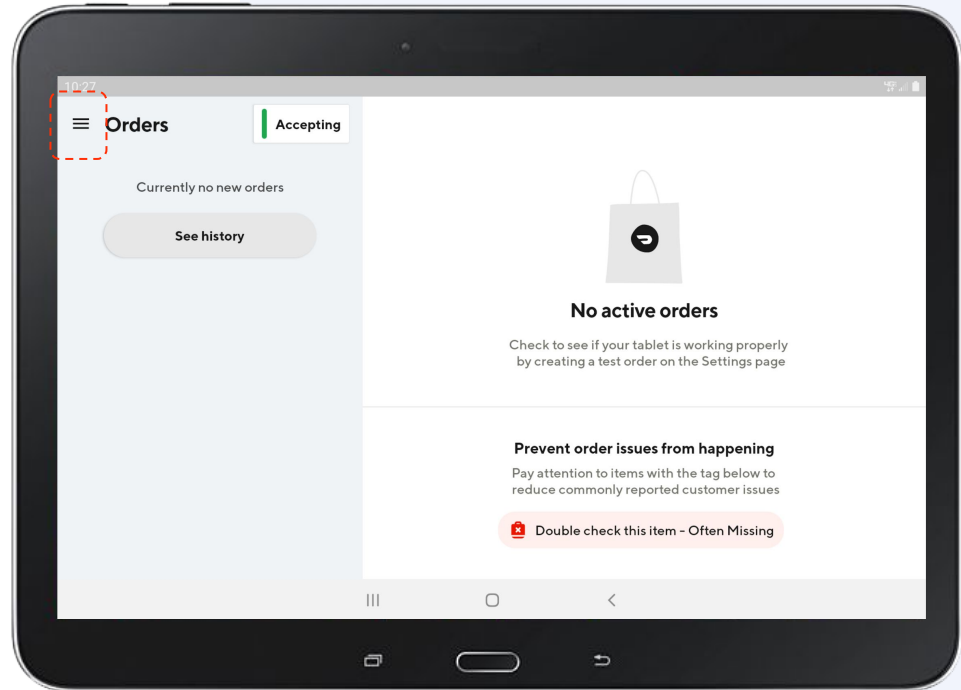
Adjust Store Hours



MANAGE YOUR STORE

Adjust store hours

View your store hours by tapping on the **hamburger icon** to open up the sidebar menu.

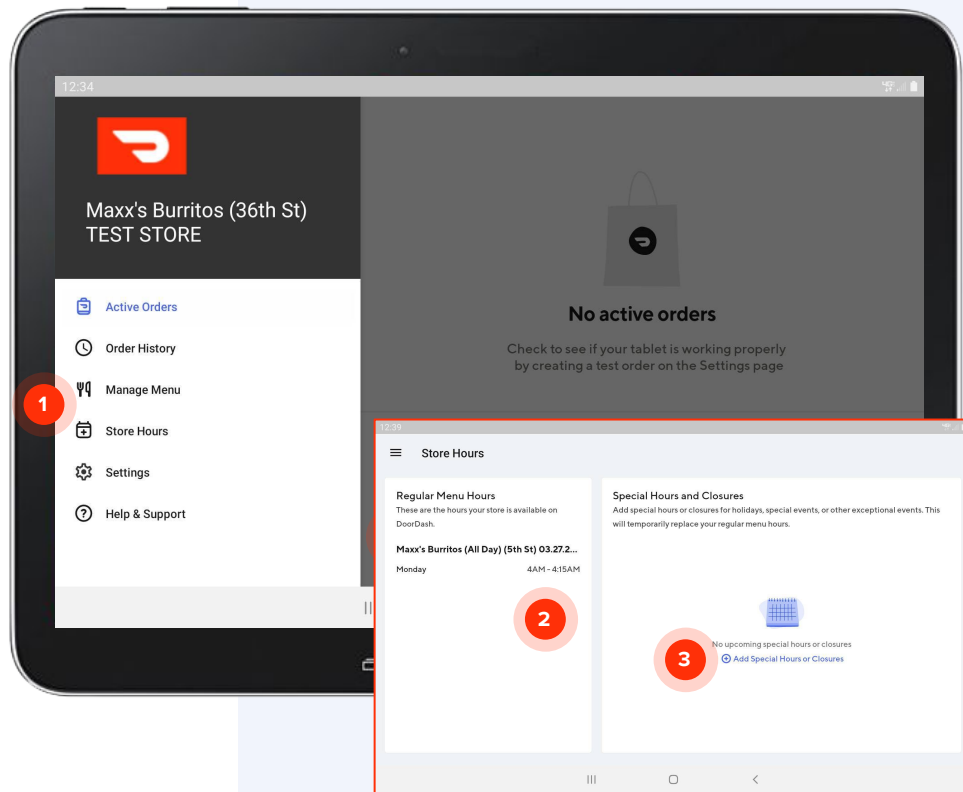




MANAGE YOUR STORE

Adjust store hours, cont.

- 1 Tap **Store Hours** in the sidebar menu
- 2 Your regular store hours will be listed in the left hand column. If you need to change your store hours *permanently*, visit the [Merchant Portal](#) and follow the instructions in the how to guide.
- 3 If you need to adjust store hours or add a closure for a specific date or dates, these can be done on your tablet. Tap the **Add Special Hours or Closures** link to continue.

