



 DOORDASH for Business

Admin Welcome Guide

How to Get Started with
DoorDash for Business



Welcome to DoorDash for Business!

We are excited to get you all started with enjoying delicious meals through our Admin portal. This admin guide was created to walk you through the DoorDash for Business Admin Portal, a user-friendly tool for managing employees and extending meal benefits seamlessly.

With this guide, you will learn how to set up your Admin portal, create a recurring meal budgets, create one-time meal vouchers, setup employee Dashpass subscriptions, view previous Order History, create group orders, and guide you through troubleshooting.

Need help?

Please call our VIP Support Line:
855-830-5429
or email:
business-support@doordash.com

Visit our [DoorDash for Business Help Center](#)
for how-to's and FAQs.

Inside this guide

Using Your Admin Portal

- [Logging into Admin Portal](#)
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- [Adding/Removing Employees](#)- skip if you aren't using budgets/Dashpass
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- [Vouchers](#) (one-time budgets)
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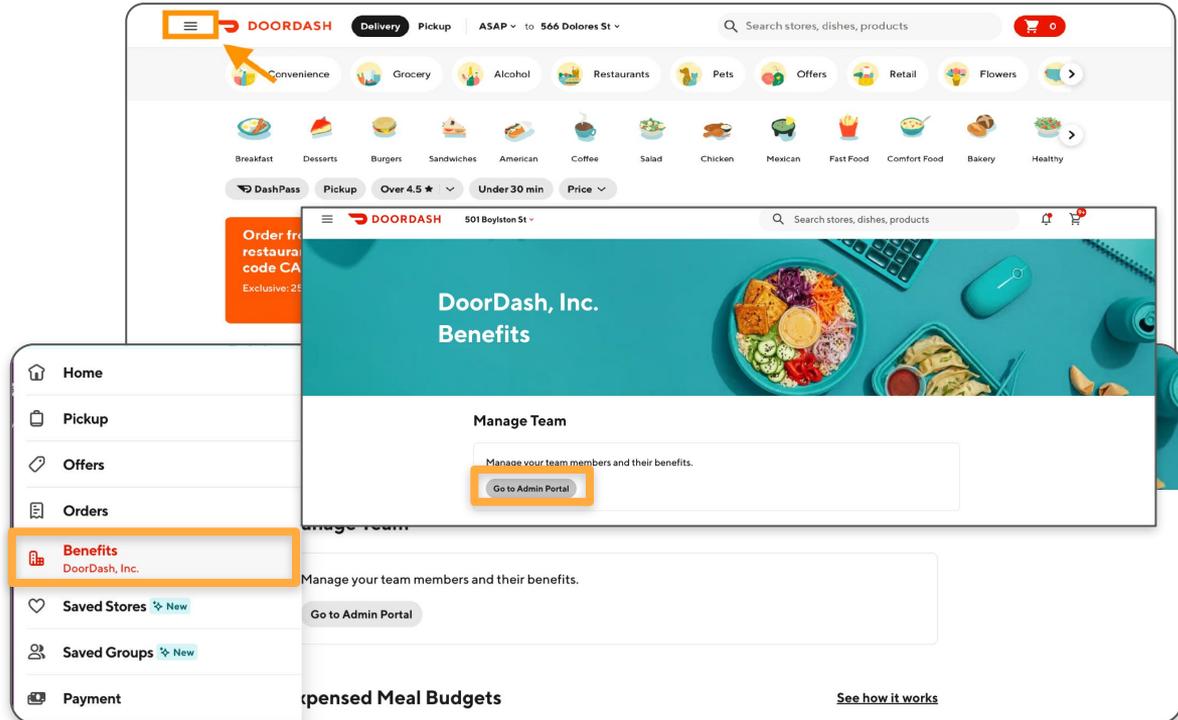
Admin Portal Setup

Step 1: Log in to your company Admin Portal

- Enter your **company email address** and **password** to access doordash.com
- On the left side, navigate to **Account** button
- Choose the **Benefits** tab from the list of options
- Click **Go to Admin Portal**



Video: [How to Access Admin Portal](#)



The screenshot illustrates the steps to access the Admin Portal. At the top, the DoorDash mobile app home screen is shown with a menu icon highlighted. Below this, the 'Benefits' section is displayed, featuring a 'Manage Team' card with a 'Go to Admin Portal' button highlighted. A sidebar menu on the left shows the 'Benefits' option selected.

Admin Portal Setup

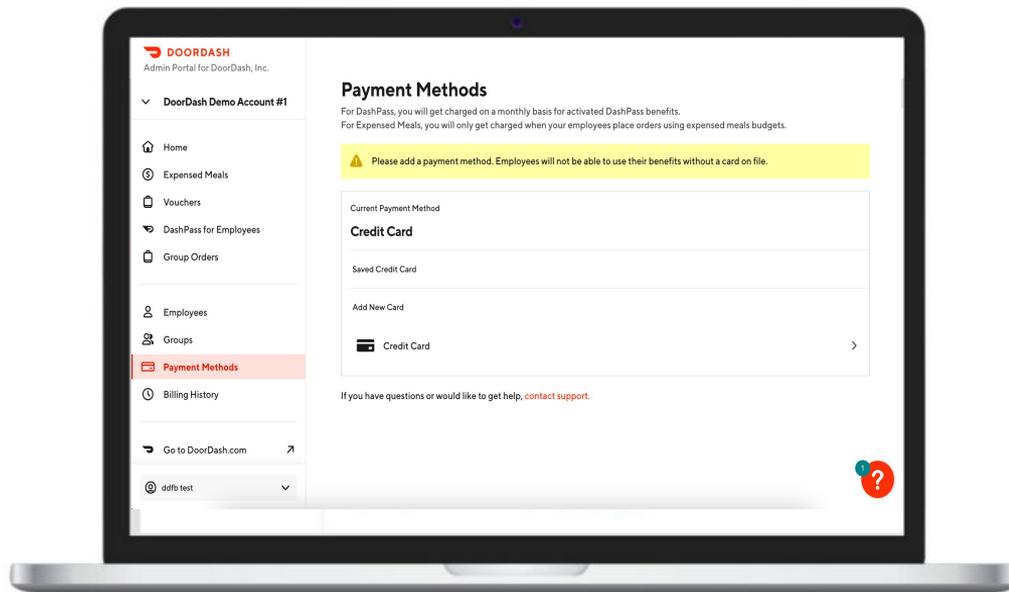
If you are invoicing, you can skip this step. A credit card is necessary to be charged for meal benefits, when not on invoicing.

Step 2: Add credit card info under Payment Method

- A credit card must be added before employees can use any meal budgets. Select the **Payment Methods** tab.
- Enter credit card details.
- If you want to move to invoicing or require another payment method to be added, please **reach out to your Sales Rep** or contact **VIP support phone**, or email business-support@doordash.com



[Video](#): How to Add Credit Card



Admin Portal Setup

If you are using Vouchers or creating Group Orders/Large Orders, you can skip this step! Applicable to Expensed Meals or Dashpass

Step 3: Add employees (benefit recipients)

- Select the **Employees** tab
- Click the **Add Members** button
- Paste the list of members' email addresses. Click the **Add** button to confirm. Members only need to be added once to receive any number of meal credits.
- *Contact us if you want to set up a bulk secure file upload process (appendix-Employee Management SFTP)*

DOORDASH
Admin Portal for DoorDash, Inc.

