



Your DoorDash Merchant Portal

A Step-by-Step Guide

Updated March 2021



Welcome to DoorDash!

Managing your business just got a lot easier.

Your [DoorDash Merchant Portal](#) has virtually everything you need to run your pickup and delivery business — it's the command center of your DoorDash partnership.

This guide provides step-by-step instructions for using the Portal to track your business performance, get actionable insights, and make adjustments directly on the platform.

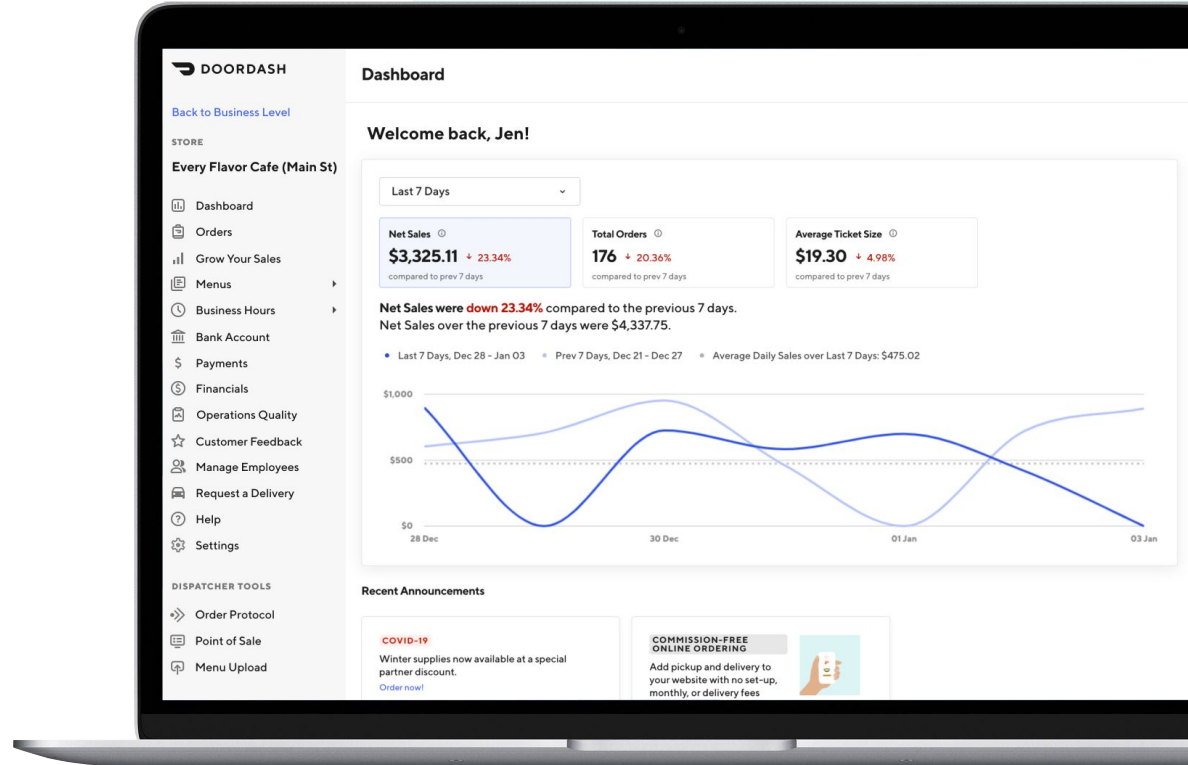




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Overview



Overview

Before we get started, there are some basics we should cover that will ground you in how you're able to use the Portal, including:

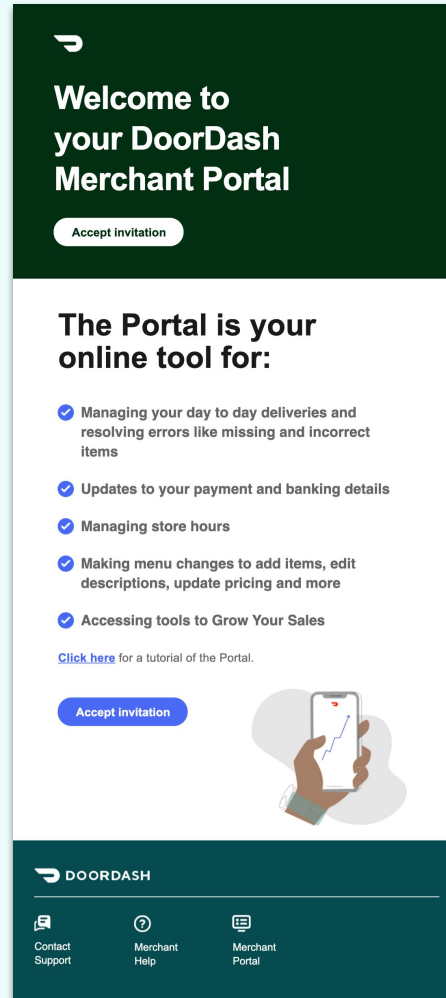
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OVERVIEW

How to log-in

- 1 Navigate to the Merchant Portal login page (DoorDash.com/Merchant)
- 2 You will be prompted to enter your email address (the one you used to sign up for DoorDash) and password for your account. You should have received an email to create your password when your email was registered into the system.

Note: At this time, we recommend that you log into the Merchant Portal on a desktop or laptop computer using Chrome, as other browsers may cause issues. Stay tuned as we make improvements to the mobile experience.



The screenshot shows the DoorDash Merchant Portal welcome page. At the top, there is a dark green header with the DoorDash logo and the text "Welcome to your DoorDash Merchant Portal". Below this is a white button labeled "Accept invitation". The main content area is white and features the heading "The Portal is your online tool for:" followed by a list of five benefits, each with a blue checkmark icon: "Managing your day to day deliveries and resolving errors like missing and incorrect items", "Updates to your payment and banking details", "Managing store hours", "Making menu changes to add items, edit descriptions, update pricing and more", and "Accessing tools to Grow Your Sales". Below the list is a link "Click here for a tutorial of the Portal." and another "Accept invitation" button. To the right of the button is an illustration of a hand holding a smartphone displaying a line graph. At the bottom, there is a dark teal footer with the DoorDash logo and three navigation links: "Contact Support", "Merchant Help", and "Merchant Portal".





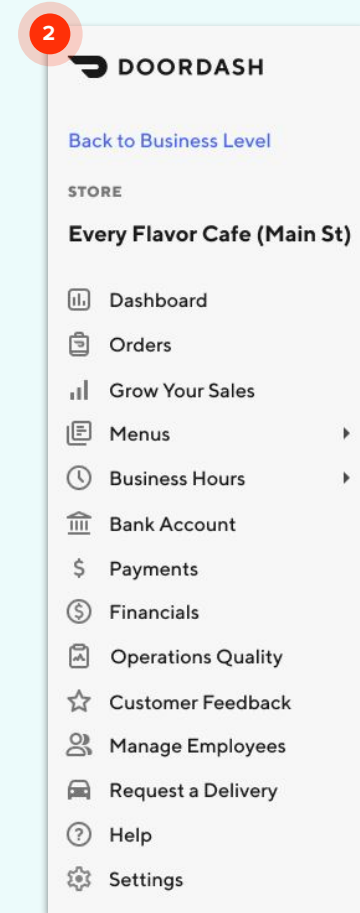
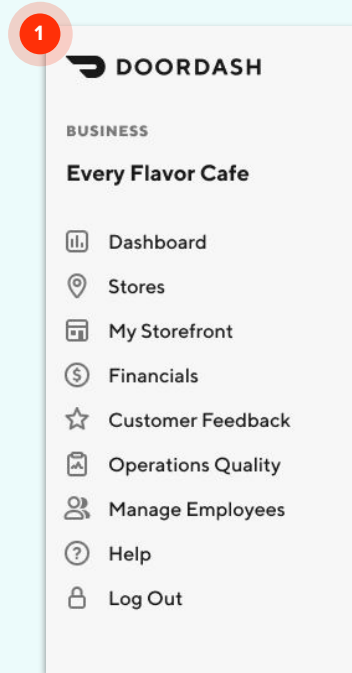
OVERVIEW

Business vs. Store view

If you're a **single location restaurant**, you will only have one view in the Portal and you can disregard the next couple of pages.

If you **own or have access to multiple restaurants**, you will have two different views in the Portal - the **Business** view and the **Store** view.

- 1 The **Business** view allows you to review your performance and manage your business across all of your locations.
- 2 The **Store** view provides store-level information.





OVERVIEW

Business vs. Store view

Some functionality exists at the business level while other functionality is location-specific.

Throughout the guide, we've used tags to show which functionality can be accessed at the Store and/or Business level and the table to the right provides an overview of the functionality at each level.

	Business View	Store View
Dashboard	X	X
Financials	X	X
Operational Quality	X	X
Customer Feedback	X	X
Manage Employees	X	X
Help	X	X
Orders		X
Grow Your Sales		X
Menus		X
Business Hours		X
Bank Account		X
Request a Delivery		X
Settings		X
Storefront	X	



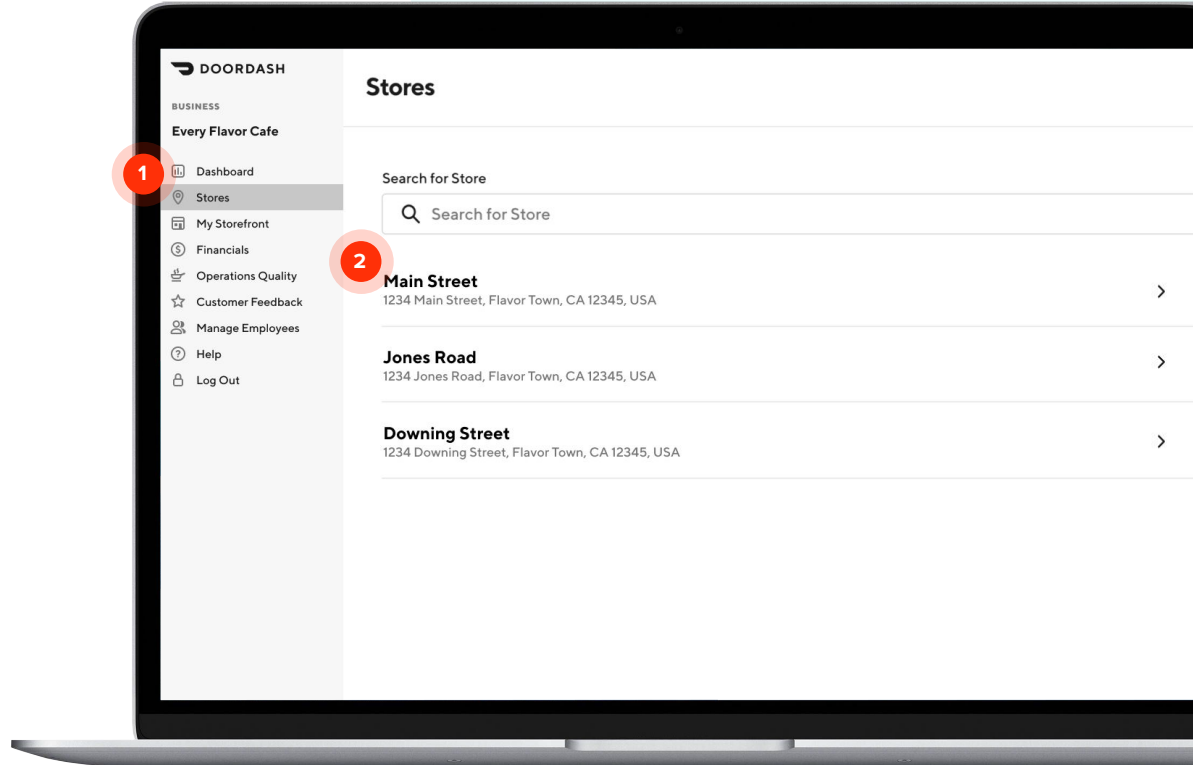
OVERVIEW

Switching to Store view

If you own or have access to multiple restaurants, when you log-in, your default will be the Business-level view.

To access the Store-level view:

- 1 Click **Stores** in the the left column navigation
- 2 Click the store you would like to access





OVERVIEW

Access levels

What you're able to see and do in the Portal also depends on your access level.

Refer to the chart to the right and if you're unable to complete a necessary task, contact your team's Admin to [change your access level](#) or contact Support. You can read more about managing employee permissions [here](#).

Access Level	Admin	Manager	Store Operator
Stores Accessible	All locations under a business	Multiple stores (you control)	Selected store (you control)
View deliveries	X	X	X
Requested delivery	X	X	X
Rate Dashers	X	X	
View financials	X	X	
View/edit bank info	X	X	
View/edit menus	X	X	
View/edit hours	X	X	
View customer feedback	X	X	
View employees	X	X	
Manage promotions	X	X	
Add other employees	Admins, Managers, & Store Operators	Store Operators	
Edit other employees	Admins, Managers, & Store Operators	Managers, Store Operators	
Automatically gets added to new stores	X		

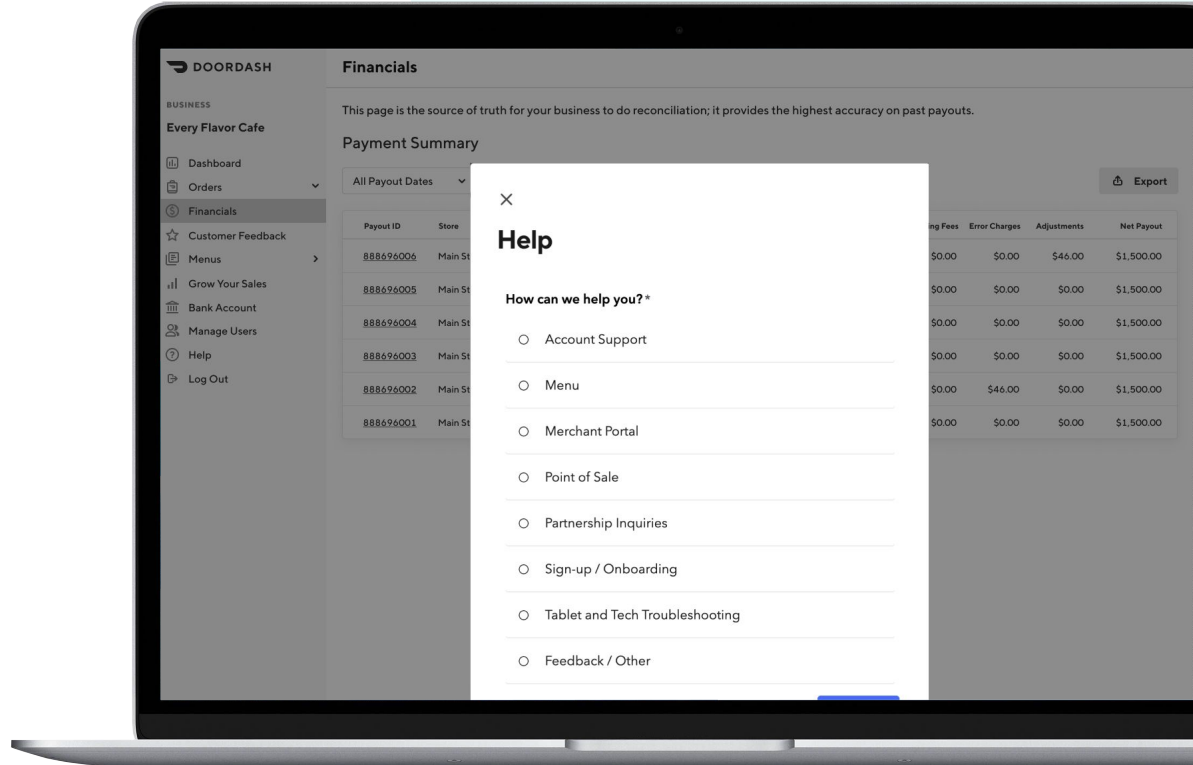


OVERVIEW

Get Support

If you're unable to complete a task and need to get in touch with Support:

1. Click **Help** in the left column navigation to get started
2. Tell us what's wrong
3. We'll suggest some helpful FAQs so you can make any quick changes yourself
4. If you still need help, just confirm your restaurant info and give us any additional details. We'll send you a confirmation email of your request and be in touch soon!





Dashboard



Business View Store View

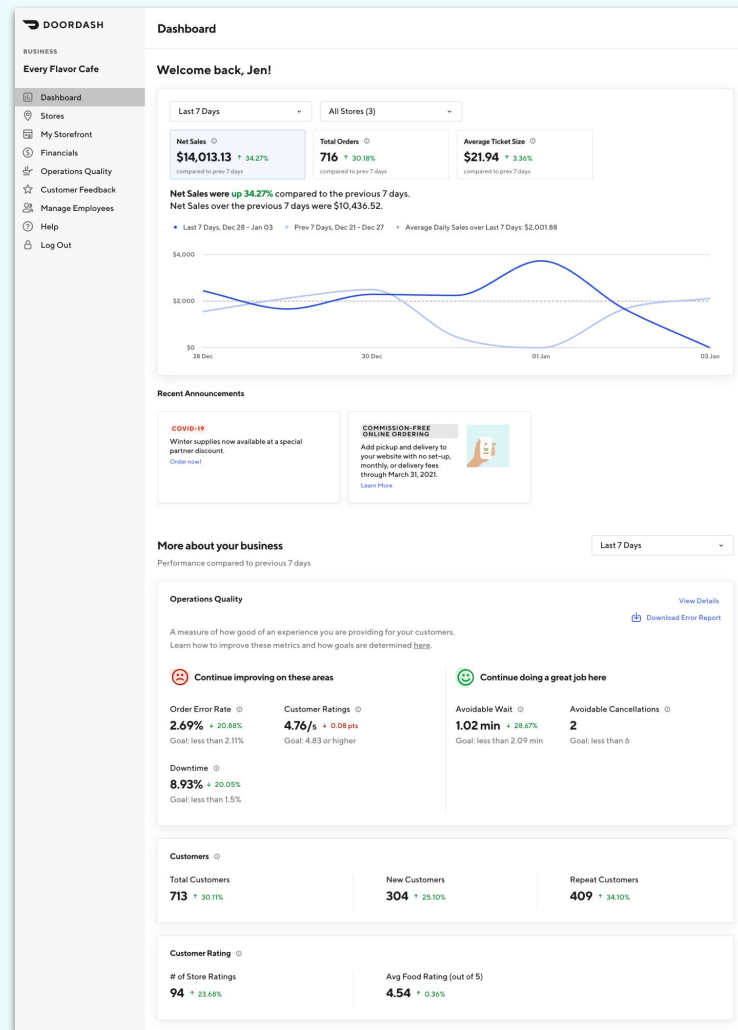
DASHBOARD

Dashboard

The Dashboard is your DoorDash performance, at a glance. It's your default view upon logging in and you can easily:

- 1 See all your key metrics and trends over time
- 2 Stay up-to-date with recent announcements
- 3 Dig into your Operations Quality and how you stack up to your competitors
- 4 Review your customer breakdown and ratings

Note: Data in the dashboard is refreshed every 24 hours.