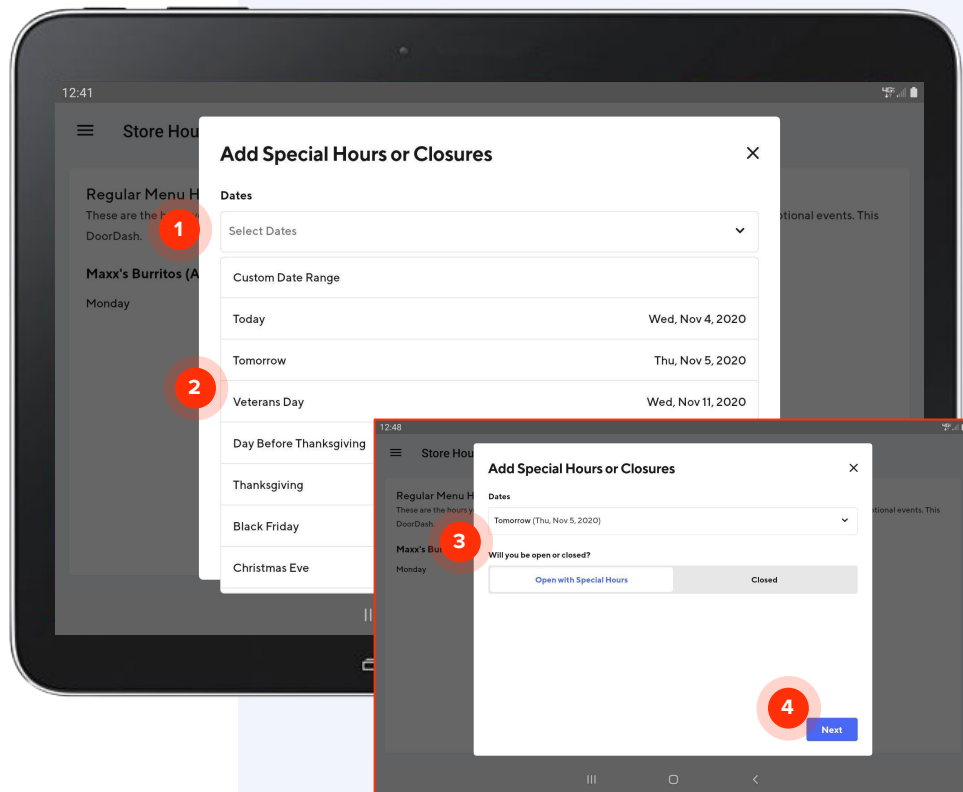




MANAGE YOUR STORE

Adjust store hours, cont.

- 1 Tap **Select Dates** in the Dates section
- 2 Choose one of the options in the dropdown menu and tap **Next**
- 3 Choose whether your store will be **Open with Special Hours** or **Closed** for the date selected
- 4 Tap **Next** to continue

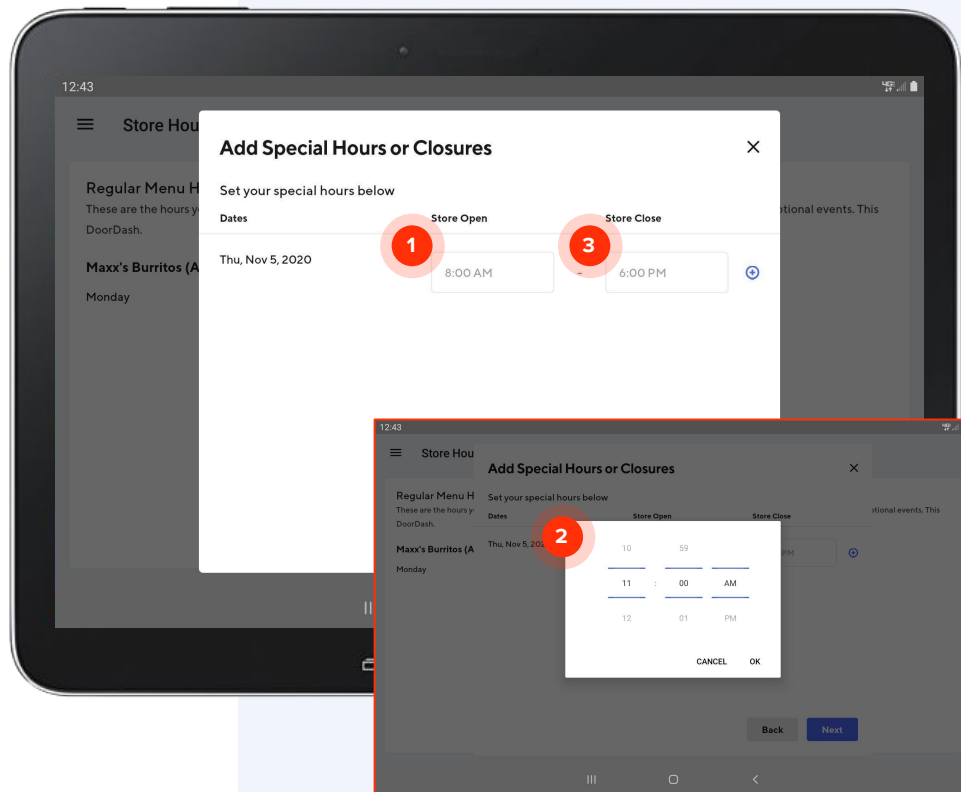




MANAGE YOUR STORE

Adjust store hours, cont.

- 1 Tap the box under **Store Open**
- 2 Use the pop-up to select the special opening time. Tap **OK**
- 3 Repeat steps 1 & 2 for **Store Close**
- 4 Tap **Next** to continue



