PRO PACKAGE
IMPLEMENTATION CHECKLIST

To make the most of your kick off call, please have the following ready - most merchants complete these steps in under 5 minutes!

Having trouble finding something? No worries — your onboarding specialist will help you during the call! If you need help prior to the call, please email **oosupport@doordash.com.**

TASK	DETAILS
☐ **Schedule & Attend Your Kickoff Call**	Use the ChiliPiper link from your Sales Rep to book a Kick Off call (conducted within 1-3 days of signing your contract). Please join from your computer so you can view our screen!
☐ **Grant Website Access to DoorDash**	To implement Online Ordering on your website: • **Existing Website** - confirm your login & edit credentials for your website • **New, Custom Website** - confirm your preferred template
☐ **Confirm your DUNS Number, Email, & Website**	This information is required by Apple to develop your branded mobile app **DUNS Number** - Issued by Dun & Bradstreet **Email** - Your business email must be at an owned domain, NOT a gmail account
☐ **Google Business Page Access**	Confirm your login & edit credentials for your Google Page. • During the call, you'll add our Onboarding Specialist to your website to implement the Online Ordering link.
☐ **Ordering-Site Brand Assets**	• Logo image (PNG/SVG recommended) • Header/hero image • Primary brand color (hex code)

WHAT TO EXPECT DURING ONBOARDING

GETTING STARTED WITH YOUR ONBOARDING SPECIALIST

To make your onboarding process as easy and effective as possible, you'll be supported by a dedicated Onboarding Specialist. Think of them as your personal guide - here to get everything up and running quickly and correctly.

Our goal is to get you live within 3 weeks! Here's what to expect during implementation:

ONBOARDING

Timing: Kick off Call scheduled within 5 days of contract signed

- Onboarding Overview
- Walk through of deliverables - website access, Apple Developer Account, Loyalty
- Discuss timeline and next steps

CONFIGURATION

Timing: within 1 week of kick off call
- Note: additional calls may be held to support the launch of Online Ordering and Website, or to assist with collection of app requirements

- POS, Online Ordering, Custom Website, and CRM set up, testing, & activation
- App and loyalty requirements collected

Timing: within 2 weeks of kick off call
- App build kicked off

Timing: within 3 weeks of kick off call
- App approved by Google and Apple

ADOPTION

Timing: within 1 week of kick off call
Training on Online Ordering, website, and CRM features and tools - including how to optimize and accelerate growth

Timing: within 3 weeks of kick off call
Training on App features and tools - including how to market the app, drive customer usage, and accelerate growth

GRADUATION

Timing: ~2 weeks after launch of all features

Your onboarding specialist will continue to support you post-launch, and will make an introduction to dedicated support resources after ~2 weeks