DoorDash Demo Account #1

- Home
- Order with Budget on DoorDash
- Expensed Meals
- Vouchers
- DashPass for Employees
- Group Orders
- Employees**
- Groups
- Payment Methods
- Billing History
- Go to DoorDash.com
- Support

Employees

Invite your team members to assign to expensed meals or DashPass for work.

Total: 30

Search employee Download CSV Add Members

3 employees have not activated their accounts. Send Invites

Email	Role	Status		
abejones@doordash.com	Member	Pending		
ag.pelham@doordash.com	Admin	Ordered		
ashley.brolin@doordash.com	Admin	Ordered		
astavropoulos@doordash.com	Admin	Ordered		
brian.falon@doordash.com	Member	Pending		
callan.kinnan@doordash.com	Admin	Ordered		
salliebeth.finnegan@doordash.com	Admin	Ordered		
sam.cadwell@doordash.com	Admin	Ordered		
sammielee96@gmail.com	Admin	Ordered		

For VIP support, call: (855) 830-5429 or email business-support@doordash.com



Helpful tip! To remove employees, click the trash can icon next to an employee's name.



Helpful tip! You can resend Employee Benefits Welcome email to those who are still pending, click the send icon next to the pending employees name or resend to all pending employees by selecting the 'Send Invites' button in the gray bar at the top of the page.



Helpful tip! To edit an employees role, click the pencil icon next to an active employee. Here you can choose to upgrade a member to an admin giving them admin portal permissions.



Watch [Video](#): How to Manage Employees

Admin Portal Setup

Step 4: Members complete enrollment

- Once employee emails have been added to the Admin Portal, **each member will receive an email from DoorDash to complete enrollment when there is an active benefit (budget start date or Dashpass)**
 - Budget: End users receive an email to enroll in order to accept their budget on the date it starts
 - Dashpass receive an email once added to the admin portal
- If members/employees are not receiving the welcome email or are struggling to enroll, first have them create a DoorDash account with their work email address, and then have them use doordash.com/teams/join, they will receive an email to join now.
- Note: All users will be listed as 'Pending' status in the **Employees** tab until they join the team on their end. To be [enrolled/activated](#), employees must have a DoorDash account active under the listed email in the Portal and make sure they are logged in through a **desktop browser** before heading to doordash.com/teams/join to activate their benefits. Activated employees will show as 'Active' in the Admin Portal.



Helpful tip! Once enrolled, your members will be able to get access to their meal credits by signing into their DoorDash account.

[Jump back to Table of Contents](#)

for Business

You're Invited!
Claim your \$20.00 meal credit from DoorDash, Inc.

DoorDash, Inc. invites you to join their DoorDash for Business benefit. Accept your invitation now and start enjoying your company perk.

By tapping "Accept invitation" you agree to the [Terms and Conditions](#).

Accept Invitation

What's Included

Expensed Meal budgets
Budget Name: Test Budget
Amount: \$20.00
When: Everyday, anytime
Where: Any address of your choice
Availability: 7/9/24 to 7/10/24

Accept Invitation

How to activate your benefits

- 1 Tap on the "Accept Invitation" button
- 2 Sign in with your existing DoorDash account or sign up for a new one
- 3 Place an order on DoorDash; your meal benefits will automatically apply to eligible orders.

Accept Invitation

for Business

You're Invited!
Claim your meal benefit from DoorDash, Inc.

DoorDash, Inc. invites you to join their DoorDash for Business benefit. Accept your invitation now and start enjoying your company perk.

By tapping "Accept invitation" you agree to the [Terms and Conditions](#).

Accept Invitation

What's Included

DashPass for Business
Enjoy \$0 delivery fees on thousands of restaurants nation-wide with reduced service fees on orders \$12+. DoorDash, Inc. will pay this subscription.

Accept Invitation

How to activate your benefits

- 1 Tap on the "Accept Invitation" button
- 2 Sign in with your existing DoorDash account or sign up for a new one
- 3 Place an order on DoorDash; your meal benefits will automatically apply to eligible orders.

Accept Invitation

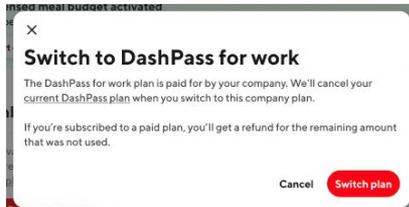
Admin Portal Setup

(continued) Members complete enrollment

- Employees can sign-up for their DoorDash for Business benefit with an existing doordash account on a personal email.
 - Example: Admin sends an email invite to john.smith@doordash.com, but I already have an account under johnsmith@gmail.com. Users have the option to activate the benefit on their existing account or create a new account with their work email.
- Benefits can be activated from the Benefits page



Helpful tip! If an employee activates with a personal email and has an existing DashPass subscription they will receive this pop up:



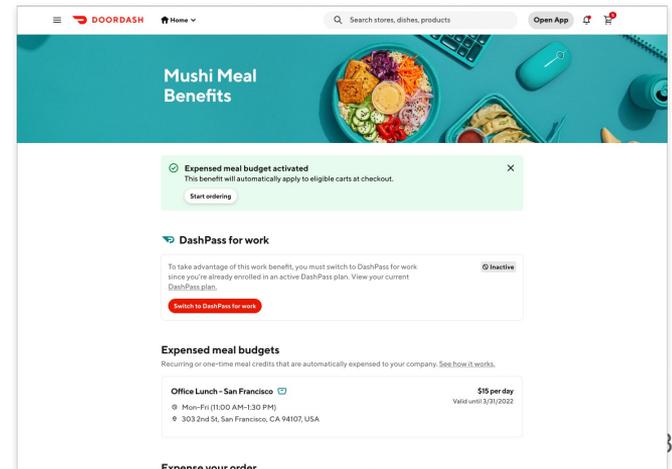
[Jump back to Table of Contents](#)

Choose an account to join Mushi's meal benefits

Your company is providing meal credits and free DashPass. You can continue with the following account or use another one.

