



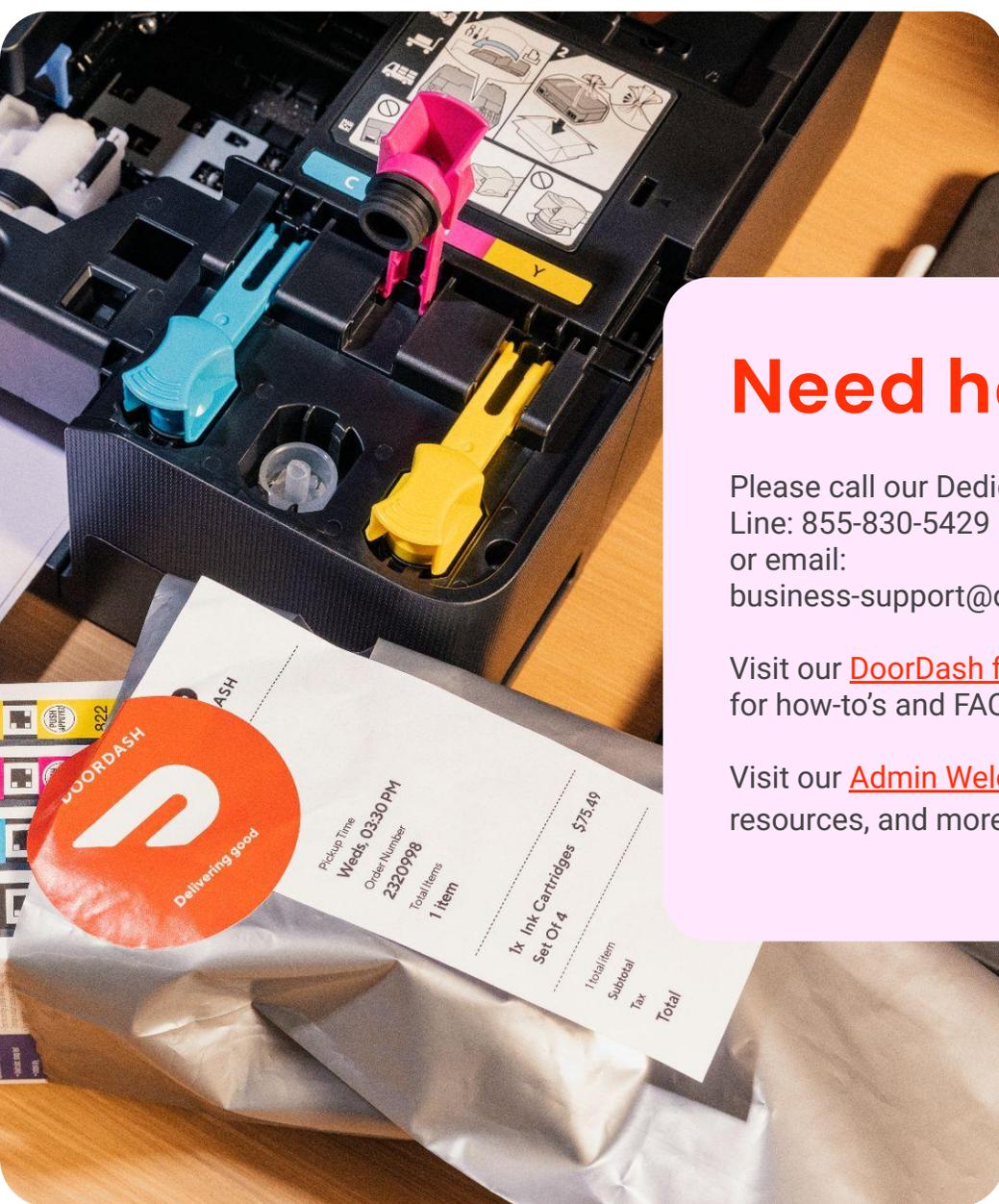
# ADMIN WELCOME GUIDE

How to Get Started with DoorDash  
for Business

# WELCOME TO DOORDASH FOR BUSINESS!

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

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



## Need help?

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

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

Visit our [Admin Welcome Site](#) for collateral, resources, and more.

# INSIDE THIS GUIDE

## Admin Checklist & IP Addresses

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## Getting started with your Admin Portal

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- [Adding/Removing Employees](#) - skip if you aren't using budgets/DashPass

## Setting up your Meal Benefits

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- [Creating Expensed Meal Budgets](#) (Recurring or one-time with restrictions)
- [Vouchers](#) (one-time budgets)
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- [Creating Group Orders Using Group Order Calendar](#)
- [Creating Business Profile](#)
- [Placing an Order with Dashpass & Expensing it](#)
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  - [Expense Codes w/ SFTP](#)
  - [SSO](#)

## Resources

- [FAQs](#)

## Appendix

- [Videos Library](#)
- [Internal Communication Templates](#)

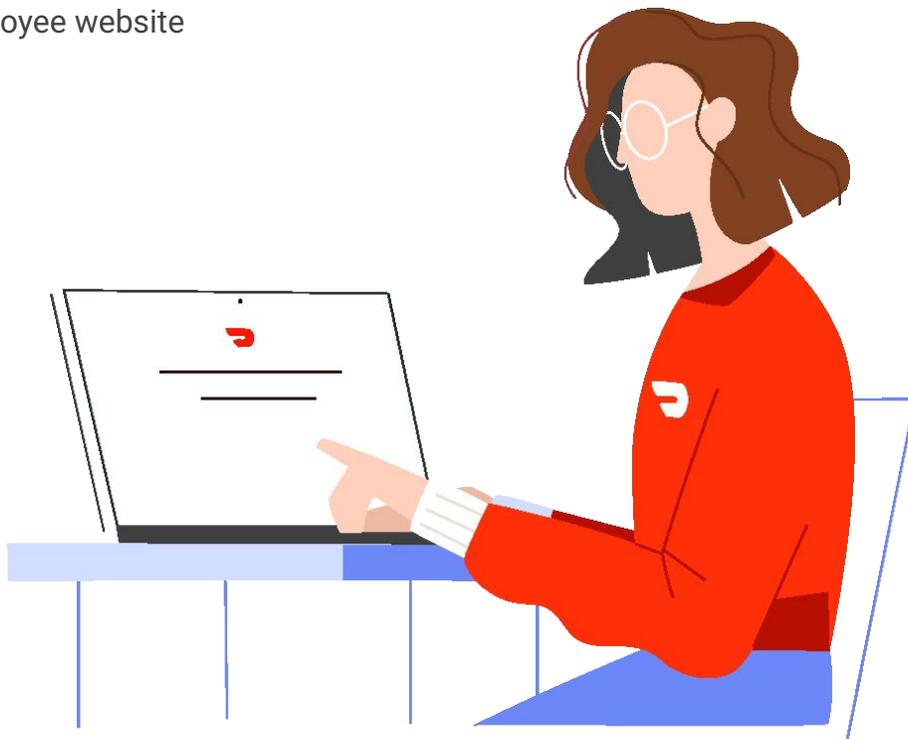
# PRE LAUNCH



# PRE-LAUNCH - ADMIN CHECKLIST

## 1 week before launch: complete the below tasks to prepare for a successful launch

- Finalize Program Launch Date with your DoorDash Sales Representative
  - [Create DoorDash account](#) using your “work” email address
- Review and align on Internal Communication Plan
- Review Admin Launch Guide
- Allow-list DoorDash IP addresses with your IT department ahead of your launch date to ensure all necessary launch emails are not blocked by internal security protocols
- Inform other admins that there is a partnership between company and DoorDash for Business
- If you have a central IP address, share your IP organization’s IP addresses and hostname for allowlisting to DoorDash
- Bookmark [Help Center](#) Resource website
- Bookmark [Dedicated Business Support](#) contact information
- (If applicable) Submit [Eligible Employee lists](#) to sales rep, groups, and budgets to be ready at the time of launch
- Share and distribute the below materials:
  - Meal Benefit [One-pagers](#)
  - Print posters to hang around the office
  - Employee website





# PRE-LAUNCH - ADMIN COMMUNICATION CHECKLIST

## 1 week before launch: Communication Checklist

- Email to Admins to prepare them for managing the Admin portal and launch day (see template 1)
  - Let them know they will receive an email from DoorDash once added as an Admin in the DoorDash for Business Admin Portal
- Encourage admins to review Admin Guide to set up their Admin Portal
- Admin email to employees preparing for Launch Day (see template 2)
  - Include a screenshot of the benefits
  - Let them know to look out for an email from leadership on Launch Day
- Users can enroll in benefits via the email DoorDash sends them on Launch Day

# IP ADDRESSES AND HOSTS

Please work with your IT department to allowlist the following [IP addresses and hosts](#). Doing so ahead of your launch date will ensure that all necessary launch emails are not blocked by internal security protocols such as firewalls.

