



EMPLOYEE WELCOME GUIDE

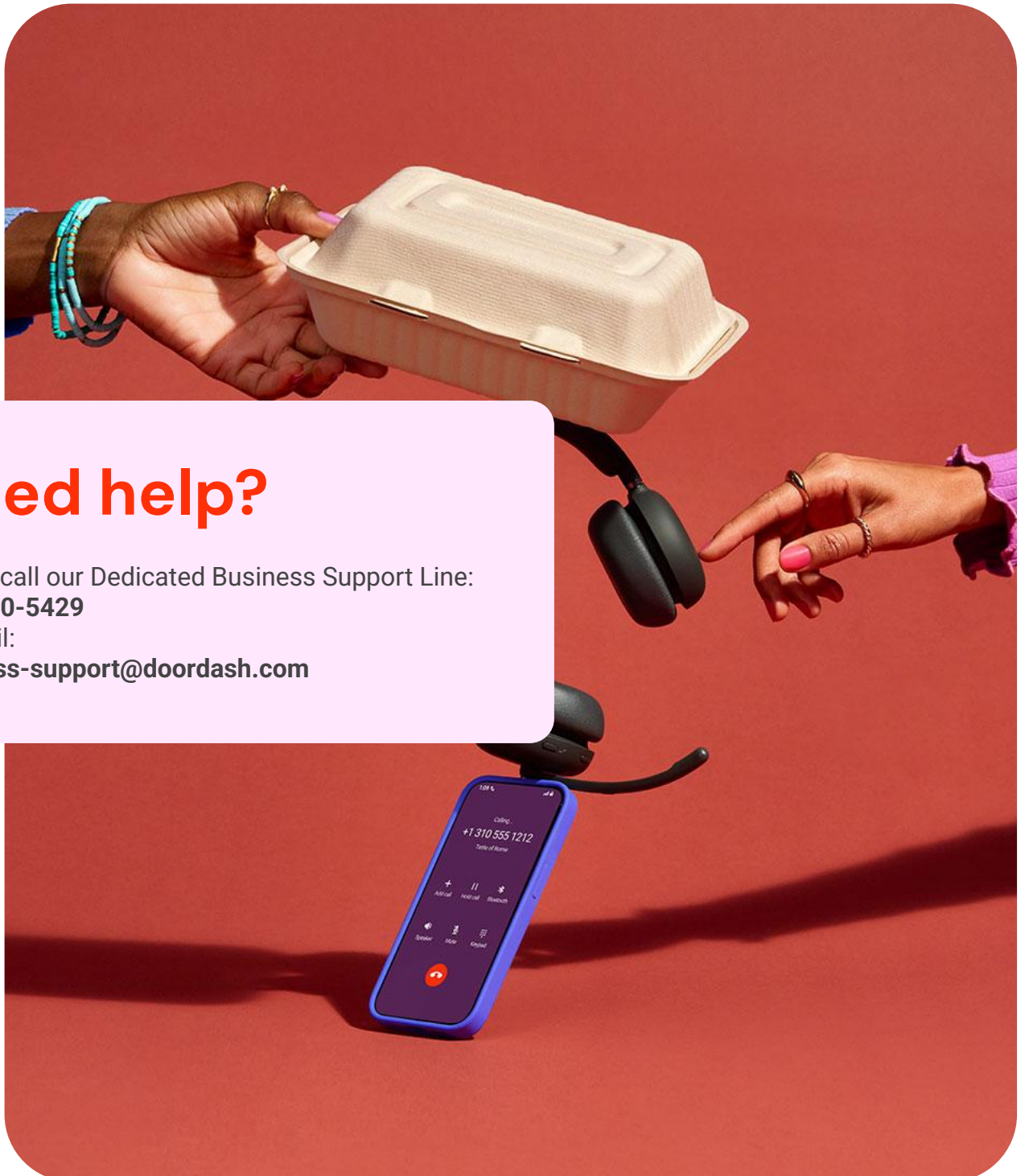
How to Get Started with
DoorDash for Business

WELCOME TO DOORDASH FOR BUSINESS!

We are excited to get you started enjoying delicious meals through your DoorDash for Business meal benefit. With this guide, you will learn how to enroll in your DoorDash for Business benefits and how to use your benefits to place an order on DoorDash.

Need help?

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



INSIDE THIS GUIDE

[CUSTOMIZE According to Cx use

case]

Enrollment & Activation

- How to enroll in your DoorDash for Business benefits
- How to enroll in your DoorDash for Business benefits - personal linkage disabled
- How to opt-in and enroll in your DoorDash for Business benefits

Setting up your DoorDash account

- How to add a delivery address and delivery instructions
- How to add a credit card on file
- View your available DoorDash for Business benefits

Expensed Meal Budgets

- How to place an order with a meal budget
- Expensed meal budgets troubleshooting tips

DashPass

- How to place an order with DashPass
- DashPass troubleshooting tips

DashPass + Concur

- How to link your SAP Concur account
- How to place an order with DashPass & expense through Concur
- How to send receipts to Concur for past orders
- DashPass troubleshooting tips

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- How to accept a voucher
- How to place an order with a voucher
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- How to create and place a group order
- Tips for group orders

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ENROLLMENT & ACTIVATION



ENROLLMENT

Step 1:

Accept your DoorDash for Business benefits

1. Once your company's admin extends to you a DoorDash benefit, you will receive an invite to enroll in your DoorDash for Business benefits.
2. Select 'Accept Invitation' within the DoorDash for Business email invitation.



Helpful tip! If you cannot find the invite, visit www.doordash.com/teams/join to resend the invite



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



You're Invited!

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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+. Example will pay this subscription.

SAP Concur Integration
Using Concur? Link your SAP Concur account [here](#) to seamlessly expense your meal by clicking "send receipt" after you order. [Learn more](#).



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How to activate your benefits

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Accept Invitation



Video: How to activate your DoorDash benefits

ENROLLMENT

Step 2:

Sign in or Sign up for a DoorDash account with your company email address to join your company's DoorDash for Business Team and activate benefits

1. Follow the 'Accept Invitation' link in your DoorDash for Business invitation
2. You can either sign in using an existing account with your personal email or sign up for a DoorDash account using your work email address



Join DoorDash, Inc.'s meal benefits

Your company is providing meal benefits. You can sign in with your existing personal account or sign up for a new account.

Sign In Sign Up

First Name Last Name

Email

Country Mobile Number

+1 (US)

Password At least 10 characters Show

By tapping "Sign Up" or "Continue with Google, Facebook, or Apple," you agree to DoorDash's [Terms and Conditions](#) and [Privacy Policy](#).

Sign Up

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

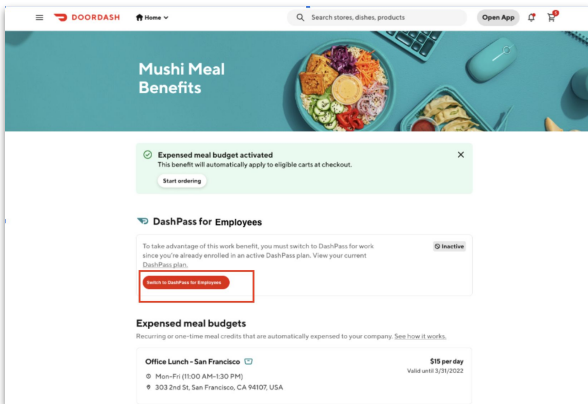


Helpful tip! If already signed in to DoorDash with an existing account in your web browser, you will be prompted with the following message allowing you to choose to enroll with the existing account or create a new account with your company email address.



[Video](#): How to activate your DoorDash benefits

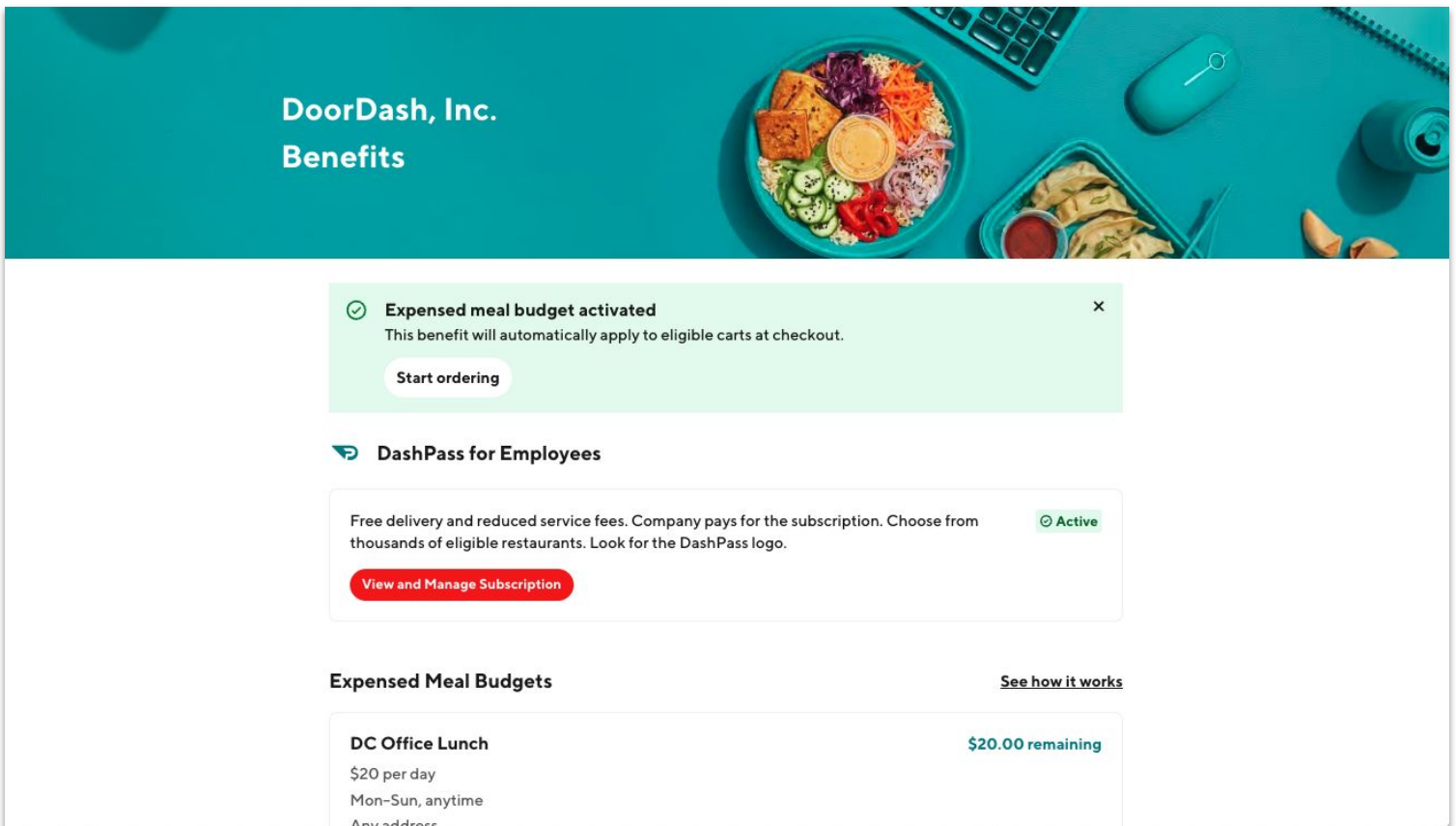
ENROLLMENT



Helpful tip! If you activate your benefits with a personal email and have an existing DashPass subscription be sure to switch to your company provided DashPass for employee subscription

Upon sign in, you will receive confirmation your benefits have been activated and can view your available benefits

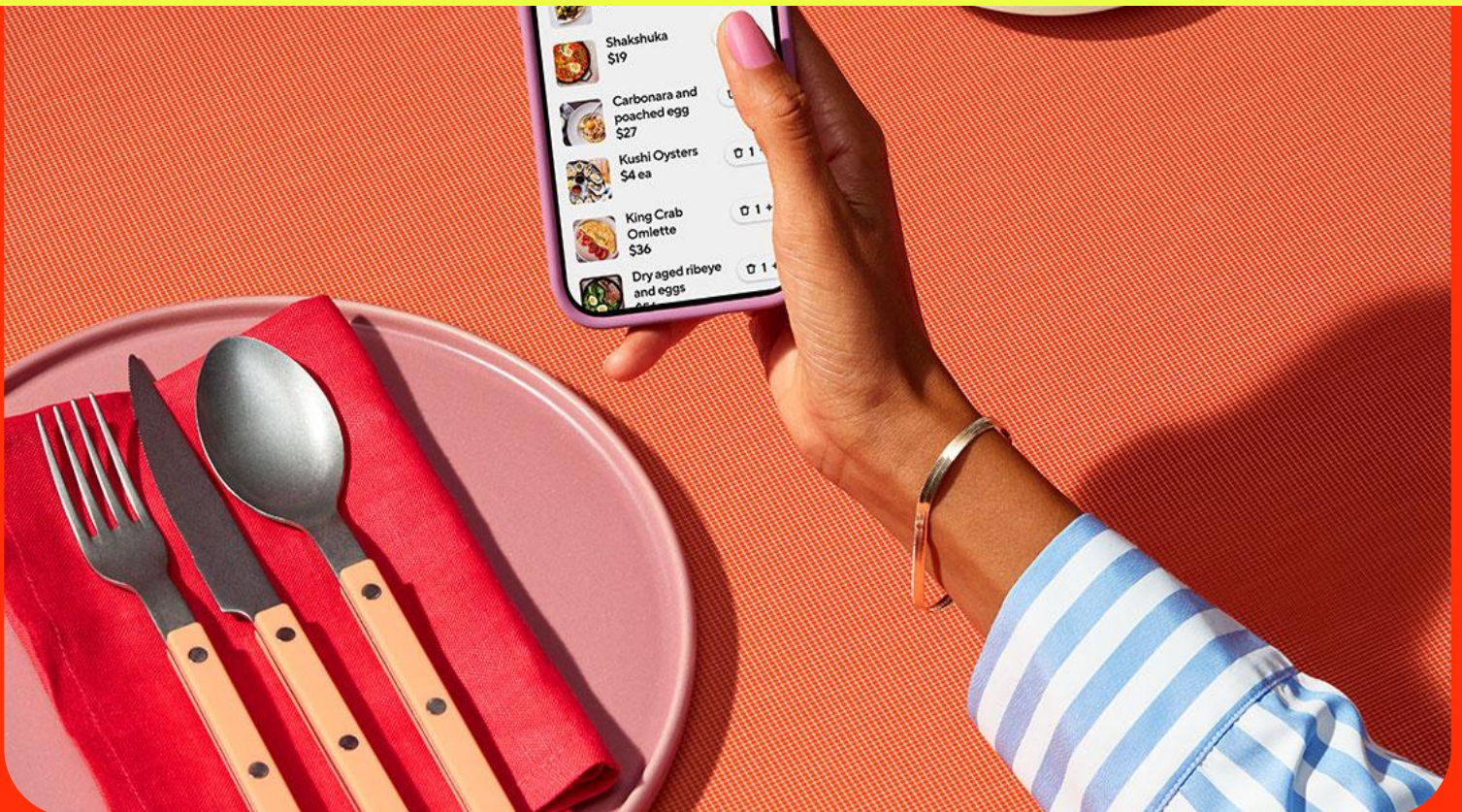
You can always return back to the benefits page by going to Account > Account Settings > Benefits



[Video](#): How to activate your DoorDash benefits

ENROLLMENT & ACTIVATION

**Personal Linkage
Disabled - delete
slides 5-7 & 12-14**



ENROLLMENT

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Accept Invitation

What's Included

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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
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Accept Invitation



Video: [How to activate your DoorDash benefits](#)

ENROLLMENT

Step 2:

Join your companies DoorDash for Business Team and activate benefits

- Sign up for a DoorDash account using your company email address
 - Use the work email address you received the invitation



Join DoorDash, Inc.'s meal benefits

Your company is providing meal benefits. You can sign in with your existing personal account or sign up for a new account.