Use johndoe@gmail.com

Use another account



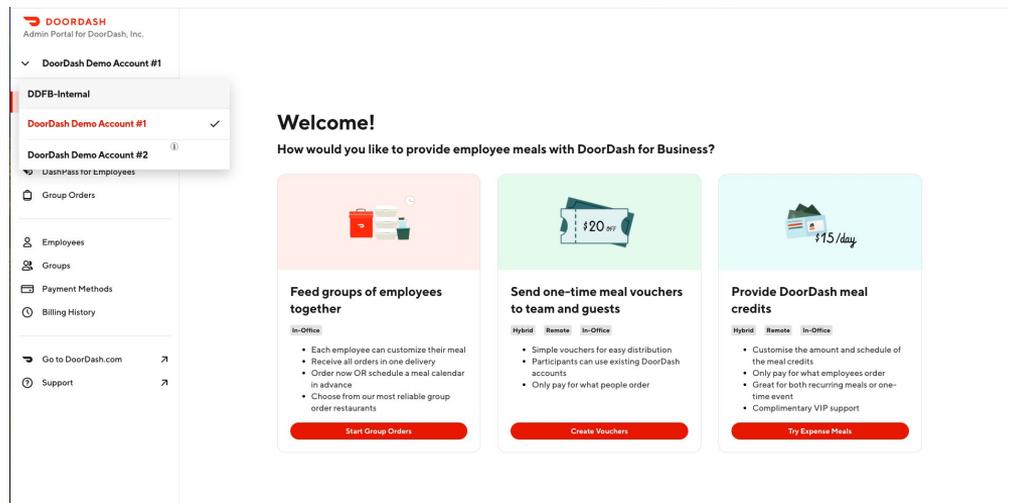
Admin Portal Setup

Step 5: Managing Teams

Within your Admin Portal, the company account is shown in the top left corner. You can have multiple Team Portals to allow for easier tracking between office locations/different company teams (can house a unique payment method per team portal).

To navigate between multiple team portals, click the drop down arrow in the top left corner next to the account name.

Should you need to add a new team to your Admin Portal, reach out to your sales rep or contact VIP support, or email business-support@doordash.com



DOORDASH
Admin Portal for DoorDash, Inc.

DoorDash Demo Account #1

DDFB-Internal

DoorDash Demo Account #1 ✓

DoorDash Demo Account #2 ⓘ

Dashboard for Employees

Group Orders

Employees

Groups

Payment Methods

Billing History

Go to DoorDash.com ↗

Support ↗

Welcome!

How would you like to provide employee meals with DoorDash for Business?

Feed groups of employees together

In-Office

- Each employee can customize their meal
- Receive all orders in one delivery
- Order now OR schedule a meal calendar in advance
- Choose from our most reliable group order restaurants

Start Group Orders

Send one-time meal vouchers to team and guests

Hybrid Remote In-Office

- Simple vouchers for easy distribution
- Participants can use existing DoorDash accounts
- Only pay for what people order

Create Vouchers

Provide DoorDash meal credits

Hybrid Remote In-Office

- Customize the amount and schedule of the meal credits
- Only pay for what employees order
- Great for both recurring meals or one-time event
- Complimentary VIP support

Try Expense Meals

Setting Up Meal Benefits



Step 1: Decide which product to use: budgets, vouchers, or group orders

We offer **three primary solutions** that can support **various unique use cases**

Allocate Funds for Recurring Meals



Hybrid

In-Office

Remote

“Expensed Meals” Use Cases:

1. Daily & Weekly Meal Budgets
2. Overtime Meal Budgets
3. Address-Restricted Budgets

Allocate Funds for One-Time Events



Hybrid

In-Office

Remote

“Vouchers” Use Cases:

1. Meetings, Off-Sites, Trainings
2. Hiring Candidates, Sales Cycle
3. Great Gift Card Alternative

Enable Customizable Group Ordering



In-Office

“Group Ordering” Use Cases:

1. Get individual meals in one delivery
2. Admin-Led Group Order Calendar
3. Admin-Led Family-Style tray Catering*

Setting Up Meal Benefits



5 for Business

Step 2: Set up meal credits using your Admin Portal

- Gather the details of your event or purpose needs.
- Determine which budget type is most fitting for your event.
- Determine if you want the order history to appear on your invoice or billing history.

Helpful Tip! Want your orders to show on your invoice/billing history? Be sure to use one of the products to the right so they do!

One-time budget for Admin(s) use



Create a large-order, group-order, or individual orders that only Admins can use.

Use: Order with budget on DoorDash

 Order with Budget on DoorDash 

One-time budget for 'others'

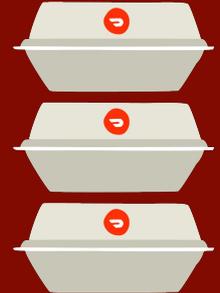


Employees receive a one-time credit for a specific event, ie: \$25 for a night shift meal, \$20 new hire lunch,

Use: Vouchers

 Vouchers 

Recurring budget



Employees receive a recurring line of credit, ie: \$15 every Friday for a lunch order of their choosing.

Use: Expensed Meals

 Expensed Meals

Ordering on DoorDash using an Admin-Only Budget

Great for Large and Group Orders



for Business

Use this feature if you want to place an order on DoorDash and have it **INVOICED**
OR
If you are on credit card and want your order to show in your billing history



Admin Portal for DoorDash, Inc.

DoorDash Demo Account #2

Home

Order with Budget on DoorDash

Expensed Meals

Vouchers

Step 1: Click in left nav of Admin Portal

Place an Admin-Only Order on DoorDash Homepage

Create one-time budget that will apply towards your order.
This budget will expire in 5 days after creation.

Budget Name

Office Lunch

Budget Amount (\$)

100.00

Start Order

This will redirect to www.doordash.com to place an order with this budget.

Step 2: Create a one-time budget that will automatically apply towards your order. This budget is only usable by you, the admin. If placing a group order, you must pay for the entire order

Watch [Video](#): How to Order using Admin Budget

[Jump back to Table of Contents](#)



Helpful Tip! Give a budget amount that is comfortably over what you think you'll spend. **You only pay for what you spend.**

Search DoorDash The Beverly Hilton Delivery Pickup

Most reliable for large groups

DashPass Over 4.5 Price

Most popular



Hollywood Sushi
4.5 ★ (6,800+) · 4.6 mi · 24 min
\$0 delivery fee over \$12



La Cabana Restaurant
4.7 ★ (3,600+) · 5.5 mi · 25 min
\$0 delivery fee over \$12



FuRaBo Teba-Saki Chicken
4.8 ★ (1,900+) · 2.5 mi · 45 min
\$0 delivery fee over \$12

Labels individual meals



The Indian Kitchen
4.8 ★ (3,000+) · 3.1 mi · 32 min
\$0 delivery fee over \$12



India's Grill
4.5 ★ (2,200+) · 2.2 mi · 33 min
\$0 delivery fee over \$12



Sushi With Attitude
4.7 ★ (1,700+) · 6.8 mi · 42 min
\$0 delivery fee over \$12

Step 3: Clicking Start Order will send you directly to DoorDash to place your order.



Helpful Tip! You may use this budget for any order on DoorDash but our customers use this feature the most to place large orders and Group Orders.