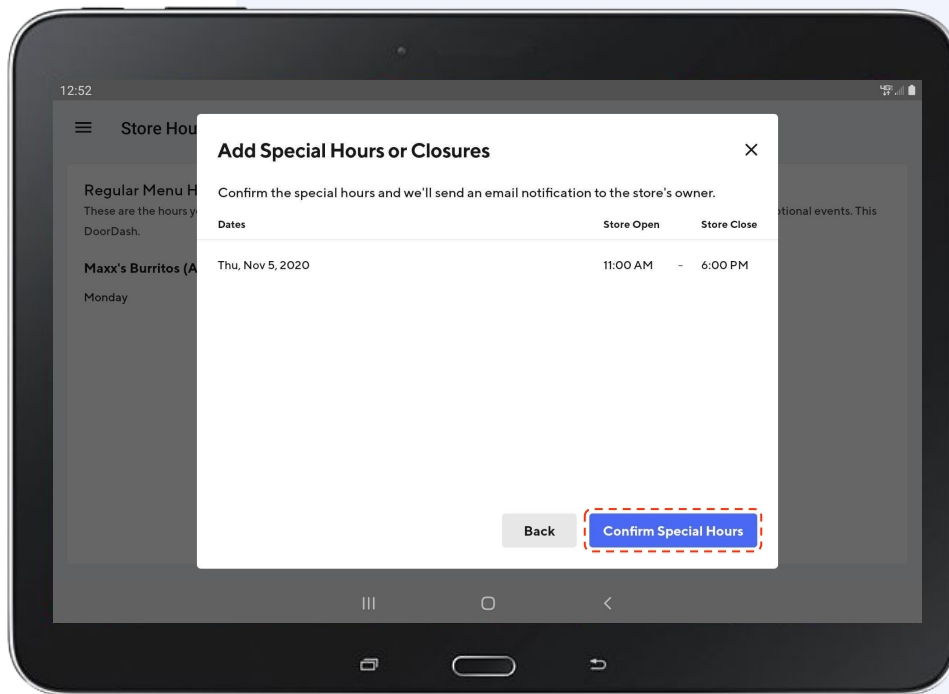


MANAGE YOUR STORE

Adjust store hours, cont.

Check the date and the open and close times to confirm they are correct. Tap **Confirm Special Hours** to finalize.

Your updates will also be reflected in the Merchant Portal under your **Business Hours → Special Closures/Hours** section.





Sidebar Menu



Sidebar Menu

In this section, we'll cover how to access these tools using your sidebar:

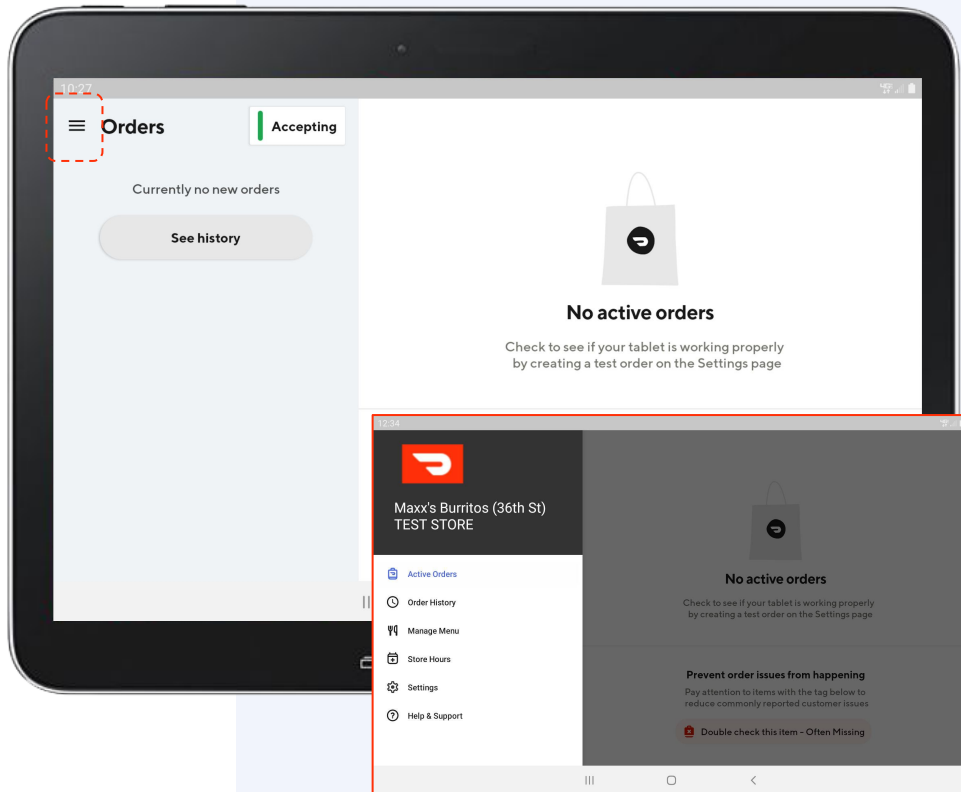
- [Order History](#)
- [Manage Menu](#)
- [Store Hours](#)
- [Settings](#)
- [Printer Setup](#)



SIDEBAR MENU

Access your sidebar menu

Access your sidebar menu by tapping on the **hamburger icon**.





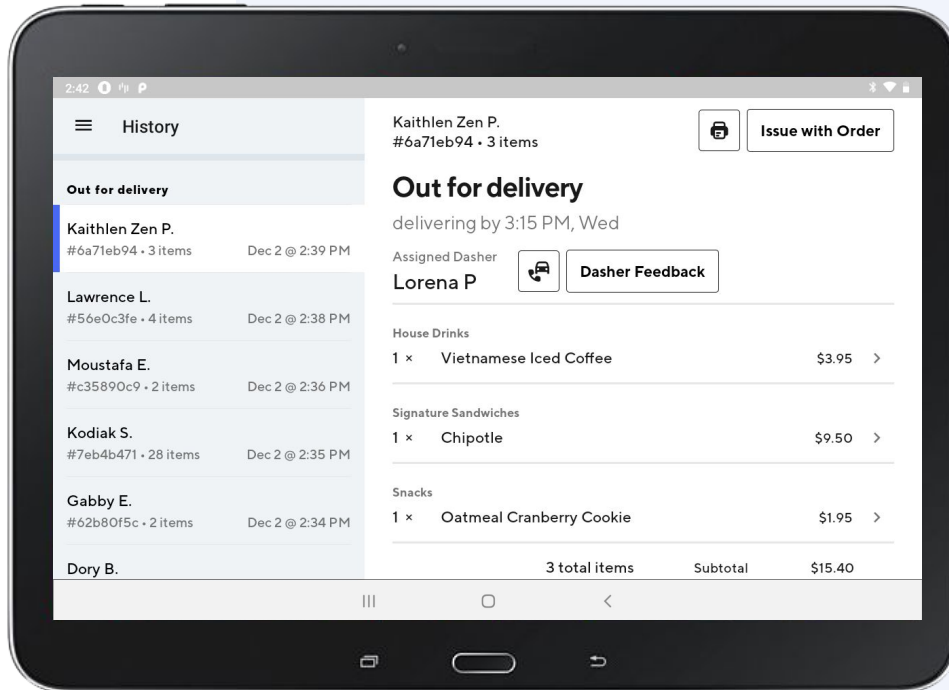
Order History



SIDEBAR MENU

Order history

When you tap **History**, the your most recent orders from the last 7 days (up to 100 orders total) will be displayed. Orders more than 7 days old will not appear here and can only be accessed via the Merchant Portal.