IP Addresses	Corresponding Hosts
192.174.89.73	mta-174-89-73.doordash.sparkpostmail.com
192.174.89.74	mta-174-89-74.doordash.sparkpostmail.com
156.70.2.41	mta-70-2-41.doordash.sparkpostmail.com
156.70.2.44	mta-70-2-44.doordash.sparkpostmail.com
156.70.2.40	mta-70-2-40.doordash.sparkpostmail.com
156.70.63.205	mta-70-63-205.doordash.sparkpostmail.com
156.70.63.209	mta-70-63-209.doordash.sparkpostmail.com
156.70.63.223	mta-70-63-223.doordash.sparkpostmail.com
156.70.2.39	mta-70-2-39.doordash.sparkpostmail.com
156.70.63.224	mta-70-63-224.doordash.sparkpostmail.com
192.174.89.241	mta-174-89-241.doordash.sparkpostmail.com
156.70.63.222	mta-70-63-222.doordash.sparkpostmail.com
156.70.2.42	mta-70-2-42.doordash.sparkpostmail.com
156.70.63.130	mta-70-63-130.doordash.sparkpostmail.com
156.70.63.228	mta-70-63-228.doordash.sparkpostmail.com
156.70.53.142	mta-70-53-142.doordash.sparkpostmail.com
156.70.63.230	mta-70-63-230.doordash.sparkpostmail.com
156.70.63.229	mta-70-63-229.doordash.sparkpostmail.com
156.70.63.203	mta-70-63-203.doordash.sparkpostmail.com
156.70.23.5	mta-70-23-5.doordash.sparkpostmail.com
156.70.3.62	mta-70-3-62.doordash.sparkpostmail.com
156.70.63.226	mta-70-63-226.doordash.sparkpostmail.com
192.174.89.71	mta-174-89-71.doordash.sparkpostmail.com
192.174.82.188	mta-174-82-188.doordash.sparkpostmail.com
192.174.89.72	mta-174-89-72.doordash.sparkpostmail.com
156.70.12.124	mta-70-12-124.doordash.sparkpostmail.com
156.70.63.206	mta-70-63-206.doordash.sparkpostmail.com
156.70.2.43	mta-70-2-43.doordash.sparkpostmail.com
156.70.63.193	mta-70-63-193.doordash.sparkpostmail.com

IP Addresses	Corresponding Hosts
156.70.63.134	mta-70-63-134.doordash.sparkpostmail.com
156.70.2.45	mta-70-2-45.doordash.sparkpostmail.com
156.70.63.231	mta-70-63-231.doordash.sparkpostmail.com
147.253.212.143	mta-253-212-143.doordash.sparkpostmail.com
156.70.63.108	mta-70-63-108.doordash.sparkpostmail.com
156.70.3.166	mta-70-3-166.doordash.sparkpostmail.com
156.70.2.48	mta-70-2-48.doordash.sparkpostmail.com
192.174.89.78	mta-174-89-78.doordash.sparkpostmail.com
192.174.82.249	mta-174-82-249.doordash.sparkpostmail.com
156.70.72.94	mta-70-72-94.doordash.sparkpostmail.com
192.174.89.75	mta-174-89-75.doordash.sparkpostmail.com
156.70.72.91	mta-70-72-91.doordash.sparkpostmail.com
192.174.89.77	mta-174-89-77.doordash.sparkpostmail.com
156.70.72.77	mta-70-72-77.doordash.sparkpostmail.com
156.70.72.89	mta-70-72-89.doordash.sparkpostmail.com
156.70.63.225	mta-70-63-225.doordash.sparkpostmail.com
156.70.2.47	mta-70-2-47.doordash.sparkpostmail.com
156.70.72.93	mta-70-72-93.doordash.sparkpostmail.com
156.70.63.227	mta-70-63-227.doordash.sparkpostmail.com
156.70.2.46	mta-70-2-46.doordash.sparkpostmail.com
192.174.89.76	mta-174-89-76.doordash.sparkpostmail.com
167.89.42.110	n/a
168.245.8.0	n/a
50.31.52.210	n/a
n/a	consumer.mail.doordash.com
n/a	send.doordash.com
n/a	em1317.identity.doordash.com
n/a	em7504.trycaviar.com
n/a	em4260.trycaviar.com

# LAUNCH DAY



# LAUNCH DAY - ADMIN CHECKLIST

## Day 0 (Day of Launch)

- Send an instant message (such as Slack, Teams, etc.) to all eligible employees:
  - Announce the benefit on the day of launch. If possible, have someone from senior leadership send the message ([see templates 3a, 3b, and 3c](#))
- Add DoorDash benefit information to leadership and HR signatures
  - Include the enrollment link in the signature ([see template 4](#))
- Have team leads announce in meetings
  - Bonus: Host an internal competition: which team can get the highest % of employee activations?
- In the office? Print and hang this poster or leave this one-pager on desks.



# POST-LAUNCH DAY - ADMIN CHECKLIST

## Day 2

- Send an instant message (such as Slack, Teams, etc.) to all eligible employees ([see templates 5a, 5b, and 5c](#))
- Add benefit information to any internal employee portals

## Day 10

- Resend employee DoorDash for Business benefit invites to those who have not completed enrollment through [Admin Portal](#)

## Day 21

- Admins resend employee DoorDash for Business benefit invites to those who have not completed enrollment through [Admin Portal](#)
  - Admins login to their Admin Portal > select employees from the left side menu > select 'Resend Invites' button within the gray bar
- Send an instant message reminder via Slack, Teams, etc. ([see templates 5a, 5b, and 5c](#))

## Day 28 and beyond

Great work! After 28 days, you should be getting great feedback from your employees about the DoorDash benefit. Here are other things you can try to spread the word at your organization:

- Host an activation challenge between teams
- On holidays and long weekends, remind your employees they can use their DashPass benefit for at-home celebrations/get-togethers (*IF APPLICABLE*)
- Include the benefit information in an All Hands
- Hang flyers or posters around the office
- Add benefit information to your recruitment materials

# ADMIN PORTAL SETUP



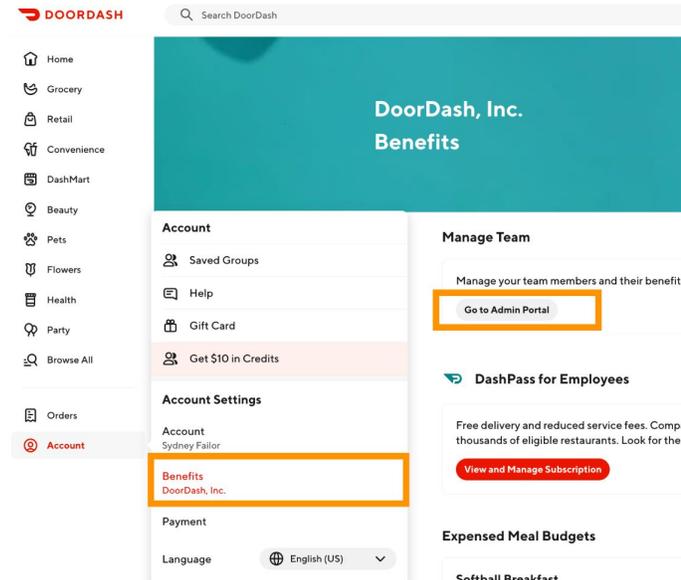
# ADMIN PORTAL SETUP

## Step 1:

### Log in to your company Admin Portal

1. Enter your company **email address** and **password** to access [doordash.com](https://doordash.com)
2. On the left side, navigate to **Account**
3. Choose the **Benefits** tab from the list of options
4. Click **Go to Admin Portal**

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



## Step 2:

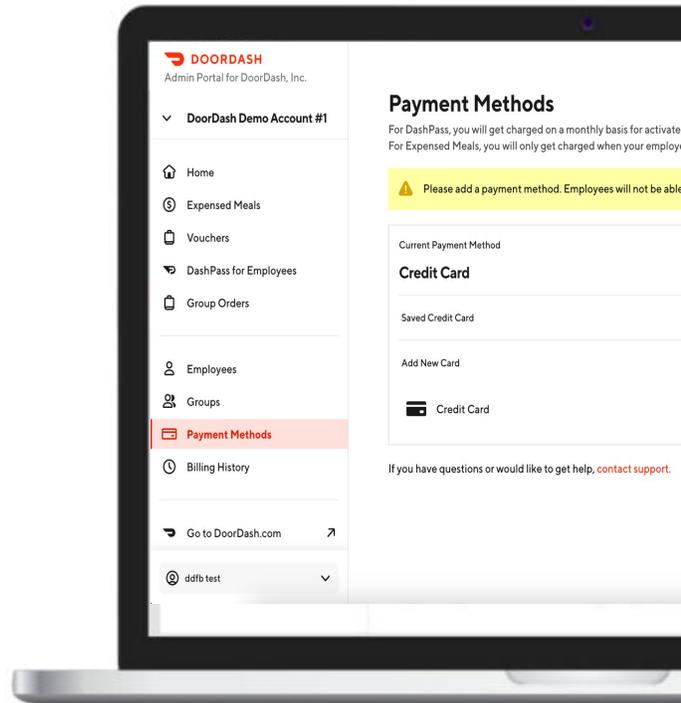
### Add credit card info under Payment Method