Creating Expensed Meal Budgets (Recurring)

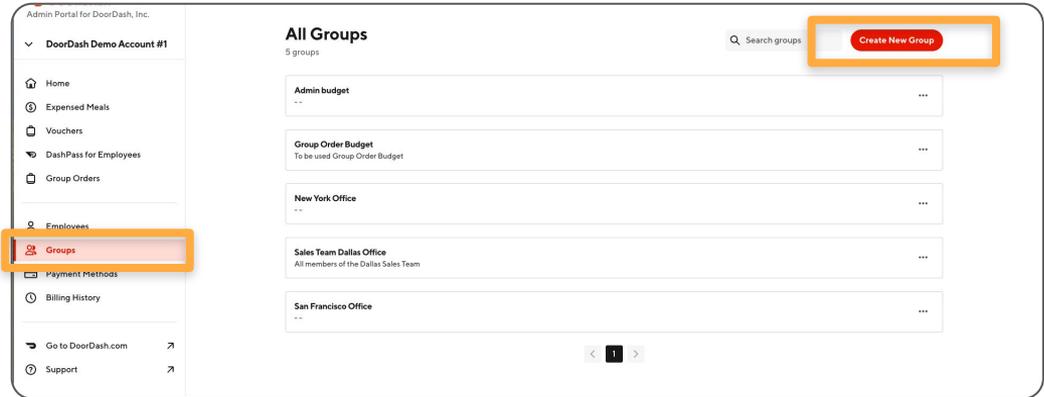


for Business

Create food stipends with Expensed Meals by creating recurring budgets for employees to use towards their meal.

Step 1: Create the Group(s) receiving the meal budget

- First select the Groups tab from the left hand menu, then click the **Create New Group** button.
- Enter the **Group Name** field of the Group window and click **Create** when finished. (I.e: “John’s Team” or “San Francisco Offsite”)
- Once the Group has been created, click the Group Name box and then click Add Members to select the recipients of the meal credit.
- Add the desired meal budget recipients by typing in email addresses already active in the “Employee” tab of the admin portal.



Creating Expensed Meal Budgets (Recurring)



for Business

(continued) Create the Group(s) receiving the meal budget

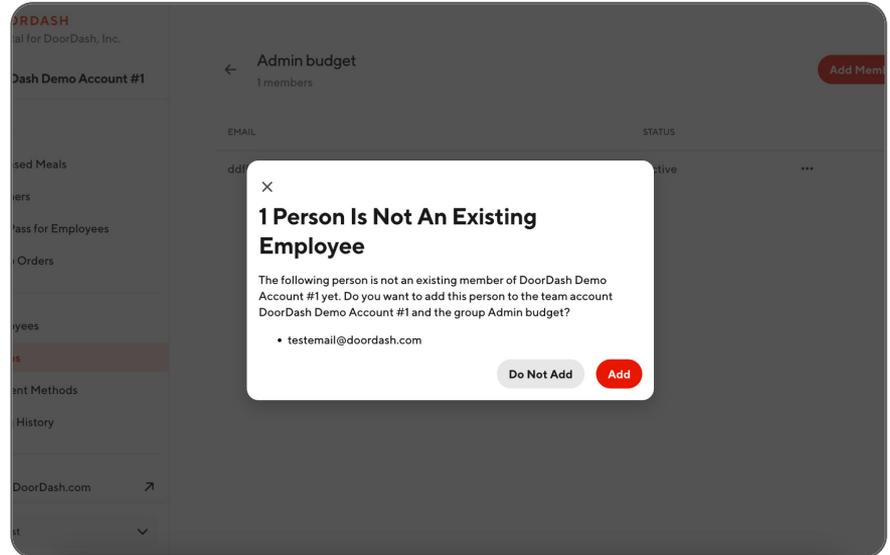


Helpful Tip! Don't forget to add your own email address to the Group if you are also entitled to receive the meal budget.



Helpful Tip! If you attempt to add an employee that was not yet added to the Admin Portal, you will receive a popup notifying you that the employee does not exist.

It will prompt you to **Add** the employee to the Admin Portal if you would like to receive the meal credit or you can choose **Do Not Add**.



Watch [Video](#): How to Create a Meal Budget

Creating Expensed Meal Budgets (Recurring)



Step 2: Create the Meal Budget

- Select the **Expensed Meals** tab from the left hand menu and click the **Create Budget** button. Enter the **Budget Name**.
- Enter the **spending limit per person**. Determine if the meal budget is recurring or one-time, and the **start and end date** for the meal delivery.
- Click into **Order restrictions** to set important meal budget parameters. Choose the **Specific Group(s)** of members receiving the meal budget.
- Update the **days and times** the recipient can receive their meal or leave blank. When left blank, the credit is available 12 AM to 11:59 PM of the specified date range.

The screenshot shows the DoorDash Admin Portal interface. On the left is a navigation menu with the 'Expensed Meals' tab highlighted in orange. The main content area is titled 'Expensed Meals' and shows a 'Create Budget' modal form. The form fields are highlighted in orange: 'Budget name' (Office Lunch), 'Spending limit (\$ per person)' (20), 'Budget type' (Recurring selected), 'Budget Frequency' (Daily selected), 'Start date' (03/22/2023), and 'End date' (MM/DD/YYYY). A 'Create Budget' button is visible in the top right corner of the modal.



Helpful tip! The start and end date should reflect the dates that the meal recipient can receive their order. For their convenience, the meal recipient can place their order ahead of time (so long as they choose the delivery date to fall within the start and end dates set by the admin at this step).



Watch [Video](#): How to Create a Meal Budget

Creating Expensed Meal Budgets (Recurring)



Helpful tip! Make sure to select a Specific Group. All employees will receive the budget if a Specific Group is not specified.



Helpful tip! Make sure to send an email notification to all eligible employees to inform them they have a meal budget benefit!



Helpful tip! If you want to add an address restriction to the budget so employees can only have food delivered to a specific address (i.e., the corporate office) reach out to your AE/AM or email business-support@doordash.com.

Order Restrictions

Apply budget to

All members Specific groups

Search by group name

Crew Lunch x

Days employees can order

Every day

Time employees can order

Anytime

Expense Codes

Member should enter expense code to use this budget

Save

Expensed Meals Create Budget

Office Tuesday Lunch — \$45.00 2/2/24
Recurring Weekly
Mon-Sun (12:00 AM-11:59 PM)
Anywhere

Send Email Notification
Edit
Delete

Send Email Notifications
Would you like to send email notifications to all eligible members in selected groups?
Don't Send Send

Vouchers



Create a one-time or ad-hoc food stipend for employees or external clients to use towards their meals. Vouchers are not a taxable benefit.

Step 1: Setting up vouchers

- Set up numbers of recipients, monetary value, and timeframe for redemption.
- Share via a unique link or via email. No need to add emails to the Admin Portal.
- Accepted & Order Data updated live. Track who has redeemed and for how much. Only pay for redeemed spend.

Create Voucher

Create a voucher to treat your team and guests for a one-time event.