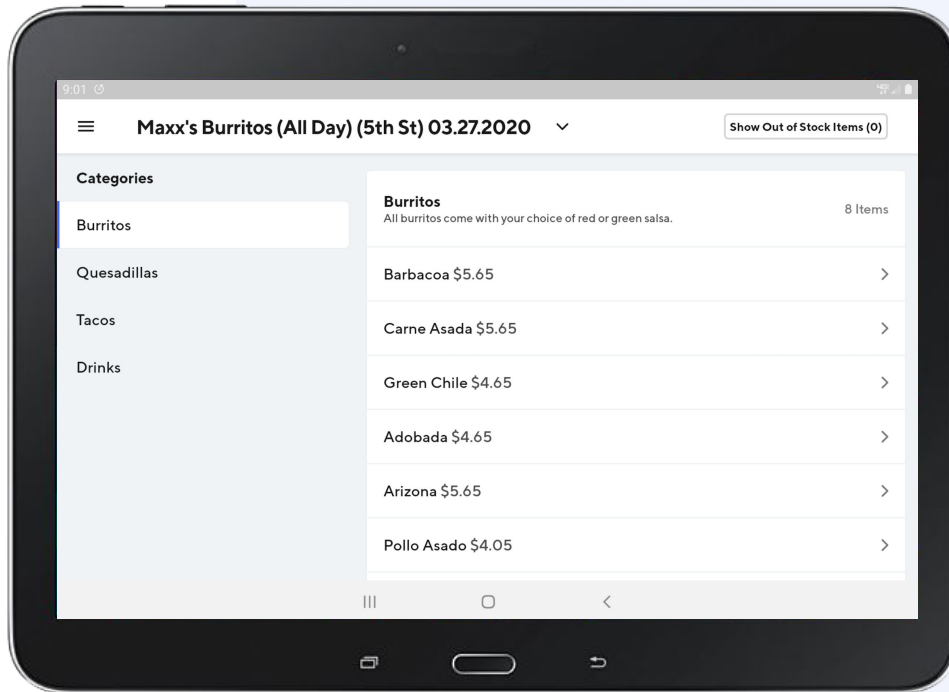
Manage Menu



SIDEBAR MENU

Manage your menu

Refer to the [Review Your Menu](#) section to learn how to review your menu and mark items out of stock.





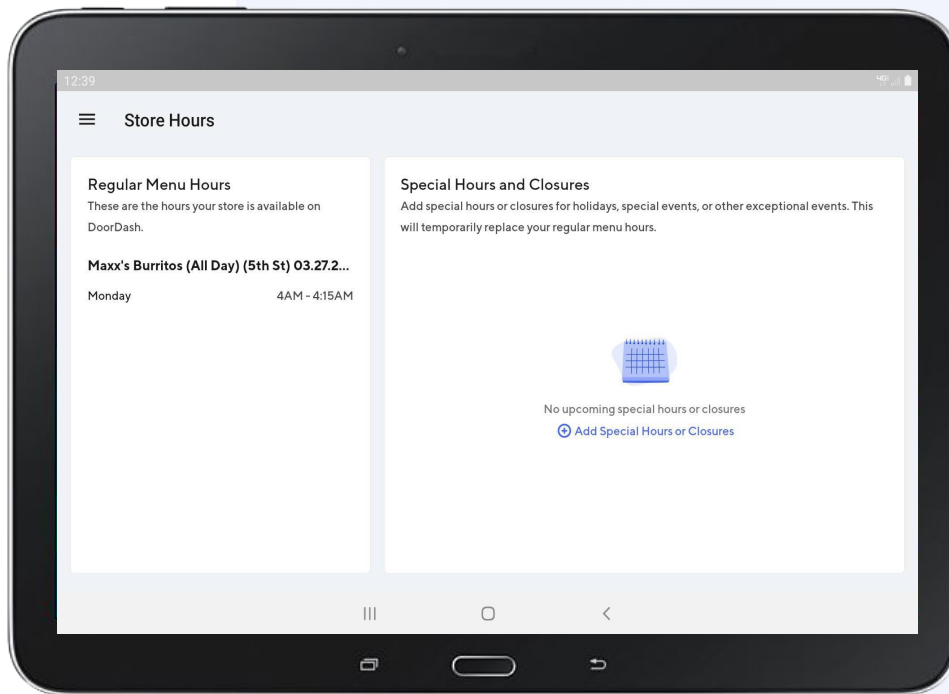
Store Hours



SIDEBAR MENU

Special store hours

Refer to the [Adjust Store Hours](#) section to learn how to add special holiday hours and closures. To permanently change your store hours, visit the [Merchant Portal](#).