Business View

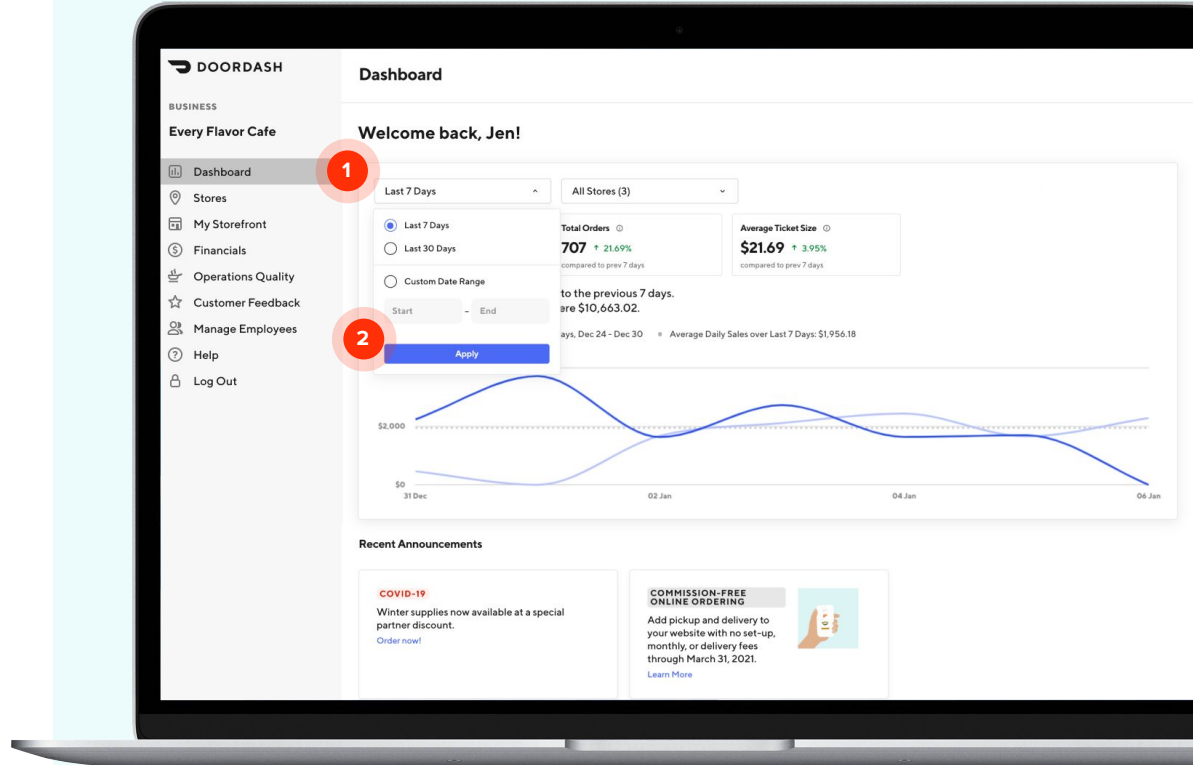
Store View

DASHBOARD

Dashboard data timeframe

The Dashboard automatically grabs data from the last week of orders. You can change this summary range by:

- 1 Clicking on the dates and picking any day on the calendar to start and end
- 2 Make sure to hit **Apply**





Understanding the data

- **Net Sales:** How much money you've brought in (gross sales less tax, commission, refunds, marketing fees, and any store charges). Use this section to see just how much money you generated within your chosen date range while collaborating with DoorDash! Note, this may change depending on potential adjustments.
- **Total Orders:** The number of completed orders you've received through DoorDash within your chosen timeline
- **Average Ticket Size:** The average amount of money customers spent (within your chosen timeline) when they ordered from your DoorDash menu
- **Unique Customers:** Use this to compare how many orders were made to how many different customers ordered them
- **Customer Ratings:** This is what customers are rating you on DoorDash when they place an order from your store
- **Most Popular Items:** Your most popular items on DoorDash. It initially displays the top 5, but you can click "See more items" to uncover the top 10.



Financials



Financials

The Financials tab allows you to find all the reconciliation reporting you need in one place to close out your books and verify how much you're getting paid. It is your source of truth for all payment related data. In this section, we'll cover:

- [The financials dashboard](#)
- [How to export financial reports](#)
- [How to view transaction details](#)



Business View

Store View

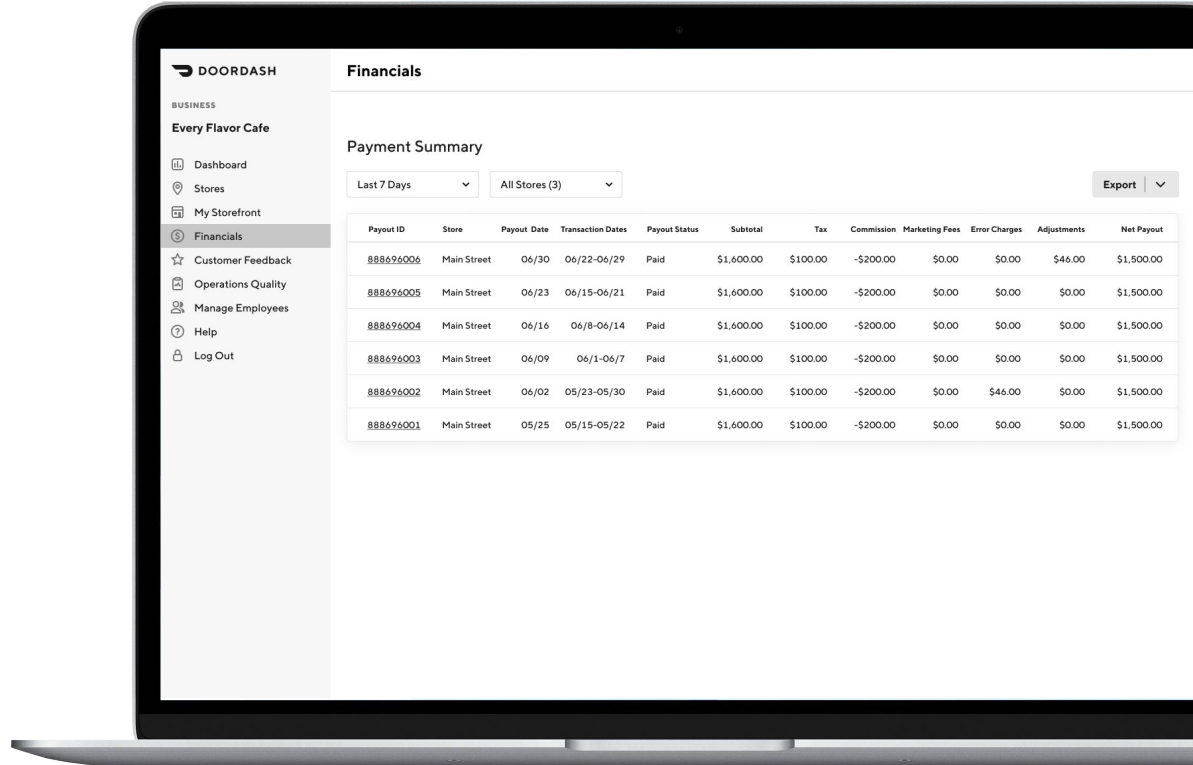
FINANCIALS

Financials dashboard

Select **Financials** in the left column navigation.

The Financials tab shows **all recent payouts** to your bank account (Thursdays for Weekly Pay, Weekdays for Daily Pay), and notes the **Transaction Dates** making up each payout.

This screen limits the data to the last 3 months, but older payouts can be viewed via the Export button.





Business View

Store View

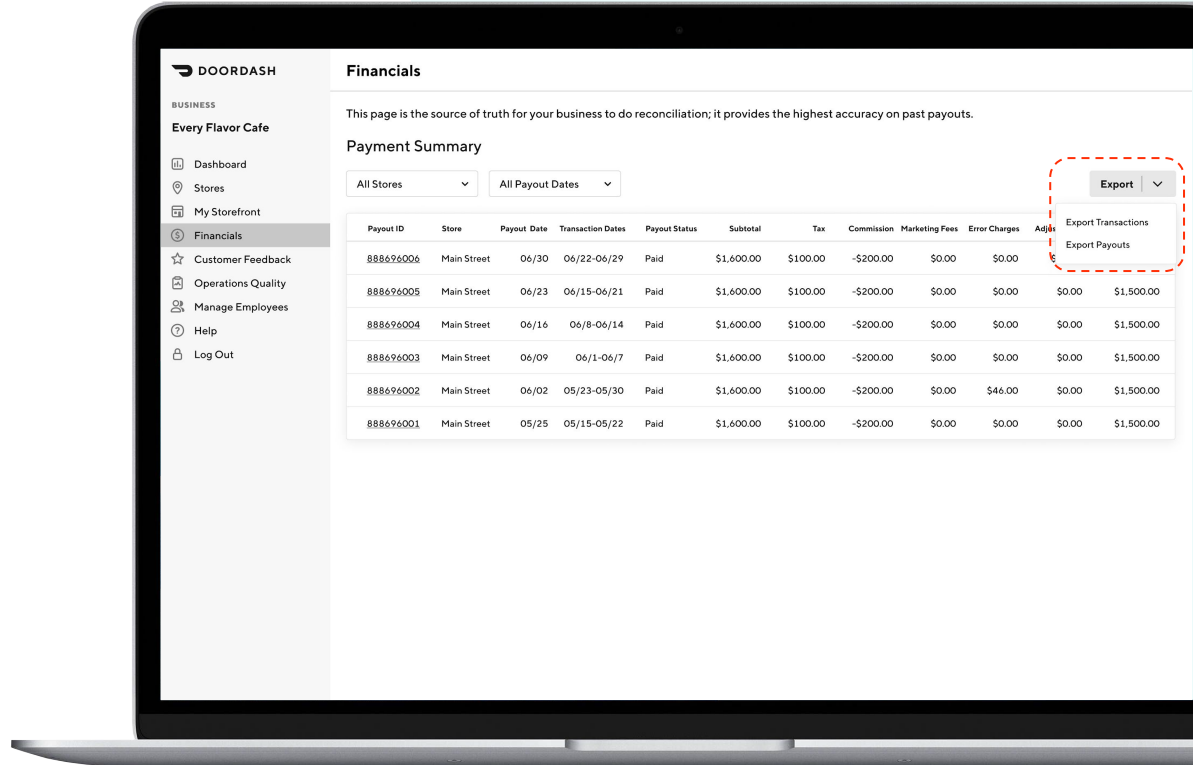
FINANCIALS

Export financial reports

From this screen, you can easily download CSV files by clicking on **Export** and selecting the report you'd like.

Transactions is the more detailed report of every transaction - payout, orders, cancellations, adjustments. It also includes a summary of all transactions.

Payouts is the CSV file and equivalent of what you see on the Payment Summary page.





Business View

Store View

FINANCIALS

Payouts report

For payouts, select the **date range** in which payouts occurred and note the transaction dates making up those payouts will be from an earlier time period.

If you have access to multiple stores, you will also have the option to download CSV files for all stores or a subset.

DOORDASH Financials

This page is the source of truth for your business to do reconciliation; it provides the highest accuracy on past payouts.

Payment Summary

All Payout Dates

Payout ID	Store	Payout Date	Marketing Fees	Error Charges	Adjustments	Net Payout
888696006	Main Street	06/01/20	\$0.00	\$0.00	\$46.00	\$1,500.00
888696005	Main Street	06/01/20	\$0.00	\$0.00	\$0.00	\$1,500.00
888696004	Main Street	06/01/20	\$0.00	\$0.00	\$0.00	\$1,500.00
888696003	Main Street	06/01/20	\$0.00	\$0.00	\$0.00	\$1,500.00
888696002	Main Street	06/01/20	\$0.00	\$46.00	\$0.00	\$1,500.00
888696001	Main Street	05/31/20	\$0.00	\$0.00	\$0.00	\$1,500.00

Export Payouts

You'll get 1 .CSV with payouts containing groups of transactions.

Date range

06/01/20 - 06/30/20

Date range starts at 12:00am and ends at 11:59pm.

Stores

All Stores selected (5) Choose

Export Payouts



Business View

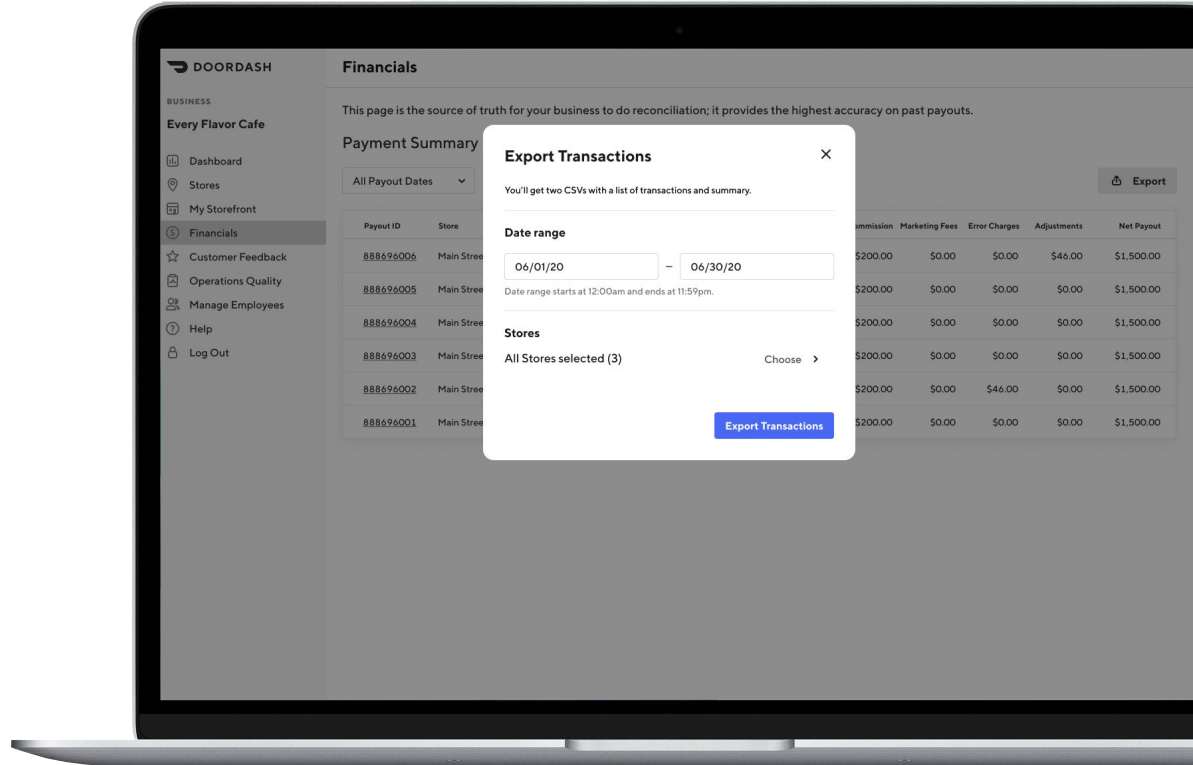
Store View

FINANCIALS

Transactions report

For transactions, select the calendar **date range** in which the transactions occurred (which could happen across multiple payouts). Note that due to size of the file, we limit this to **31-day increments** (ie June 1 - June 30).

If you have access to multiple stores, you will also have the option to download CSV files for all stores or a subset.





Business View Store View

FINANCIALS

Transaction details

From the main screen, you can also easily view transactions from a recent payout:

- 1 Click on the **Payout ID** to bring up the payout overlay, which shows all transactions making up that payout.
- 2 Select the **Transaction Type**: payout, order, cancellation, error charge, adjustment or all types.

The screenshot displays the DoorDash Financials interface. The main view shows a 'Payment Summary' table with columns for Payout ID, Store, Payout Date, Transaction Dates, Payout Status, Subtotal, Tax, Commission, Marketing Fees, Error Charges, Adjustments, and Net Payout. A red dashed box highlights the first row of the table, with a red circle and the number '1' next to it. Below the table, a 'Payout ID: 888696006' overlay is shown, containing a summary table and a 'Transactions' table. The 'Transactions' table has columns for Transaction ID, Date, Type, Subtotal, Tax, Commission, Marketing Fees, Debt, and Credit. A red dashed box highlights the 'All Transaction Types' dropdown menu in the overlay, with a red circle and the number '2' next to it.

Payout ID	Store	Payout Date	Transaction Dates	Payout Status	Subtotal	Tax	Commission	Marketing Fees	Error Charges	Adjustments	Net Payout
888696006	Main Street	06/30	06/22-06/29	Paid	\$1,600.00	\$100.00	-\$200.00	\$0.00	\$0.00	\$48.00	\$1,500.00
888696005	Main Street	06/23	06/15-06/21	Paid	\$1,600.00	\$100.00	-\$200.00	\$0.00	\$0.00	\$0.00	\$1,500.00
888696004	Main Street	06/16	06/08-06/14	Paid	\$1,600.00	\$100.00	-\$200.00	\$0.00	\$0.00	\$0.00	\$1,500.00
888696003	Main Street	06/09	06/1-06/7	Paid	\$1,600.00	\$100.00	-\$200.00	\$0.00	\$0.00	\$0.00	\$1,500.00
888696002	Main Street	06/02	05/23-05/30	Paid	\$1,600.00	\$100.00	-\$200.00	\$0.00	\$48.00	\$0.00	\$1,500.00
888696001	Main Street	05/25	05/15-05/22	Paid	\$1,600.00	\$100.00	-\$200.00	\$0.00	\$0.00	\$0.00	\$1,500.00

Item	Period Date	Transaction Dates	Subtotal	Total Tax	Total Commission	Marketing Fees	Error Charges	Net Payout
Every Flavor Cafe (Main St)	06/30/2020	06/22-06/29	\$1,600.00	\$100.00	\$1,002.00	\$2,062.00	\$695.36	\$1,500.00

Transaction ID	Date	Type	Subtotal	Tax	Commission	Marketing Fees	Debit	Credit
888696006	06/29/2020 - 9:55pm	Payout	\$0.00	\$0.00	\$0.00	\$0.00	\$1,473.83	\$0.00
30E3NE5F	06/29/2020 - 9:55pm	Adjustment	\$46.00	\$0.00	\$0.00	\$0.00	\$0.00	\$46.00
5UBAG6G8	06/29/2020 - 9:55pm	Order	\$44.00	\$6.00	-\$4.00	\$0.00	\$0.00	\$46.00
6D488888	06/29/2020 - 9:55pm	Order	\$44.00	\$6.00	-\$4.00	\$0.00	\$0.00	\$46.00
0L4K33HF	06/29/2020 - 9:55pm	Order	\$44.00	\$6.00	-\$4.00	\$0.00	\$0.00	\$46.00
0D26K62H	06/29/2020 - 9:55pm	Order	\$44.00	\$6.00	-\$4.00	\$0.00	\$0.00	\$46.00
J4F3M5E	06/29/2020 - 9:55pm	Order	\$44.00	\$6.00	-\$4.00	\$0.00	\$0.00	\$46.00
76D8M5GL	06/29/2020 - 9:55pm	Order	\$44.00	\$6.00	-\$4.00	\$0.00	\$0.00	\$46.00
7FK373AQ	06/29/2020 - 9:55pm	Order	\$44.00	\$6.00	-\$4.00	\$0.00	\$0.00	\$46.00
8KAT3K5F	06/29/2020 - 9:55pm	Order	\$44.00	\$6.00	-\$4.00	\$0.00	\$0.00	\$46.00
8LH5D2D	06/29/2020 - 9:55pm	Order	\$44.00	\$6.00	-\$4.00	\$0.00	\$0.00	\$46.00

Business View

Store View

FINANCIALS

Transaction details, continued.

3

Note that the **Date** is the date the transaction occurred, not the original order date. The transaction date often varies by transaction type:

- If this is an **order** or **cancellation**, the transaction date would be the same as the order date.
- If this is an **error charge** or adjustment, the transaction date could occur within a few days of the order date as our Support team may manually process.
- If this is a **payout**, it's the date the payout was made to your bank account.

Payout ID: 888696006

Store	Payout Date	Transaction Dates	Subtotal	Total Tax	Total Commission	Marketing Fees	Error Charges	Net Payout
Every Flavor Cafe (Main St)	06/30/2020	06/22-06/29	\$1,600.00	\$200.00	\$2,062.60	\$2,062.60	-\$690.36	\$1,500.00

Transactions

All Transaction Types

Transaction	Date	Type	Subtotal	Tax	Commission	Marketing Fees	Debit	Credit
888696006	06/25/2020 - 9:55 pm	Payout	\$0.00	\$0.00	\$0.00	\$0.00	\$1,673.83	\$0.00
3HR74EKF	06/25/2020 - 9:55 pm	Adjustment	\$46.00	\$0.00	\$0.00	\$0.00	\$0.00	\$46.00
5JR68GHA	06/25/2020 - 9:55 pm	Order	\$44.00	\$6.00	-\$4.00	\$0.00	\$0.00	\$46.00
6O488888	06/25/2020 - 9:55 pm	Order	\$44.00	\$6.00	-\$4.00	\$0.00	\$0.00	\$46.00
9GJ47SME	06/25/2020 - 9:55 pm	Order	\$44.00	\$6.00	-\$4.00	\$0.00	\$0.00	\$46.00
0DJ26XDM	06/25/2020 - 9:55 pm	Order	\$44.00	\$6.00	-\$4.00	\$0.00	\$0.00	\$46.00
1JF74KSE	06/25/2020 - 9:55 pm	Order	\$44.00	\$6.00	-\$4.00	\$0.00	\$0.00	\$46.00
7KDB3KOL	06/25/2020 - 9:55 pm	Order	\$44.00	\$6.00	-\$4.00	\$0.00	\$0.00	\$46.00
9FK37SKQ	06/25/2020 - 9:55 pm	Order	\$44.00	\$6.00	-\$4.00	\$0.00	\$0.00	\$46.00
5KAZ3KEZ	06/25/2020 - 9:55 pm	Order	\$44.00	\$6.00	-\$4.00	\$0.00	\$0.00	\$46.00
4LM90IPO	06/25/2020 - 9:55 pm	Order	\$44.00	\$6.00	-\$4.00	\$0.00	\$0.00	\$46.00

Business View

Store View

FINANCIALS

Transaction details, continued.