Sign In Sign Up

First Name **Last Name**

Email

Country **Mobile Number**

+1 (US)

Password At least 10 characters

Show

By tapping "Sign Up" or "Continue with Google, Facebook, or Apple," you agree to DoorDash's [Terms and Conditions](#) and [Privacy Policy](#).

Sign Up

Please use your company email

We cannot find an invite for the logged in account. To join your company on DoorDash, please log in with your company email address.

You are currently logged in as `susan.james@gmail.com`

Log out to switch account



Helpful tip! If you cannot find the invite, visit www.doordash.com/teams/join to resend the invite



Video: How to activate your DoorDash benefits

ENROLLMENT

Upon sign in, you will receive confirmation your benefits have been activated and can view your available benefits

You can always return back to the benefits page by going to Account > Account Settings > Benefits

DoorDash, Inc. Benefits

✓ **Expensed meal budget activated** ×
This benefit will automatically apply to eligible carts at checkout.
[Start ordering](#)

DashPass for Employees

Free delivery and reduced service fees. Company pays for the subscription. Choose from thousands of eligible restaurants. Look for the DashPass logo. 🟢 Active

[View and Manage Subscription](#)

Expensed Meal Budgets [See how it works](#)

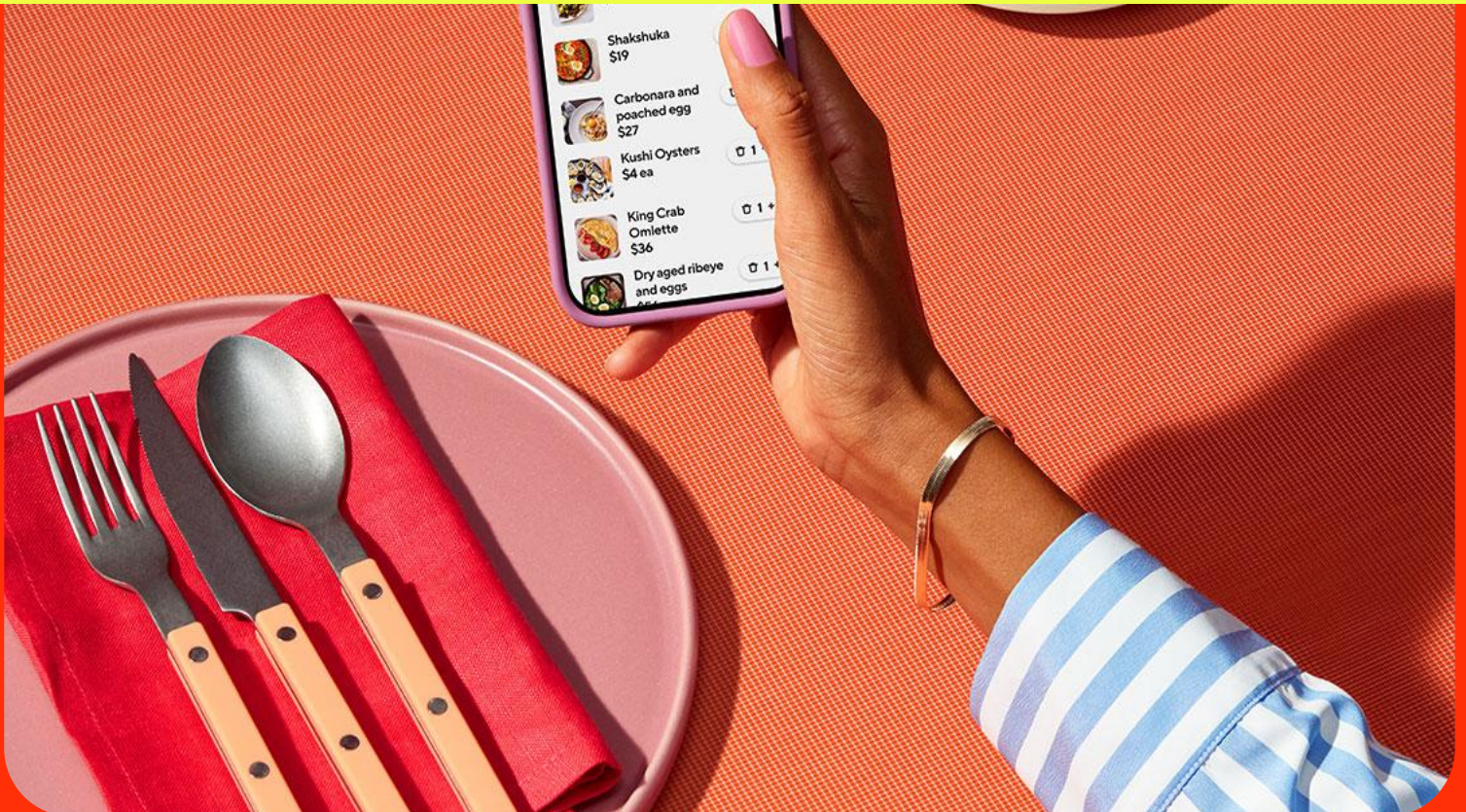
DC Office Lunch \$20 per day Mon-Sun, anytime Any address	\$20.00 remaining
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[Video](#): How to activate your DoorDash benefits

ENROLLMENT & ACTIVATION

**Opt-in Links -
delete slides
5-13**



ENROLLMENT - OPT-IN LINKS

Step 1:

Opt-in to your company's DoorDash for Business benefit

- Submit your company email address at the following link:
<https://www.doordash.com/teams/opt-in>
- After selecting 'Enroll', you will receive an invite to enroll in your DoorDash for Business benefits.

The screenshot shows a red header with the text "Enroll to activate your DoorDash for Work meal benefits". Below this, a sub-header reads "Delicious meals are waiting. Enter your work email address to activate your company's meal benefits." A white form box contains the text "Enter Your Work Email Address" and a text input field with the placeholder "Enter work email address". To the right of the input field is a red "Enroll" button. Below the form, the text "Here's how to enroll" is followed by "Follow these steps to activate your company's meal benefits." To the right, a numbered list of three steps is shown: 1. Enter your work email address (with subtext "Enter the email address that you use for work and click..."), 2. Activate your meal benefits (with subtext "You'll receive an email to activate your meal benefits."), and 3. Enjoy company meal benefits (with subtext "Start enjoying your company's meal benefits when you...").

Step 2:

Accept your DoorDash for Business benefits

- Select 'Accept Invitation' within the DoorDash for Business email invitation.

The screenshot shows an email invitation from DoorDash for Business. The header includes the DoorDash logo and "for Business". The main heading is "You're Invited! Claim your \$20.00 meal credit from DoorDash, Inc." Below this, the text reads: "DoorDash, Inc. invites you to join their DoorDash for Business benefit. Accept your invitation now and start enjoying your company perk." To the right is an illustration of a person celebrating with confetti. Below the text, it says "By tapping 'Accept invitation' you agree to the [Terms and Conditions](#)." A red "Accept Invitation" button is prominently displayed. The section "What's Included" lists details: "Expensed Meal budgets", "Budget Name: Test Budget", "Amount: \$20.00", "When: Everyday, anytime", "Where: Any address of your choice", and "Availability: 7/9/24 to 7/10/24". To the right is an illustration of a person holding a smartphone and a wallet. Another red "Accept Invitation" button is shown. The section "How to activate your benefits" lists three steps: 1. Tap on the "Accept Invitation" button, 2. Sign in with your existing DoorDash account or sign up for a new one, and 3. Place an order on DoorDash; your meal benefits will automatically apply to eligible orders. A final red "Accept Invitation" button is at the bottom.



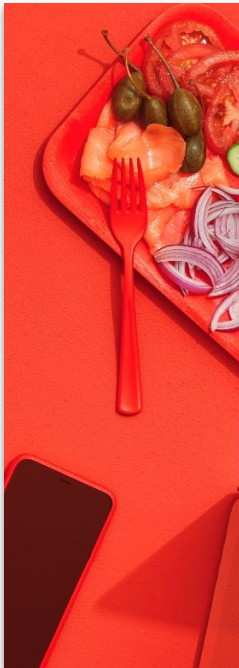
[Video](#): How to activate your DoorDash benefits

ENROLLMENT - OPT-IN LINKS

Step 3:

Sign in or Sign up for a DoorDash account with your company email address to join your company's DoorDash for Business Team and activate benefits

- Follow the 'Accept Invitation' link in your DoorDash for Business invitation
- You can either sign in using an existing account with your personal email or sign up for a DoorDash account using your work email address



Join DoorDash, Inc.'s meal benefits

Your company is providing meal benefits. You can continue with your existing personal account or sign up for a new account.

[Sign In](#) [Sign Up](#)

First Name Last Name

Email

Country Mobile Number

Country: +1 (US)

Password At least 10 characters

By tapping "Sign Up" or "Continue with Google, Facebook, or Apple," you agree to DoorDash's [Terms and Conditions](#) and [Privacy Policy](#).

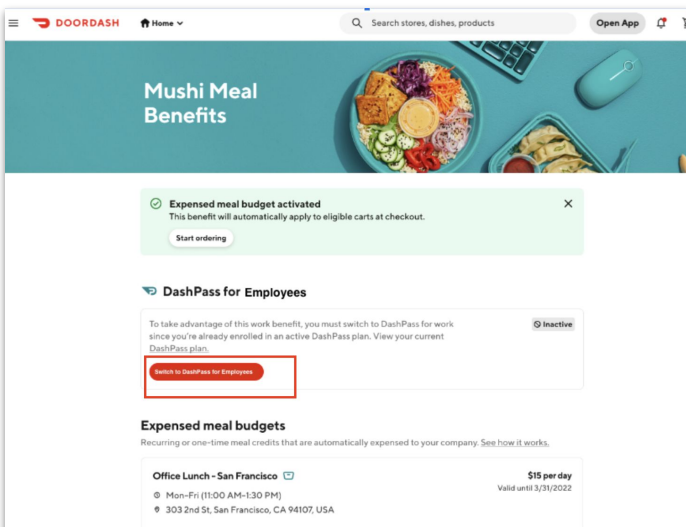
[Sign Up](#)

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](#)



Mushi Meal Benefits

Expensed meal budget activated
This benefit will automatically apply to eligible carts at checkout.
[Start ordering](#)

DashPass for Employees
To take advantage of this work benefit, you must switch to DashPass for work since you're already enrolled in an active DashPass plan. View your current DashPass plan.
[Switch to DashPass for Employees](#)

Expensed meal budgets
Recurring or one-time meal credits that are automatically expensed to your company. See how it works.

Office Lunch - San Francisco
Mon-Fri (11:00 AM-1:30 PM)
303 2nd St, San Francisco, CA 94107, USA
\$15 per day
Valid until 3/31/2022



Helpful tip! If already signed in to DoorDash with an existing account in your web browser, you will be prompted with the following message allowing you to choose to enroll with the existing account or create a new account with your company email address.



Helpful tip! If you activate your benefits with a personal email and have an existing DashPass subscription be sure to switch to your company provided DashPass for employee subscription



[Video](#): How to activate your DoorDash benefits

ENROLLMENT - OPT-IN LINKS

Upon sign in, you will receive confirmation your benefits have been activated and can view your available benefits

You can always return back to the benefits page by going to Account > Account Settings > Benefits

DoorDash, Inc.
Benefits

✓

Expensed meal budget activated

This benefit will automatically apply to eligible carts at checkout.

Start ordering

DashPass for Employees

Free delivery and reduced service fees. Company pays for the subscription. Choose from thousands of eligible restaurants. Look for the DashPass logo.