Settings

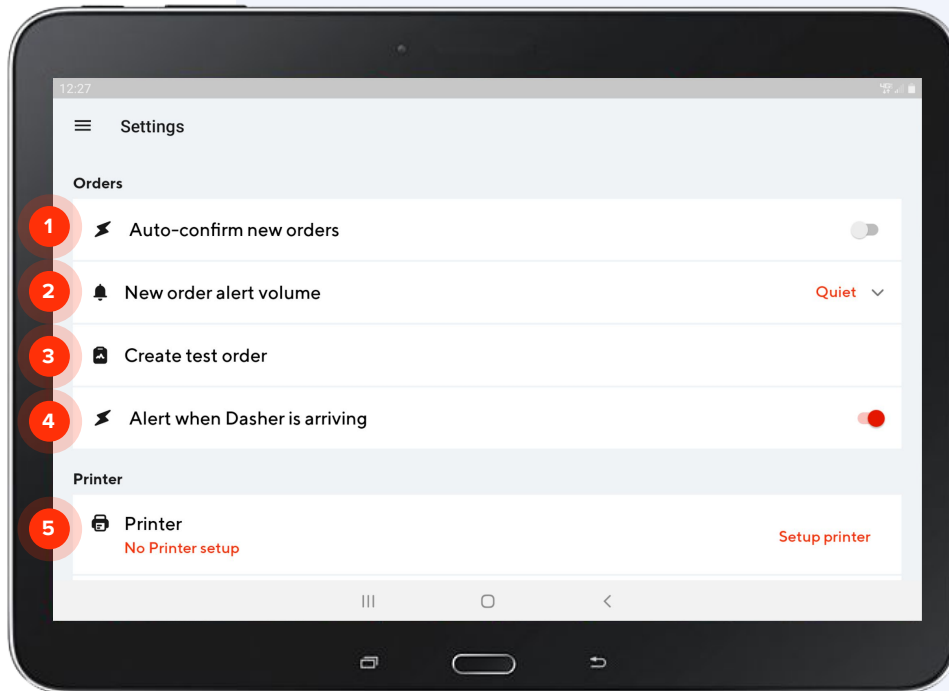


SIDEBAR MENU

Settings

In the Settings section, you can manage multiple settings, including:

- 1 Turning the automatic confirm of new orders on or off
- 2 Changing the volume of new order alerts
- 3 Creating a test order
- 4 Turning the Dasher arrival alert on or off
- 5 Setting up a printer

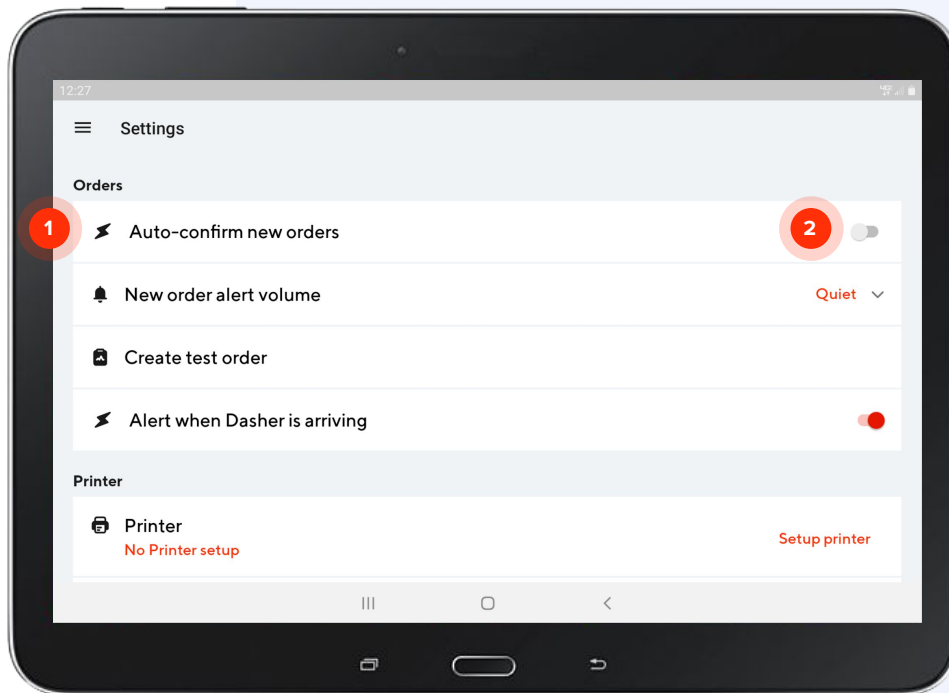




SIDEBAR MENU

Auto-confirm new orders

- 1 When **Auto-confirm new orders** is on, new customer orders will automatically be confirmed.
- 2 Use the toggle to switch this function on or off.

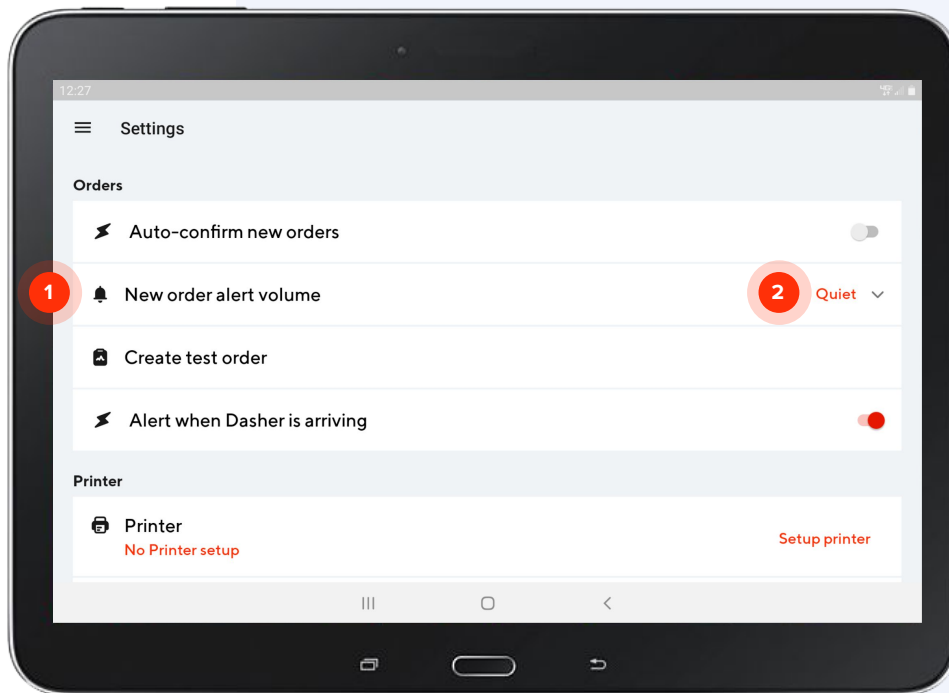




SIDEBAR MENU

New order alert volume

- 1 When **new order alert volume** is on, your tablet will “ding” every time a new order is received.
- 2 Use the dropdown menu to choose whether the alert is loud or quiet