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

[business-support@doordash.com](mailto:business-support@doordash.com)

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

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



# ADMIN PORTAL SETUP

## Step 3:

### Add employees (benefit recipients)

- Select the Employees tab
- Click the Add Members button
- Paste the list of members' email addresses. Click the Add button to confirm. Members only need to be added once to receive any number of meal credits.
- In the employee section you can also manage employee benefits and employee roles
  - To remove employees that no longer qualify for the benefit, click the trash can icon next to an employee's name
  - To edit an employees role, click the pencil icon next to an active employee and choose to upgrade them to an admin, giving them admin portal permissions such as managing eligible employee list, creating budgets/vouchers and viewing the billing history

The screenshot displays the 'Employees' management interface in the DoorDash Admin Portal. The left sidebar contains navigation options like Home, Order with Budget, Expensed Meals, Vouchers, DashPass for Employees, Group Orders, Employees (highlighted), Groups, Payment Methods, and Billing History. The main content area shows the 'Employees' section with a sub-header 'Invite your team members to assign to expensed meals or DashPass for work.' and a total count of 30 employees. A search bar and 'Add Members' button are visible. A notification states '3 employees have not activated their accounts.' Below this is a table listing employees with their email addresses, roles, and statuses.

Email	Role	Status		
abe.jones@doordash.com	Member	Pending		
ag.pelham@doordash.com	Admin	Ordered		
ashley.brolin@doordash.com	Admin	Ordered		
astavropoulos@doordash.com	Admin	Ordered		
brian.falon@doordash.com	Member	Pending		
callan.kinnan@doordash.com	Admin	Ordered		
cameron.foxgrover@doordash.com	Admin	Ordered		
carley.eisenberg@doordash.com	Admin	Ordered		
conrad.alano@doordash.com	Admin	Ordered		
david.ganey@doordash.com	Admin	Ordered		

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



[Video](#): How to Manage Employee Benefits

# ADMIN PORTAL SETUP

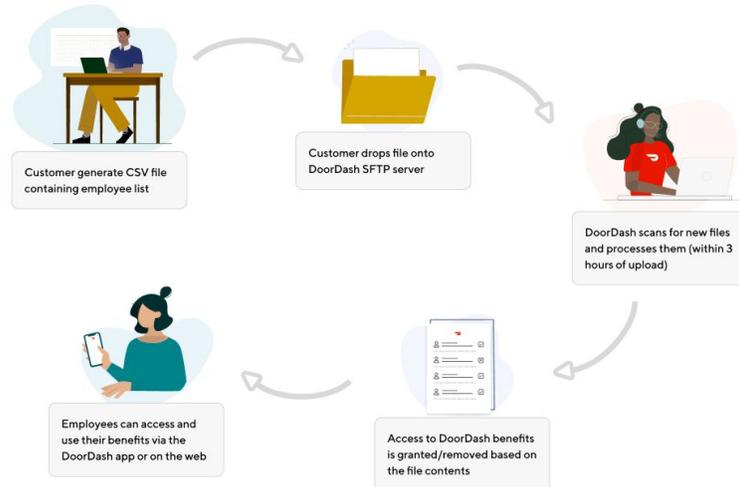
## Step 3 (cont.): SFTP

Manage employee benefits, user additions and removals with SFTP (secure file transfer protocol)

For clients who have already setup SFTP connection with DoorDash, follow the below. To request an SFTP connection be setup please reachout to your DoorDash representative.

### How it works:

- Employees can be managed via a single csv file
- Add new employees as a new row in the file and remove employees that no longer qualify for the benefit
- Upload the file to our SFTP server and it will be processed within 3 hrs. Once new employees are processed, they will be able to access their benefits and those removed will lose access to the DoorDash benefit.



### File Formats:

- The file must be a comma-delimited CSV file.
- There are no requirements on file naming - all CSV files dropped onto the SFTP server will be processed.
- Email and Team\_Account\_Name are the only required column headers. If you need to give different DoorDash benefits to different teams of employees, multiple team accounts can be managed via a single file.

To get started with SFTP, please reachout to your DoorDash Representative

- Generate a pair of SSH Keys and share the public key with your DoorDash representative. The DoorDash engineering team will setup a customer directory for your team on our SFTP server and you will be notified once completed.

Column	Required?	Notes
Email (EMAIL)	Required	
Teams (TEAM_ACCOUNT_NAME)	Required	Specify team_account_name to map employee to.
Employee ID (EMPLOYEE_ID)	Optional	If you want to be able to identify DoorDash accounts via an internal employee ID, you can specify here
First Name (FIRST_NAME)	Optional	
Last Name (LAST_NAME)	Optional	
Groups (GROUP_NAMES)	Optional	Add to group, remove from group (if group not listed); can be separate rows or separated by “;”

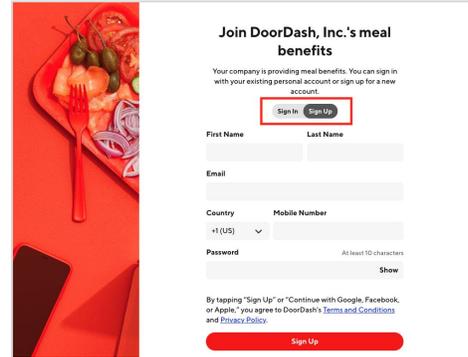
[Learn More: DoorDash for Business - SFTP](#)

# ADMIN PORTAL SETUP

## Step 4:

### Employees accept invitation and complete enrollment

- Once employees have been added to the Admin Portal and *there is an active benefit*, they will **receive an invitation from DoorDash** with instructions on how to accept their invitation and activate their DoorDash benefits
  - If DashPass, invite will send as soon as employees are added to admin portal
  - If meals only, invite will be sent on budget start date
- If employees can't find the email they can navigate to [www.doordash.com/teams/join](http://www.doordash.com/teams/join) submit their company email address and an invite will be resent
- Employees can sign-up for a new DoorDash account with their company email or use an existing doordash account with their personal email to enroll in their DoorDash for Business Benefits
  - If you wish to restrict employees from using personal emails, please reach out to your DoorDash representative



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

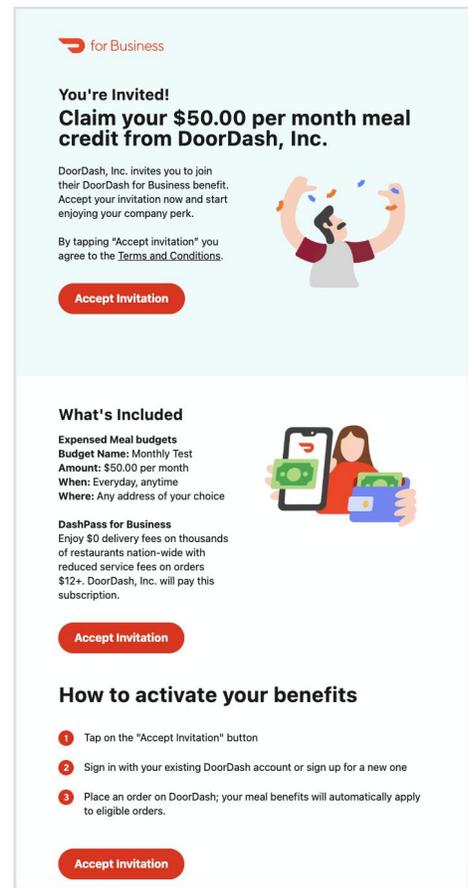
Email

Country  Mobile Number

+1 (US)

Password  All-numeric 10 characters

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



**for Business**

**You're Invited!**  
**Claim your \$50.00 per month 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](#).

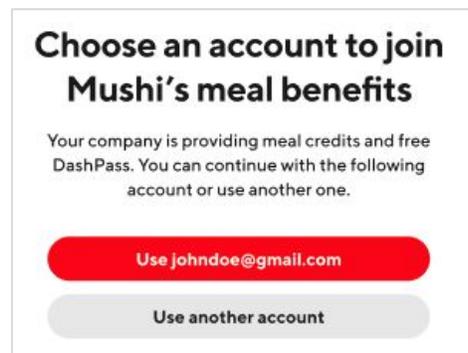
**What's Included**

**Expensed Meal budgets**  
**Budget Name:** Monthly Test  
**Amount:** \$50.00 per month  
**When:** Everyday, anytime  
**Where:** Any address of your choice

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

**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.



**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.

 Watch [Video](#): How to activate your benefits (employee view)

# ADMIN PORTAL SETUP

## Step 5: Managing Teams

If you are an admin of multiple Team Accounts within your organizations Admin Portal, you will see a drop down in the top left corner. This drop down allows you to navigate between team accounts.