Active

View and Manage Subscription

Expensed Meal Budgets

See how it works

DC Office Lunch

\$20 per day

Mon-Sun, anytime

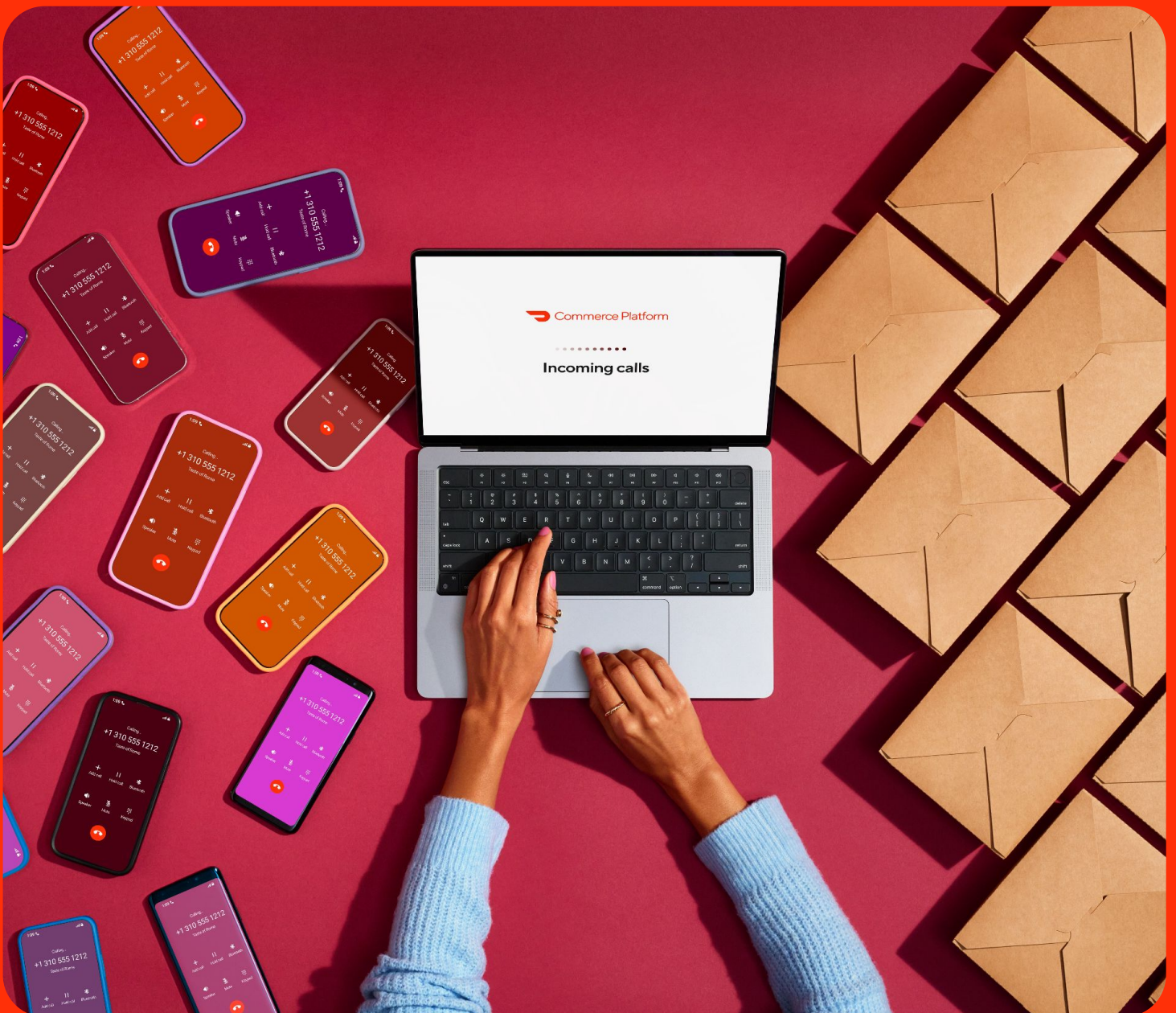
Any address

\$20.00 remaining

[Video](#): How to activate your DoorDash benefits

15

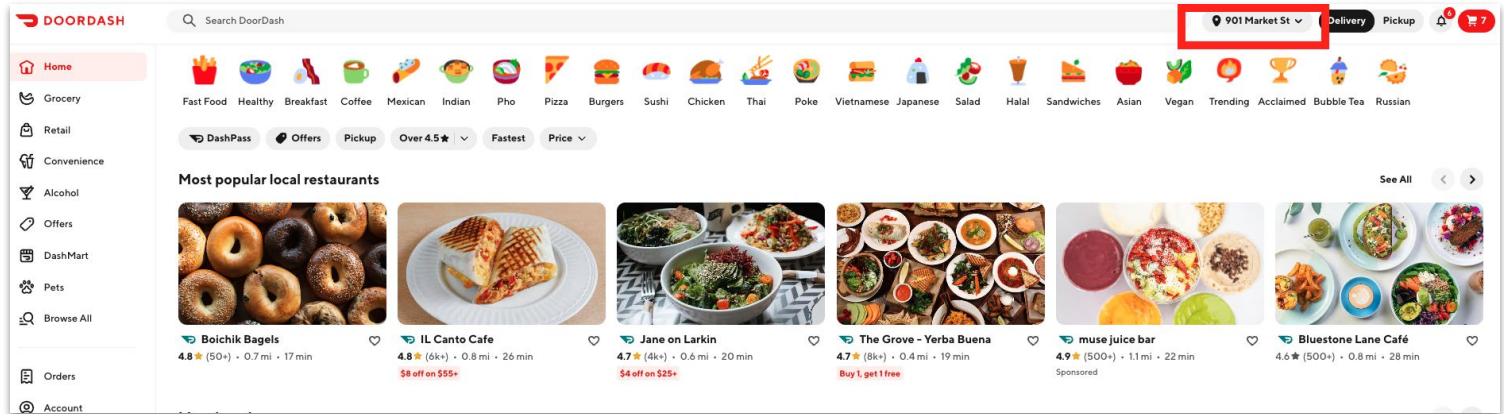
SETTING UP YOUR ACCOUNT



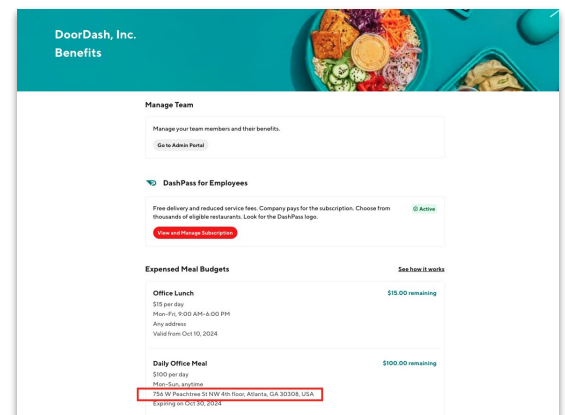
SETTING UP YOUR ACCOUNT

Step 1:

Add your desired delivery address and delivery instructions to your account



Helpful tip! Be sure to check your benefits page to see if your expensed meal budgets have address restrictions, if so be sure your delivery address matches so othat you can use your meal budget at check out.

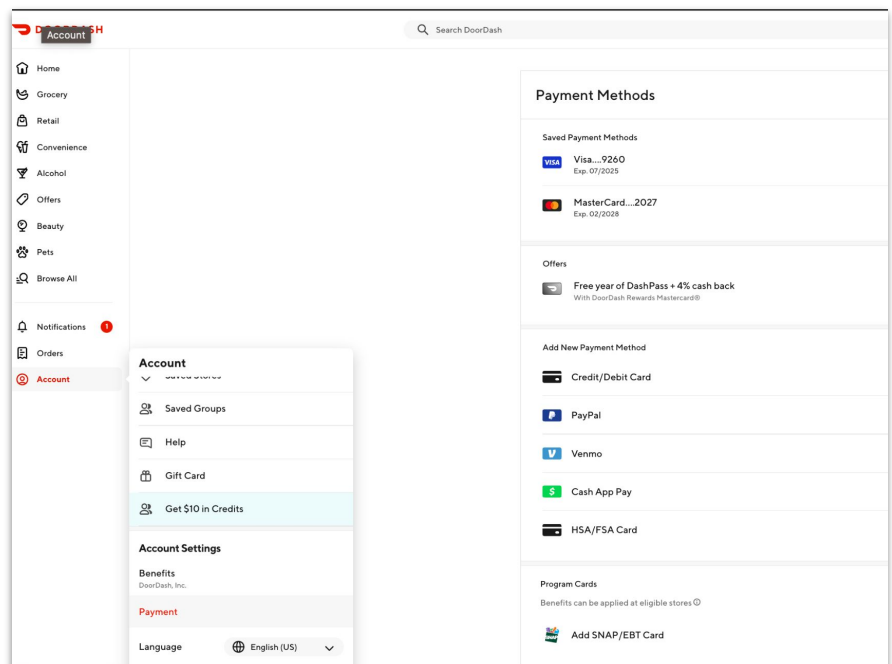


Step 2:

Add a Credit Card on file

- Select 'Account' on the left hand menu and then 'Payment'
- "Add New Payment Method"

Helpful tip! If using expensed meal budgets, the credit card will only be used IF you spend more than your allocated meal budget amount



VIEW YOUR AVAILABLE BENEFITS

Navigating to your Benefits Page

Visit your benefits tab

- Navigate to DoorDash.com OR www.DoorDash.com/benefits
 - Make sure you are logged into your account
- Use the menu on the left side and select “Account”
- Select “Benefits”
- View available benefits such as:
 - DashPass subscription
 - Meal budgets
 - reviewing remaining balances and any restrictions ie. allowed delivery addresses, days & times etc.
 - Vouchers

The screenshot shows the DoorDash website interface. On the left, the 'Account' menu is open, highlighting 'Benefits'. The main content area is titled 'DoorDash, Inc. Benefits'. It includes sections for 'Manage Team', 'DashPass for Employees' (which is active), and 'Expensed Meal Budgets'. The 'Expensed Meal Budgets' section lists 'Office Lunch' with a remaining balance of \$15.00 and 'Daily Office Meal' with a remaining balance of \$100.00.

PLACING AN ORDER WITH A MEAL BUDGET

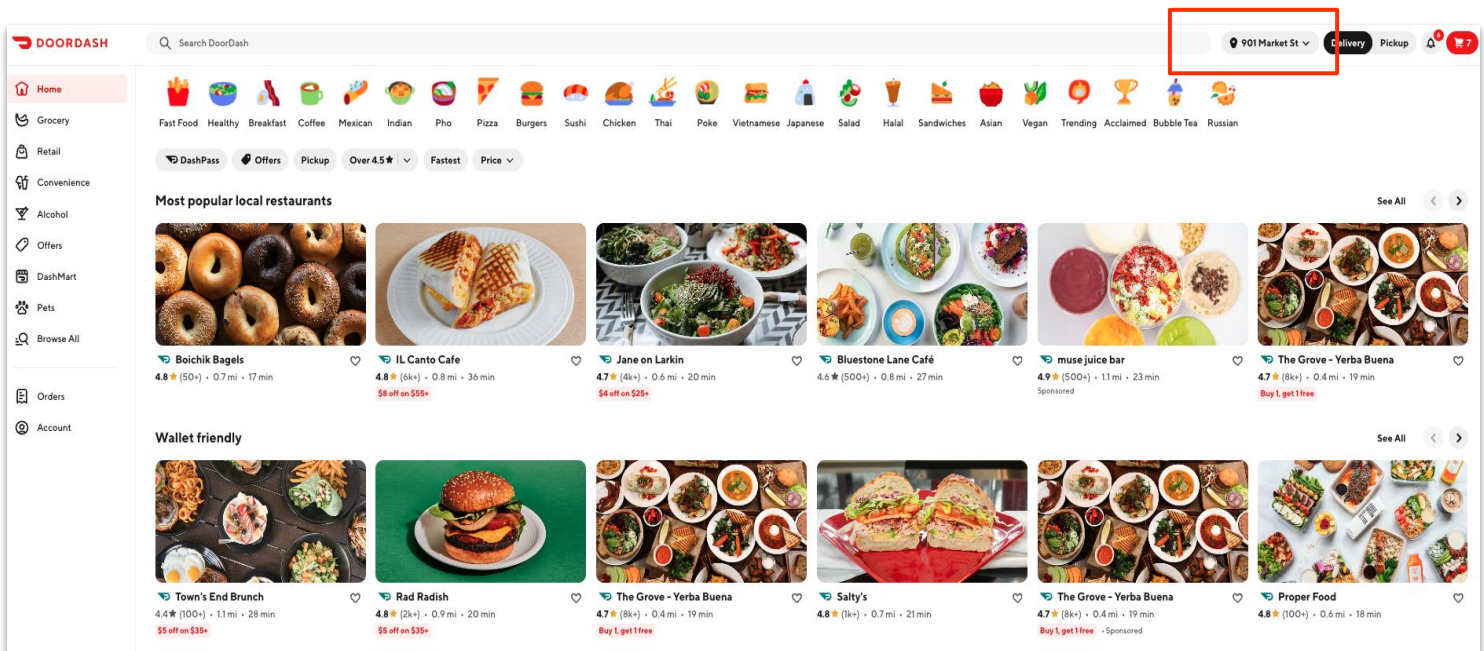


HOW TO PLACE AN ORDER WITH A MEAL BUDGET

Step 1:

Enter a delivery address

- It's possible your budget has an address restriction, be sure the delivery address entered matches the allowed delivery address on the budget.
- To confirm the address restriction select Account on the left hand navigation, then Benefits. Under Expensed Meal Budgets your budget will show the restricted address, if any.