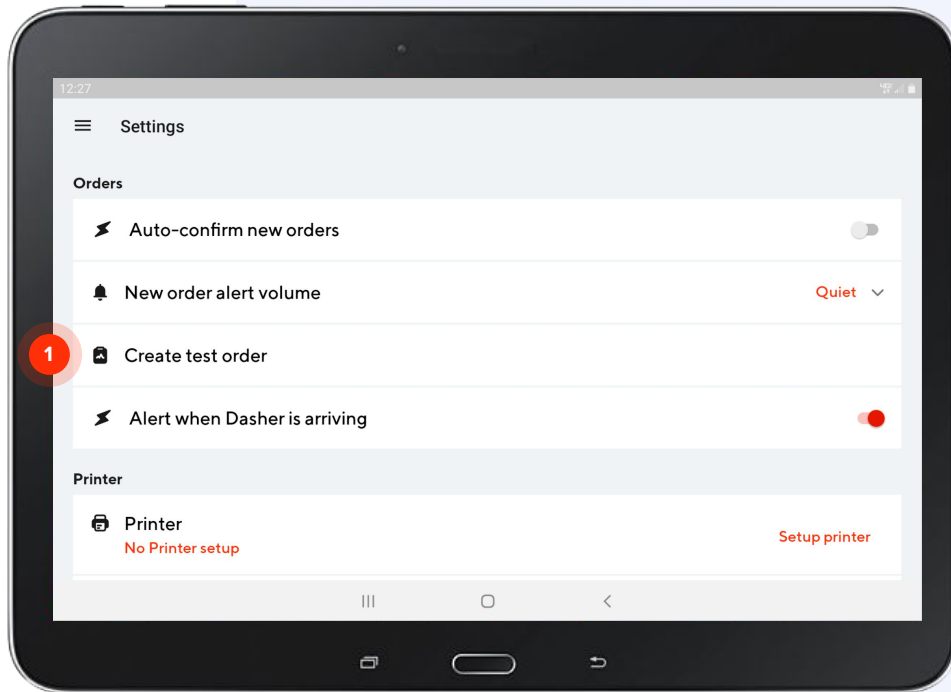




SIDEBAR MENU

Create a test order

- 1 Creating a test order is a great way to familiarize yourself with order flow. Tap **Create test order** to initiate the test order process.

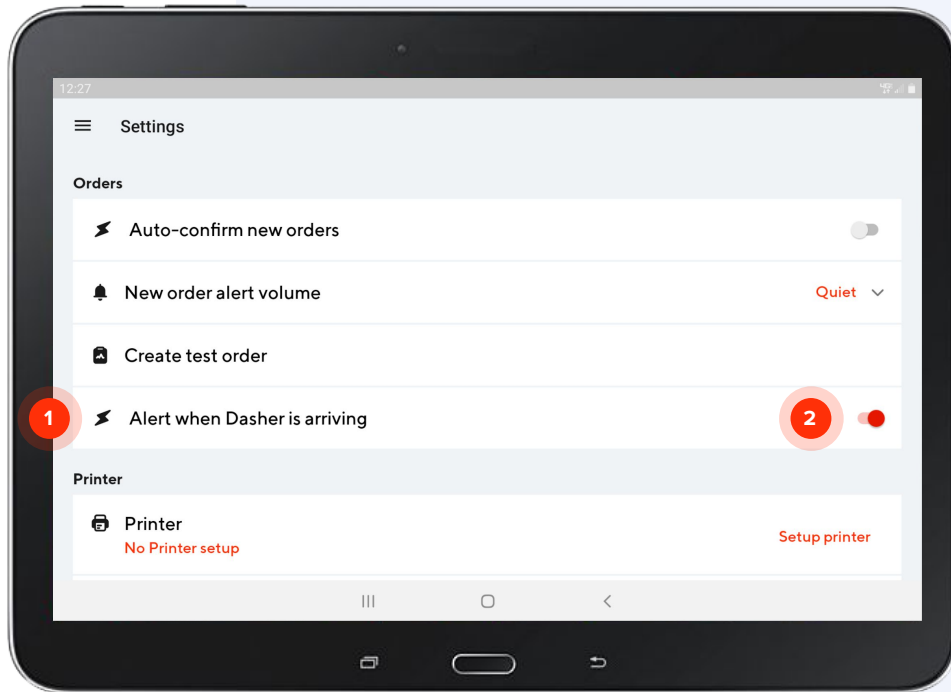




SIDEBAR MENU

Alert when Dasher is arriving

- 1 When the **Alert when Dasher is arriving** is turned on, you will be notified (with a full-screen notification and a unique sound) when a Dasher is arriving to pick up your customer's order
- 2 Use the toggle to switch this function on or off





