

# 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 [osupport@doordash.com](mailto:osupport@doordash.com).

	TASK	DETAILS
<input type="checkbox"/>	<b>Schedule &amp; Attend Your Kickoff Call</b>	<p>Use the ChiliPiper link from your Sales Rep to book a Kick Off call (conducted within 1-3 days of signing your contract).</p> <p>Please join from your computer so you can view our screen!</p>
<input type="checkbox"/>	<b>Grant Website Access to DoorDash</b>	<p>To implement Online Ordering on your website:</p> <ul style="list-style-type: none"><li>• <b>Existing Website</b> - confirm your login &amp; edit credentials for your website</li><li>• <b>New, Custom Website</b> - confirm your preferred template</li></ul>
<input type="checkbox"/>	<b>Confirm your DUNS Number, Email, &amp; Website</b>	<p>This information is required by Apple to develop your branded mobile app</p> <p><b>DUNS Number</b> - Issued by Dun &amp; Bradstreet <b>Email</b> - Your business email must be at an owned domain, NOT a gmail account</p>
<input type="checkbox"/>	<b>Google Business Page Access</b>	<p>Confirm your login &amp; edit credentials for your Google Page.</p> <ul style="list-style-type: none"><li>• During the call, you'll add our Onboarding Specialist to your website to implement the Online Ordering link.</li></ul>
<input type="checkbox"/>	<b>Ordering-Site Brand Assets</b>	<ul style="list-style-type: none"><li>• Logo image (PNG/SVG recommended)</li><li>• Header/hero image</li><li>• Primary brand color (hex code)</li></ul>

# 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 months! 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

#### Timing: within 8 weeks of kick off call

- Loyalty card linking established, signage production, and in-store setup

### 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

#### Timing: within 8 weeks of kick off call

Training on OCL features and tools - including how to market the loyalty program, 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