Voucher Details

Name
Team Offsite (Wednesday Lunch)

Number of Recipients
25

Amount per Recipient
\$25 \$30 \$35 **Custom**

Custom Amount
\$ 20

Start Date
08/30/2023

End Date
08/31/2023

Summary

\$20

Team Offsite (Wednesday Lunch)
8/30/23 - 8/31/23

Summary

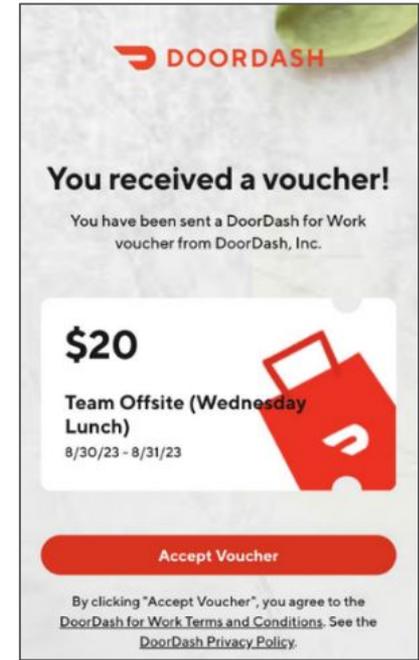
Amount \$20.00
Number of recipients 25
Total Amount \$500.00

You will be charged when recipients use their vouchers on DoorDash.

Step 2: Redeeming vouchers

- Click on the shared link to accept voucher. The voucher will be added to the recipients account with How-To instructions.
- Recipient selects voucher from the **Company Pays** section at checkout.

Team Offsite (Wednesday Lunch) - \$20 <small>8/30/23</small> 0/13 <small>0/12</small> 0/12 <small>0/12</small>			
Total Vouchers	Accepted	Ordered	Total Spent
25	13	12	\$235.65 / \$500
Email Address	State	IP	Name
jayh3@gmail.com	<input type="radio"/>	Accepted	
katieh@doordash.com	<input checked="" type="checkbox"/>	Ordered	\$20
david.gary@doordash.com	<input checked="" type="checkbox"/>	Ordered	\$20
jeran.gay@doordash.com	<input checked="" type="checkbox"/>	Ordered	\$20
steven.k@doordash.com	<input checked="" type="checkbox"/>	Ordered	\$20
jerome.kwan@doordash.com	<input checked="" type="checkbox"/>	Ordered	\$20
wjyou@doordash.com	<input checked="" type="checkbox"/>	Ordered	\$20
ecoreg.fu@doordash.com	<input checked="" type="checkbox"/>	Ordered	\$20
yu.ami@doordash.com	<input checked="" type="checkbox"/>	Ordered	\$19.91
hiankun.tang@doordash.com	<input checked="" type="checkbox"/>	Ordered	\$19.90
holly.voray@doordash.com	<input checked="" type="checkbox"/>	Ordered	\$19.45
cathy.huang@doordash.com	<input checked="" type="checkbox"/>	Ordered	\$19.27
jayh3@gmail.com	<input checked="" type="checkbox"/>	Ordered	\$17.12

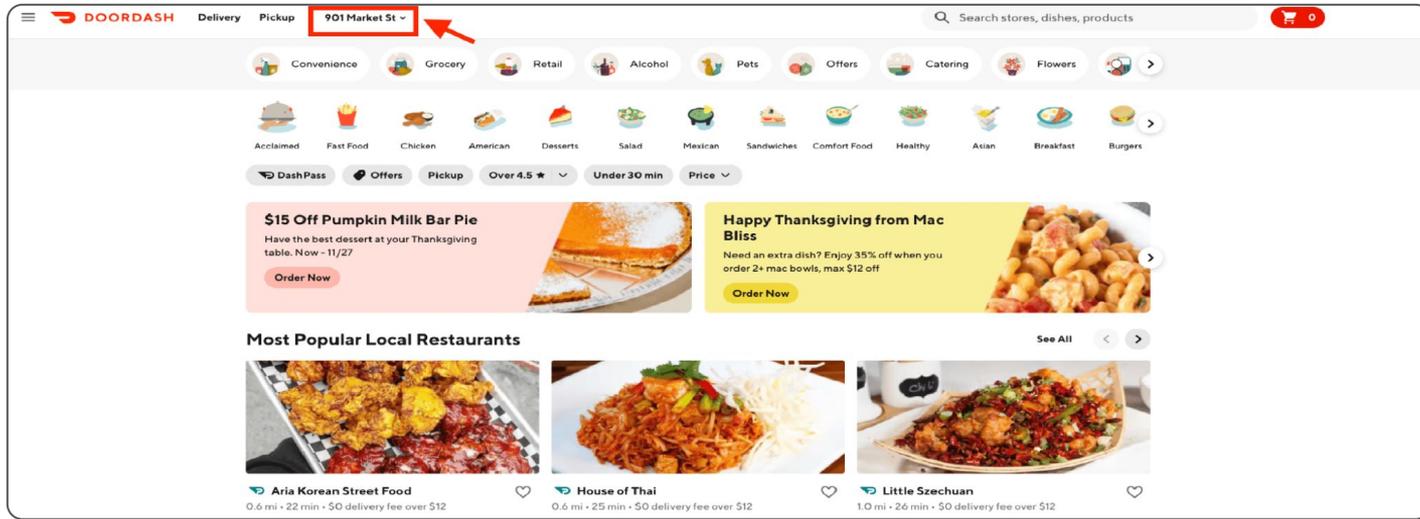


Watch [Video](#): How to Create a Voucher

Placing an Order with a Meal Budget (Employee Guide)

Step 1: Log in to doordash.com with your company email address

- Ensure the delivery address at the top is correct.



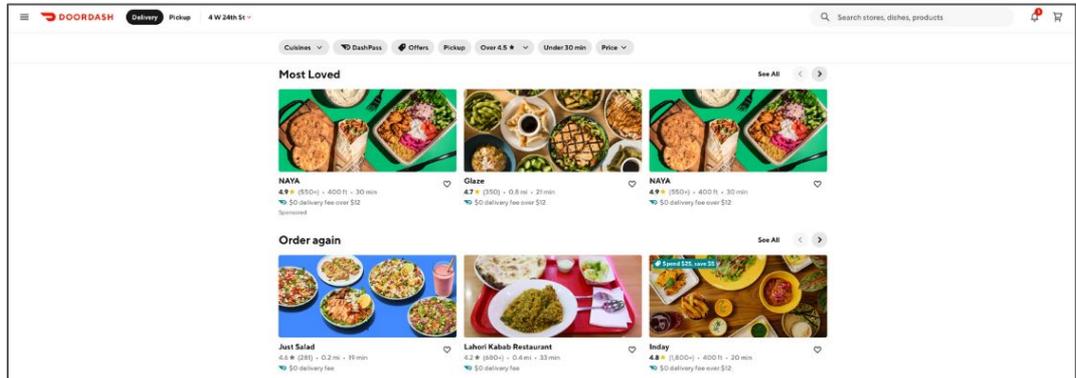
Watch [Video](#): How to Place an Order using a Budget

Placing an Order with a Meal Budget (Employee Guide)



Step 2: Select a restaurant

- Search for your favorite restaurant or browse for somewhere new!
- Once you have added all desired meal items to the cart, select **Checkout**.