Printer Setup

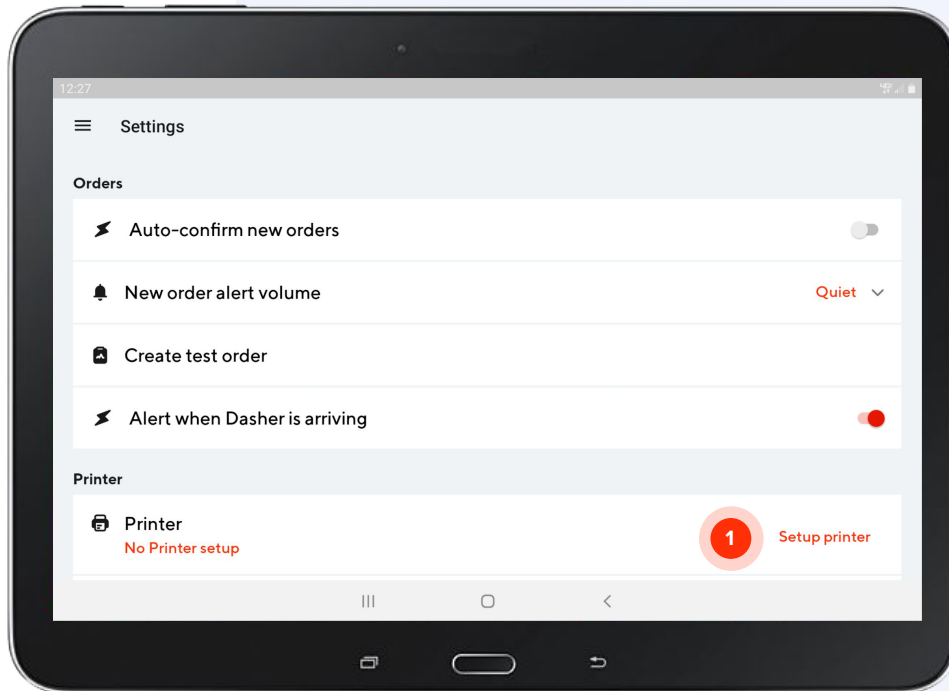


SIDEBAR MENU

Printer setup

If you selected a printer during your sign-up process, you need to pair it with your tablet.

- 1 Ensure your printer is turned on and tap **Setup printer** to begin.

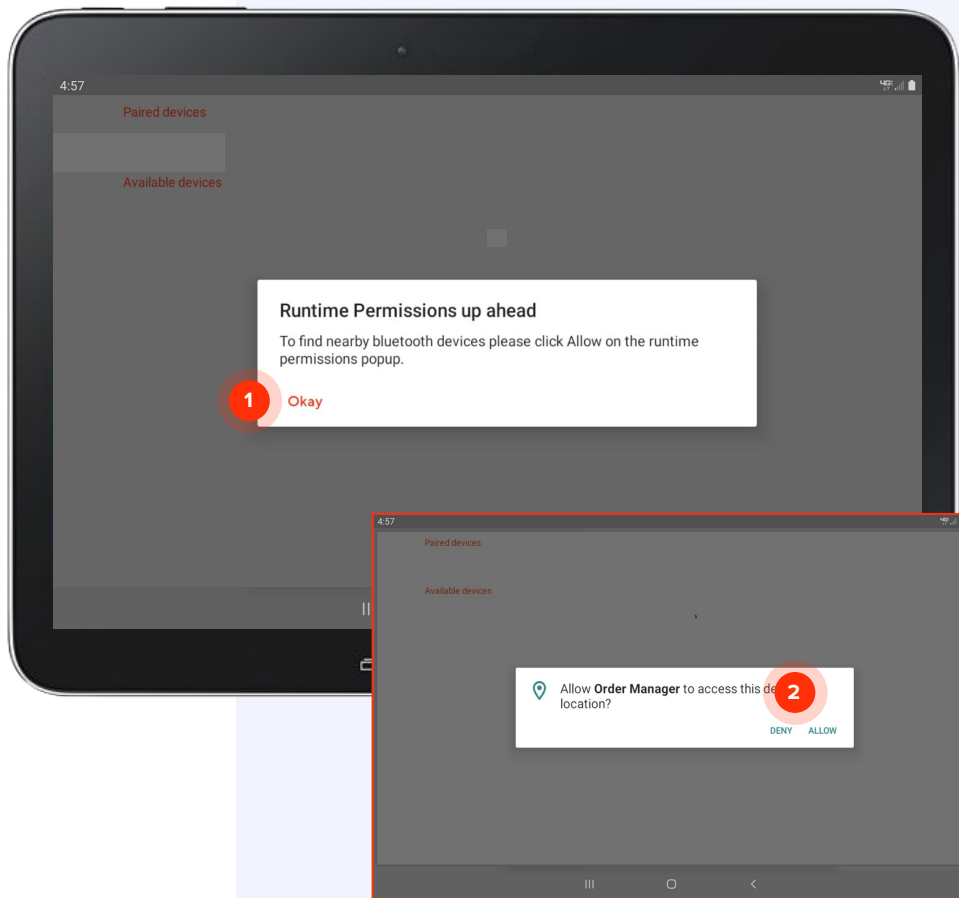




SIDEBAR MENU

Printer setup

- 1 Tap **Okay** to allow your tablet to find your printer via bluetooth
- 2 Tap **Allow** to continue pairing process