4

From this screen, you also export the Transactions csv file by clicking on

Export

Payout ID: 888696006

Store	Payout Date	Transaction Dates	Subtotal	Total Tax	Total Commission	Marketing Fees	Error Charges	Net Payout
Every Flavor Cafe (Main St)	06/30/2020	06/22-06/29	\$1,600.00	\$200.00	\$2,062.60	\$2,062.60	-\$690.36	\$1,500.00

Transactions

All Transaction Types

Transaction ID	Date	Type	Subtotal	Tax	Commission	Marketing Fees	Debit	Credit
888696006	06/25/2020 - 9:55 pm	Payout	\$0.00	\$0.00	\$0.00	\$0.00	\$1,673.83	\$0.00
3HR74EKF	06/25/2020 - 9:55 pm	Adjustment	\$46.00	\$0.00	\$0.00	\$0.00	\$0.00	\$46.00
5JR68GHA	06/25/2020 - 9:55 pm	Order	\$44.00	\$6.00	-\$4.00	\$0.00	\$0.00	\$46.00
6O488888	06/25/2020 - 9:55 pm	Order	\$44.00	\$6.00	-\$4.00	\$0.00	\$0.00	\$46.00
9GJ47SME	06/25/2020 - 9:55 pm	Order	\$44.00	\$6.00	-\$4.00	\$0.00	\$0.00	\$46.00
0DJ26XDM	06/25/2020 - 9:55 pm	Order	\$44.00	\$6.00	-\$4.00	\$0.00	\$0.00	\$46.00
1JF74KSE	06/25/2020 - 9:55 pm	Order	\$44.00	\$6.00	-\$4.00	\$0.00	\$0.00	\$46.00
7KDB3KOL	06/25/2020 - 9:55 pm	Order	\$44.00	\$6.00	-\$4.00	\$0.00	\$0.00	\$46.00
9FK37SKQ	06/25/2020 - 9:55 pm	Order	\$44.00	\$6.00	-\$4.00	\$0.00	\$0.00	\$46.00
5KAZ3KEZ	06/25/2020 - 9:55 pm	Order	\$44.00	\$6.00	-\$4.00	\$0.00	\$0.00	\$46.00
4LM90IPO	06/25/2020 - 9:55 pm	Order	\$44.00	\$6.00	-\$4.00	\$0.00	\$0.00	\$46.00



Transaction report data definitions

- **Payout Date:** the date in which this transaction was paid out to your bank account
- **Transaction Type:** denotes if a transaction reflects a delivery, adjustment, error charge, payout or store payment. for adjustments, you can review further details in the “description” column, such as customer refunds for order cart adjustments and requested items being unavailable. for error charges, the “description” column denotes the item and reasoning that was the cause of the error charge. store payments reflect amounts to be paid following restaurant disputes.
- **DoorDash Order ID:** same id as shown in the orders tab (the same id as in your pos system, if applicable), and what you reference to our support team if you have any questions. if there are multiple transactions associated with an order (i.e., original order, subsequent error charge, later adjustment), they all share the same original order id.
- **Final Order Status:** indicates if orders were delivered, picked up, or cancelled
- **Cancellation Reason:** for any unpaid cancelled orders, indication of payout status along with a cancellation reason (e.g., “item out of stock”)
- **Subtotal:** pre-tax amount
- **Tax Amount:** tax collected and remitted to merchant (if you operate in a marketplace facilitator state, refer to the column named “tax remitted by doordash to state” - see below for more details)
- **Commission:** commission fees that are collected by doordash
- **Marketing:** any marketing fees charged (as part of active campaigns)
- **Credit:** amount paid to your bank account per transaction. $Credit = (Subtotal + Tax) - (Commissions + Marketing Fees + Error Charges + Adjustments)$
- **Debit:** amount excluded from payouts, commonly due to error charges and adjustments
- **Tax Remitted by DoorDash to State:** amount of tax collected and remitted in states where doordash has implemented marketplace facilitator laws (doordash remits taxes on behalf of the restaurant)



Orders



Orders

The Orders tab provides an overview of your most recent orders, including date, status, and net payout. In this section, we'll cover:

- [How to use the orders tab](#)
- [Cancellations](#) & [cancellation policy](#)



Store View

ORDERS

Orders overview

Select **Orders** in the left column navigation.

*Note: If you own multiple stores, you'll first need to select the **Stores** tab in the left-hand navigation and then select the specific store to see its corresponding **Orders** tab.*

DOORDASH

Back to Business Level

STORE

Every Flavor Cafe (Main St)

Dashboard

Orders

Grow Your Sales

Menu

Business Hours

Bank Account

Payments

Financials

Operations Quality

Customer Feedback

Manage Employees

Request a Delivery

Help

Settings

DISPATCHER TOOLS

Order Protocol

Point of Sale

Menu Upload

Orders

From: 12/29/2020 To: 01/05/2021 All Channels Submit

Summary for Dec 29, 2020 to Jan 5, 2021

COUNT	PRE-TAX TOTAL	TOTAL TAX	TOTAL COMMISSION	ERROR CHARGE	FEES	ESTIMATED PAYOUT
301	6,302.10	0.00	931.95	0.00	0.00	\$5,370.15

Orders History Last updated on Tue 01/05/2021 2:34 pm 1 - 25 of 301

Order Id	Date	Customer	Order Status	Pre-Tax Total	Tax	Commission	Error Charge	Fees	Net Payout
3D967A37	1/5/2021	Stephanie B.	Delivered By Yoko Ono RATE	\$10.00	\$0.00	\$1.50	\$0.00	\$0.00	\$8.50
8B4C5AD3	1/5/2021	Bob R.	Delivered By Virginia Woolf RATE	\$18.90	\$0.00	\$2.84	\$0.00	\$0.00	\$16.06
4FA6A5F0	1/5/2021	Peter D.	Delivered By Virginia Woolf RATE	\$17.20	\$0.00	\$2.58	\$0.00	\$0.00	\$14.62
9E61DE21	1/5/2021	Lexi P.	Delivered By Yoko Ono RATE	\$15.50	\$0.00	\$2.33	\$0.00	\$0.00	\$13.17
AA983726	1/5/2021	Jake B.	Delivered By Yoko Ono RATE	\$30.75	\$0.00	\$4.61	\$0.00	\$0.00	\$26.14
7C7B0E83	1/5/2021	Ryan F.	Delivered By Yoko Ono RATE	\$16.15	\$0.00	\$2.42	\$0.00	\$0.00	\$13.73
E2E320C9	1/5/2021	Mandi K.	Delivered By Virginia Woolf RATE	\$15.50	\$0.00	\$2.33	\$0.00	\$0.00	\$13.17
AFF67347	1/4/2021	Laura E.	Delivered By Yoko Ono RATE	\$11.00	\$0.00	\$1.65	\$0.00	\$0.00	\$9.35
BF6F4277	1/4/2021	Greg S.	Delivered By Virginia Woolf RATE	\$13.90	\$0.00	\$2.09	\$0.00	\$0.00	\$11.81
617CEC3F	1/4/2021	Jill M.	Delivered By Yoko Ono RATE	\$13.50	\$0.00	\$2.03	\$0.00	\$0.00	\$11.47
3F7FFB43	1/4/2021	Jim N.	Delivered By Yoko Ono RATE	\$16.20	\$0.00	\$2.43	\$0.00	\$0.00	\$13.77



Store View

ORDERS

How to use orders tab

- 1 Flexible and easy filtering** allows you to dig into orders from any time range and by different channels like marketplace and storefront
- 2 The Summary table** provides the aggregate of total order count, subtotal and estimated net payout
- 3 Order ID** is clickable and brings up relevant order details. If you have any questions for our Support team, you can easily reference the Order ID

DOORDASH

Back to Business Level

STORE
Every Flavor Cafe (Main St)

Dashboard
Orders
Grow Your Sales
Menu
Business Hours
Bank Account
Payments
Financials
Operations Quality
Customer Feedback
Manage Employees
Request a Delivery
Help
Settings

DISPATCHER TOOLS
Order Protocol
Point of Sale
Menu Upload

Orders

12/29/2020 To: 01/05/2021 All Channels

Summary for Dec 29, 2020 to Jan 5, 2021

COUNT	PRE-TAX TOTAL	TOTAL TAX	TOTAL COMMISSION	ERROR CHARGE	FEES	ESTIMATED PAYOUT
301	6,302.10	0.00	931.95	0.00	0.00	\$5,370.15

Orders History Last updated on Tue 01/05/2021 2:34 pm 1 - 25 of 301

Order Id	Date	Customer	Order Status	Pre-Tax Total	Tax	Commission	Error Charge	Fees	Net Payout
3D967A37	1/5/2021	Stephanie B.	Delivered By Yoko Ono RATE	\$10.00	\$0.00	\$1.50	\$0.00	\$0.00	\$8.50
8B4C5AD3	1/5/2021	Bob R.	Delivered By Virginia Woolf RATE	\$18.90	\$0.00	\$2.84	\$0.00	\$0.00	\$16.06
4FA6A5F0	1/5/2021	Peter D.	Delivered By Virginia Woolf RATE	\$17.20	\$0.00	\$2.58	\$0.00	\$0.00	\$14.62
9E61DE21	1/5/2021	Lexi P.	Delivered By Yoko Ono RATE	\$15.50	\$0.00	\$2.33	\$0.00	\$0.00	\$13.17
AA983726	1/5/2021	Jake B.	Delivered By Yoko Ono RATE	\$30.75	\$0.00	\$4.61	\$0.00	\$0.00	\$26.14
7C7B0E83	1/5/2021	Ryan F.	Delivered By Yoko Ono RATE	\$16.15	\$0.00	\$2.42	\$0.00	\$0.00	\$13.73
E2E320C9	1/5/2021	Mandi K.	Delivered By Virginia Woolf RATE	\$15.50	\$0.00	\$2.33	\$0.00	\$0.00	\$13.17
AFF67347	1/4/2021	Laura E.	Delivered By Yoko Ono RATE	\$11.00	\$0.00	\$1.65	\$0.00	\$0.00	\$9.35
BF6F4277	1/4/2021	Greg S.	Delivered By Virginia Woolf RATE	\$13.90	\$0.00	\$2.09	\$0.00	\$0.00	\$11.81
617CEC3F	1/4/2021	Jill M.	Delivered By Yoko Ono RATE	\$13.50	\$0.00	\$2.03	\$0.00	\$0.00	\$11.47
3F7FFB43	1/4/2021	Jim N.	Delivered By Yoko Ono RATE	\$16.20	\$0.00	\$2.43	\$0.00	\$0.00	\$13.77



Store View

ORDERS

Cancellations

The Summary table in the Orders tab shows a total order count and net payout based, for all orders except unpaid cancellations. To confirm if you've been paid out for a cancellation:

- 1 Check the **Order Status**, which will show both a cancellation reason and payout status
- 2 Click on the **Order ID**
- 3 View the right-hand module for information on the order and cancellation details as well as the reason for why it was paid or not paid.

The screenshot shows the DoorDash Orders page for 'Every Flavor Cafe (Main St)'. The 'Orders History' table lists several orders, with the first one (ID: 3D967A37) highlighted. A red circle '1' is over the 'Order Status' column for this order, which says 'Delivered By Yoko Ono' with a 'RATE' tag. A red circle '2' is over the 'Order ID' column for the same order. A red circle '3' is over the 'Order ID: 8GK90JRF' in the right-hand panel. The right-hand panel shows details for this cancelled order, including the Dasher's name (Yoko Ono), pickup time (June 14, 2020, 8:34pm PT), pickup location (Every Flavor Cafe), and customer name (John L.). The order items are '1 x Omelette' (\$25.00) and '1 x Ham & Cheese Croissant' (\$22.00) with special instructions 'Please add two extra slices of cheese'. The subtotal is \$47.00, tax is \$3.00, and commission is -\$14.10, resulting in a total payout of \$29.90.

Order Id	Date	Customer	Order Status
3D967A37	1/5/2021	Stephanie B.	Delivered By Yoko Ono RATE
8B4CSAD3	1/5/2021	Bob R.	Delivered By Virginia Woolf RATE
4FA6A5F0	1/5/2021	Peter D.	Delivered By Virginia Woolf RATE
9E6IDE21	1/5/2021	Lexi P.	Delivered By Yoko Ono RATE
AA983726	1/5/2021	Jake B.	Delivered By Yoko Ono RATE
7C7BOE83	1/5/2021	Ryan F.	Delivered By Yoko Ono RATE
E2E320C9	1/5/2021	Mandi K.	Delivered By Virginia Woolf RATE
AFF67347	1/4/2021	Laura E.	Delivered By Yoko Ono RATE
BF6F4277	1/4/2021	Greg S.	Delivered By Virginia Woolf RATE
617CEC3F	1/4/2021	Jill M.	Delivered By Yoko Ono RATE
3F7FFB43	1/4/2021	Jim N.	Delivered By Yoko Ono RATE



Store View

ORDERS

Cancellation policy

DoorDash strives to always pay a restaurant for any food prepared. We know sometimes things go wrong and we want to make it easy for you to understand why some cancellations may be unpaid. The top reasons include:

- You didn't confirm the order
- Your restaurant was reported as closed
- Your staff inbounded to Support that they couldn't fulfill the order
- The order was cancelled after confirmation but we couldn't verify that you prepared the order

Learn more [here](#) about avoidable cancellations and best practices.

Order ID: 1JF74KSE	
Delivered	Error Charges
Dasher: Virginia Woolf Rate Dasher	
Pick Up Time	June 14, 2020 8:34pm PT
Pickup Location	Every Flavor Cafe 1234 Main St, Houston TX 14599
Customer: Vita S	
Order	
1 × Omelette	\$25.00
1 × Ham & Cheese Croissant	\$22.00
Special Instructions Please add two extra slices of cheese	
Error Charges	
Missing: Omelette	-\$25.00
	Subtotal \$47.00
	Tax (9%) \$3.00
	Commission (30%) -\$14.10
	Error Charges (#4TU90OPM) -\$25.00
	Net Payout (#1JF74KSE) \$7.90

Order ID: 8GK90JRF	
Cancelled - Paid	
This order was cancelled since the Dasher did not deliver the order. Your business is still paid for this order because you confirmed the order. View Policy	
Dasher: Yoko Ono Rate Dasher	
Pick Up Time	June 14, 2020 8:34pm PT
Pickup Location	Every Flavor Cafe 1234 Main St, Houston TX 14599
Customer: John L.	
Order	
1 × Omelette	\$25.00
1 × Ham & Cheese Croissant	\$22.00
	Subtotal \$47.00
	Tax (9%) \$3.00
	Commission (30%) -\$14.10
	Net Payout (#8GK90JRF) \$32.90



Menu Editor



Menu Editor

You can use the Menu Editor tab to make a wide range of edits to your online menu. In this section, we'll cover:

- How to [add](#), [edit](#) and [sort](#) items
- How to temporarily [deactivate](#) or [delete](#) an item
- How to [add](#), [edit](#), [delete](#) and [sort](#) modifiers
- How to [add](#), [edit](#) and [delete](#) options
- How to [add](#), [edit](#), [delete](#) and [sort](#) categories

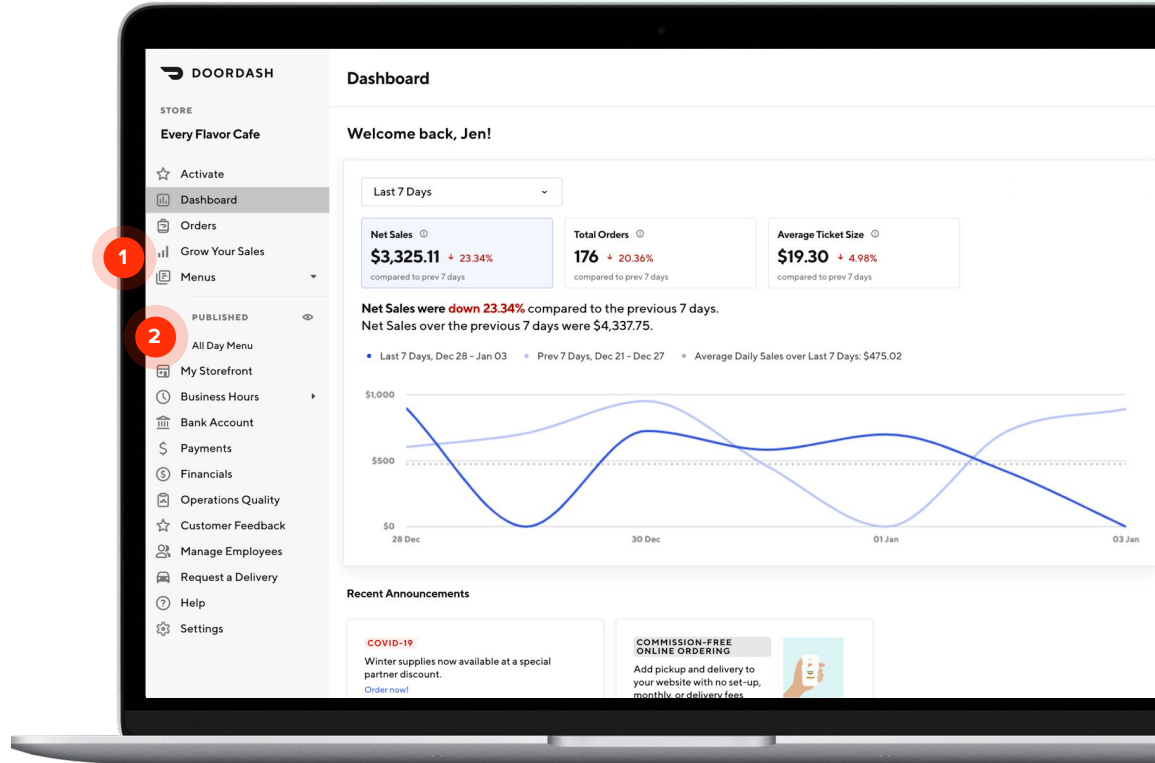


Store View

MENU EDITOR

Make changes to your menu

- 1 Select **Menus** in the left column navigation
- 2 Select the specific menu that you want to update. If you have shared items across multiple menus (e.g., breakfast, lunch, dinner), you will need to make changes to each separately



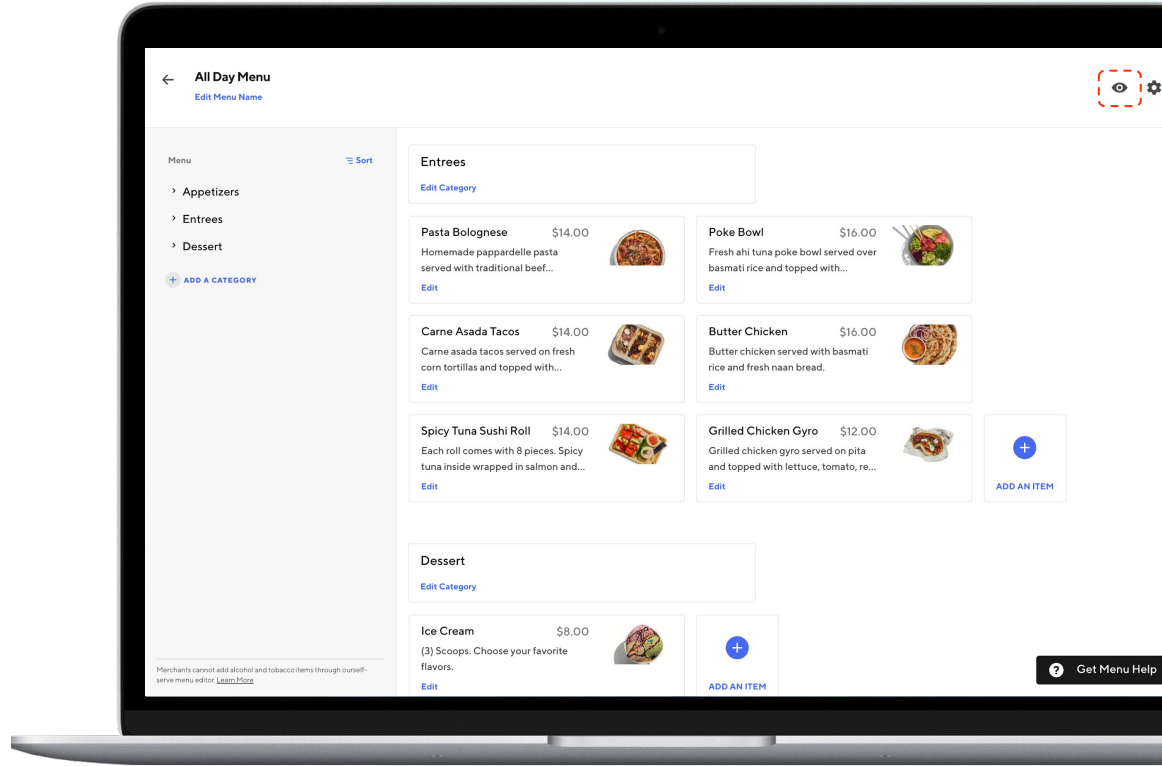


Store View

MENU EDITOR

Previewing changes

As you're editing your menu, you can preview changes by clicking on the **eye icon** in the top-right corner of the screen.