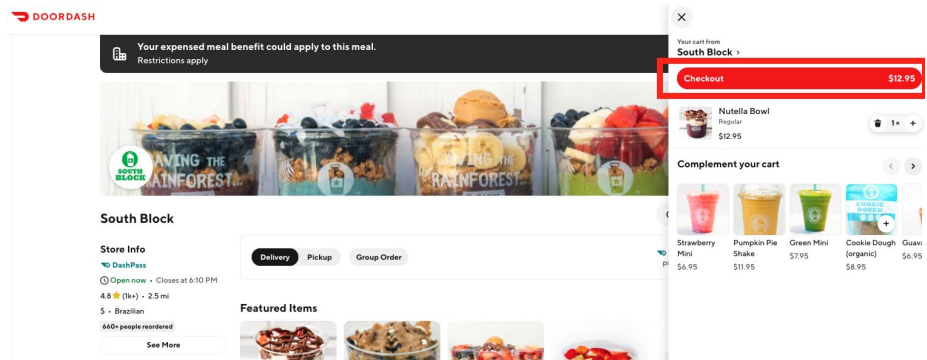
Step 2:

Select a Restaurant

Step 3:

Add desired meal items to the cart

- Once you have added all desired meal items to the car, select 'checkout'



HOW TO PLACE AN ORDER WITH A MEAL BUDGET

Step 4:

Checkout and apply your budget

- At the checkout page, review your order, delivery address and ensure to provide delivery instructions.
- Select your applicable Meal Budget under **Company Payment**

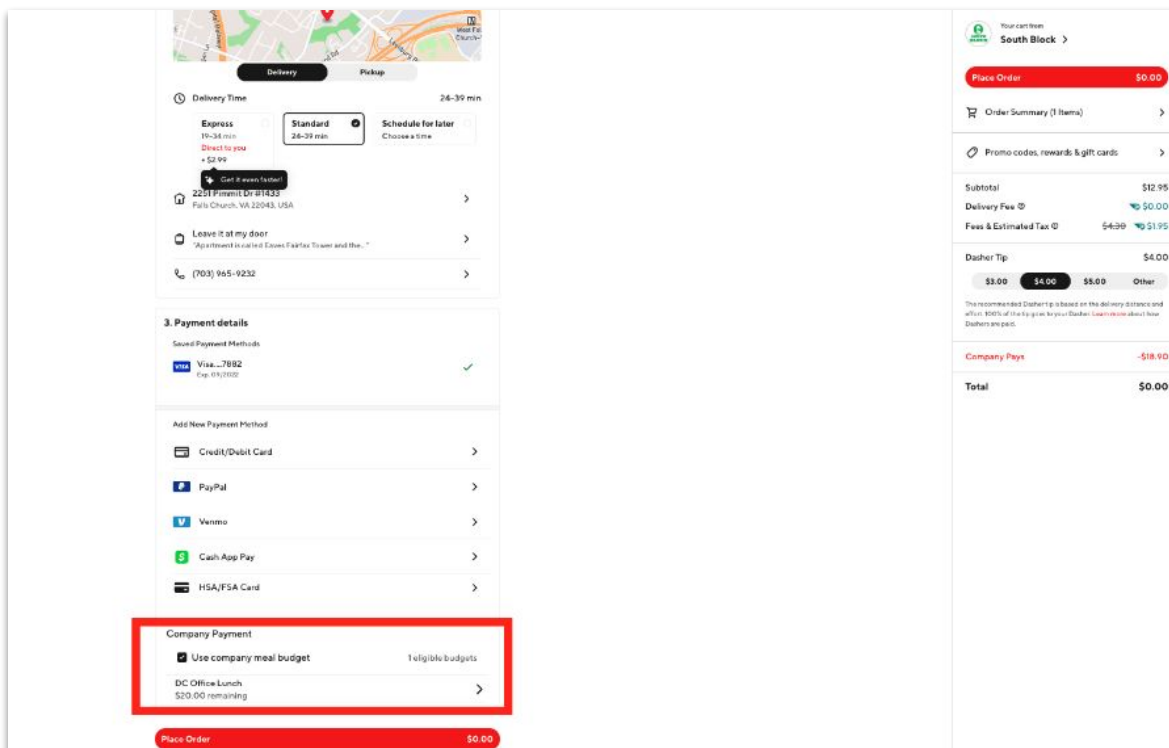
 **Helpful tip!** It's possible you may have multiple budgets available, be sure to select the applicable budget from the company payment section

Step 5:

Place order

- When ready, select Place Order
- You will be directed to the order tracking page to monitor the status of your order and delivery.

 **Helpful tip!** If your company is providing DashPass and you have selected a participating restaurant, you should see free delivery and reduced service fees.



The screenshot displays the Uber Eats checkout interface. On the left, the delivery address is 2221 Pittman Dr #1433, Falls Church, VA 22043, USA. The delivery time is 26-39 minutes. The payment section shows a saved Visa card ending in 7892. Below this, the 'Company Payment' section is highlighted with a red box, showing the option 'Use company meal budget' selected, with a remaining balance of \$20.00. On the right, the order summary shows a subtotal of \$12.95, delivery fee of \$0.00, and a total of \$0.00 after applying the company payment.



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

HOW TO ADD AN EXPENSE CODE TO AN EXPENSED MEAL

Step 1:

Click 'Add expense info' at checkout.

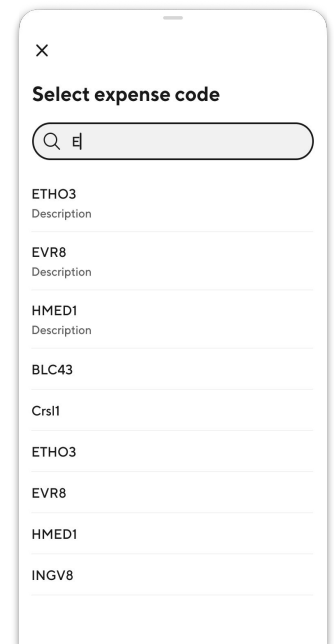
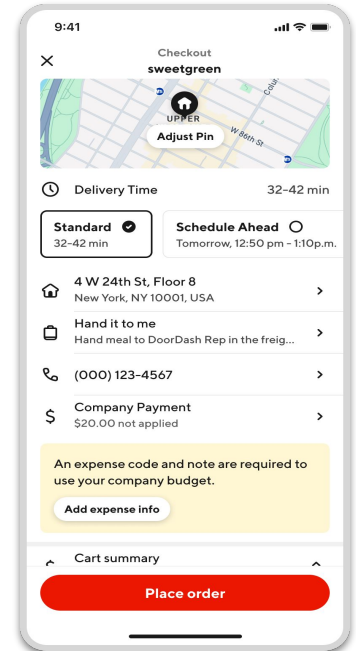
Step 2:

Use the search bar to select expense codes and descriptions.

- Easily type notes if required or optional.

EMPLOYEE BENEFITS

- Easily find the correct code with the search function, even on mobile devices.
- Stop wasting time reconciling expenses after the fact and updating erroneous codes.



TROUBLESHOOTING TIPS - EXPENSED MEAL BUDGETS

Budget is not available for use at Checkout

- ✓ Please be sure you are logged into DoorDash with the email address you enrolled with your benefits with i.e. your company email or personal email if you used an existing account
- ✓ 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.
- ✓ It's possible your budget has an address restriction, be sure the delivery address entered matches the allowed delivery address on the budget. *To confirm the address restriction select Account on the left hand navigation, then Benefits. Under Expensed Meal Budgets your budget will show the restricted address, if any.*

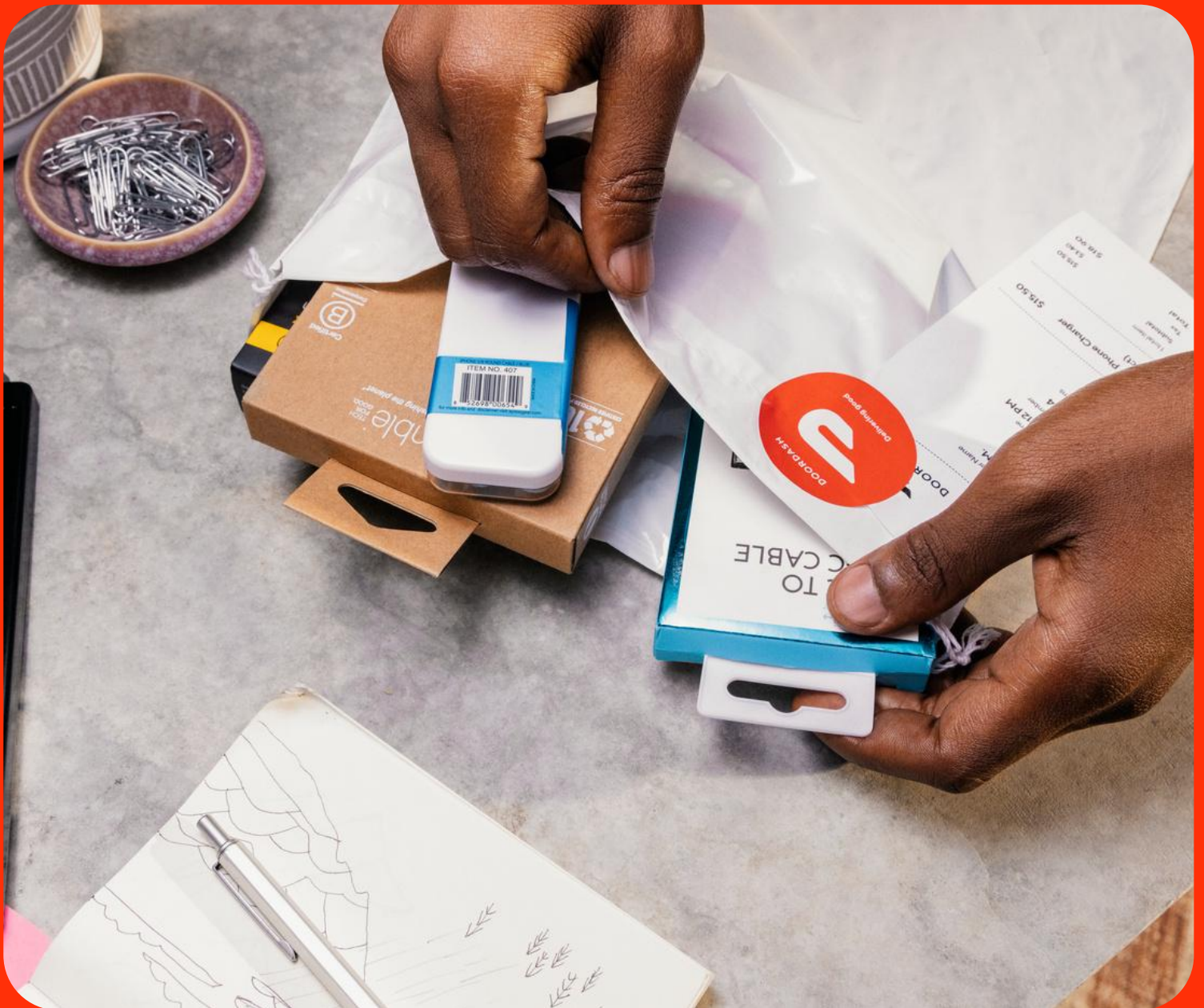
Cancellations

- ✓ 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

PLACING AN ORDER WITH DASHPASS



HOW TO PLACE AN ORDER WITH DASHPASS

Step 1:

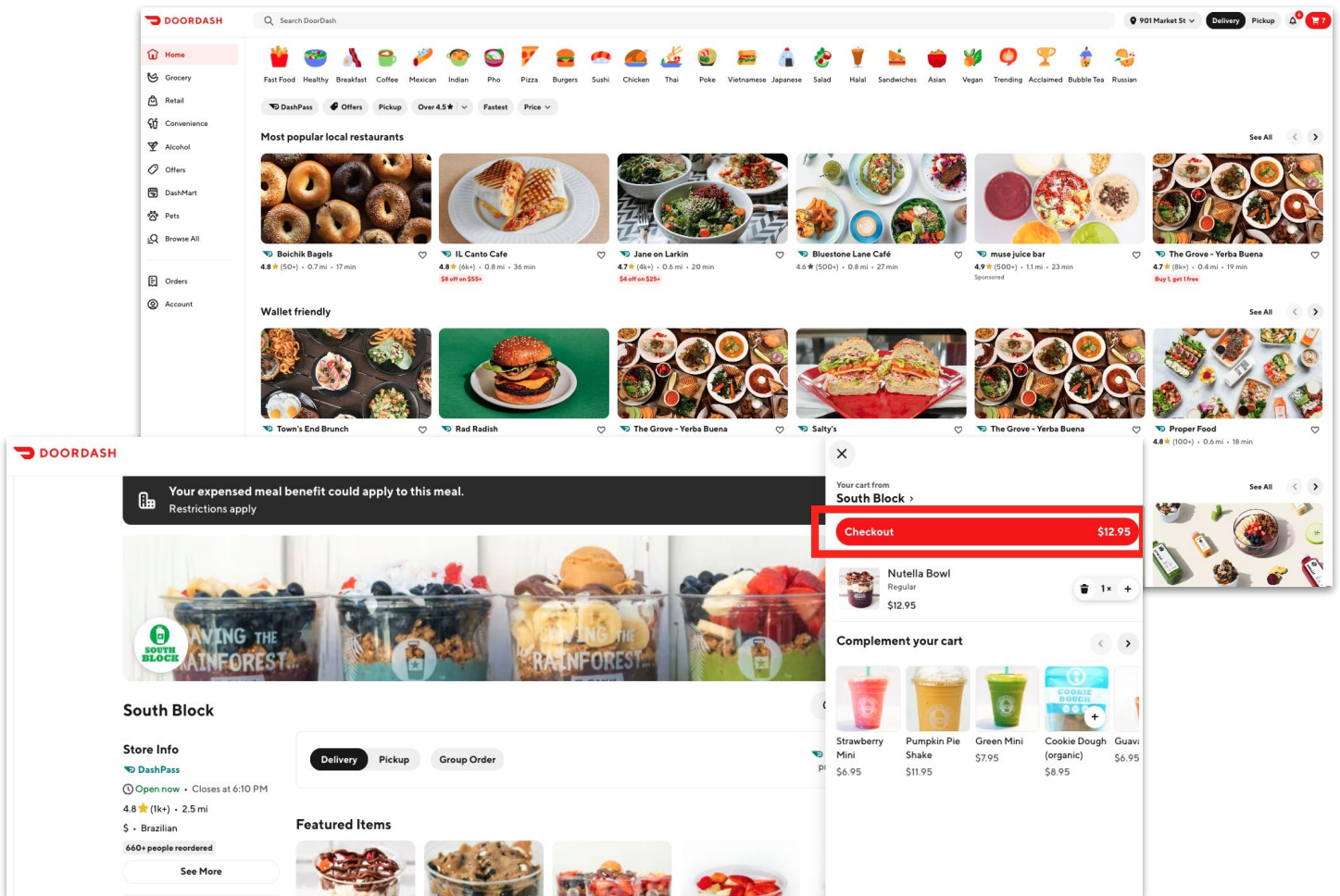
Select a Restaurant

- Be sure to select a participating DashPass restaurant. These restaurants will have the green Dashpass logo beside their name

Step 2:

Add desired meal items to the cart

- Once you have added all desired meal items to the cart, select 'checkout'



HOW TO PLACE AN ORDER WITH DASHPASS

Step 3: Checkout

- At the checkout page, review your order, delivery address and ensure to provide delivery instructions.
- View your free delivery and reduced service fees with your DashPass subscription

Step 4: Place order

- When ready, select Place Order
- You will be directed to the order tracking page to monitor the status of your order and delivery.