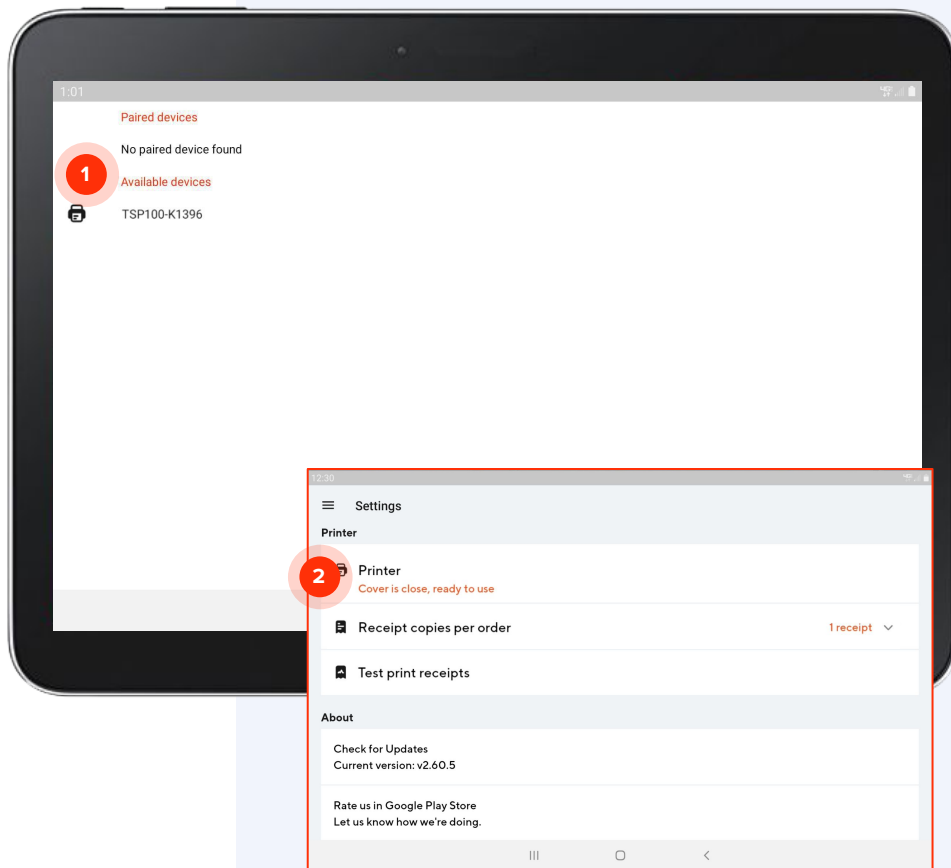




SIDEBAR MENU

Printer setup

- 1 Under **Available devices**, tap on the printer name to pair it with your tablet
- 2 When your printer and tablet are successfully paired, you will see a **Cover is close, ready to use** message under Printer in Settings.



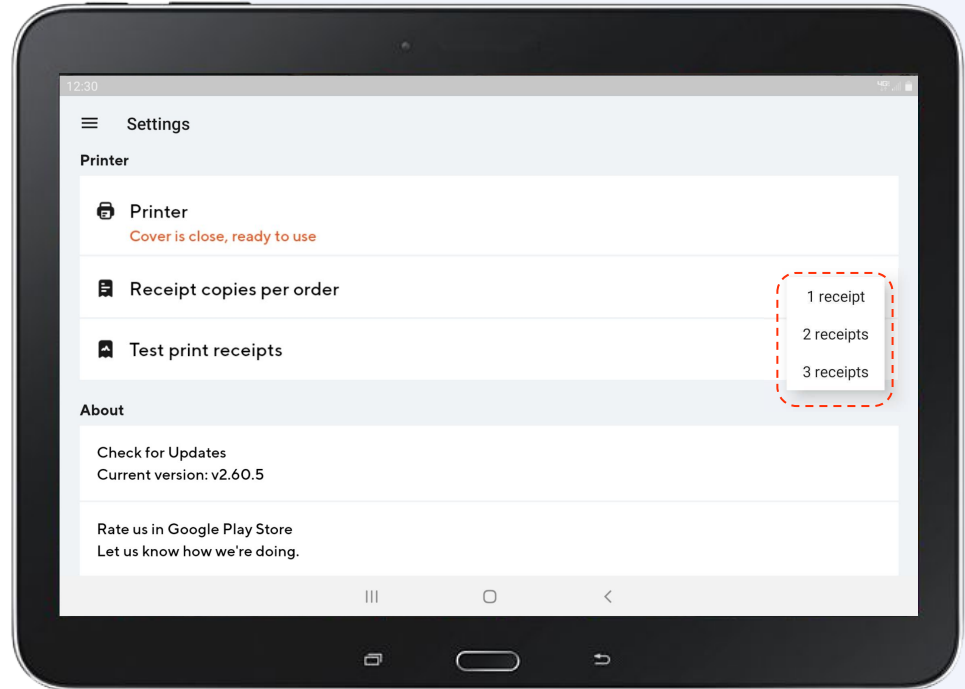


SIDEBAR MENU

Printer setup

Your printer will now print a receipt of all new orders that you receive.

The default quantity is 1. To have multiple copies printed, tap on the **dropdown** to the right of Receipt copies per order and select how many copies you want printed (up to 3 per order).





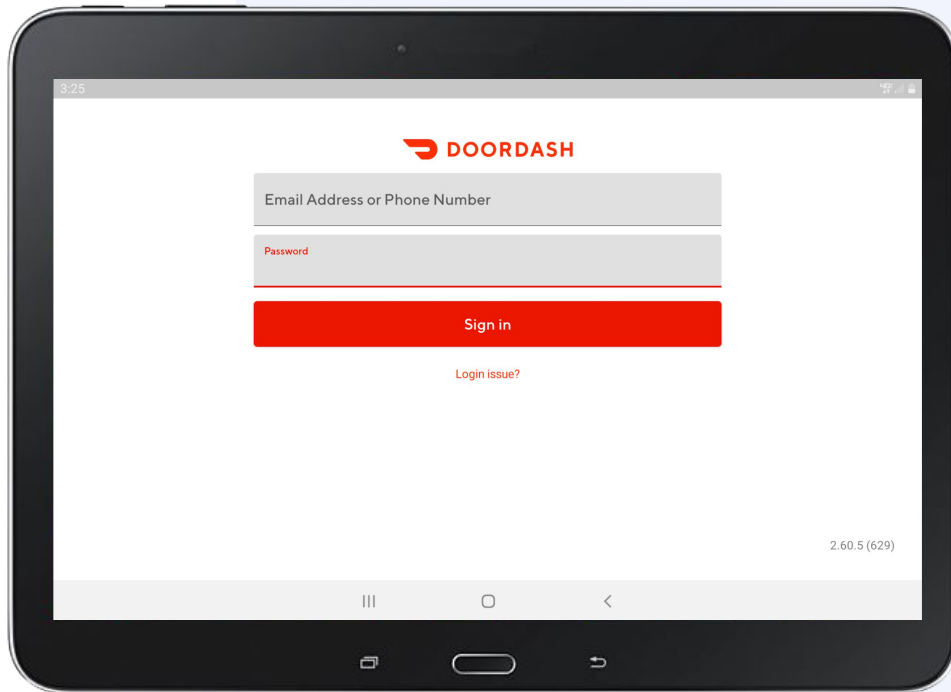
Logging In



SIDEBAR MENU

What to do when you've been logged out

When your tablet arrives, you will already be logged in with your credentials. If you get signed out of the app and need to log back in, your user information can be found in the email you received when your tablet was delivered. You can also contact our support team.





Need Help?



Contact Support

If you're still having problems and need help resolving, visit the [Merchant Help Center](#) or call one of our live Support agents:

- United States: 855-973-1040
- Espanol: 855-834-8733
- Canada: 647-957-7219
- Canada (Francais): 855-643-8439
- Australia: 1-800-958-316