These team accounts allow for varying reporting and unique payment methods as well as invoices (if contracted for invoicing)

Should you need to add a new team to your Admin Portal, reach out to your sales rep or contact Dedicated Business Support, or email [business-support@doordash.com](mailto:business-support@doordash.com)

The screenshot displays the DoorDash Admin Portal interface. On the left is a navigation sidebar with the following items: 'DOORDASH Admin Portal for DoorDash, Inc.', a dropdown menu for 'DoorDash Demo Account #1' (which is currently expanded to show 'DDFB-Internal', 'DoorDash Demo Account #1' (selected), and 'DoorDash Demo Account #2'), 'DashPass for Employees', 'Group Orders', 'Employees', 'Groups', 'Payment Methods', and 'Billing History'. At the bottom of the sidebar are links for 'Go to DoorDash.com' and 'Support'. The main content area features a 'Welcome!' message and the question 'How would you like to provide employee meals with DoorDash for Business?'. Three options are presented in cards: 1) 'Feed groups of employees together' (In-Office), 2) 'Send one-time meal vouchers to team and guests' (Hybrid, Remote, In-Office), and 3) 'Provide DoorDash meal credits' (Hybrid, Remote, In-Office). Each card includes a list of benefits and a red button to proceed.

# SETTING UP MEAL BENEFITS



# SETTING UP MEAL BENEFITS

## Step 1:

**Decide which meal benefit product to use: budgets, vouchers, or group orders**

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



### **ALLOCATE FUNDS FOR RECURRING MEALS**

#### **“Expensed Meals” Use Cases:**

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



### **ALLOCATE FUNDS FOR ONE-TIME EVENTS**

#### **“Vouchers” Use Cases:**

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



### **ENABLE CUSTOMIZABLE GROUP ORDERING**

#### **“Group Ordering” Use Cases:**

1. Get individual meals in one delivery
2. Admin-led group order calendar
3. Admin led family style tray catering\*

# SETTING UP MEAL BENEFITS

## Step 2:

### Set up your meal benefits using your Admin Portal

- Gather the details and requirements for your event and/or use case
- Determine which meal benefit type is most fitting for your event.
- In order for your order to appear in the Admin Portal billing history and on your invoice (if applicable), you must **use either a budget or voucher**



### ONE-TIME BUDGET FOR ADMIN(S) USE

Create a large-order, group-order, or individual individual orders that only admins can utilize

**Use: Order with budget on DoorDash**

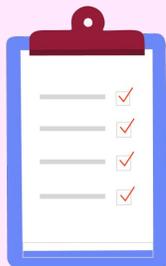


### ONE-TIME BUDGET FOR OTHERS

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

Ideal for gifting to external vendors or showing client appreciation.

**Use: Vouchers**



### RECURRING BUDGET OR ONE-TIME BUDGET WITH RESTRICTIONS

Employees receive a recurring meal stipend/credit (with or without restrictions)

\$20 for attendees of the Q4 Sales meeting only to be used to order to office for the meeting.

**Use: Expensed Meals**

# ORDERING ON DOORDASH: ADMIN-ONLY BUDGET



# ORDERING ON DOORDASH USING AN ADMIN-ONLY BUDGET

## Great for Large and Group Orders

Use this feature if you want to place an order on DoorDash (ie., Large order or fund a group order) and have it appear on your invoice (invoicing Cx) or billing history (invoicing and credit card Cxs).

### Step 1:

Click 'Order with a budget on DoorDash'

### Step 2:

Create a one-time budget that will automatically apply towards your order.

- This budget will only be available to you, the creator of the budget.
- **If using the budget to place a group order, you must pay for the entire order**
- Enter a budget name
  - Budget name will appear in billing history and on your invoice (if applicable)
- Enter a budget amount that is comfortably over what you think you'll spend. You will only pay for what you actually spend

### Step 3:

Click 'Start Order' in the Admin Portal. This will send you directly to DoorDash to select a vendor from our list of preferred merchants and begin a group order and/or place a large order.

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

The screenshot displays the DoorDash Admin Portal interface. On the left, the navigation menu includes 'Home', 'Order with Budget on DoorDash' (highlighted with a red box), 'Expensed Meals', 'Vouchers', 'DashPass for Employees', and 'Group Orders'. The main content area is titled 'Place an Admin-Only Order on DoorDash Homepage' and features a form to create a one-time budget. The form includes fields for 'Budget Name' (Office Lunch) and 'Budget Amount (\$)' (100.00), along with a 'Start Order' button. Below the form, there is a grid of 'Most Reliable for Large Groups' and 'Breakfast favorites' with various food items and merchant logos.

# CREATING EXPENSED MEAL BUDGETS



# CREATING EXPENSED MEAL BUDGETS

Create Expensed Meals for employees to use towards their meal for a one-time event or on a recurring basis.

## Step 1:

### Create the Group(s) for the employees receiving the meal budget(s)

- Select the Groups tab from the left hand menu, then click the **Create New Group**.
- Enter the **Group Name** and click **Create** when finished. (I.e: “John’s Team” or “San Francisco Offsite”)
- After creating the group, Add Members to select the recipients of the meal budget.
  - If you attempt to add an employee that was not yet added to the Admin Portal team account, you will receive a popup notifying you that the employee is not on the team account. You can decide to add the employee, if you would like them to receive the meal credit, or choose do not add.

The image shows two overlapping screenshots of the DoorDash Admin Portal. The top screenshot displays the 'All Groups' page for 'DoorDash Demo Account #1', which lists three groups: 'Admin Group', 'Brad's Team', and 'Callan'. A red box highlights the 'Create New Group' button in the top right corner. The bottom screenshot shows the 'San Francisco Office' group page, which currently has 0 members. A red box highlights the 'Add Members' button. A modal dialog box is open in the center, displaying the error message: '1 Person Is Not An Existing Employee'. The message states: 'The following person is not an existing member of DoorDash Demo Account #1 yet. Do you want to add this person to the team account DoorDash Demo Account #1 and the group San Francisco Office?' and lists the email address 'john.doe@doordash.com'. At the bottom of the modal are two buttons: 'Do Not Add' and 'Add'.

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

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

Watch [Video](#): How to Create a Budget for a Group Order

# CREATING EXPENSED MEAL BUDGETS

## Step 2:

### Create the Meal Budget

- Select the **Expensed Meals** tab from the left hand, then click **Create Budget** button.
- Enter the **Budget Name**. Budget name will appear in billing history and on your invoice (if applicable)
- Enter the **spending limit per person**. Determine if the meal budget is recurring or one-time, and the **start and end date** for the meal delivery.
- Click into **Order restrictions** to set important meal budget parameters. Choose the **Specific Group(s)** of employees who should receive the meal budget. All employees on the team account (in the employees tab) will receive the benefit if no group is specified.
- Update the **days and times** the recipient can receive their meal
- Add an address restriction, if you wish to restrict where employees can order delivery to while using the meal budget. You can select up to 10 addresses per meal budget

The screenshot displays the DoorDash Admin Portal interface. On the left sidebar, the 'Expensed Meals' tab is highlighted with a red box. The main content area shows a 'Create Budget' modal form. The form is titled 'Create Budget' and has a close button (X) in the top left corner. Below the title is the 'Budget Details' section. The form contains the following fields and options:

- Budget name:** Office Lunch
- Spending limit (\$ per person):** 20
- Budget type:** Recurring (selected), One time
- Budget Frequency:** Daily (selected), Weekly, Monthly
- Start date:** 11/13/2024
- End date:** MM/DD/YYYY

In the background, a 'Create Budget' button is highlighted with a red box. To the right of the modal, there is a list of existing budgets with columns for start date, frequency, and end date:

Start Date	Frequency	End Date
11/15/24	Recurring Monthly	
11/25/24	Recurring Weekly	
10/11/24 - 10/16/24	One Time	
9/6/24	Recurring Daily	



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



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



Watch [Video](#): How to Create a Budget for a Group Order

# CREATING EXPENSED MEAL BUDGETS

- Add an **address restriction**, if you wish to restrict where employees can order delivery to while using the meal budget. You can select up to 20 addresses per meal budget

The 'Order Restrictions' panel includes the following options:

- Apply budget to:** Radio buttons for 'All members' and 'Specific groups'.
- Days employees can order:** A dropdown menu currently set to 'Every day'.
- Time employees can order:** A dropdown menu currently set to 'Anytime'.
- Address selection:** Two buttons, 'Any address' and 'Specific address', with 'Specific address' being the active selection.
- Restriction text:** 'Restrict where employees can order delivery.'
- Add new address:** A section with a location pin icon and a text input field labeled 'Address'.