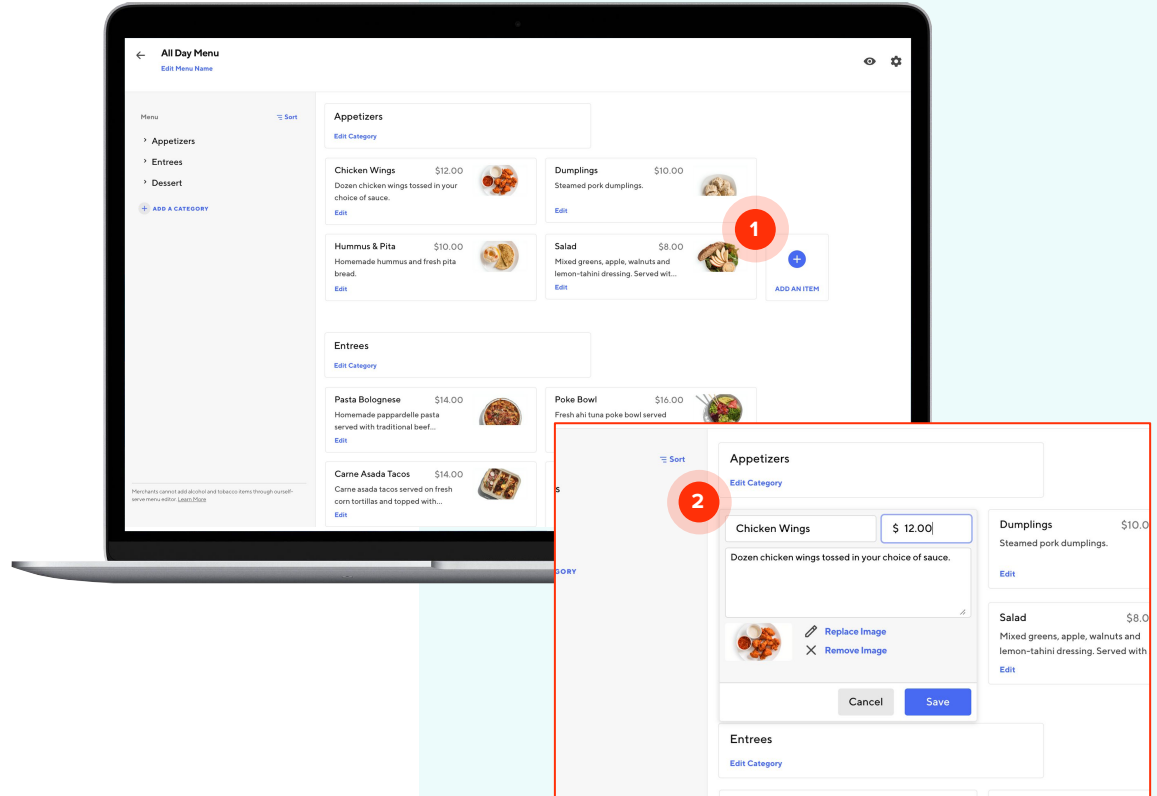


Store View

MENU EDITOR

Add an item

- 1 Navigate to the appropriate menu category and click on **Add An Item**.
- 2 Use the pop-up to add information including the item name, price, and description. Click **Save**.



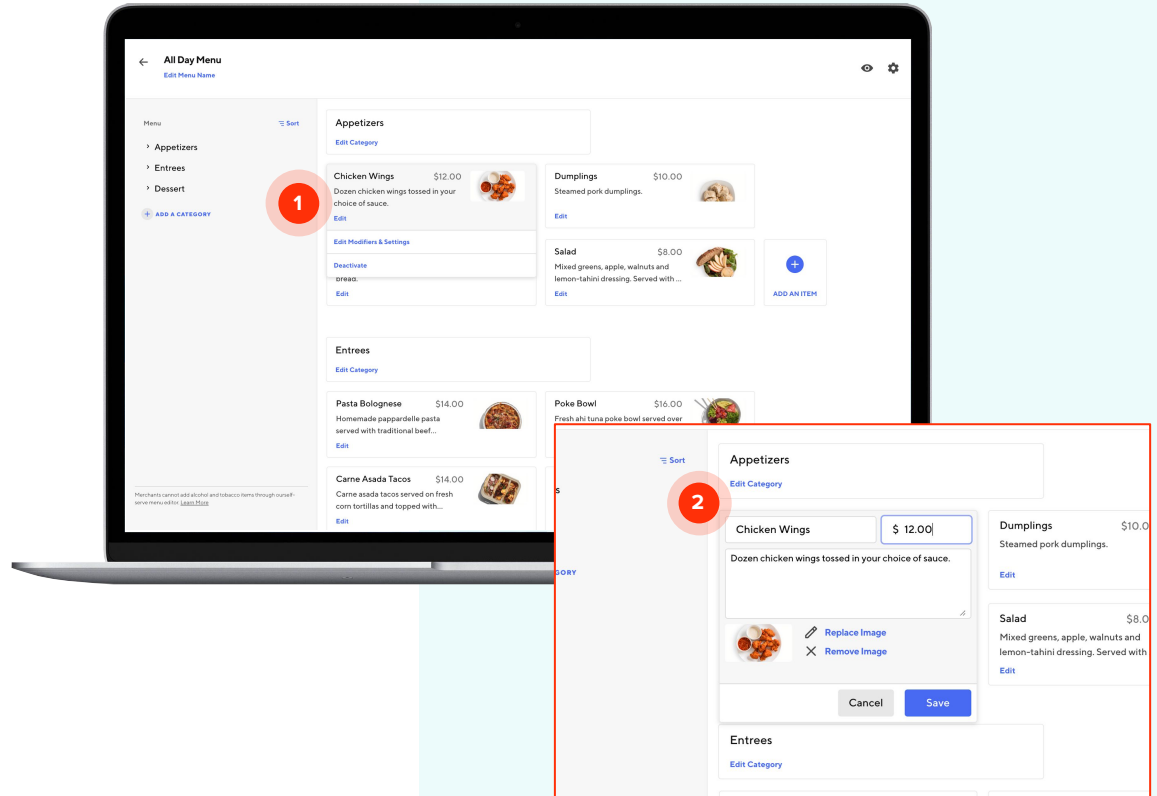


Store View

MENU EDITOR

Edit item settings

- 1 Navigate to the appropriate menu category and click on **Edit** below the item you want to update
- 2 Use the pop-up to make changes to the item name, price, or description. Click **Save**





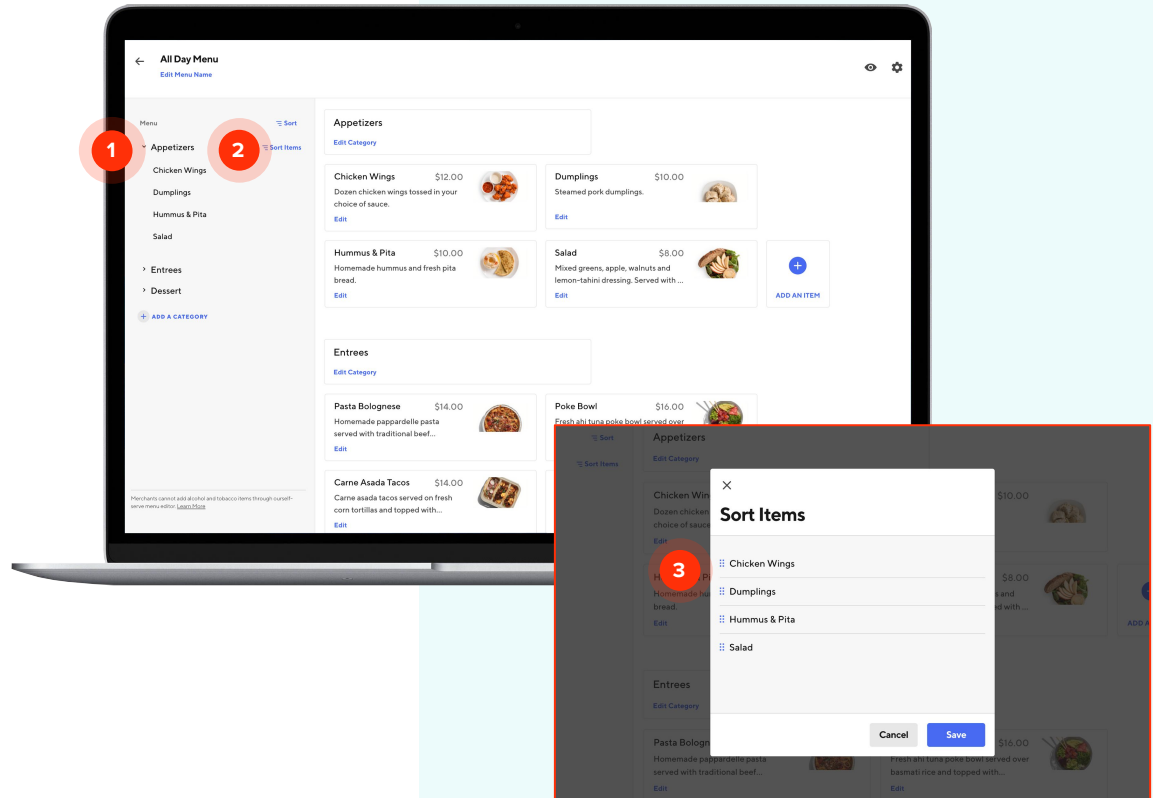
Store View

MENU EDITOR

Sort items

To change the order in which menu items appear within a menu category:

- 1 Click the triangle to the left of the category the item is in
- 2 Click **Sort Items**
- 3 Click and hold the blue dots next to the category you want to move and drag the item to the desired position. Click **Save**





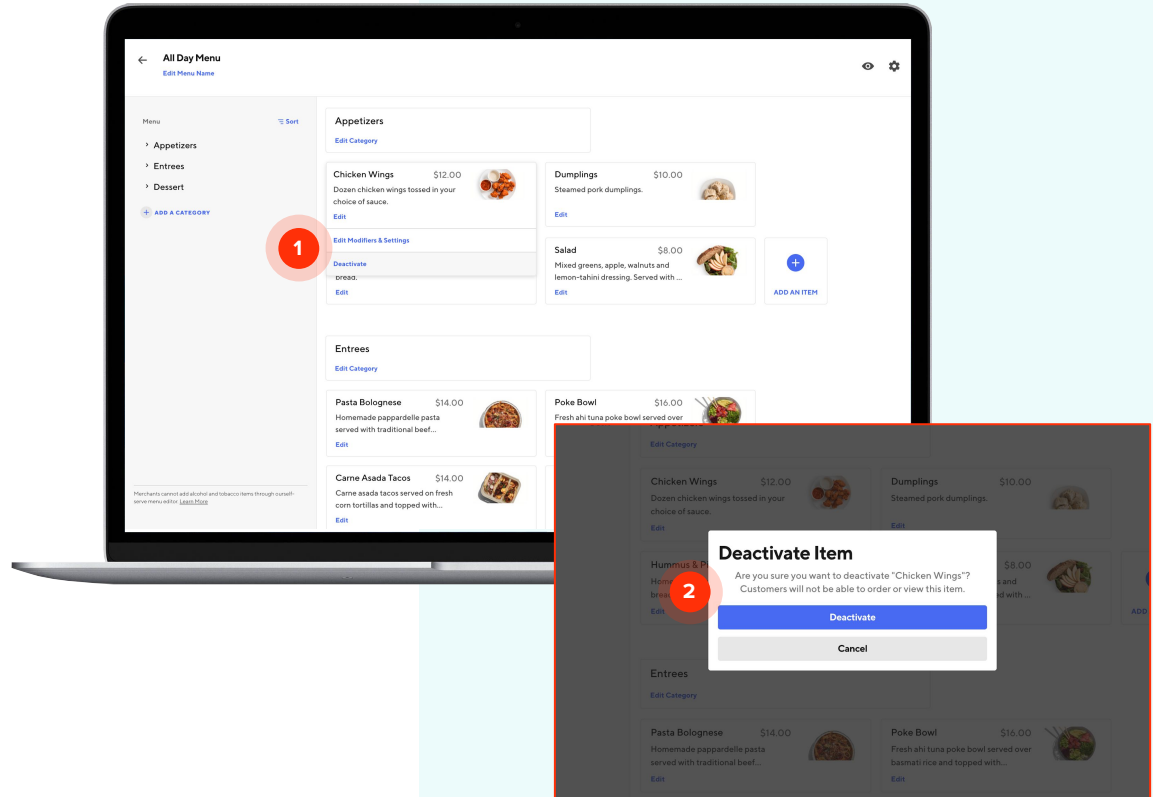
Store View

MENU EDITOR

Deactivate an item

If you've run out of an item, you can temporarily deactivate it.

- 1 Navigate to the appropriate menu category and hover the mouse over the item you want to deactivate. Click **Deactivate**
- 2 To continue with deactivation, click **Deactivate** in the pop-up window





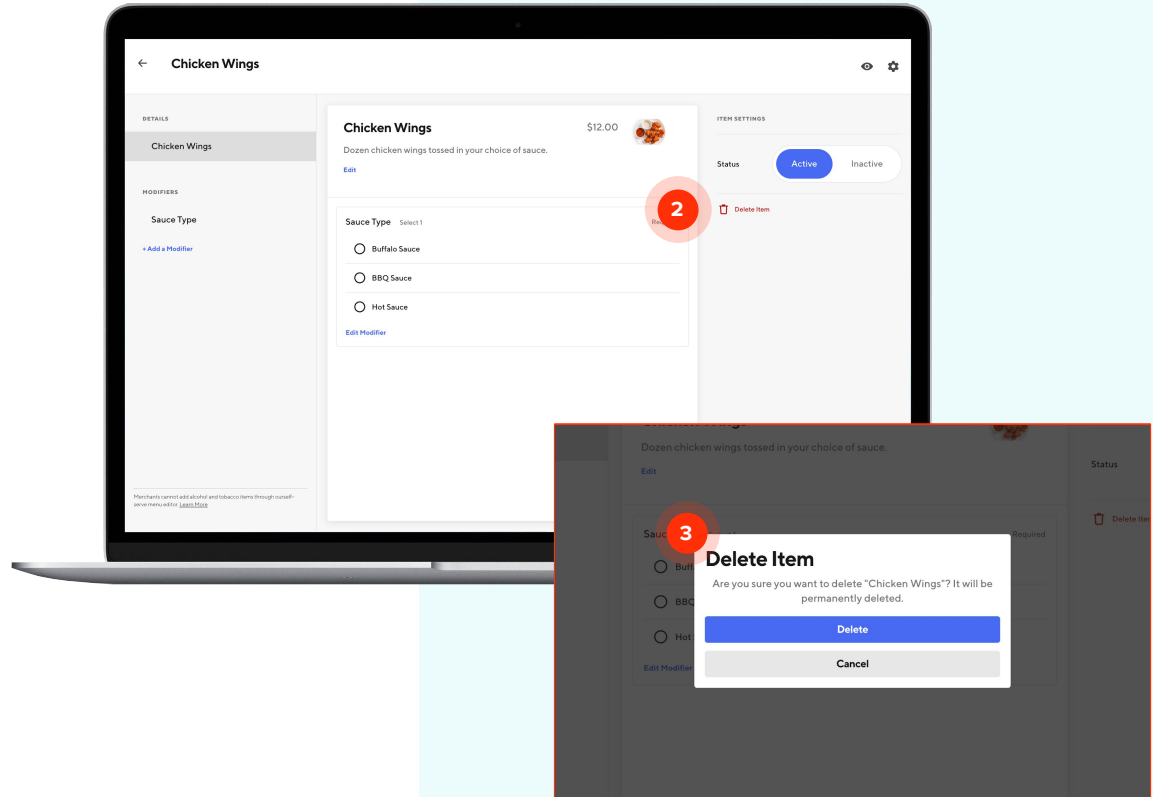
Store View

MENU EDITOR

Delete an item

To permanently remove an item from your menu:

- 1 Hover over the item you want to edit and click **Edit Modifiers & Settings**
- 2 Click **Delete Item** under Item Settings
- 3 Click **Delete** on the pop-up to permanently delete the item





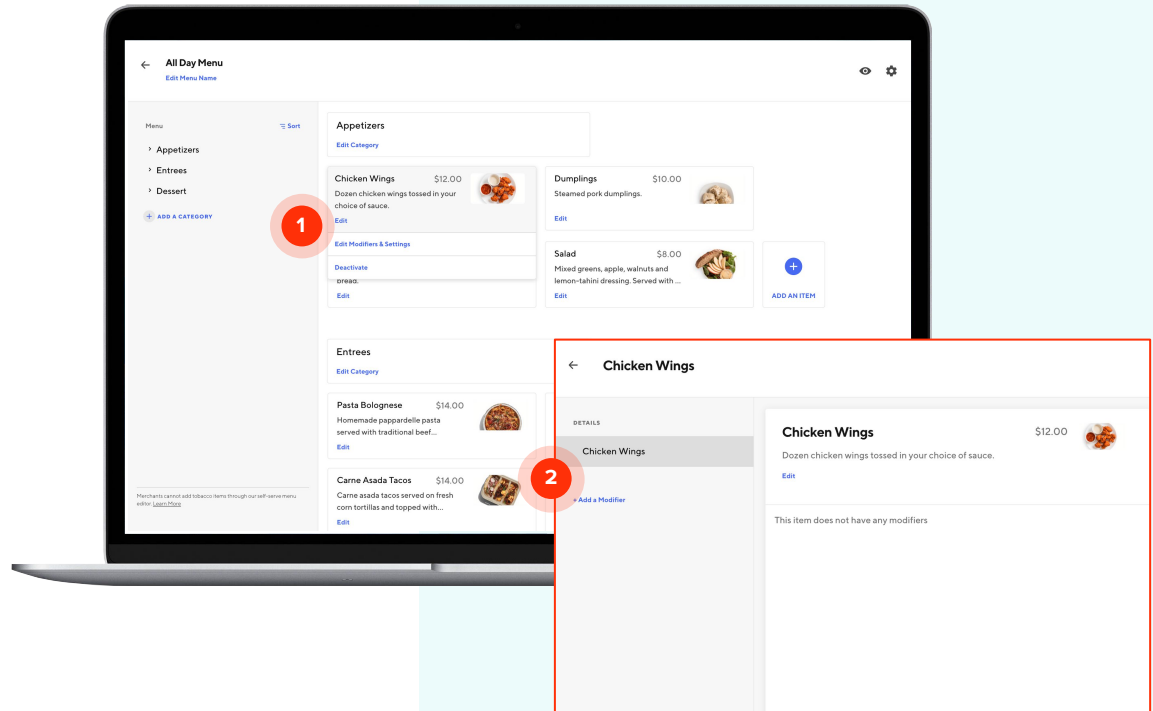
Store View

MENU EDITOR

Add a modifier

A modifier is part of a menu item that can be individually selected. For example, “Sauce Type” can be a modifier of chicken wings. To add a modifier to an item:

- 1 Hover the mouse over the item you want to edit. Click **Edit Modifiers & Settings**
- 2 Click **Add a Modifier**