 **Helpful tip!** Link your SAP Concur account under Account > Benefits to seamlessly expense your meal by clicking 'send receipt' after you order. [Learn more.](#)

2. Shipping details



Delivery Pickup

Delivery Time

25-40 min

Express

20-35 min

Direct to you

+ \$2.99

Standard

25-40 min

Schedule for later

Choose a time

Get it even faster!

2251 Hermit Dr #1423

Falls Church, VA 22043, USA

Leave it at my door

"Apartment is called Eaves Fairfax Tower and the..."

(703) 965-9232

Send as a gift

Learn more

3. Payment details

Saved Payment Methods

Visa

Visa...7882

Exp: 01/2032

✓

Add New Payment Method

Credit/Debit Card

PayPal

Venmo

Cash App Pay

HSA/FSA Card

Place Order

\$18.90

Place Order

\$18.90

Order Summary (1 Items)

Promo codes, rewards & gift cards

Subtotal

\$12.95

Delivery Fee

\$0.00

Fees & Estimated Tax

\$4.30 \$1.95

Dasher Tip

\$4.00

\$3.00 \$4.00 \$5.00 Other

The recommended Dasher tip is based on the delivery distance and effort. 100% of the tip goes to your Dasher. Learn more about how Dashers are paid.

Total

\$18.90

TROUBLESHOOTING TIPS - DASHPASS

DashPass is not applying at Checkout

- ✓ Please check that the restaurant is a participating DashPass restaurant by confirming it has the DashPass Logo
- ✓ Confirm your subtotal is over \$12 before taxes and fees to qualify for DashPass
Please be sure you are logged into DoorDash with the email address you enrolled with your
- ✓ DashPass benefits with i.e. your company email or personal email if you used an existing account
- ✓ Confirm your DashPass Status is Active. To confirm, select Account on the left hand navigation, then Benefits. Under DashPass it should list 'Active'.

Cancellations

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- ✓ Site outage

EXPENSING MEALS WITH BUSINESS PROFILES



PLACE AN ORDER WITH BUSINESS PROFILE

Step 1:

Finish setting up your business profile

- Login to DoorDash > Account > Account Settings
- Select 'Create Profile'

Step 2:

Add your preferred payment method for all business expenses

- Set a work email and payment method to keep track of your receipts.
- A PDF will be sent to the work email each time an order is placed with your business profile
- Select 'Create Profile'

Step 3:

Link to your Company Expense Provider

- After creating your profile, you will be prompted to link **your Expense Provider**
- You can also link at a later time by selecting 'edit profile' > Expense provider > link.

Step 4:

Start an order

- Add your desired delivery address and delivery instructions to your account
- Select a restaurant
- Add desired meal items to the cart or start a group order from the restaurant home page

Browse our [curated list](#) of best for large order/group orders if ordering for a group.

*When starting a group order, choose "I'm paying" to cover the full cost and expense it via Concur, or select "Everyone pays separately" so each person can expense their own portion using their business profile.

Step 5:

Place an order with your Business Profile

- Select **Checkout**.
- At the **Checkout** page, review your order, delivery address and provide any delivery instructions. .
- **Select** your **Business Profile** under **Payment details**
- When ready, select **Place Order**.
- Your receipt will be automatically sent to **EXPENSE PROVIDER** and appear in **'Available Expenses'** section.



EXPENSING MEALS WITH SAP CONCUR

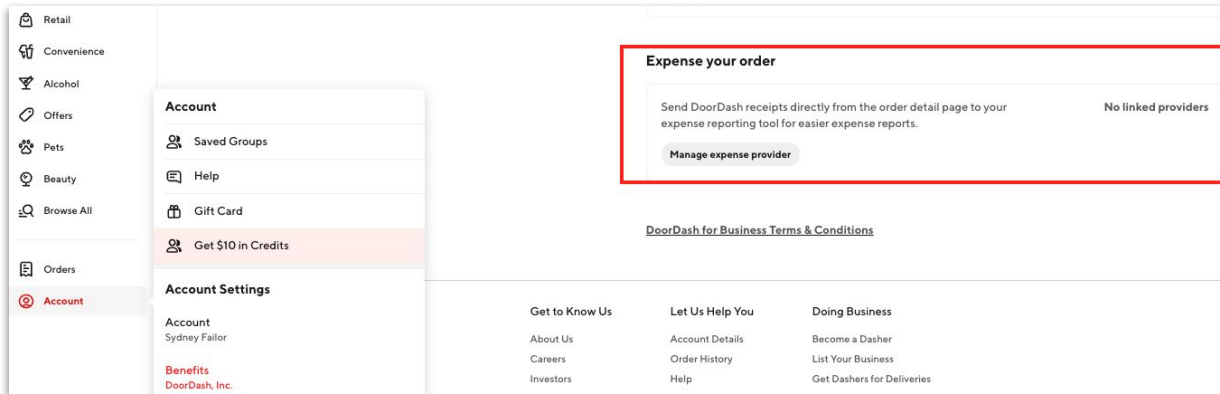


LINK YOUR SAP CONCUR ACCOUNT

Step 1:

Sign into your DoorDash for Business account and got the Benefits tab

- Account > Benefits



Step 2:

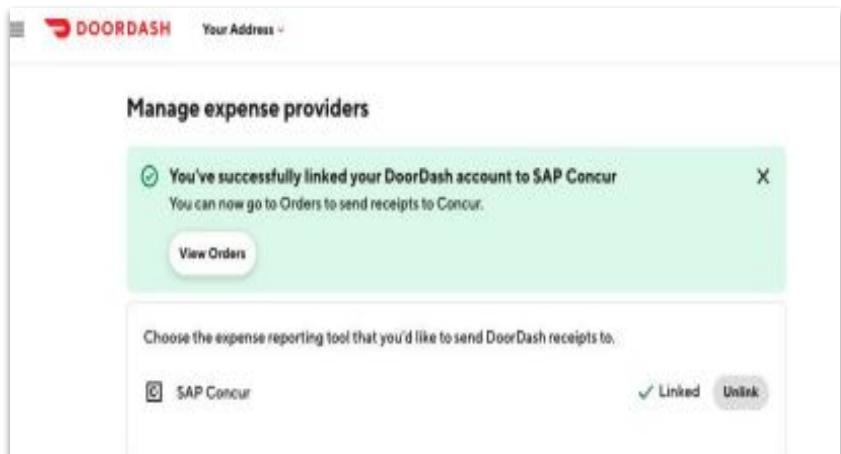
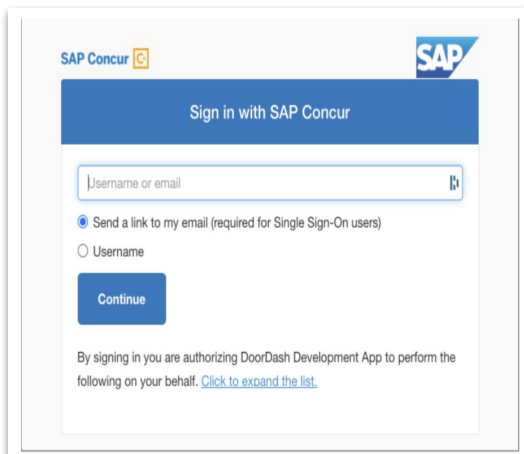
Click 'Manage expense provider'

- Select SAP Concur
- Click 'Link' and follow the company's login instructions

Step 3:

Confirm you've successfully linked your DoorDash account to SAP Concur under the [benefits page](#)

 **Helpful tip!** After you have placed an order, you will be able to send receipts to Concur.
[Learn more.](#)

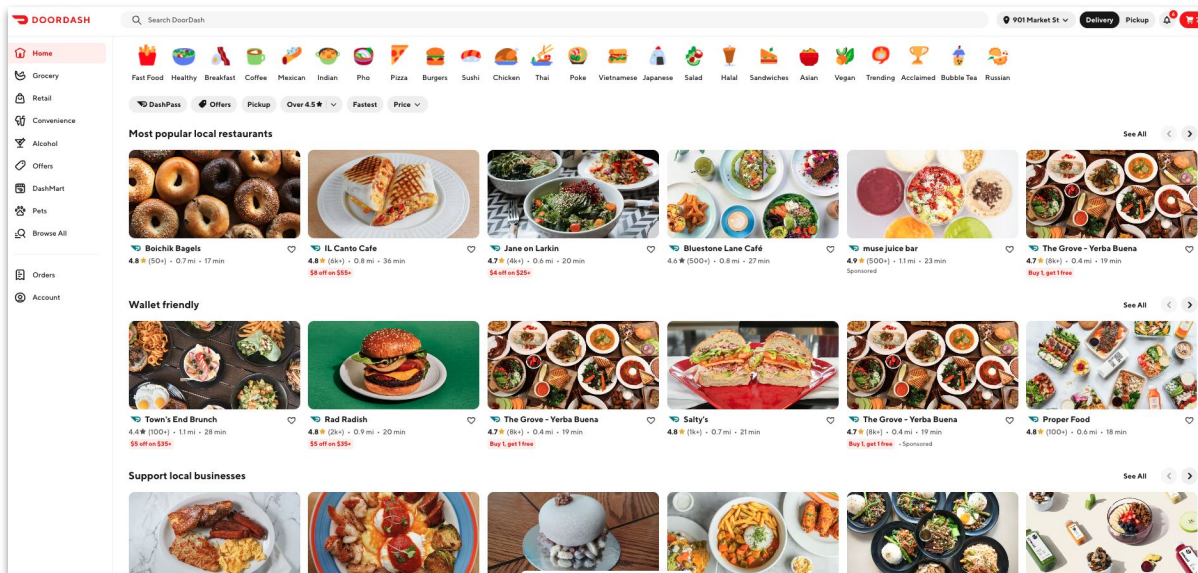


PLACE AN ORDER WITH DASHPASS & EXPENSE THROUGH CONCUR

Step 1:

Select a Restaurant

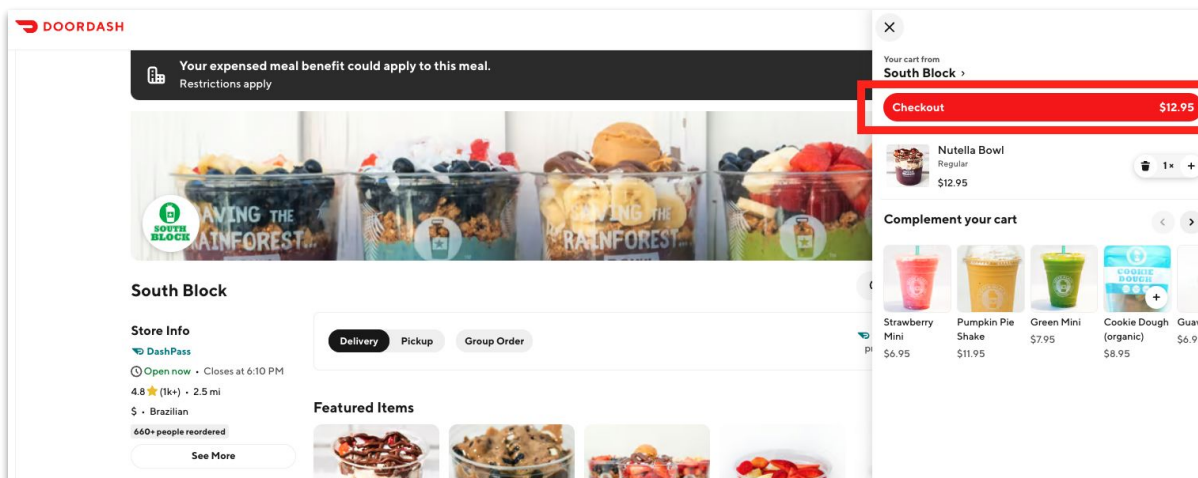
- Be sure to select a participating DashPass restaurant. These restaurants will have the green DashPass logo beside their name



Step 2:

Add desired meal items to the cart

- Once you have added all desired meal items to the car, select 'checkout'



PLACE AN ORDER WITH DASHPASS & EXPENSE THROUGH CONCUR

Step 3: Checkout

- At the checkout page, review your order, delivery address and ensure to provide delivery instructions.
- View your free delivery and reduced service fees with your DashPass subscription

Step 4: Place Order

- When ready, select Place Order
- You will be directed to the order tracking page to monitor the status of your order and delivery.

 **Helpful tip!** Link your SAP Concur account under Account > Benefits to seamlessly expense your meal by clicking 'send receipt' after you order. [Learn more.](#)

2. Shipping details



Delivery

Pickup

Delivery Time

25-40 min

Express

20-35 min

Direct to you

+ \$2.99

Standard

25-40 min

Schedule for later

Choose a time

Get it even faster!

2251 Pimmit Dr #1433

Falls Church, VA 22043, USA

Leave it at my door

"Apartment is called Eaves Fairfax Tower and the..."