- Enable expense codes if you wish employees to provide an expense code in order to use the meal budget.

The 'Expense Codes' panel includes the following options:

- Member should enter expense code to use this budget:** A toggle switch that is currently turned on.
- Entering expense code is:** Three buttons: 'Optional', 'Required', and 'Required from list', with 'Required from list' being the active selection.
- Expense Code List:** A section with an information icon.
- Expense Code Valid Values:** A text input field containing the characters '123,456,789'.

- After confirming all details, select save. Employees will receive a budget notification email on the budget start date

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

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

▶ Watch [Video](#): How to Create a Budget for a Group Order

# VOUCHERS



# VOUCHERS

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

## Step 1:

### Setting up vouchers

- Select the **Vouchers** tab from the left hand, then click **Create Voucher** button.
- Enter a **Voucher Name** and set the **numbers of recipients, spent amount per recipient, and timeframe for usage.**
- Select Create Voucher and choose to distribute a **general link** or email recipients a **unique link.**
- Accepted & Order Data updated live. Track who has redeemed and for how much. Only pay for redeemed spend.

## Step 2:

### Redeeming vouchers

- Click on **Accept Voucher** via email or shared link.
- Sign in or Sign up for DoorDash to claim the voucher. Upon sign-in voucher will be added to the recipient's account
- Recipient selects voucher from the **Company Pays** section at checkout.

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

**Voucher Details**

Name  
Team Offsite (Wednesday Lunch)

Number of Recipients  
25

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

No payment upfront. You will be charged when recipients use their vouchers.

Custom Amount  
\$ 20

Start Date  
08/30/2023

End Date  
08/31/2023

**Summary**

**\$20**  
Team Offsite (Wednesday Lunch)  
8/30/23 - 8/31/23

**Summary**

Amount	\$20.00
Number of recipients	25
<b>Total Amount</b>	<b>\$500.00</b>

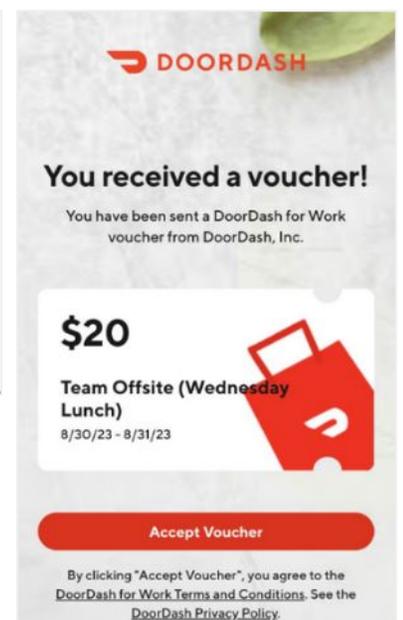
You will be charged when recipients use their vouchers on DoorDash.

**Share Holiday Voucher**  
Choose how you'd like to share this voucher.

**Create a general link**  
Get a link to distribute to your team. Anyone with the link can claim the voucher.

**Email recipients a unique link**  
Send your voucher by email. Each recipient will get their own unique link.

I'll share later **Continue**



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

# PLACING AN ORDER WITH A MEAL BUDGET OR VOUCHER



# PLACING AN ORDER WITH A MEAL BUDGET OR VOUCHER

## Step 1:

### Select a restaurant

- Ensure the delivery address at the top is correct
- Search for your favorite restaurant or browse for somewhere new!

## Step 2:

### Add desired meal items to the cart and select Checkout

## Step 3:

### Checkout and apply your meal budget or voucher

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

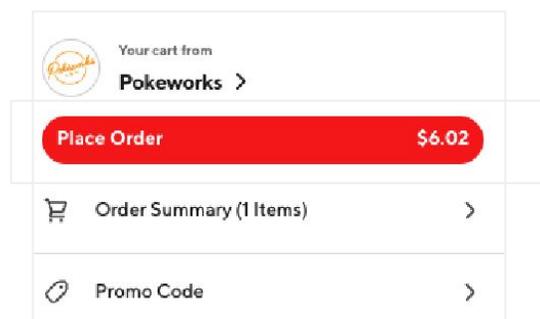
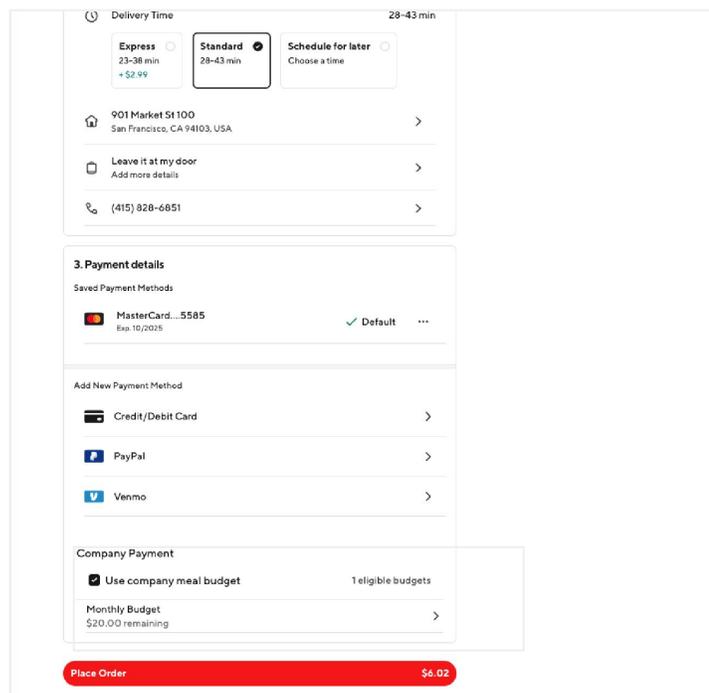
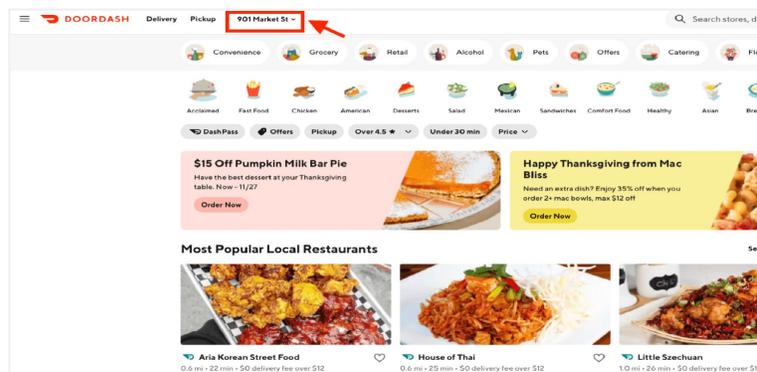


**Helpful tip!** It's possible you may have multiple vouchers and/or budgets available, be sure to select the applicable one from the company payment section

## Step 4:

### Place order

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



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



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

# TROUBLESHOOTING TIPS

## 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](http://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.*
- ✔ Alcohol, grocery and convenience items are not available for all budgets. Check with your Admin if you have questions about using the budget to cover these items.

## 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](mailto:business-support@doordash.com) and a representative will get back to you within 24 hours.

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

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

# CREATING GROUP ORDERS OR LARGE ORDERS



# CREATING GROUP ORDERS OR LARGE ORDERS

## ORDER FOR A LARGE GROUP USING OUR CURATED LIST OF BEST FOR LARGE ORDERS

Go to the restaurant of choice and select the meal items on behalf of your employees.



## CREATE A GROUP ORDER USING OUR MERCHANT STOREFRONT BUTTON

Go to the restaurant of choice and select the Group Order Button. Share the Group Order Link with employees to allow them to add their desired meal items to the Group cart.



## CREATE A GROUP ORDER USING ADMIN CALENDAR

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

Create multiple group order carts from different restaurant options and share calendar link to allow employees to add their desired meal items to the group cart.