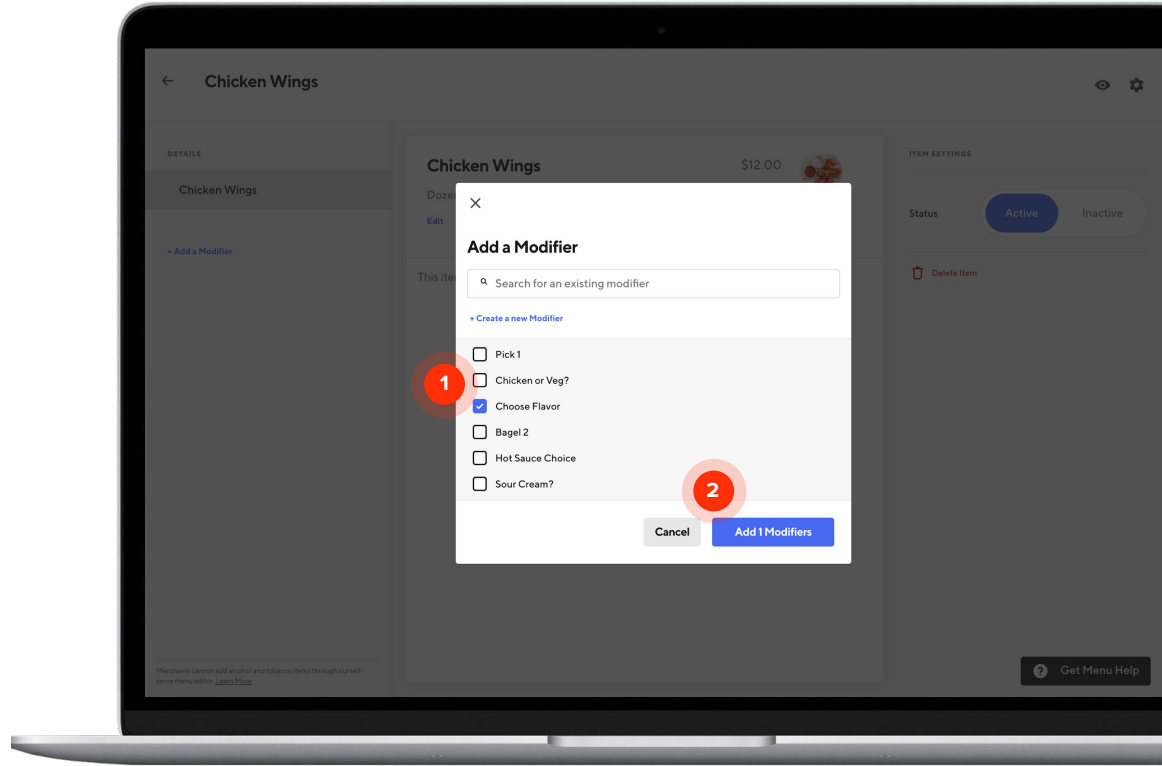
Store View

MENU EDITOR

Add a modifier, continued

If you would like to add a modifier that already appears on your menu:

- 1 Check the box next to the modifier you would like to add
- 2 Click **Add 1 Modifier**





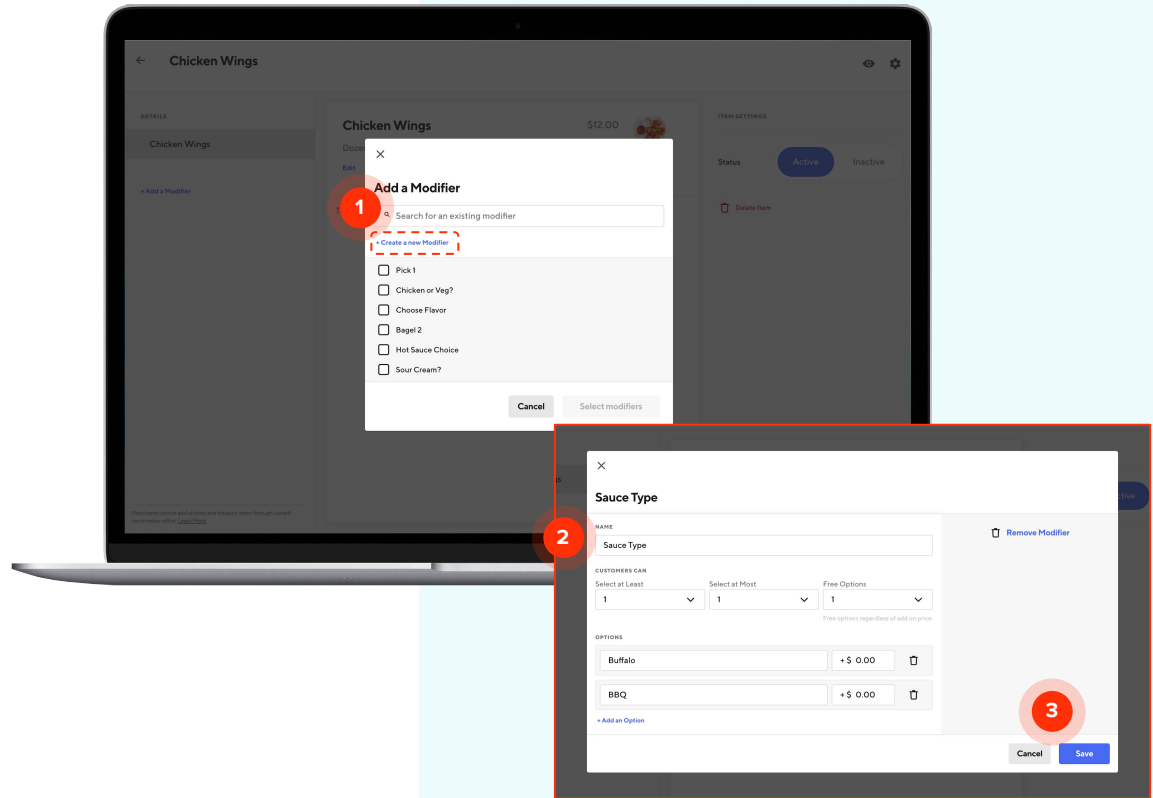
Store View

MENU EDITOR

Add a modifier, continued

If you would like to create a new modifier:

- 1 Select **Create a New Modifier** under the search bar
- 2 Fill out the new modifier name, settings, options and prices
- 3 Click **Save**





Store View

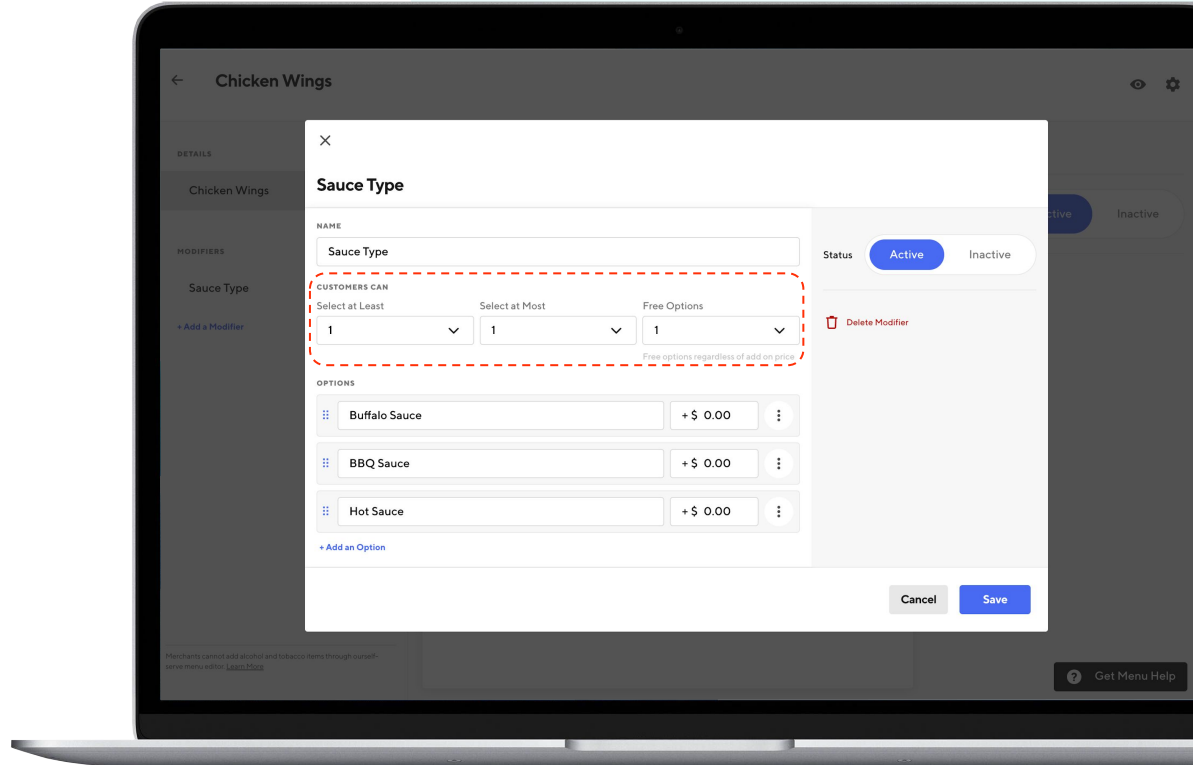
MENU EDITOR

Modifier settings guide

Select at least: The minimum selections a customer must make on the modifier. Set this to 0 if the modifier is optional.

Select at most: The maximum selections a customer can make on the modifier. This should be set to at least 1 and can not be less than the number in Select at least.

Free options: The number of free options available to the customer. The option is free regardless of add-on price. For example, if Free options is set to 1 and each option costs \$1.00, the customer will not be charged \$1.00 for the first option they select, but they will be charged for the second option they select.





Store View

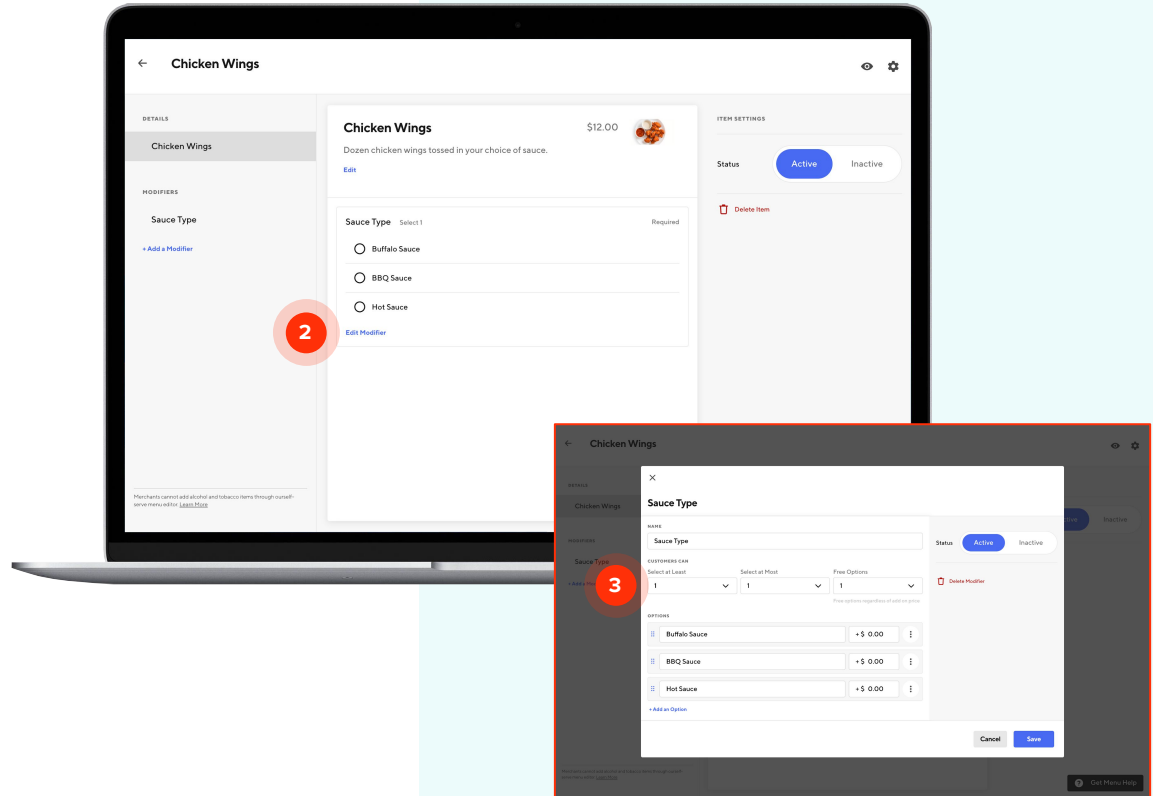
MENU EDITOR

Edit modifier settings

To change settings for a modifier:

- 1 Hover over the item with the modifier you want to edit and click **Edit Modifiers & Settings**
- 2 Click **Edit Modifier** at the bottom
- 3 Use the modifier drop downs to edit the specific settings. Click **Save**.

Note: changes made to the modifier will be applied to all the items that share it.





Store View

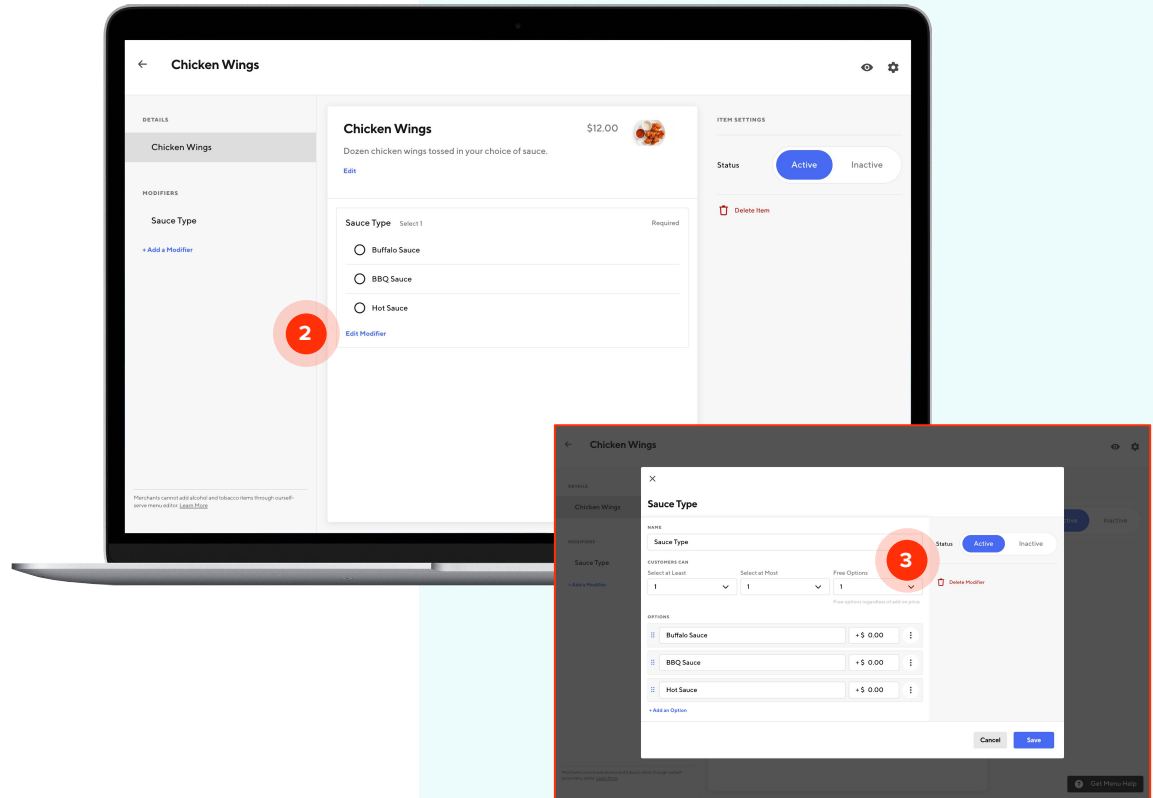
MENU EDITOR

Delete a modifier

To remove a modifier:

- 1 Hover over the item with the modifier you want to edit and click **Edit Modifiers & Settings**
- 2 Click **Edit Modifier** at the bottom
- 3 Click **Delete Modifier** on the right-hand side. Click **Save**.

Note: when a modifier is deleted, it will be remove from all the items that share it.





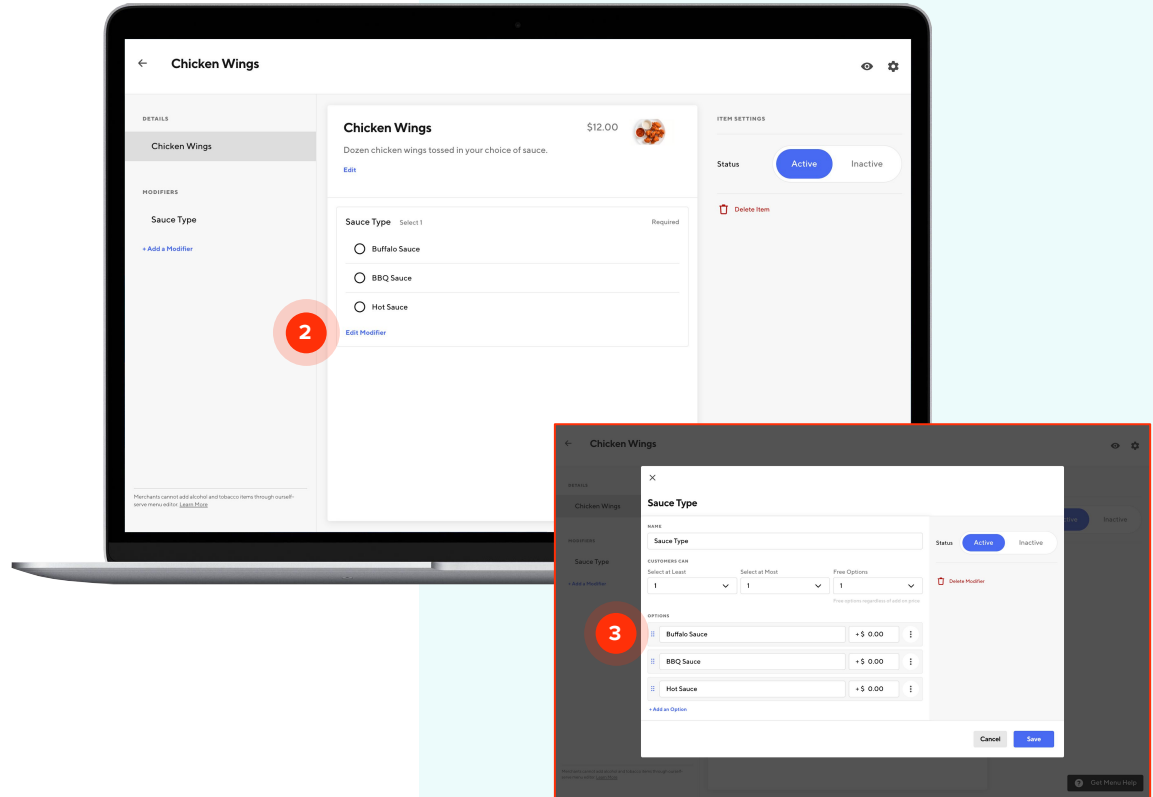
Store View

MENU EDITOR

Sort modifiers

To change the order in which modifiers appear on a menu item:

- 1 Hover over the item with the modifier you want to edit and click **Edit Modifiers & Settings**
- 2 Click **Edit Modifier**
- 3 Click and hold the blue dots next to the modifier you want to move and drag it to the desired position. Click **Save**.