Placing an Order with a Meal Budget (Employee Guide)



for Business

Step 3: Check out and apply your budget

- At the Checkout page, review your order. Double check that your delivery address and scheduled time is correct. You can order ASAP or schedule for later.
- Under Payment details select the applicable meal budget that has been extended to you and click Save.

2. Shipping details



Delivery Pickup

🕒 Delivery Time 21-36 min

Standard 21-36 min **Schedule for later** Choose a time

🏠 New York, NY 10010, USA >

📦 Hand it to me >
"Leave it with the DoorDash Courier in the lobby"



Helpful tip! Be as detailed as possible with delivery instructions. This is especially important if you work in a secure building. I.e., "Administration building with green signage. Glass door next to garage entrance." The instructions will be conveniently saved by address for future orders!

Placing an Order with a Meal Budget (Employee Guide)



for Business



Helpful tip! It's possible you have multiple budgets available to you so be sure to select the applicable budget for this particular order.

×

Select a Budget

Eligible meal budgets

Monthly Budget \$20.00 remaining

Expiring on Mar 08, 2023
Mon-Sun, anytime
Any address

Cancel Save

×

901 Market St

901 Market St
San Francisco, CA 94103, USA Adjust Pin

Apartment Number or Suite

Suite 100

Drop-off Options

Hand it to me

Leave it at my door

White building, enter through revolving doors next to garage entrance. Head towards the lobby and handoff to the receptionist.

Cancel Save

Placing an Order with a Meal Budget (Employee Guide)



for Business

Step 4: Place order

- Review the details and then select **Place Order**.

Troubleshooting Tips



Budget is not available for use at Checkout

- ✓ Please be sure you are logged into DoorDash with your company email.
- ✓ If you have not created a DoorDash account and enrolled in your team's Admin Portal, please do so at www.doordash.com/teams/join.

Cancellations

- ✓ In the case of cancellations, DoorDash can re-deliver the food or refund the order.
- ✓ For redelivers, please call our VIP Live Support team at 855-830-5429 and they can assist you right away.
- ✓ For credit and refunds, email business-support@doordash.com and a representative will get back to you within 24 hours.

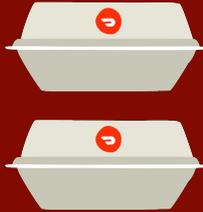
In the case of errors upon checkout, it's likely to be caused by one of the following:

- ✓ Inactive menu items. We recommend removing the item from the order and having your team select another available item.
- ✓ Missing budget or missing payment method.
- ✓ The restaurant you selected is closed at time of checkout.
- ✓ Site outage

Creating Group Orders or Large Orders

Choose from our [curated list](#) of verified Large Order restaurants

Create a Group Order using our Merchant Storefront Button

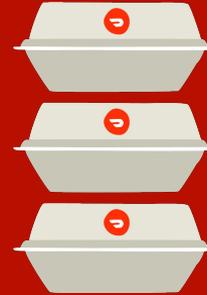


Go to the restaurant of choice and select Group Order Button



Helpful tip! Don't forget to create an [admin-only budget](#) if you are placing the order and want the order to appear in billing history,

Create a Group Order using Admin Calendar



Can create Group Order Carts up to 2 weeks in advance using calendar

Create multiple group order carts from different restaurant options

Ordering for a large group

Ordering for a group of 10-20 people? We have a selection for you.

- This curated collection is to help meal planners find the most reliable restaurants for large groups.
- The restaurants included are our most reliable, which means they are less likely to cancel your order, forget items, or be late.
- Browse collections like budget-friendly, dietary-conscious, and restaurants that label to find the right restaurant for your group.
- Use this [link](#) to browse reliable restaurants in your area. Please note that it is only available in the US at this time.



Helpful tip! When placing an order of this size, order 2 hours in advance of your desired delivery time.



Most reliable for large groups

DashPass Offers Pickup Over 4.5 ★ Under 30 min Price

Most popular

See all



Sugarfish
1.2 mi · 27 min · \$0 delivery fee over \$12
4.8 ★ (1,200+)



Lil Woody's Burgers
1.2 mi · 27 min · \$0 delivery fee over \$12
4.8 ★ (1,200+)



Pho Bihn Min
1.2 mi · 27 min · \$0 delivery fee over \$12
4.8 ★ (1,200+)

Plant-based picks

See all



Chiptole
1.2 mi · 27 min · \$0 delivery fee over \$12
4.8 ★ (1,200+)



Aloha Plate
1.2 mi · 27 min · \$0 delivery fee over \$12
4.8 ★ (1,200+)



Iron Pot
1.2 mi · 27 min · \$0 delivery fee over \$12
4.8 ★ (1,200+)

Meals under \$25

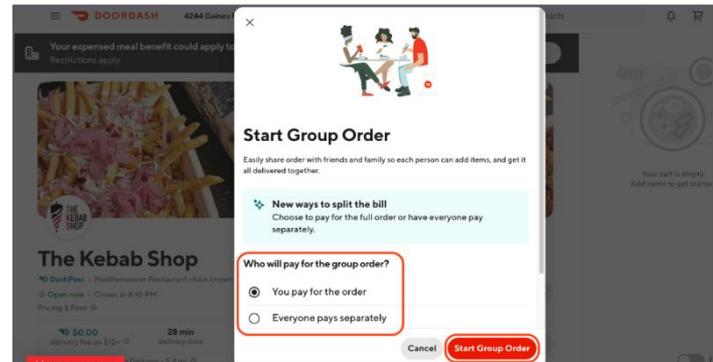
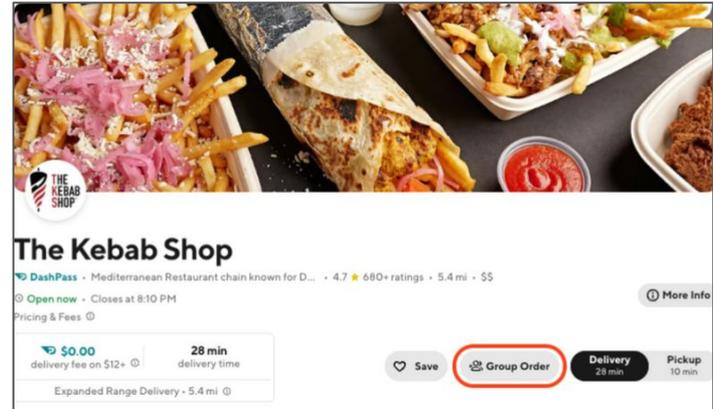
See all



Choose from restaurants that meet rigorous quality standards for large corporate orders!

Placing a Group Order Using Merchant Storefront Button

- Click the **Group Order** button on the Restaurant's store page. Please make sure to double check **Delivery Address** and **Delivery Instructions** at the top of the page.
- Choose how you'd like to pay the bill, then click **Start Group Order**. The admin who created the Group Order may either pay for the order entirely, or choose to let employees pay separately.
- Click the Invite button, then **Copy Link** to share it with your team.
- Once your participants add their selections to the cart, the cart creator will **Checkout** the order.