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

# ORDERING FOR A LARGE GROUP

## Step 1:

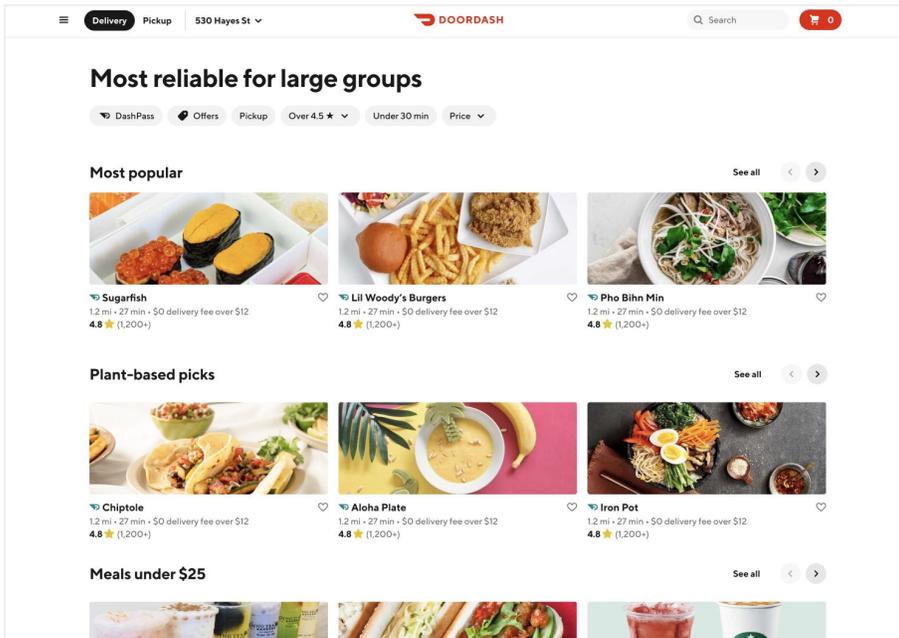
### Create an admin only budget

- If you are placing the order and wish for it to appear in the billing history and/or on your invoice (if applicable).

## Step 2:

### Select a restaurant from our [curated list](#) of best for large order

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



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

Ordering on Short notice?  
Browse [our curated list](#) of large orders on short notice.



**Helpful tip!** Looking for catering trays? Browse our [curated list](#) of vendors who can provide catering.



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

# PLACING A GROUP ORDER USING MERCHANT STOREFRONT BUTTON

## Step 1:

Click the Group Order button from the restaurant page

## Step 2:

Choose who will pay for the order

- Select one of the two options and click **Start Group Order**
  - **You Pay for the order:** You, the group cart creator, will checkout the cart and pay for everyone's order. You can use an 'Admin Only' budget 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 and charge any remaining balance to their personal credit card.

## Step 3:

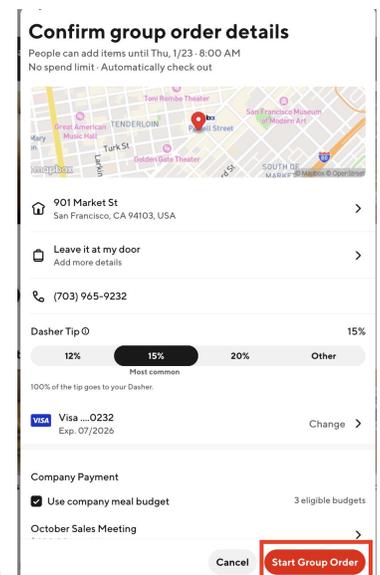
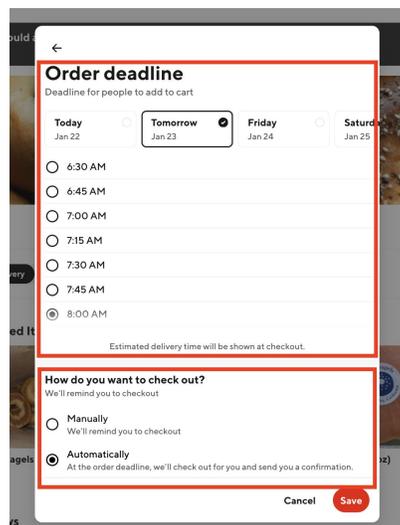
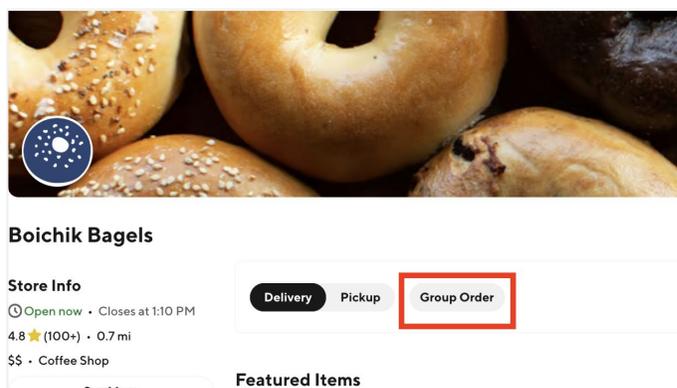
Set the Order deadline

- Select the deadline (date & time) for people to add their meal selections to the cart
- Determine how you want to checkout - manually or automatically. **If automatically**, at the order deadline, your order will be automatically placed. Click 'save'.

## Step 4:

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'



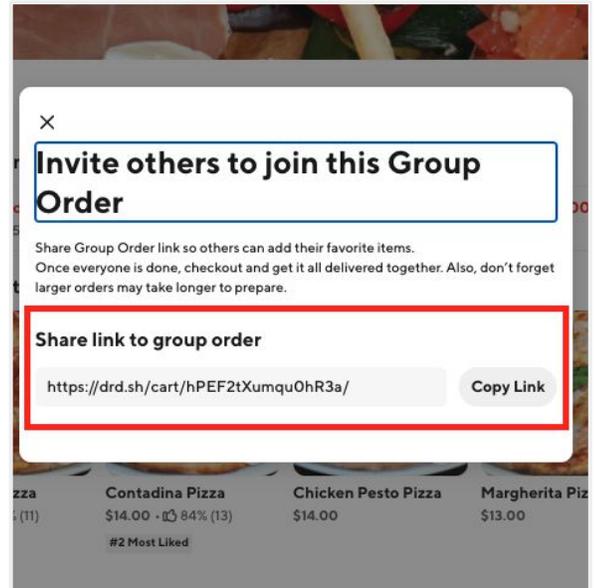
Watch [Video](#): How to Create a Group Order using Merchant Storefront

# PLACING A GROUP ORDER USING MERCHANT STOREFRONT BUTTON

## Step 3:

### Share the Group Order link

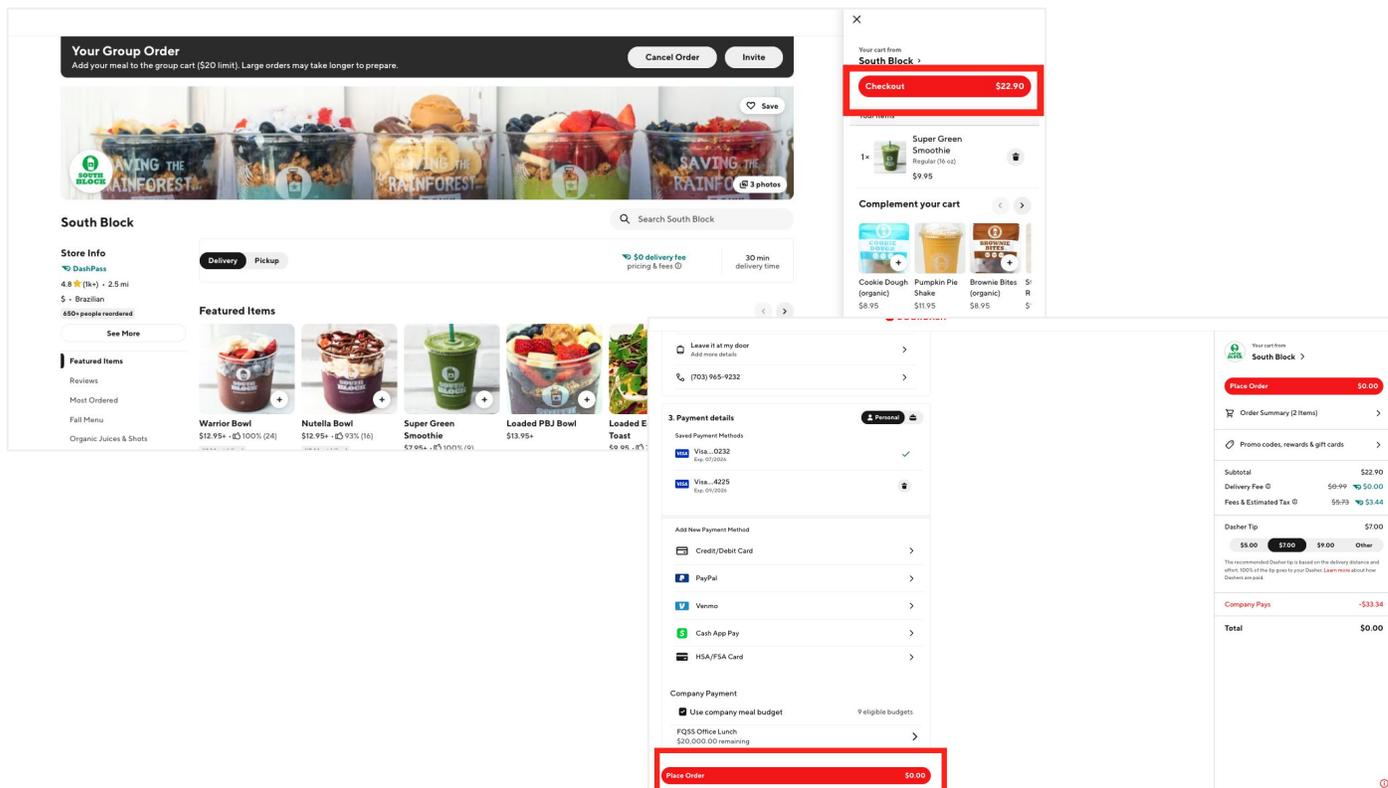
- Don't forget to add your desired meal items to the cart!