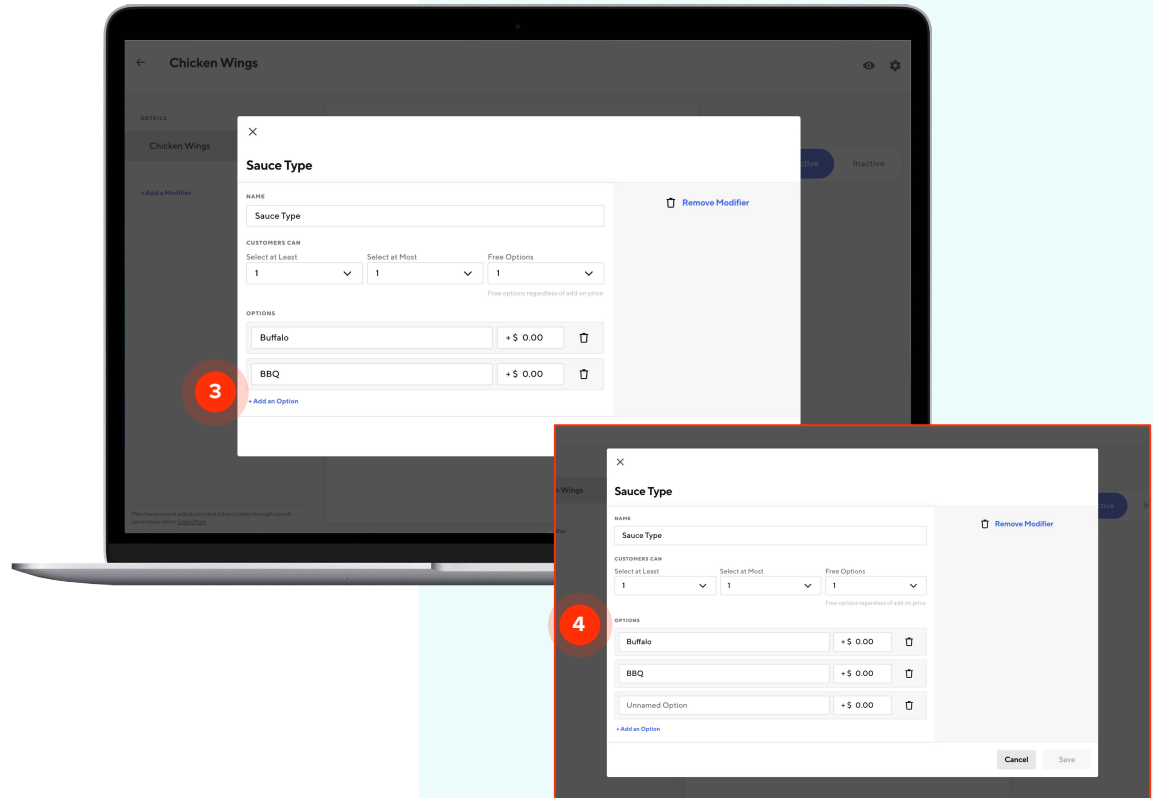
Store View

MENU EDITOR

Add an option

Options are different choices for a modifier. For example, if “Sauce Type” is modifier of chicken wings, the options could be “Buffalo”, “BBQ” or “Hot Sauce”
To add options to a modifier:

- 1 Hover the mouse over the item you want to edit. Click **Edit Modifiers & Settings**
- 2 Click **Edit Modifier**
- 3 Scroll to the bottom and click **Add an Option**
- 4 Type in the new option, how it affects the price (if applicable) and click **Save**





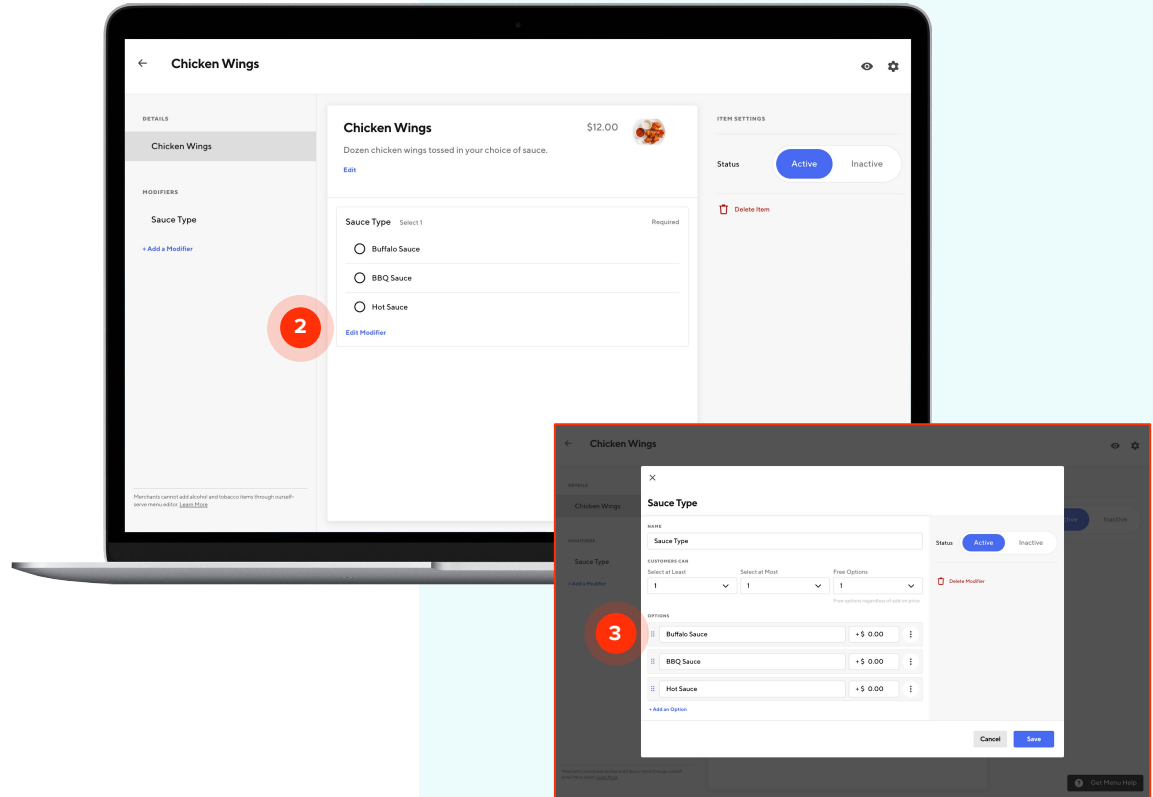
Store View

MENU EDITOR

Edit option settings

To change settings for an option:

- 1 Hover the mouse over the item you want to edit. Click **Edit Modifiers & Settings**
- 2 Click **Edit Modifier**
- 3 Type in the new option settings and click **Save**





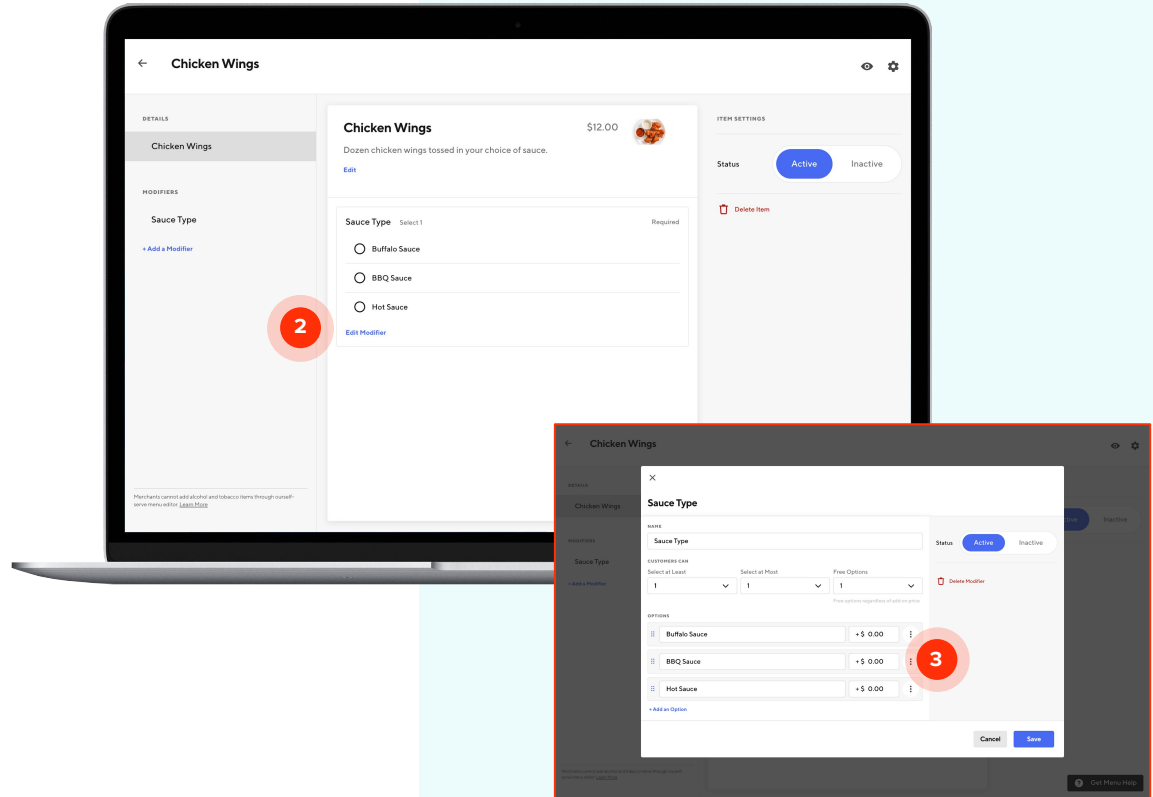
Store View

MENU EDITOR

Delete an option

To remove an option:

- 1 Hover the mouse over the item you want to edit. Click **Edit Modifiers & Settings**
- 2 Click **Edit Modifier**
- 3 Click on the three dots next to the option and click **Delete** and then **Save**





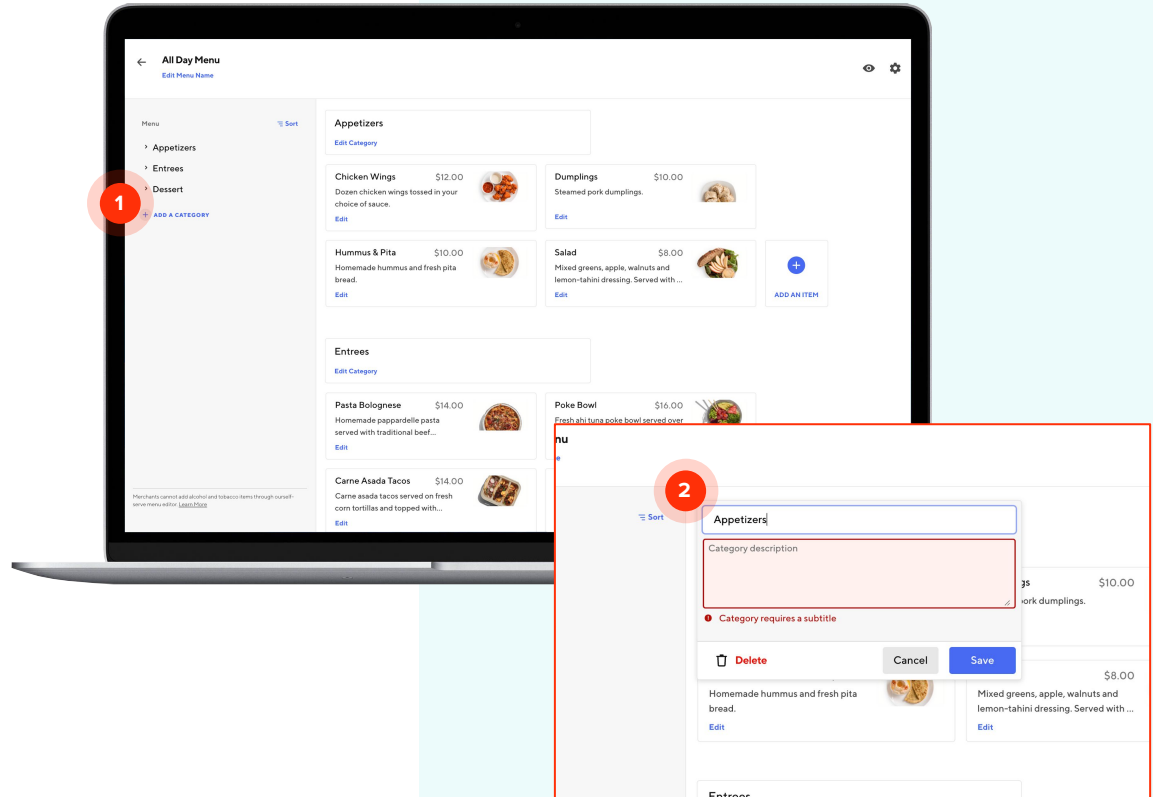
Store View

MENU EDITOR

Add a category

When it comes to ordering food online, customers want a menu that is easy to navigate. One of the simplest ways to meet this need is to split your menu into categories. To add a category

- 1 Navigate to the appropriate menu and click on **Add a Category**
- 2 Use the pop-up to enter the category name and description. Click **Save**





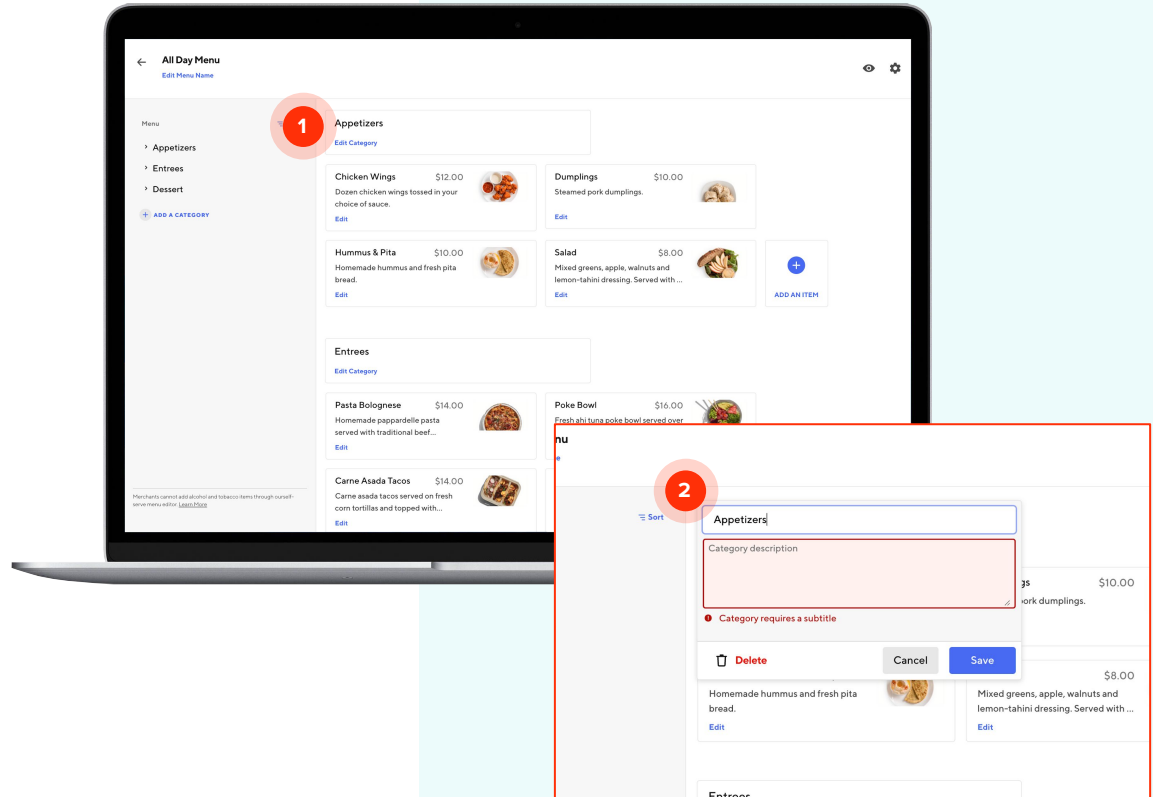
Store View

MENU EDITOR

Edit a category

To change settings for a category:

- 1 Navigate to the appropriate menu category and click on **Edit Category**
- 2 Use the pop-up to make changes to the item name or description. Click **Save**





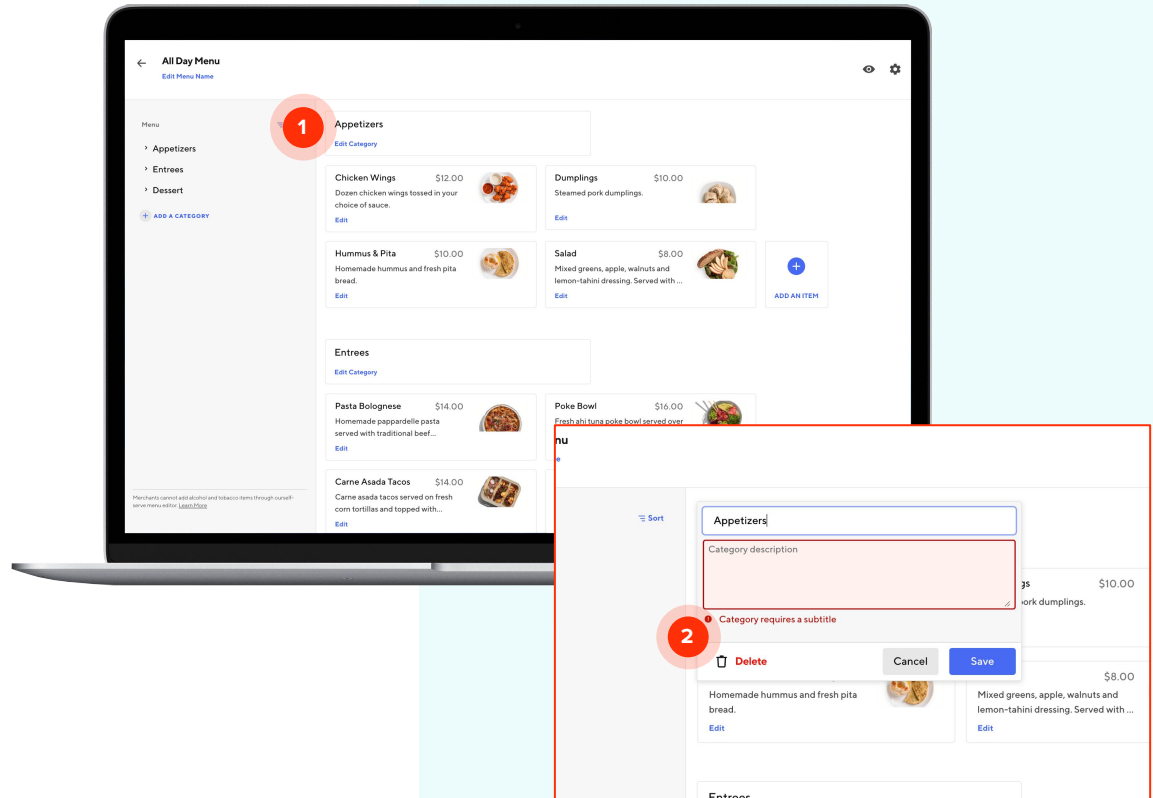
Store View

MENU EDITOR

Delete a category

To remove a category:

- 1 Navigate to the appropriate menu category and click on **Edit Category**
- 2 Click **Delete** in the pop up and then click **Save**





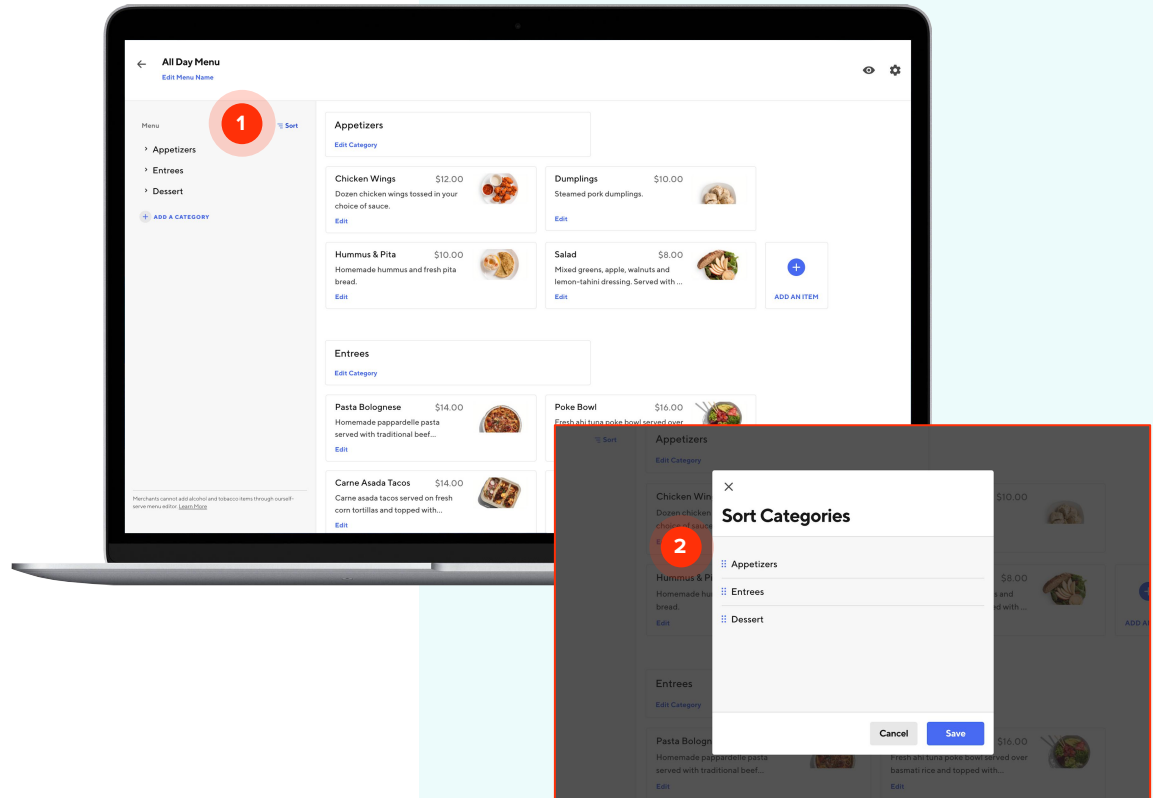
Store View

MENU EDITOR

Sort categories

To change the order in which categories appear on your menu:

- 1 Click **Sort** in the left column
- 2 Click and hold the blue dots next to the category you want to move and drag the category to the desired position. Click **Save**





Business Hours



Business Hours

Ensuring you have accurate business hours is an important part of providing a positive customer experience. In this section, we'll cover:

- [Updating your standard menu hours](#)
- [Updating your hours for ad-hoc closures](#)
- [Temporarily deactivate your store](#)



Store View

BUSINESS HOURS

Menu hours

Menu Hours is the place to set your regular hours. During these hours, your restaurant will appear as open on the consumer app. If you have multiple menus (i.e. breakfast, lunch, dinner), make sure to set hours for each.