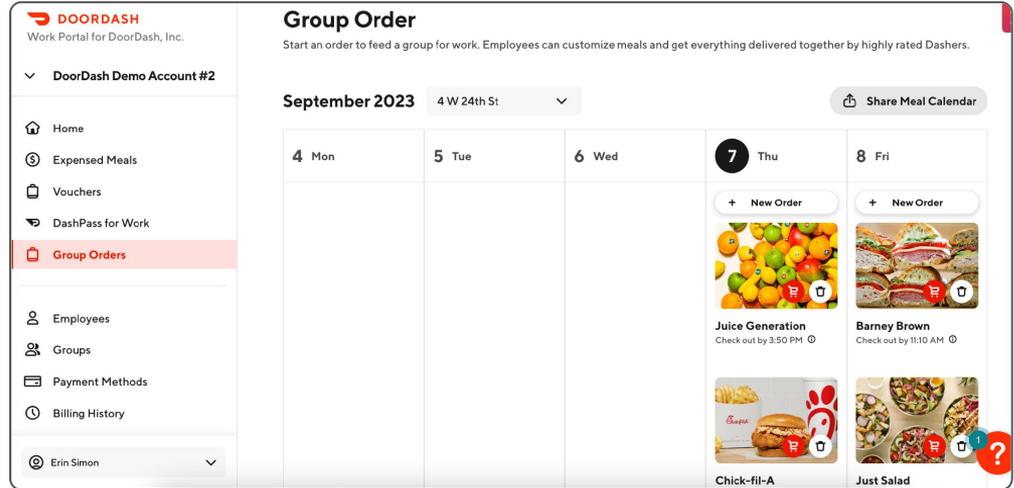


Watch [Video](#): How to Create a Group Order using Merchant Storefront

Creating Group Orders Using Group Order Calendar

Step 1: Add restaurants to your Team Calendar

- Enter the **Delivery Address** at the top of the calendar.
- Select **New Order** for the day of desired delivery.
- Choose the **scheduled delivery window**. Select you (admin) pay for the order, set the per person limit, **OR** select that everyone pays separately using their own budget or payment method.
- Add as many restaurants as you would like. Best practice suggests **no more than 15** employees per cart. I.e, for 80 employees, we recommend at least 6 different carts.



The screenshot shows the DoorDash Group Order interface. On the left is a navigation sidebar with options: Home, Expensed Meals, Vouchers, DashPass for Work, Group Orders (highlighted), Employees, Groups, Payment Methods, Billing History, and Erin Simon. The main area is titled 'Group Order' and includes the text 'Start an order to feed a group for work. Employees can customize meals and get everything delivered together by highly rated Dashers.' Below this is a calendar for September 2023, showing days 4 (Mon) through 8 (Fri). The 7th (Thu) is selected. A 'Share Meal Calendar' button is in the top right. The calendar grid shows 'New Order' buttons for the 7th and 8th. Below the calendar, four restaurant options are displayed: Juice Generation (check out by 3:50 PM), Barney Brown (check out by 11:10 AM), Chick-fil-A, and Just Salad. A red question mark icon is visible in the bottom right corner of the restaurant grid.



Watch [Video](#): How to Create a Group Order using Admin Portal

Creating Group Orders Using Group Order Calendar

Step 2: Share the Meal Calendar

- Using the button in the upper right corner, Share Meal Calendar, share this link with employees to favorite and use for any future orders.



Helpful tip! External members from the admin portal can add items to the calendar cart *if* the admin/cart creator selection **“you pay for your order”** when adding the restaurant to the calendar.

The screenshot displays the DoorDash Group Order interface. On the left is a navigation sidebar for 'DoorDash Demo Account #2' with options: Home, Expensed Meals, Vouchers, DashPass for Work, Group Orders (highlighted), Employees, Groups, Payment Methods, Billing History, and Erin Simon. The main area is titled 'Group Order' with the subtitle 'Start an order to feed a group for work. Employees can customize meals and get everything delivered together by highly rated Dashers.' Below this is a calendar for 'September 2023' showing dates from Monday to Friday. A 'Share Meal Calendar' button is highlighted in a red box in the top right corner of the calendar area. The calendar shows meal cards for Thursday (7th) and Friday (8th). Thursday's meals include 'Juice Generation' (check out by 3:50 PM) and 'Chick-fil-A'. Friday's meals include 'Barney Brown' (check out by 1:10 AM) and 'Just Salad' (with a notification badge). Each meal card features a '+ New Order' button and a shopping cart icon.

Creating Group Orders Using Group Order Calendar

Step 3: Employees add their Meal

- Employees can use the calendar link to choose the restaurants that have been selected for the day, join the group order, and add a specific menu item to that cart.



Helpful tip! Employees can only add items up to 24 hours in advance of the scheduled cart checkout time.



Watch [Video](#): How to Add Items to a Group Cart

DoorDash, Inc.'s Group Orders

Join your team's group order by adding your favorite items. You can start adding items up to 24 hours before checkout time, and your administrator will take care of the final checkout once everyone's done.

September 2023 | 4 W 24th St, New York, NY 10010, USA

4 Mon	5 Tue	6 Wed	7 Thu	8 Fri
			 <p>Juice Generation Order by 3:50 PM ⌚</p> <p>Join Group Order</p>	 <p>Barney Brown Order by 11:50 AM ⌚</p> <p>Join Group Order</p>
			 <p>Chick-fil-A Order by 11:50 AM ⌚</p> <p>Join Group Order</p>	 <p>Salad Order by 11:50 AM ⌚</p> <p>Join Group Order</p>

Creating Group Orders Using Group Order Calendar

Step 4: Checkout the Carts

- Check out each cart prior to the recommended “order by” time below each restaurant logo, using the red cart button.
- Ensure the scheduled delivery time is populated and the proper delivery address and instructions are added on the checkout screen prior to placing the order.



Note: ONLY the admin who adds the restaurant to the calendar can check out the corresponding cart.



Watch [Video](#): How to Checkout Group Order

Creating Recurring Group Order Using Group Order Calendar

With our Group Order Manager, your meal can practically program itself!

- Create a meal calendar for **up to 2 weeks out** for all office addresses
- **Carts are automatically** created the day before schedule date
- Checkout **90 minutes prior** to mealtime
- Select from Restaurants vetted for **large order quality** (lower cancellation rate)
- Receive **high quality deliveries** from orders delivered by our best Dashers
- Set spending limits and **pay centrally** or **everyone pays separately**
- Staff may use their meal budgets with “**pay separately**” option
- **Note:** Encourage your customers to have **no more than 15 participants** per cart. While development is in process, we currently aren't able to guarantee items will be labeled.

DoorDash, Inc.'s Group Orders

Join your team's group order by adding your favorite items. You can start adding items up to 24 hours before checkout time, and your administrator will take care of the final checkout once everyone's done.