## Step 4:

If you have chosen the 'automatic checkout' option, the order will be placed automatically at the specified deadline. If you have selected **automatically and everyone pays separately**, each person must complete payment in order for the cart to automatically checkout.

If you have select **'Manually'** you will be reminded to checkout the cart and place your order.



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

# CREATING RECURRING GROUP ORDER USING GROUP ORDER CALENDAR

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

## DoorDash, Inc.'s Group Orders

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

September 2023

4 W 24th St, New York, NY 10010, USA

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



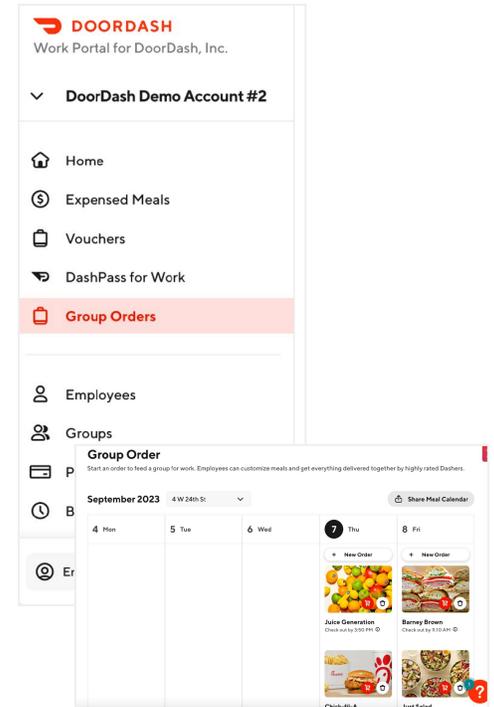
Watch [Video](#): How to Create a Group Order using the Admin Portal

# CREATING GROUP ORDERS USING GROUP ORDER CALENDAR

## Step 1:

### Add restaurants to your Team Calendar

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



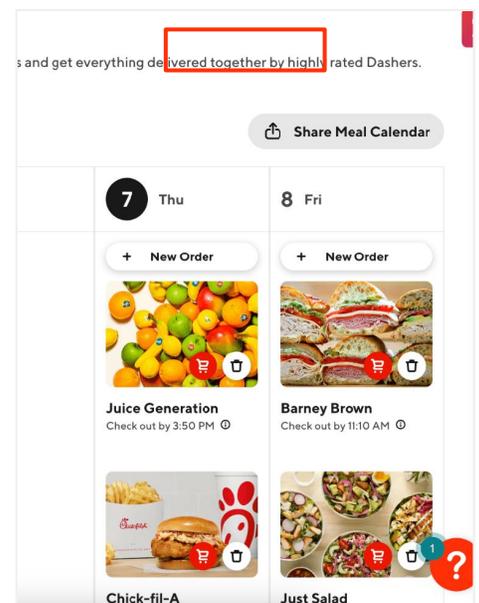
## Step 2:

### Share the Meal Calendar

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



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



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

# CREATING GROUP ORDERS USING GROUP ORDER CALENDAR

## Step 3:

### Employees add their Meal items to the group cart

- 24 hours in advance of the schedule cart checkout, employees can select the restaurant they wish to order from and add desired meal items to the cart.

### DoorDash, Inc.'s Group Orders

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

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

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

## Step 4:

### Checkout the Carts

- Check out each cart prior to the recommended “order by” time below each restaurant logo, using the red cart button.
- Ensure the scheduled delivery time is populated and the proper delivery address and instructions are added on the checkout screen prior to placing the order.
- Apply your admin-only budget if you wish for the order to be tracked in the billing history and invoiced (if applicable)



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



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

# CREATING A BUSINESS PROFILE



# HOW TO CREATE A BUSINESS PROFILE

## Step 1: Create a Business Profile

- Under Account Settings select your Account profile
- Select 'Create profile' under Business Profile

## Step 2: Add a work email and preferred payment method for you business profile

- Set a work email 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
- Set a preferred payment method
  - I.e. Corporate Amex
- Select 'Create Profile'

The screenshot shows the DoorDash account settings interface. On the left, a navigation menu includes Home, Grocery, Retail, Convenience, Alcohol, Deals, Beauty, Pets, Gift Cards, Party, Browse All, and Account. The 'Account Settings' section is highlighted with a red box. Below it, the 'Business profile' section is visible, with a 'Create profile' button highlighted in red.

## Step 3: Link your **EXPENSE PROVIDER** account

- After creating your profile, you will be prompted to link your **Emburse** account.
- You can also link at a later time by selecting 'edit profile' > Expense provider > link.
- *\*If linked correctly, there will be an update on the [doordash.com/benefits](https://doordash.com/benefits) page confirming a successful link of your DoorDash account to **Emburse**.*

The screenshot shows the 'Create your business profile' dialog box. It has a title bar with a close button (X). The main heading is 'Create your business profile'. Below it, there's a sub-heading 'Set a work email and payment method to keep track of your receipts.' The 'Work email' field is labeled 'Optional' and contains 'accounting@doordash.com'. Below that, there's a note: 'We'll send a PDF receipt when your order is complete.' The 'Set payment method' section is labeled 'Optional' and has a sub-heading 'You can switch payment at any time.' It shows two Visa cards: one with 'Exp. 07/2026' and another with 'Exp. 09/2026' and a checkmark. Below this, there's a section 'Add New Payment Method' with options: Credit/Debit Card, PayPal, Venmo, and Cash App Pay. At the bottom right, there are 'Cancel' and 'Create profile' buttons.

The screenshot shows the 'Link your expense provider' dialog box. It has a title bar with a close button (X). The main heading is 'Link your expense provider'. Below it, there's a sub-heading 'We'll automatically upload receipts to your expense provider after each business order.' There's a list of expense providers: SAP Concur. A 'Link' button with a link icon is highlighted with a red box. Below the dialog box, the 'Expense provider' field is visible, showing 'No expense provider linked'. There are also 'Skip', 'Save', 'Delete profile', and 'Edit profile' buttons.

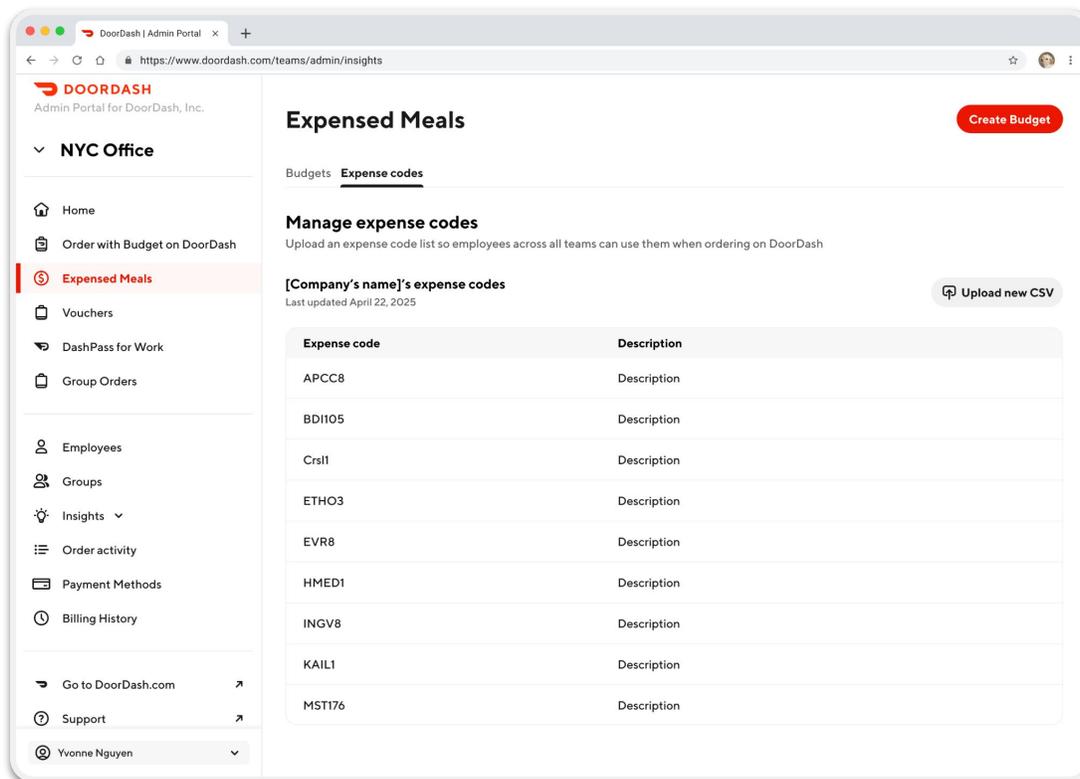
# ADDITIONAL FEATURES



# EXPENSE CODES

Allow employees to easily categorize their expenses with expense codes.