Note: Hours are automatically adjusted to account for prep time.

- 1 Click **Business Hours** then **Menu Hours** in the left column navigation
- 2 Check off for full-day closure
- 3 Specify daily hours
- 4 Click the plus sign to add an additional hour

The screenshot shows the Doordash Business Hours settings for the 'All Day Menu'. The interface includes a left navigation menu with 'Business Hours' selected, and a main area titled 'Open Hours For Menu'. The main area displays a table of days with time ranges and checkboxes for closure. Red circles with numbers 1-4 highlight key UI elements: 1 points to 'Business Hours' in the navigation; 2 points to the 'Closed' checkbox for Monday; 3 points to the time range dropdowns for Tuesday; and 4 points to the plus sign icon for adding an hour on Wednesday.

Day	Start Time	End Time	Additional Hour	Closed
Monday	Closed	Closed		<input checked="" type="checkbox"/>
Tuesday	11:00 AM	10:00 PM	<input type="checkbox"/>	<input type="checkbox"/>
Wednesday	11:00 AM	10:00 PM	<input type="checkbox"/>	<input type="checkbox"/>
Thursday	11:00 AM	10:00 PM	<input type="checkbox"/>	<input type="checkbox"/>
Friday	11:00 AM	10:00 PM	<input type="checkbox"/>	<input type="checkbox"/>
Saturday	11:00 AM	11:59 PM	<input type="checkbox"/>	<input type="checkbox"/>
Sunday	11:00 AM	11:59 PM	<input type="checkbox"/>	<input type="checkbox"/>



Store View

BUSINESS HOURS

Special closures

Special Closures is where you can manage ad-hoc hours changes such as holiday closures or hours.

- 1 Click **Business Hours** then **Special Closures/Hours** in the left column navigation
- 2 Add new closure dates
- 3 Specify specific hours, if not all-day closure (optional)
- 4 Active upcoming special closures/hours
- 5 Review past closures

DOORDASH

Back to Business Level

STORE

Every Flavor Cafe (Main St)

Dashboard

Orders

Grow Your Sales

Menus

Business Hours

Menu Hours

Special Closures/Hours

Bank Account

Payments

Financials

Operations Quality

Customer Feedback

Manage Employees

Request a Delivery

DISPATCHER TOOLS

Order Protocol

Point of Sale

Menu Upload

Business Hours

Create Future Special Closures / Hours

Have an upcoming vacation or holiday observance? Stop inbound orders by setting up an upcoming closure below. All of your menus for that day will be shut off for ordering.

Description: Christmas Eve (Early Closure) Start Date: 12/25/2020 End Date: 12/25/2020

Check the box below to set special hours for closure dates above

Add Special Hours: 11:00 AM - 03:00 PM

Add additional hour

Note: Special hours, if chosen, will be applied to all dates in the selected date range.

Cancel Save

Pause this Store Immediately

Pause Store

Upcoming Closures

Status	Start Date/Time	End Date/Time	Reason	Address
Deactivated	5/23/2017 at 20:07	5/23/2017 at 20:11	The Restaurant has the wrong address and they don't want to provide the exact address.	Unspecified



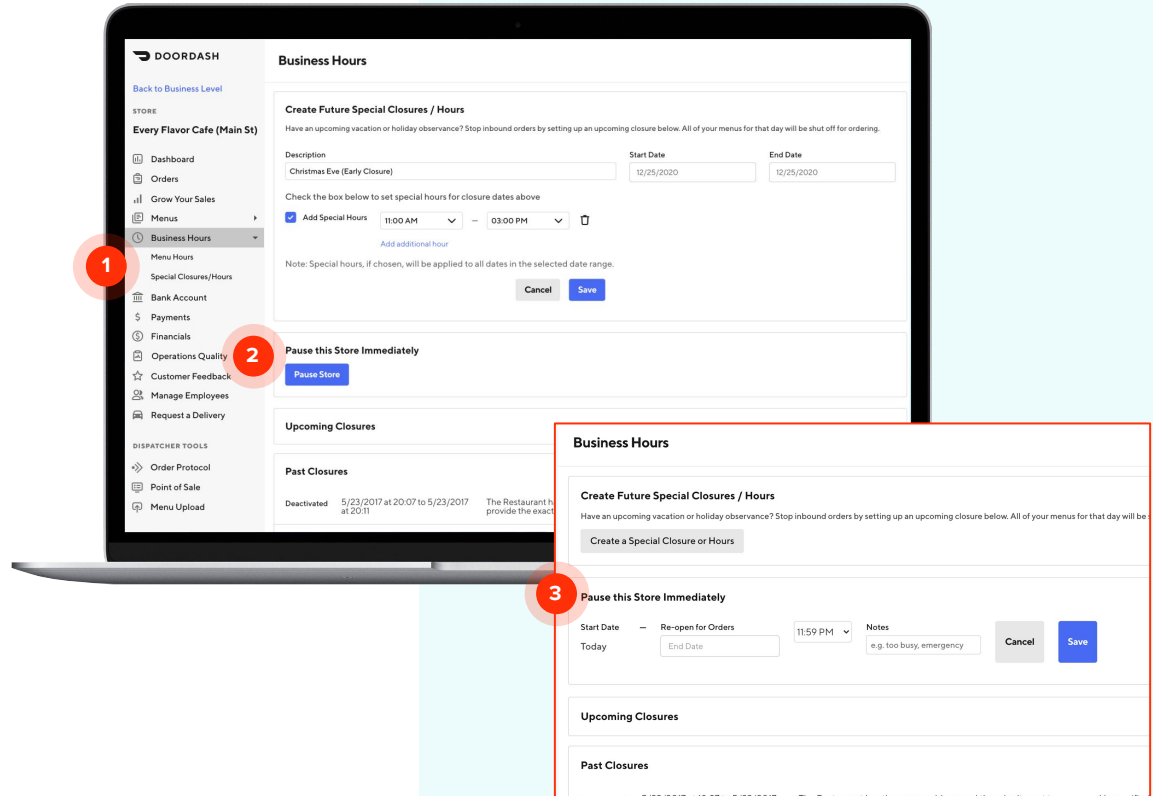
Store View

BUSINESS HOURS

Temporarily deactivate store

Sometimes you may be short-staffed and need to temporarily deactivate your store from DoorDash to stop receiving orders.

- 1 Click **Business Hours** then **Special Closures/Hours** in the left column navigation
- 2 Click **Pause Store**
- 3 Specify when you would like to reopen for orders and click **Save**. Your store will automatically be reactivated when your pause period ends





Customer Feedback



Customer feedback

Regularly review your customer feedback for a pulse check of what's changing in your business and opportunities for improvement. In this section, we'll cover:

- [Reviewing customer feedback](#)
- [Types of customer feedback](#)
- [Identifying feedback trends](#)
- [Responding to customer feedback](#)

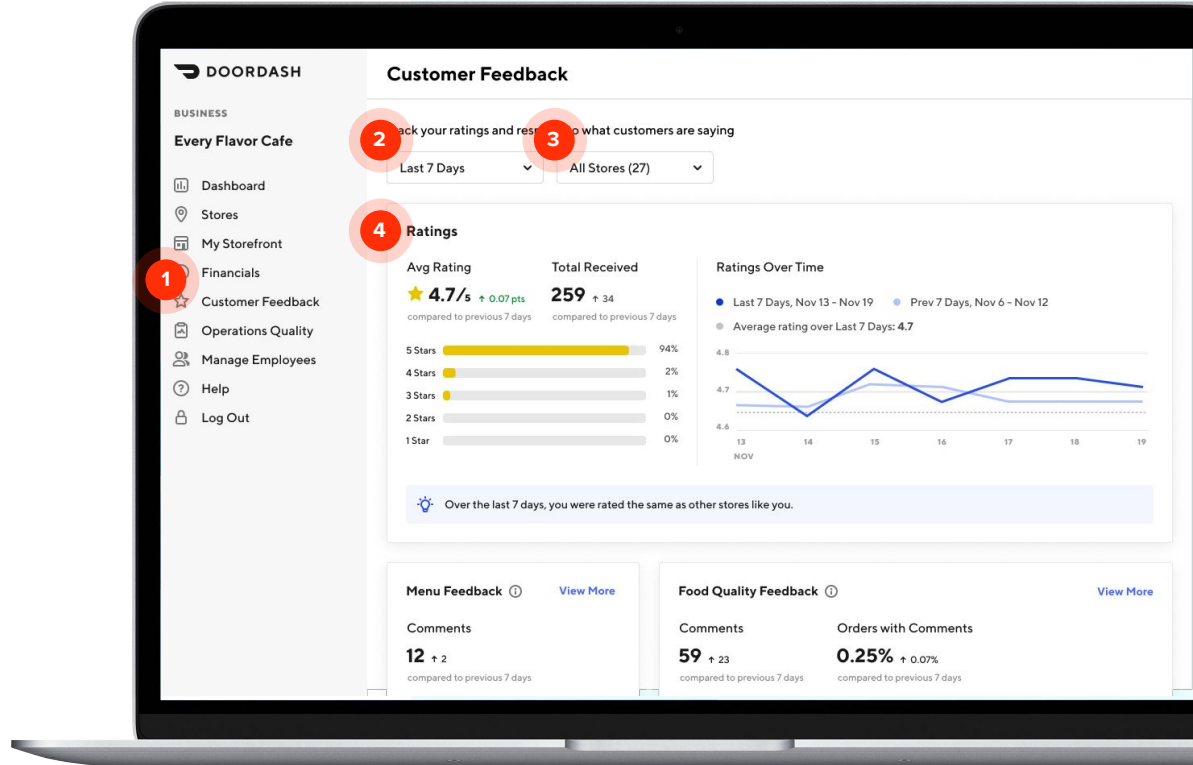


Business View Store View

CUSTOMER FEEDBACK

Review customer feedback

- 1 Click **Customer Feedback** in the left column navigation
- 2 Select the time period
- 3 If you have access to multiple stores, you can choose to view feedback for all stores or a subset for comparison
- 4 Based on the filters, view a breakdown of that ratings and how it may have changed





Business View

Store View

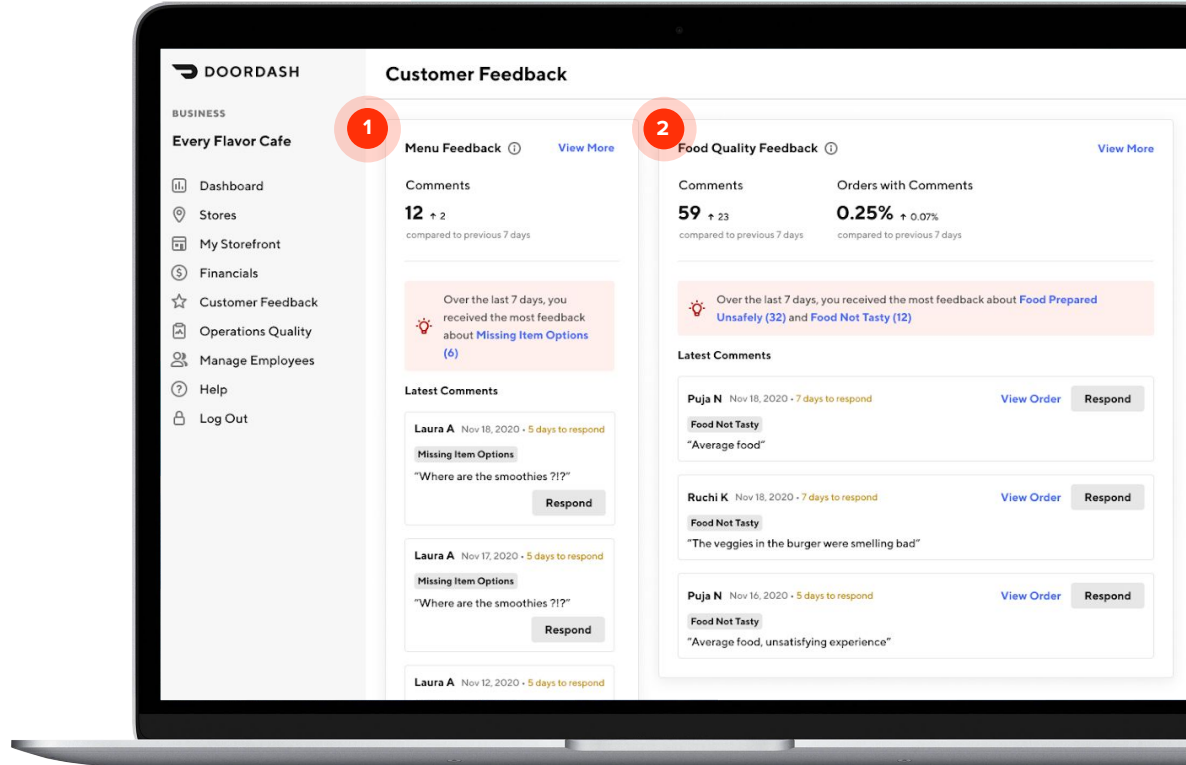
CUSTOMER FEEDBACK

Types of feedback

Customers can provide two different types of feedback:

1 Menu feedback, when customers report an issue with the menu during the ordering process — inaccurate photos or descriptions, not being able to customize an item or an in-store menu item “missing” from the online menu.

2 Food quality feedback, where customers rate the food they’ve ordered from your restaurant





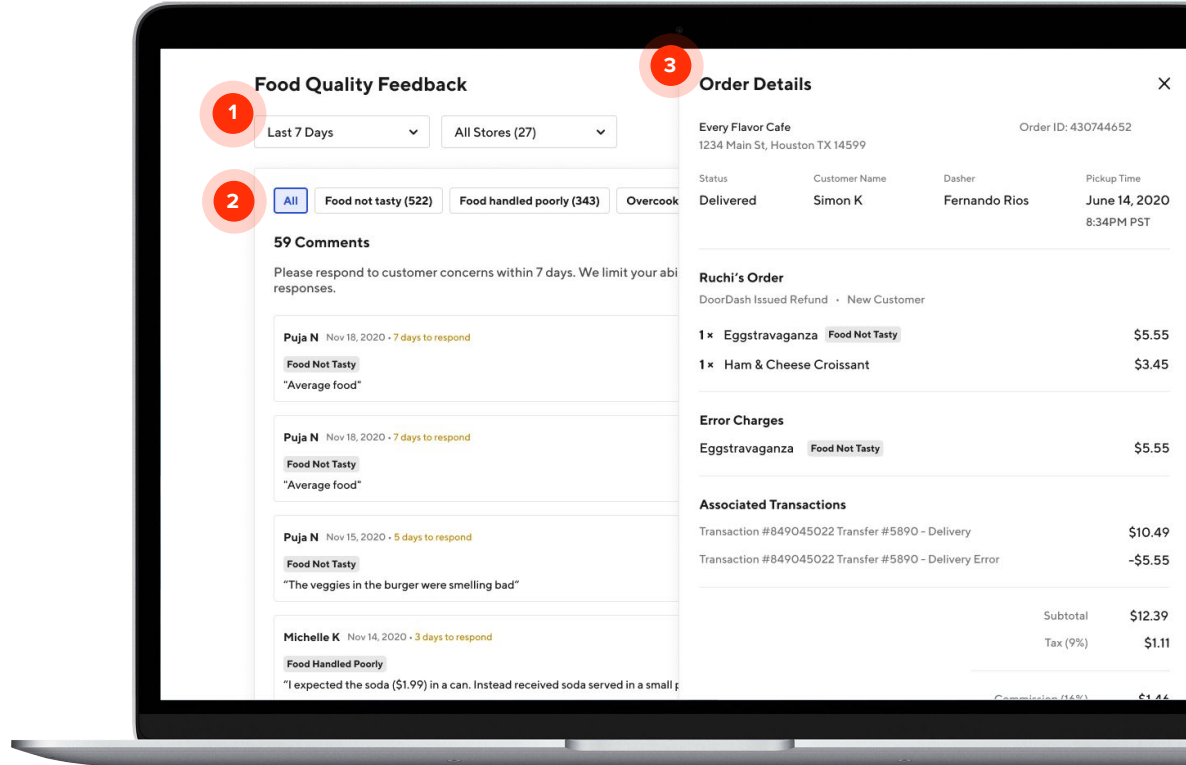
Business View Store View

CUSTOMER FEEDBACK

Feedback trends

Read what customers are saying about your menu and your food. Maybe item descriptions need to be updated or dishes that require extra time need to be noted. Use this information to learn what's working well -- and what isn't.

- 1 Select your filters for time period and stores
- 2 Filter by relevant tags to hone in on common themes and opportunities for improvement
- 3 Clicking on **Order Details** allows you to contextualize the feedback you've received





Business View

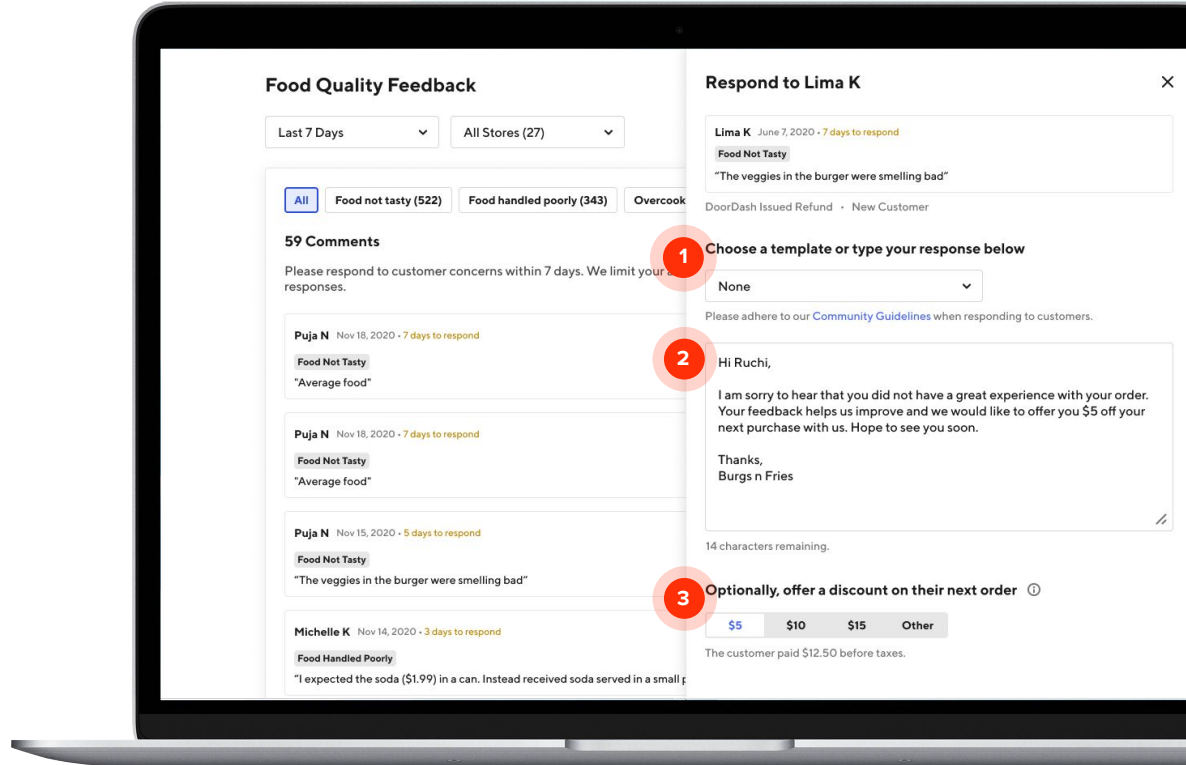
Store View

CUSTOMER FEEDBACK

Respond to feedback

The Customer Feedback tab is your tool to connect with customers directly. You have up to 7 days to respond to new messages, although we recommend responding within 24 hours to handle concerns in a timely manner.

- 1 Select a template from the dropdown to start your message
- 2 Craft your message to your customer
- 3 Choose if you'd like to gift the customer a dollar amount off of their next order from your restaurant



Business View

Store View

CUSTOMER FEEDBACK

Respond to feedback, cont.