September 2023 | 4 W 24th St, New York, NY 10010, USA

4 Mon	5 Tue	6 Wed	7 Thu	8 Fri
			 <p>Juice Generation Order by 3:50 PM ⌚</p>	 <p>Barney Brown Order by 11:10 AM ⌚</p>
			 <p>Chick-fil-A Join Group Order</p>	 <p>Join Group Order</p>



Watch [Video](#): How to Create a Group Order using Admin Portal

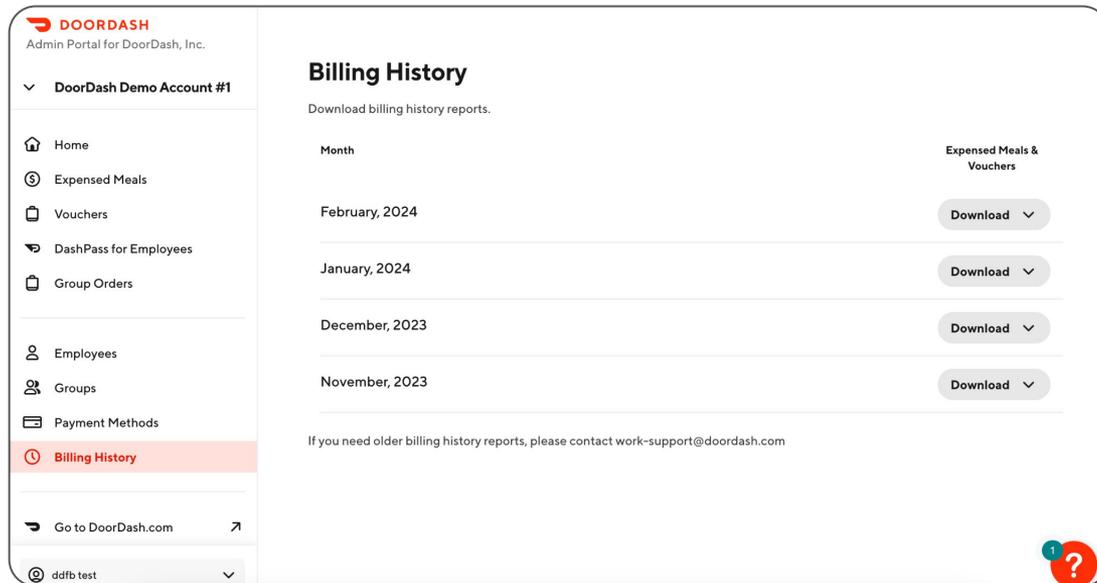
Reviewing Your Billing History

Step 1: View all portal spend (meals & DashPass) via Billing History

- Once a budget has been spent, the full **order history** for the budget is visible to the department admin in the Admin Portal.
- Locate the month you are looking to report on and click **Download** to generate the file.



Helpful tip! The Order History is only for reference and not necessary for invoicing purposes. All invoicing is handled on the backend automatically, via email, for your convenience.



The screenshot shows the Doordash Admin Portal interface. On the left is a navigation sidebar with the following items: Home, Expensed Meals, Vouchers, DashPass for Employees, Group Orders, Employees, Groups, Payment Methods, Billing History (highlighted in red), and Go to DoorDash.com. The main content area is titled "Billing History" and includes the instruction "Download billing history reports." Below this is a table with the following data:

Month	Expensed Meals & Vouchers
February, 2024	Download
January, 2024	Download
December, 2023	Download
November, 2023	Download

At the bottom of the main content area, there is a note: "If you need older billing history reports, please contact work-support@doordash.com". A red question mark icon with the number "1" is located in the bottom right corner of the screenshot.



Watch [Video](#): View Billing History

Frequently Asked Questions



? I need help with a live order.

- ✓ Please call our VIP Support line: **855-830-5429**

? I need help with a refund or credit.

- ✓ Please call or email our VIP Support: **855-830-5429** OR work-support@doordash.com

? Can I order on my mobile device/cell phone?

- ✓ Yes! Simply place your order as you normally would using your device

? Can I cancel a meal if my schedule changes?

- ✓ Yes, on orders that you scheduled in advance you can cancel such orders at any point up to when the order is being prepared by the restaurant. These orders can be canceled directly on the DoorDash mobile app or web browser under “Orders”. Orders placed for “ASAP” cannot be canceled without incurring additional charges/fees.

? Can I cancel a meal if my schedule changes?

- ✓ Once an order is placed you cannot change the delivery address on record for the order. However, you can use the DoorDash app or website to communicate with your delivery service provider to add or modify instructions that will help them successfully deliver your order. You can also contact the DoorDash VIP support line at (855) 830-5429.



Frequently Asked Questions

Enrollment Issues

? **My employee cannot find their invite email after I added them to the Work Portal.**

- ✓ You can direct them to: www.doordash.com/teams/join or you can resend the welcome email from the “employees” tab

Applying Budgets

? **My employee is logged in using their company email address but the budget is not applying to their order.**

- ✓
 1. Ensure that the employee status is ‘active’ in the work portal. If they are still marked ‘pending’ direct them to complete enrollment using this link: www.doordash.com/teams/join
 2. If active, ensure that the employee is scheduling their order within the scheduled time that the admin selected when setting the budget

? **How do I check if an employee has access to a budget?**

- ✓ Make sure the employee is showing as ‘active’ in the portal to ensure they will have access to any budget. If you are assigning a budget to a specific group please double check that all employees who are receiving the credit are added to the group.

? **Does the budget cover tips and fees or just the meal?**

- ✓ The budget/allowance can be applied to your meal, tips and any delivery and service fees.

Frequently Asked Questions

- ? **The company budget is not enough to cover the full order amount.**
 - ✓ In this scenario, the company will pay the budget amount, and the individual will pay the remainder. The breakdown of who pays what amount will be displayed on the preview order screen.
- ? **If an employee has more than one budget available at the same time, can they select which budget they want to use?**
 - ✓ Yes, they can choose their budget at checkout
- ? **Can employees use their budget to pick up an order?**
 - ✓ Yes! Simply change the order from delivery to **pickup** in the checkout page
- ? **Can employees use more than one budget at the same time?**
 - ✓ Not at this moment. You can select only one budget to apply on an order.



How-To Videos Cheat Sheet

Setting Up the Admin Portal

- ▶ Video: [How to Access Admin Portal](#)
- ▶ Video: [How to Add Credit Card](#)
- ▶ Video: [How to Manage Employees](#)
- ▶ Video: [How to Create a Group](#)
- ▶ Video: [How to Order on DoorDash using an Admin-Only Budget](#)

Expensed Meal Budgets

- ▶ Video: [How to Create a Meal Budget](#)
- ▶ Video: [How to Create a Budget for a Group Order](#)
- ▶ Video: [How to Place an Order using a Budget \(employees\)](#)

Group Order

- ▶ Video: [How to Place an Order using a Budget](#)
- ▶ Video: [How to Create a Group Order using Admin Portal](#)
- ▶ Video: [How to Checkout Group Order](#)
- ▶ Video: [How to Create a Group Order using Merchant Storefront](#)

Vouchers

- ▶ Video: [How to Create a Voucher](#)