(703) 965-9232

Send as a gift

Learn more

3. Payment details

Saved Payment Methods

Visa

Visa...7882

Exp: 01/2022

✓

Add New Payment Method

Credit/Debit Card

PayPal

Venmo

Cash App Pay

HSA/FSA Card

Place Order

\$18.90

Place Order

\$18.90

Order Summary (1 Items)

>

Promo codes, rewards & gift cards

>

Subtotal

\$12.95

Delivery Fee

\$0.00

Fees & Estimated Tax

\$4.36

\$1.95

Dasher Tip

\$4.00

\$3.00

\$4.00

\$5.00

Other

The recommended Dasher tip is based on the delivery distance and effort. 100% of the tip goes to your Dasher. [Learn more](#) about how Dashers are paid.

Total

\$18.90

33

PLACE AN ORDER WITH DASHPASS & EXPENSE THROUGH CONCUR

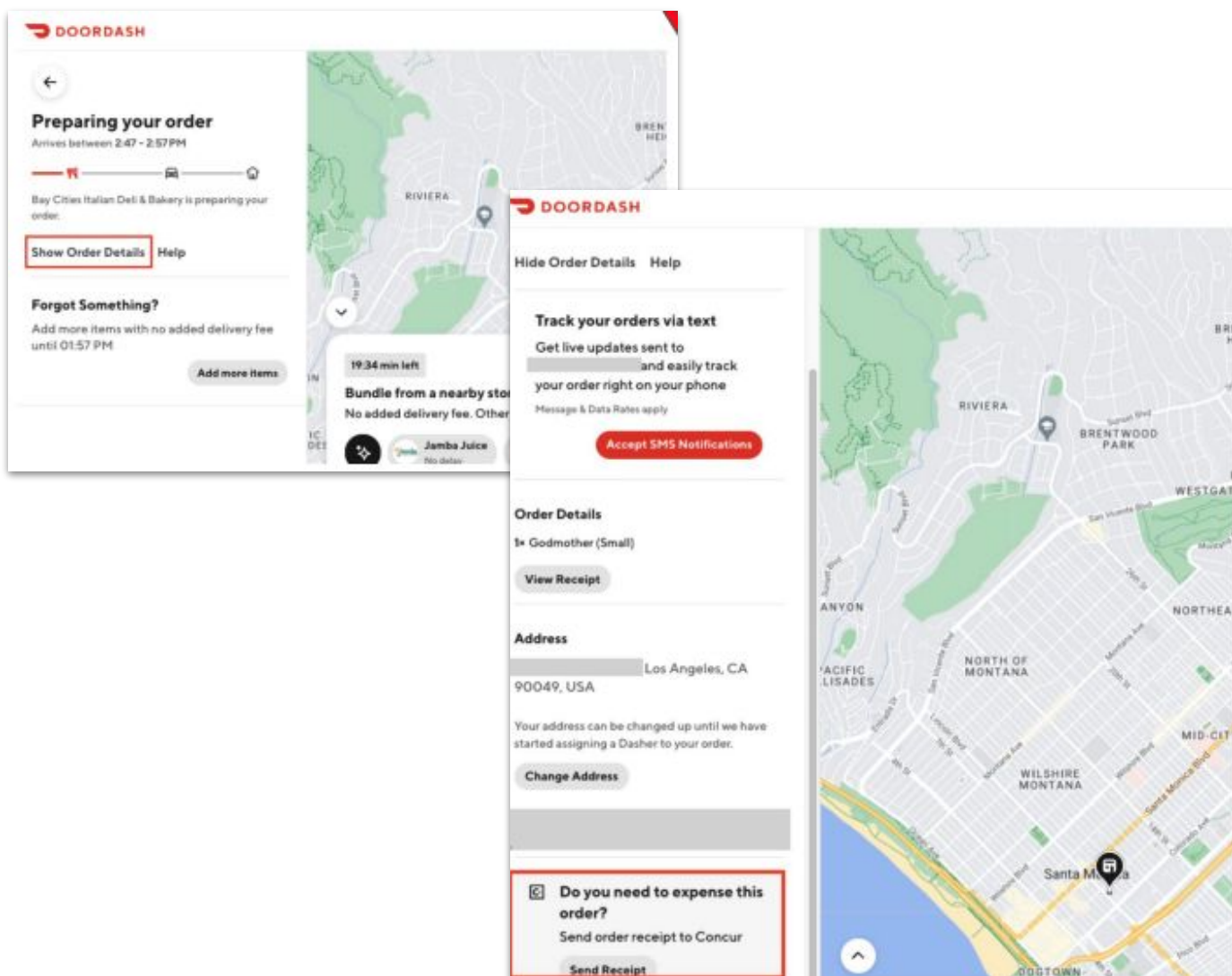
Step 5:

Send your receipts to Concur

- On the order tracking page, click 'Show Order Details'
- 'Send Receipt'



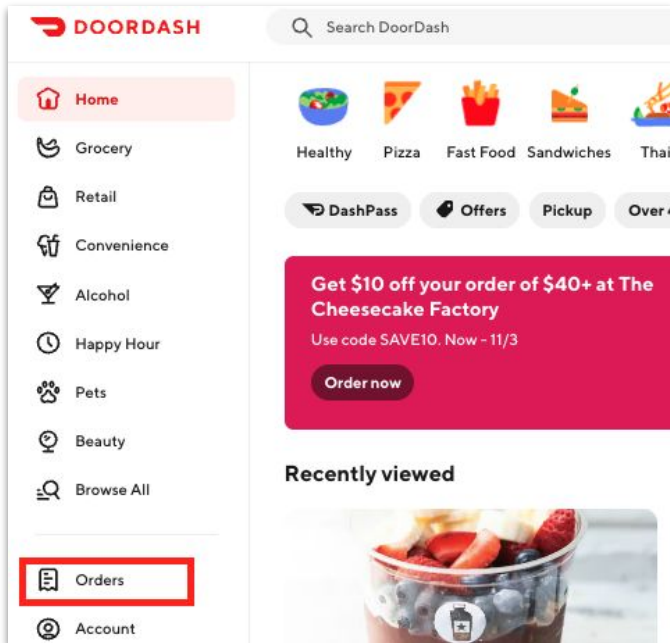
Helpful tip! [Learn more](#) more about expensing with Concur.



HOW TO SEND RECEIPTS TO CONCUR FOR PAST ORDERS

Step 1:

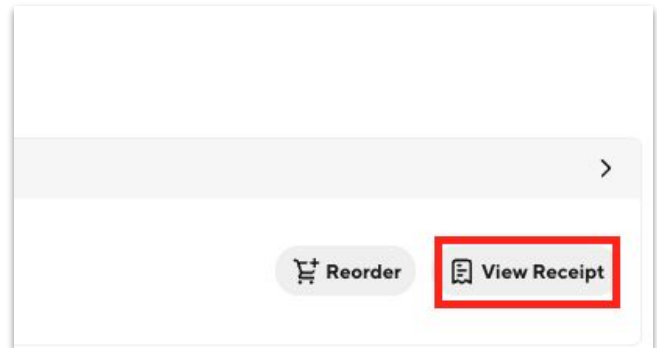
Select 'Orders' from the left hand menu on your DoorDash account



Step 2:

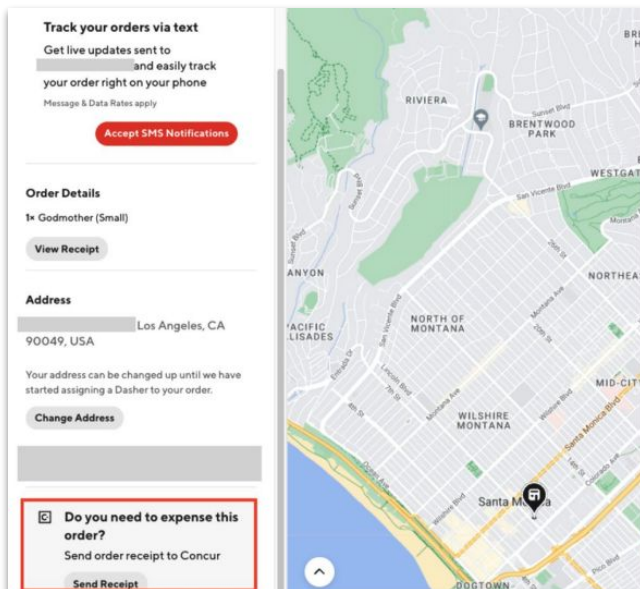
Select the order you wish to expense

- Click 'View Receipt'



Step 3:

Scroll down to the bottom expense section and select 'Send Receipt'



TROUBLESHOOTING TIPS - DASHPASS & EXPENSING THROUGH CONCUR

DashPass is not applying at Checkout

- ✓ Please check that the restaurant is a participating DashPass restaurant by confirming it has the DashPass Logo
- ✓ Confirm your subtotal is over \$12 before taxes and fees to qualify for DashPass
Please be sure you are logged into DoorDash with the email address you enrolled with your
- ✓ DashPass benefits with i.e. your company email or personal email if you used an existing account
- ✓ Confirm your DashPass Status is Active. To confirm, select Account on the left hand navigation, then Benefits. Under DashPass it should list 'Active'.

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

VOUCHERS



HOW TO ACCEPT A VOUCHER

Step 1:

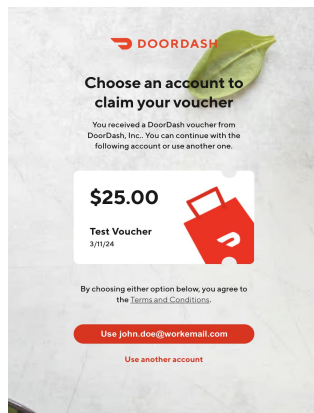
Click on 'Accept Voucher' via email or shared link

- If shared via email select 'Accept Voucher' from the email.
- If Shared via link, select 'Accept Voucher'

Step 2:

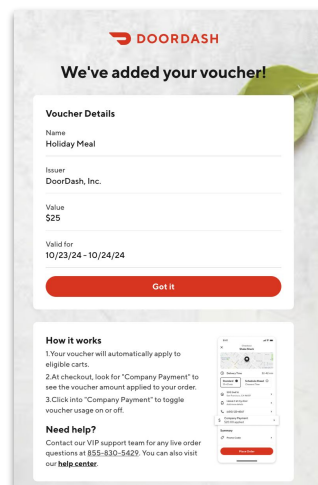
Sign in or Sign up for DoorDash to claim your voucher

- Voucher will be added to your account upon login

A mobile app sign-up screen titled "Join DoorDash, Inc.'s meal benefits". It says: "Your company is providing meal benefits. You can sign in with your existing personal account or sign up for a new account." There are "Sign In" and "Sign Up" buttons. Below are input fields for "First Name", "Last Name", "Email", "Country" (with a dropdown showing "+1 (US)"), and "Mobile Number". A "Password" field is also present with a "Show" toggle. At the bottom, it says: "By tapping 'Sign Up' or 'Continue with Google, Facebook, or Apple,' you agree to DoorDash's [Terms and Conditions](#) and [Privacy Policy](#)." and a large red "Sign Up" button.

Step 3:

Voucher will be added to your account, review the how-to steps to place an order.



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

HOW TO PLACE AN ORDER WITH A VOUCHER

Step 1:

Enter a delivery address

Step 2:

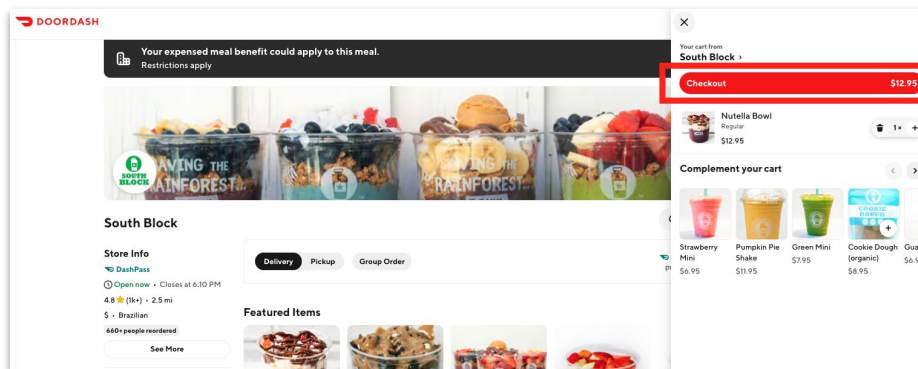
Select a Restaurant

Step 3:

Add desired meal items to the cart

- Once you have added all desired meal items to the car, select 'checkout'

 **Helpful tip!** If your company is providing DashPass, be sure to select a participating restaurant with the green DashPass logo beside their name



Step 4:

Checkout and apply your voucher

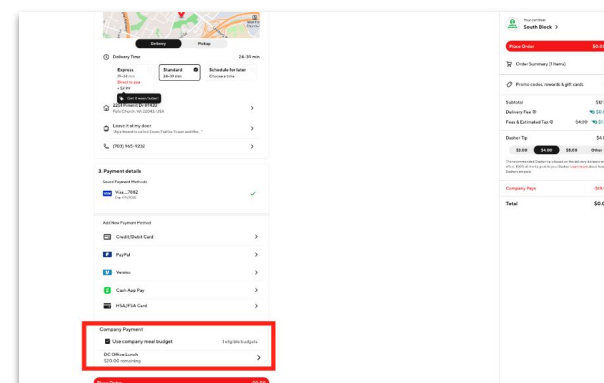
- At the checkout page, review your order, delivery address and ensure to provide delivery instructions.
- Select your applicable voucher under **Company Payment**

Helpful tip! It's possible you may have multiple vouchers and/or budgets available, be sure to select the applicable voucher from the company payment section

Step 5:

Place Order

- When ready, select **Place Order**
- You will be directed to the order tracking page to monitor status of your order and delivery.