Your customer receives an email from DoorDash on your behalf with the following information:

- 1 The promotion you're offering, if applicable
- 2 Your response to the customer, including a salutation with customer's name, body of text, and sign off
- 3 Customer sees a reminder of their original order, data and comment

The screenshot displays an email from DoorDash. At the top, it says "Every Flavor Cafe responded to your recent issue". Below this, a promotional box offers "\$5 off your next Every Flavor Cafe order" with a "Place a new order" button. The text below the promotion states it is valid for 14 days. The main body of the email contains a note from the customer: "Hi Linda, I am sorry to hear that you did not have a great experience with your order. Your feedback helps us improve and we would like to offer you \$5 off your next purchase with us. Hope to see you soon. Thanks, Every Flavor Cafe". Below the note, the customer's original order is summarized: "The veggies on the burger were smelling bad", ordered on Saturday, Jun 27th at 7:07 PM, including "Eggstravaganza" and "Impossible Burger". At the bottom, there is a footer with the DoorDash logo and links to download the app, sign up for DashPass, refer and earn credit, and deliver with DoorDash.



Operations Quality



Operations quality

A great delivery experience requires close collaboration between DoorDash and restaurants. To that end, we've added new operational data points in the Merchant Portal to help track customer experience and guide operational adjustments. In this section we'll cover:

- [Overview of the different metrics](#)
- [Reviewing your operational performance](#)
- [How goals are set](#)



Business View

Store View

OPERATIONS QUALITY

Operations quality metrics

There are five key metrics that contribute to a strong customer experience. At DoorDash, we define a strong customer experience as:

- Customers being able to reliably order from you when you're open
- A complete, fast, and error-free delivery

	What It Means	Why It Matters
Avoidable Wait	This measures how long Dashers are waiting for food after you confirmed it would be ready.	By keeping wait as low as possible, you can help lower your delivery times. Customers are more likely to order from Merchants with faster delivery times.
Avoidable Cancellations	This measures orders that were cancelled for reasons that are within your store's control.	Customers are less likely to return when they have an order cancelled.
Downtime	This measures the amount of time your Store was unavailable / temporary deactivated to customers despite being within your open hours. Excessive cancellations, wait, or pausing may lead to downtime.	If you're not open, you can't receive orders and you're missing out on sales.
Order Error Rate	This measures the frequency at which Customers report items missing, incorrectly prepared, or of poor quality after receiving their delivery.	Error charges may be applied for errors reported by Customers.
Customer Rating	This measures the customer's response to "How was the food from {Business Name}?"	Customers are more likely to order from and try new Merchants with high customer ratings.



Business View Store View

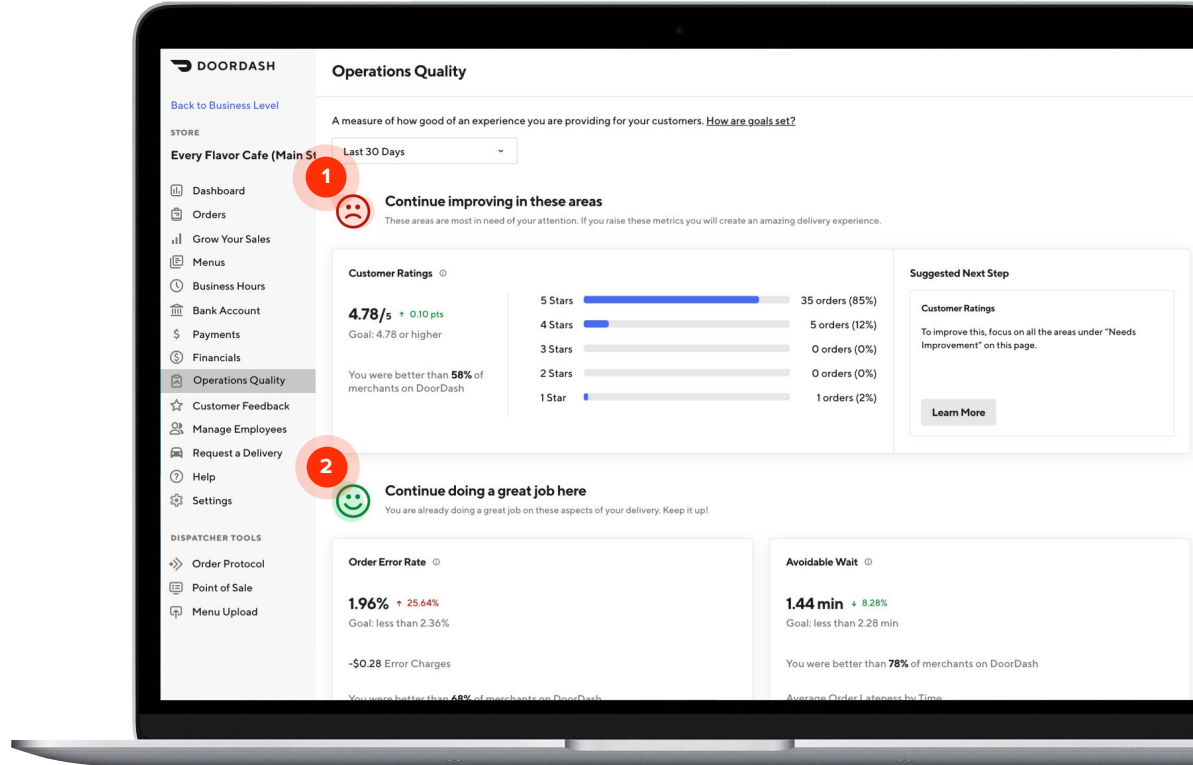
OPERATIONS QUALITY

Review your operations quality

Click **Operations Quality** in the left column navigation. On the Operations Quality dashboard, you will see two sections:

- 1 The **Continue improving in these areas** section shows metrics where your store/business is performing under goal.
- 2 The **Continue doing a great job here** section shows metrics where your store/business is on target with goal.

Note: The red/green ticker arrows indicate week-over-week change trend, comparing to the previous period (not relative to the goal).



Business View

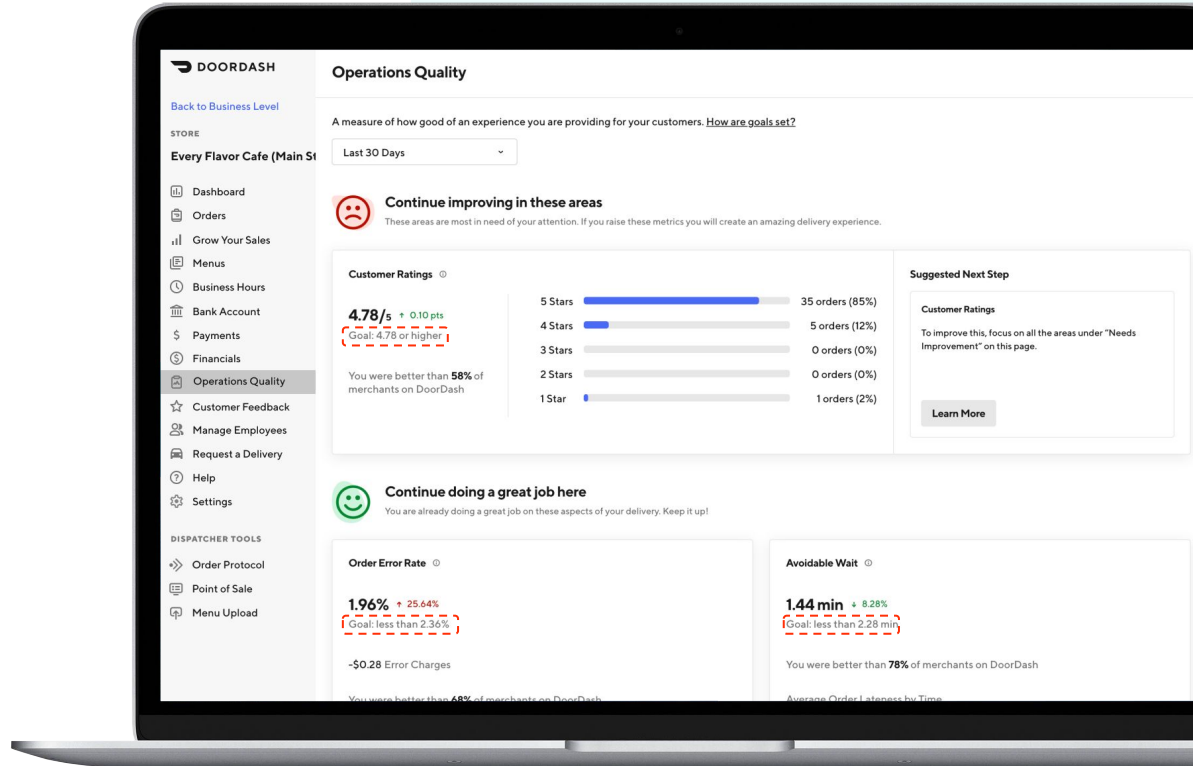
Store View

OPERATIONS QUALITY

How goals are established

Each Operations Quality goal is based on the average yearly performance of the top 20% of merchants in your category.

Meeting metrics goals ensure you're performing at the level of other top merchants in your category.





Manage Employees



Manage employees

The Manage Employees tab lets you provide the right level of Portal access to your employees. In this section, we'll cover:

- [Editing existing user access](#)
- [Adding new employees](#)

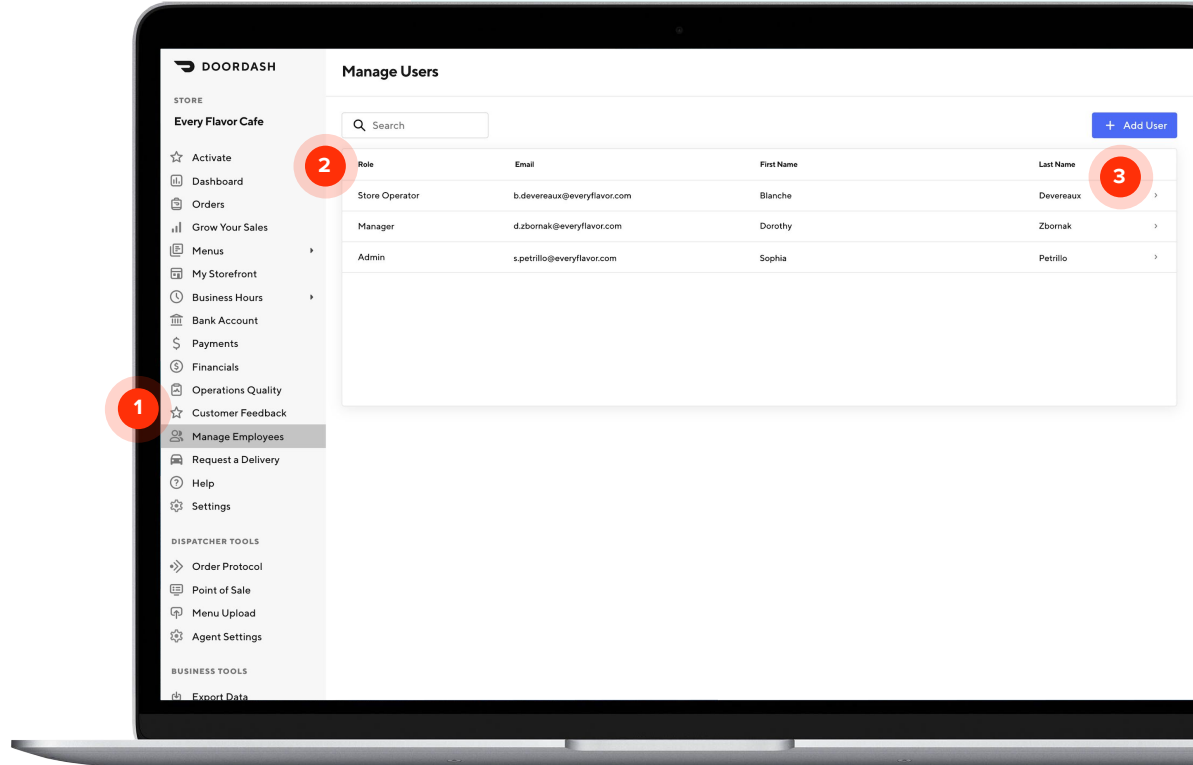


Business View Store View

MANAGE EMPLOYEES

Edit existing user access

- 1 Click **Manage Employees** in the left column navigation
- 2 Review the users who already have access
- 3 Edit current user's role and store level access. Click on the arrow for user details, edit and click **Save**



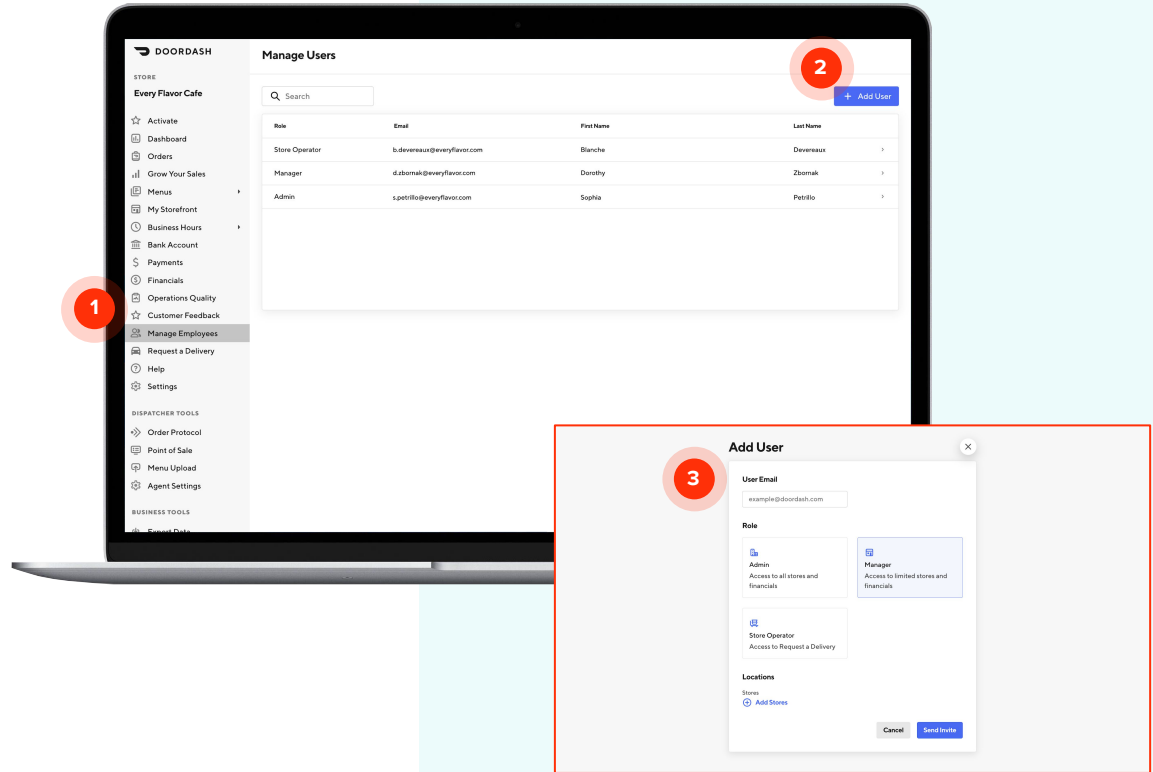


Business View Store View

MANAGE EMPLOYEES

Add new users

- 1 Select **Manage Employees** in the left column navigation
- 2 Click **Add User**
- 3 Input their details and access and click **Send Invite**. This will trigger an email to this user asking them to set up their credentials





Settings

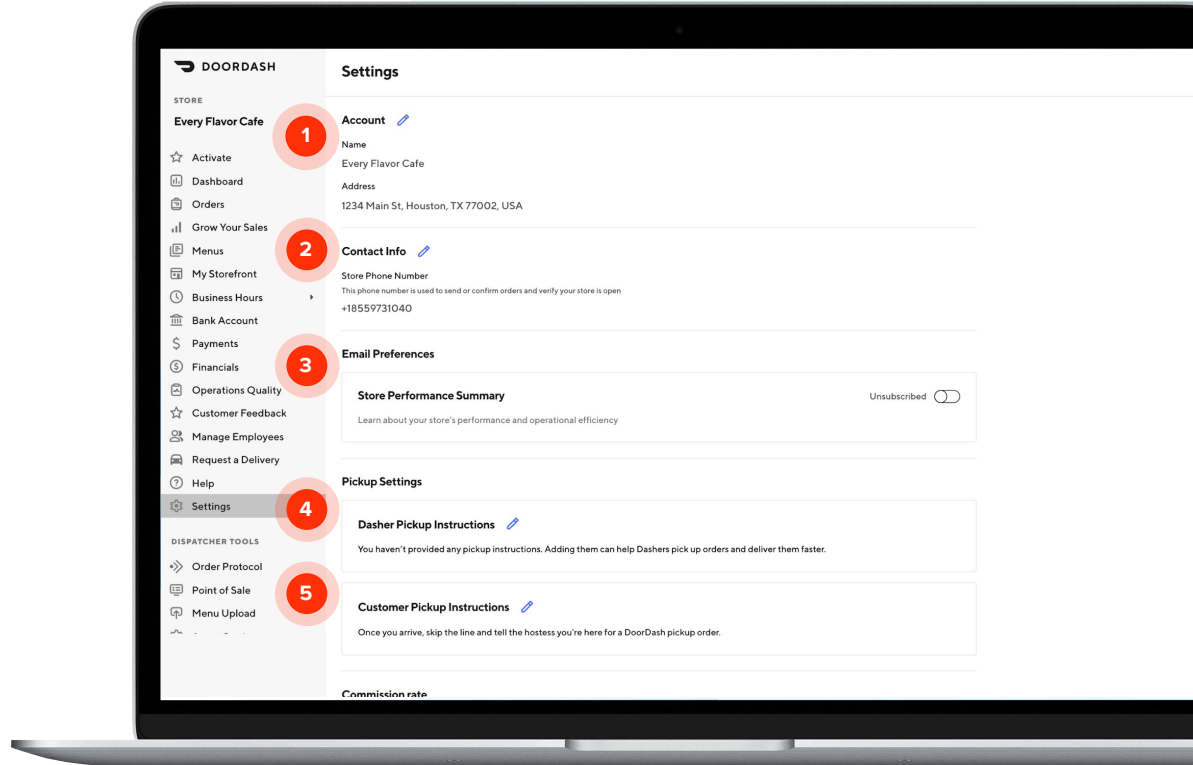


Store View

SETTINGS

Settings

- 1 Ensure your restaurant name and address are accurate as this impacts what Customers and Dashers see.
- 2 If DoorDash or Dashers need to contact you about a live order, provide the best phone number to reach out.
- 3 Subscribe yourself or others to receive a daily or weekly email recap of your performance.
- 4 Help your in-store operations by telling Dashers where to pick up food to ensure they're in and out quickly.
- 5 Help your in-store operations by telling Customers where to wait for pickup orders.





Grow Your Sales



Store View

GROW YOUR SALES

Marketing Promotions

Unlike traditional marketing platforms, DoorDash provides the clearest way to tie marketing efforts directly to sales outcomes and prove out ROI. You can set up marketing promotions directly in the portal based on your business goals.

- 1 Click **Grow Your Sales** in the left column navigation
- 2 Click **Explore Promos** and follow the step-by-step instructions.

[Learn more](#) about available marketing tools to meet your business goals.

DOORDASH

Back to Business Level

STORE

Every Flavor Cafe (Main St)

- Dashboard
- Orders
- Grow Your Sales**
- Menus
- Business Hours
- Bank Account
- Payments
- Financials
- Operations Quality
- Customer Feedback
- Manage Employees
- Request a Delivery
- Help
- Settings

DISPATCHER TOOLS

- Order Protocol
- Point of Sale
- Menu Upload

Grow Your Sales

Grow Sales Faster

Start a marketing promotion today to increase sales, gain brand exposure, and grow your customer base on DoorDash. Pay marketing fees only for orders your promotion generates.

[Explore Promos](#)

Offers

Customize Other Type

Top Picks for You

- 20% off, up to \$5
Burma Love
- \$5 off
U Dessert
- 20% off, up to \$5
Chizzle
- \$5 delivery fee
Tony's Pizza

Dessert House

Get 20% off (up to \$5) on your first order of \$15 or more from this store.

Popular Items

Get More Customers

Attract new customers and build loyalty with our customer base. Strategically target the customers you want to reach and acquire.

See Measurable Results

Monitor and track real-time promo performance in Portal. Stay updated with email reporting of key metrics like customer orders, ROI, sales, and more

Be Discovered

Gain brand exposure with optimal placement in the app. Reach the largest, most relevant customer audience while only paying for the orders your promos generate.

Recommended Promotion

[Customer Favorite](#)

Discount for New Customers



**Thank you for being a
DoorDash partner!**