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

TROUBLESHOOTING TIPS - VOUCHERS

Voucher is not available for use at Checkout

- ✓ Please be sure you accepted the voucher successfully. To confirm select Account on the left hand navigation, then Benefits. Under Expensed Meal budgets accepted vouchers will be listed.
- ✓ Vouchers can only be used on restaurants, and cannot be used on alcohol, retail, convenience or grocery orders. Please double-check that your order applies
- ✓ Vouchers do have expiration dates. To review your vouchers expiration date select Account on the left hand navigation, then Benefits. Under Expensed Meal budgets review the expiring date under the voucher.

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

GROUP ORDERS



HOW TO CREATE & PLACE A GROUP ORDER

Step 1:

Select an Restaurant

Step 2:

Select 'Group Order' from the Restaurant page

Step 3:

Select 'Who will pay for the group order'

Two Options:

- **You Pay for the order:** You, the group cart creator, will checkout the cart and pay for everyone's order. If you have a meal budget or voucher available, you can use that to cover the cost of the order.
- **Everyone pays separate:** Each person will pay for their own portion of the order. If the individual has a meal budget or voucher, they can use that to cover the cost of their order.

Step 4:

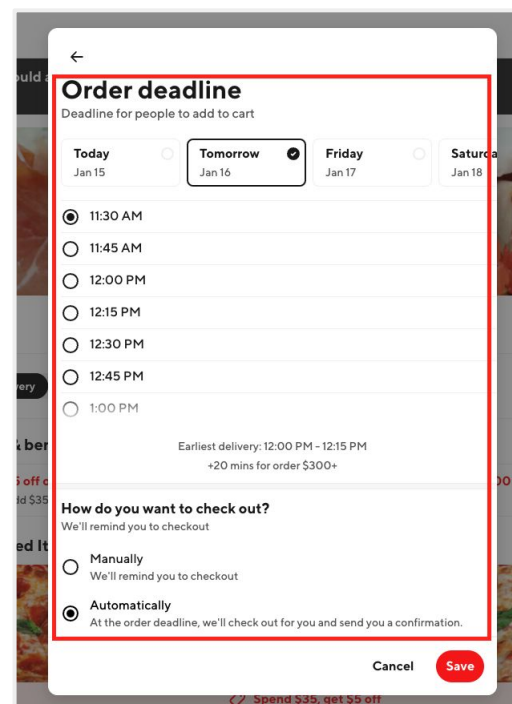
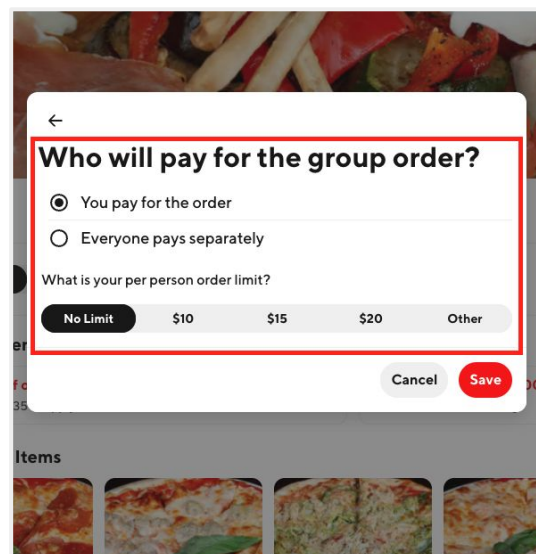
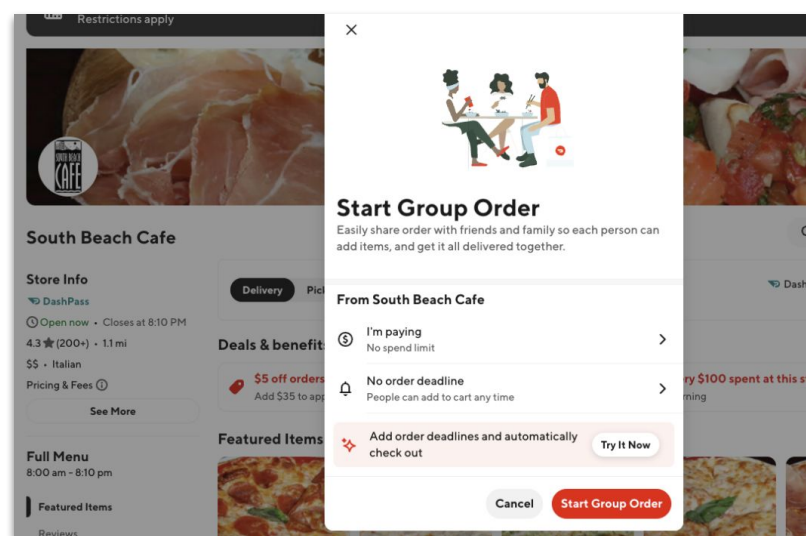
Set the Order Deadline

- Select the deadline (date & time) for people to add their meal selection to the cart.

Step 5:

Determine how you want to checkout - manually or automatically

- If automatically, at the order deadline, your order will be automatically placed.



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

HOW TO CREATE & PLACE A GROUP ORDER

Step 6:

Confirm Group Order Details

- Select 'Confirm group order details' and confirm your delivery address and add delivery instructions.
- Add a dasher tip and apply a budget or voucher, if applicable, under the company payment.
- Select 'Start Group Order'

Step 7:

Start Group Order

- Share the Group order link

Step 8:

If you have chosen the 'automatic checkout' option, the order will be placed automatically at the specified deadline. If you have select 'Manually' you will be reminded to return to checkout the cart and place your order.

Confirm group order details

People can add items until Thu, 1/16 · 12:00 PM
\$20 spend limit per person · Automatically check out

901 Market St
San Francisco, CA 94103, USA

Leave it at my door
Add more details

(703) 965-9232

Dasher Tip 15%
12% 15% 20% Other
Most common
100% of the tip goes to your Dasher.

Visa Visa4225
Exp. 09/2026

Company Payment
☒ Use company meal budget 3 eligible budgets
San Francisco
\$25.00 remaining

Cancel Start Group Order

X

Invite others to join this Group Order

Share Group Order link so others can add their favorite items.
Once everyone is done, checkout and get it all delivered together. Also, don't forget larger orders may take longer to prepare.

Share link to group order

https://drd.sh/cart/hPEF2tXumquOhR3a/ Copy Link

Contadina Pizza \$14.00 · 84% (13) #2 Most Liked
Chicken Pesto Pizza \$14.00
Margherita Piz \$13.00

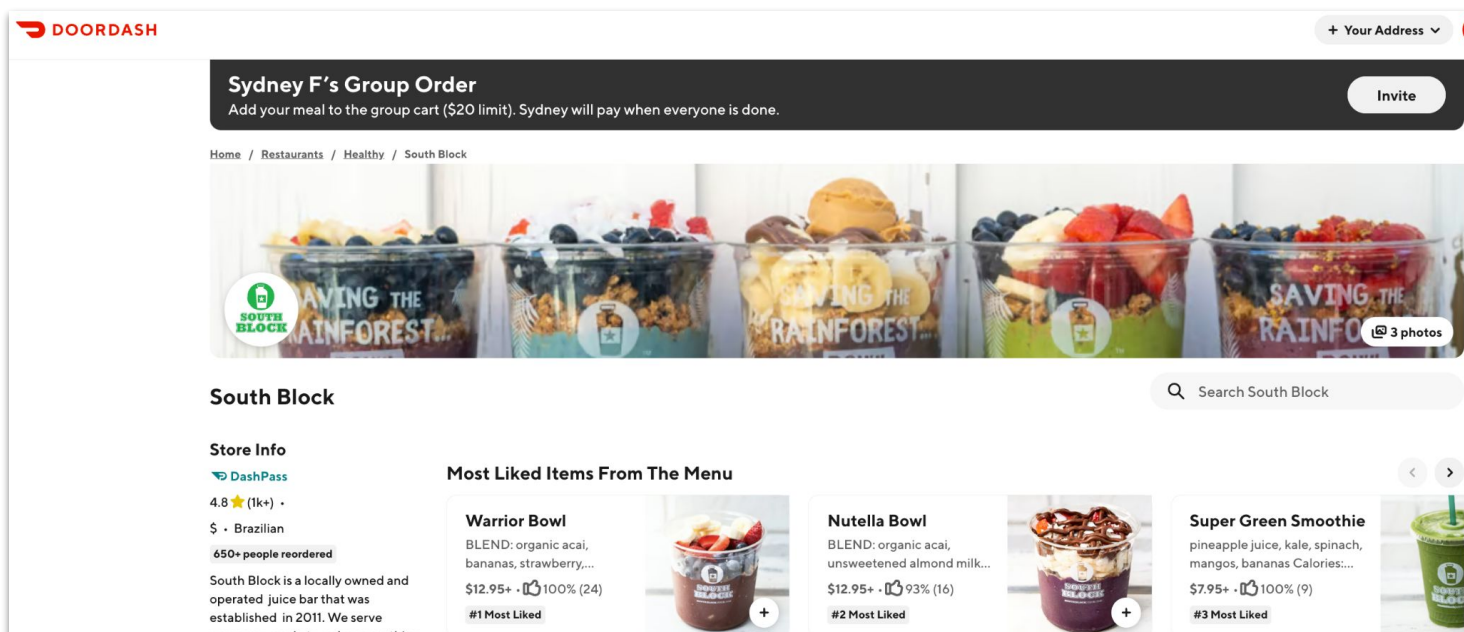


Watch [Video](#): How to create a Group Order

HOW TO ADD YOUR ORDER TO A GROUP ORDER - Admin Pays for Order

Step 1:

Click on the shared cart link from your Admin and join the order



Step 2:

Select your desired dish based on the admin's pre-set spending limits

Join

Sydney F's Group Order

Tell us your name, so we can identify your food. Sydney F is paying for your order!

First Name

Required

First Name

Last Name

Required

Last Name

Country

Phone Number

+1 (US) ▾

☒ Receive invitations via SMS to any future group orders that Sydney F adds you to.

By clicking Continue, you agree to our [Terms And Conditions](#) and [Privacy Policy](#).

Continue

HOW TO ADD YOUR ORDER TO A GROUP ORDER - Admin Pays for Order

Step 3:

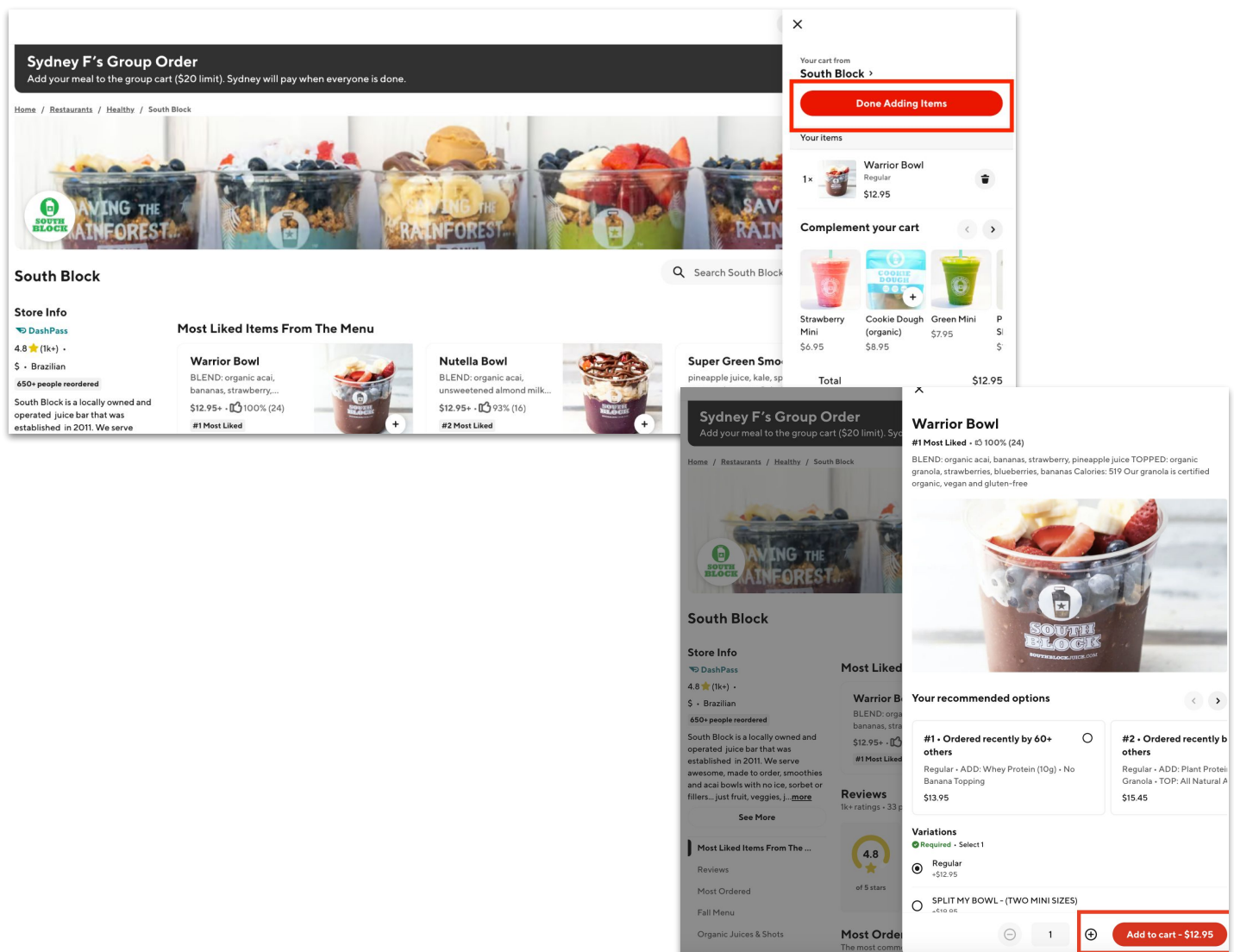
Add your desired meal item to the cart

Step 4:

When you have added all your desired meal items to the cart, select 'Done Adding Items'

Step 5:

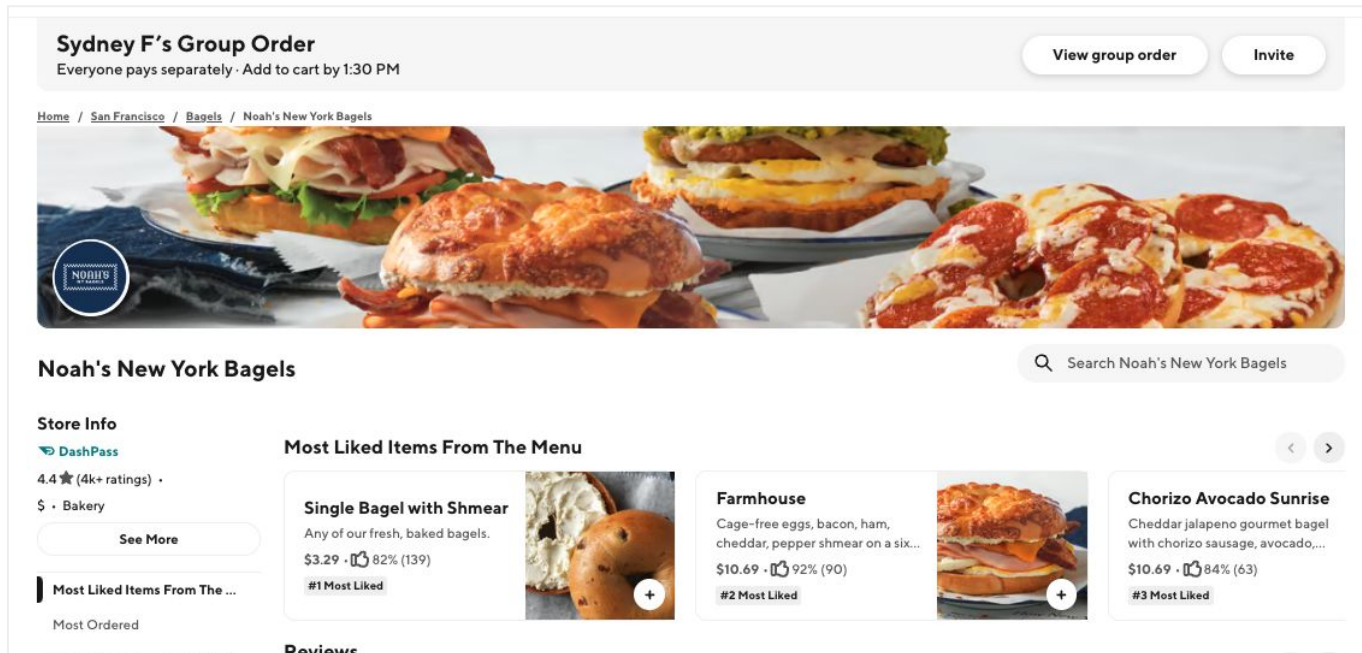
Your Admin will check out the card and everyone's order will be submitted and arrive together



HOW TO ADD YOUR ORDER TO A GROUP ORDER - Everyone Pays Separately

Step 1:

Click on the shared cart link from your Admin and join the order



Step 2:

Select your desired dish based on the admin's pre-set spending limits

- If your team is splitting the bill, there will be no spending limit restrictions on the group cart. You can use a budget or voucher at checkout to pay for your portion of the order.

HOW TO ADD YOUR ORDER TO A GROUP ORDER - Everyone Pays Separately

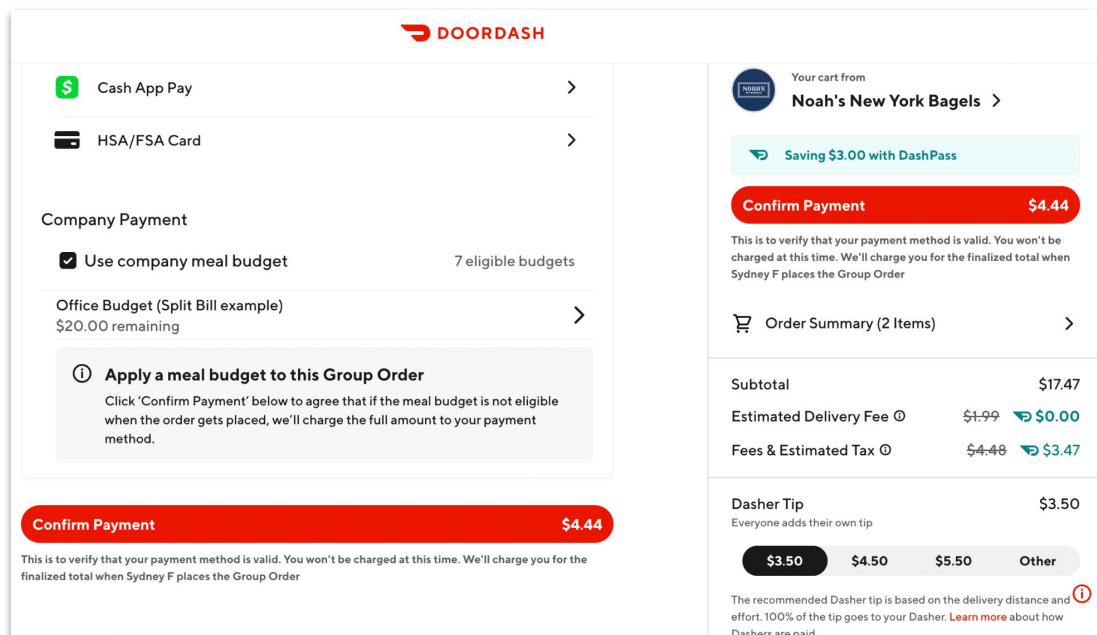
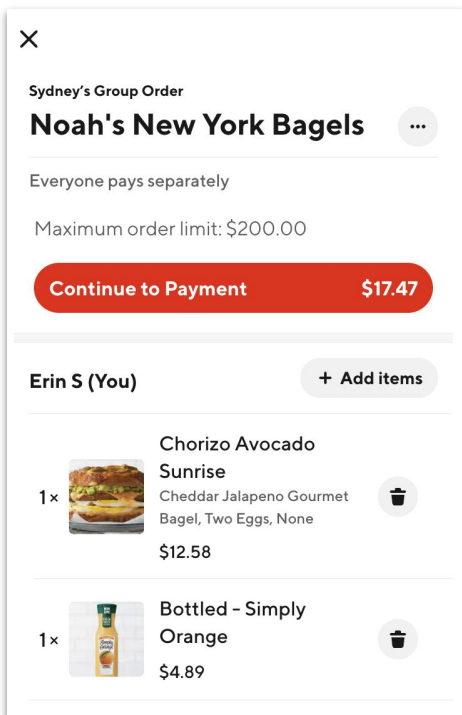
Step 3:

Add your desired meal item to the cart

Step 4:

When you have added all your desired meal items to the cart, select 'Continue to Payment'

- At checkout, select your company meal budget if applicable
 - If your using an address restricted budget be sure your address on your DoorDash homepage matches the address restriction in order to use your address restricted budget at checkout.
 - You will need to have your personal credit card added for anything over the allotted company budget
- The pre-selected tip options will be calculated based on the subtotal of the order and split between all participants.



Step 5:

Your Admin will be responsible for checking out the cart.

TROUBLESHOOTING TIPS - GROUP ORDERS

Tips for Group Orders

- ✓ Highly encouraged to schedule at least 2 to 3 hours ahead (you can even schedule up to 3 days in advance!)
- ✓ For best delivery experience, aim to keep Group orders to groups of 15 maximum
- ✓ Its recommend to give the employees a specific time that you will checkout the cart
- ✓ Be as Be as detailed as possible with delivery instructions, ie: "Pediatrics building with green signage. Glass door next to the garage entrance. Head in to the lobby, hand off to Amanda."
(the instructions will be conveniently saved by address for future orders!)

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

FREQUENTLY ASKED QUESTIONS



FAQS

I need help with a live order, who can I call?

Please call our Dedicated Business Support line: **855-830-5429**

I need help with a refund or credit, who can I reach out to?

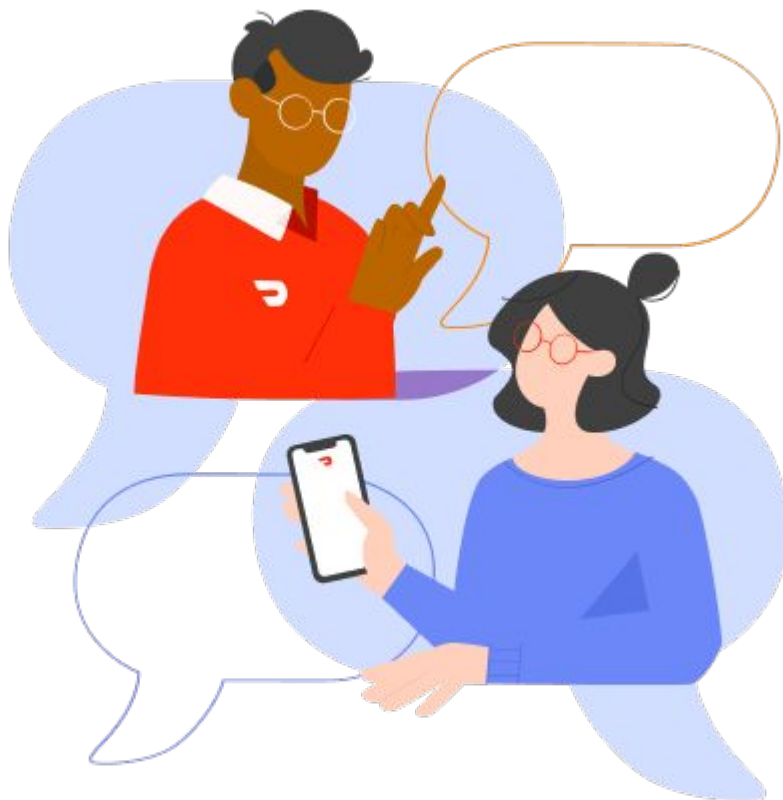
Please call or email our Dedicated Business Support: **855-830-5429** OR **business-support@doordash.com**

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 change my delivery address after placing an order? 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 dasher to add or modify instructions that will help them successfully deliver your order. **You can also contact the DoorDash support line at (855) 830-5429.**



FAQS - EXPENSED MEAL BUDGETS & VOUCHERS

The company budget is not enough to cover the full order amount, what happens?

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.

I have multiple benefits (voucher and budget) can I apply both to my order?

No, only one benefit can be applied per order. You can choose the budge or voucher at checkout

Can I use my budget/voucher to pick up an order?

Yes! Simply change the order from delivery to pickup in the **checkout page**. *Do note, pickup may be disabled if your budget has an address restriction. Consult the person who distributed the budget.*



FAQS - DASHPASS & EXPENSING THROUGH CONCUR

\$0 receipt not sending, what is going on?

You cannot submit \$0 receipts to Concur, if \$0 were spent there is nothing to expense. This would likely apply to orders covered by expensed meals budgets as the cost is already covered by the company.

How will I know my receipts have been sent to SAP Concur?

Once a receipt is submitted, the page will not update automatically. Refresh to confirm that it is sent.

How do I take actions or do X, Y, and Z with my receipt in my Concur account?

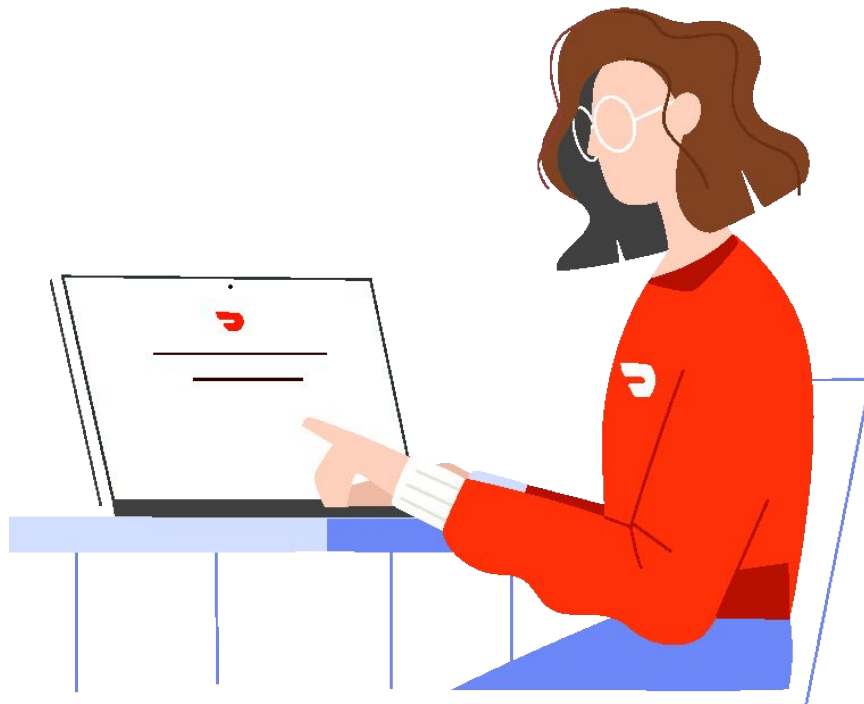
Concur is a third party integration and we will not have any insight into customer Concur accounts. We can only send the receipts, Once a receipt is in Concur, please contact Concur.

Concur is down, what should I do?

Concur is a third party integration, if there are issues with their system or website unfortunately there is nothing DoorDash can do about it. We suggest you please contact Concur or consult your internal point of contact.

What if I don't have a Concur account?

You will need to create an account through Concur or through your employer. Concur is a third party integration, we cannot create a Concur account on your behalf.



APPENDIX

HOW-TO VIDEOS CHEAT SHEET

How to Activate Your Benefits

Video: [How to Activate your DoorDash Benefits \(employees\)](#)

Expensed Meal Budgets

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

Vouchers

Video: [How to place an order using a Voucher](#)

Group Order

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

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

**THANK
YOU**