- **Streamlined bulk updates.** Manage thousands of changing codes using CSV or SFTP, eliminating manual entry and reducing overhead.
- **Accurate, error-free entry.** Employees select from a searchable list, ensuring codes are valid and reducing billing errors.
- **Audit-ready compliance.** Required notes and valid codes support billing accuracy, policy enforcement, and audit processes.



# MANAGING EXPENSE CODES WITH SFTP

SFTP (Secure File Transfer Protocol) is a secure, encrypted method for transferring files between systems. With DoorDash for Business, SFTP allows your team to automate the upload of important data—like expense codes—without logging into a dashboard.

This integration ensures fast, secure, and consistent updates directly into your DDfB Admin Portal, helping admins, finance teams, and employees stay in sync with the latest expense policies.

**Step 1: Generate a CSV File.** Prepare a comma-delimited CSV file with all active expense codes.

**Step 2: Upload the File to SFTP.** Drop the file into your assigned DoorDash SFTP folder.

**Step 3: Automated Processing.** We scan for new files every three hours and automatically sync the contents to your DDfB Admin Portal.

**Step 4: Codes Become Available in Portal.** Once processed, updated expense codes appear in the portal. Admins can use these when assigning budgets.

## File Formatting

- The file needs to be a comma-delimited CSV file.
- There are no requirements on file naming - all CSV files dropped onto the SFTP server will be processed.
- Include all active expense codes (not just additions or removals)
- Include a row for each expense code / team\_account\_name pairing

Column	Required?	Notes
Expense Code (CODE)	Required	
Teams (TEAM_ACCOUNT_NAME)	Required	Specify team_account_name to map expense codes to
Expense Code Description (DESCRIPTION)	Optional	If you want to add expense code descriptions to your expense codes (will be blank if not listed)

## How to Get Started

**Step 1: Generate a pair of SSH keys.**

- An ssh rsa key needs to be generated (public + private), and the public key needs to be sent to us.
- An example of how this key pair can be generated: `ssh-keygen -t rsa -b 4096 [optional -C <some generic cx email> ]`

# MANAGING EXPENSE CODES WITH SFTP, cont'd

**Step 2: Share public key with DoorDash.** DoorDash engineering team will set up a customer directory.

**Step 3: Build expense codes.** After you receive confirmation that the customer directory has been setup, you create expense codes directory in SFTP server for file upload.

- You can access via key based authentication with the following information:
  - User name: <customer name>
  - Private key: <your private key>
  - Host: s-ebb872a7eb7445bfa.server.transfer.us-west-2.amazonaws.com
  - Port number: 22
- You Must create directory to drop file in SFTP server with the case-sensitive name "expense\_codes"

**Step 4: Review file formats.** Prepare file and and upload to the expense codes directory in the SFTP server.

## FAQs

**Is there a limit to the number of codes I can upload?** No, there is no limit to the number of codes you can upload.

**Can I require employees to enter an expense code but make notes set as optional?** Yes, you can set both expense codes and notes as either required or optional.

**Can employees search for both expense codes and expense code descriptions?** Yes, both are searchable when selecting an expense code.

**Can I require expense codes if users are checking out with a business profile?** No, currently, only meals with an assigned budget created in the admin portal can be set to require employees to enter expense codes at checkout.

**Can I assign different lists of codes to different team accounts?** Yes, you can set different lists of codes to different team accounts by passing multiple files for each team account or having a new row for each team account.

**Is there any alerting about a file upload failing?** No, there is currently no automation or alerting about uploaded files failing. We can check statuses upon request.

**Can I use XLSX files?** No, only CSV files are accepted.

# SINGLE SIGN-ON (SSO)

DoorDash for Business (DDfB) now offers Single Sign-On (SSO) through Okta to streamline and secure admin access to the Admin Portal. With SSO you have stronger security, a simplified admin experience using existing work credentials, and centralized IT control. Admin access is automatically removed upon departure.

## To set up SSO, you are required to have:

- **Identity Provider:** Okta (more to follow)
- **Authentication Protocol:** OpenID Connect (OIDC)
- **Domain Verification:** DNS TXT record update
- **Admin Rights:** Ability to configure apps in Okta

**Step 1: Confirmation.** Inform your DoorDash representative of your intent to enable SSO for your account.

## Step 2: Organization setup

- DoorDash engineering creates an organization for your company. You receive your OrgID and SSO URL from DoorDash.
- Provide DoorDash with your company name and domain that will be used by admin users logging in with SSO.
- DoorDash engineering will create an organization for your company. You will receive your OrgID and SSO URL from DoorDash.

## Step 3: Domain verification

- DoorDash provides a secret token.
- Add a TXT record containing the secret to your domain's DNS.
- Notify DoorDash once the TXT record is added.
- DoorDash verifies the domain ownership.

## Step 4: Okta application configuration

- In Okta, create a custom OIDC application integration.
- Share the OIDC application configuration, including the URL, Client ID, and Client Secret, with DoorDash.

**Step 5: Configuration update.** DoorDash engineering updates your organization's configuration with the provided Okta details.

**Step 6: Testing & enablement.** Conduct a test login to ensure SSO is functioning correctly.

# SINGLE SIGN-ON (SSO), cont'd

## FAQs

**When I enable SSO, how can I ensure admins can successfully access DDfB?** Admins must have a DoorDash account created with their work email and be added to DoorDash within Okta to successfully access DDfB. Once this is configured for admins, they will be prompted to authenticate via SSO upon logging in next.

**Can we enable SSO for all employees, not just administrators?** Currently, SSO is only available for administrators. Employees can continue to use the secure DoorDash mobile app to redeem their vouchers and benefits without SSO.

**Is SCIM integration available?** SCIM provisioning and deprovisioning will be available soon for Okta. We also plan to support SCIM provisioning and deprovisioning with future IdPs we enable.

**Can administrators have multiple sign-in options after enabling SSO?** No. Once SSO is enabled, administrators must sign in via SSO and cannot use alternative sign-in methods.

**Will enabling SSO affect our employees' ability to redeem benefits?** No. Enabling SSO for administrators does not impact employees. They will continue using their existing login methods.

**Is there support for other Identity Providers besides Okta?** Currently, only Okta is supported. DoorDash plans to support additional Identity Providers in the future.

**When SSO is enforced, will it be enforced on both desktop and mobile?** Yes. Admins with SSO enabled must sign in via SSO on desktop and mobile.

**When SSO is enabled, will all admins be required to use SSO to sign in?** Yes. After SSO is enabled, all admins in the account will be required to use SSO to sign in.

**Is there HRIS integration support to automate provisioning and deprovisioning of employees?** Initially, SCIM will be supported for Okta, and integration with other applications and IdPs is planned for the future. Most HRIS systems support SCIM protocol and can be connected to Okta so that SCIM provisioning pushes into DDfB.

**Can admins change their email addresses after SSO is enabled?** No. Admins' email addresses are locked after SSO is enabled to maintain identity integrity.

**Can an admin manage multiple companies through SSO?** No. An SSO-managed admin account can only be tied to one company.

**How long does an SSO session last?** Three days (TTL). Reauthentication is required after session expiration.

# ORDER WITH DASHPASS & EXPENSING THROUGH EXPENSE PROVIDERS



# HOW TO PLACE AN ORDER WITH DASHPASS & EXPENSE THROUGH AN EXPENSE PROVIDER

## Step 1:

### Select a Restaurant

- Be sure to select a participating DashPass restaurant. These restaurants will have the green Dashpass logo beside their name
- Browse our [curated list](#) of best for large order/group orders if ordering for a group.

## Step 2:

### Add desired meal items to the cart

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

The screenshot displays the DoorDash mobile application interface. At the top, there's a search bar and navigation icons. Below, a grid of restaurant cards is visible, including 'Boichik Bagels', 'IL Canto Cafe', 'Jane on Larkin', 'Bluestone Lane Café', 'muse juice bar', and 'The Grove - Yerba Buena'. A 'Checkout' modal is open, showing a cart with 'Nutella Bowl Regular' for \$12.95. The modal also displays 'Complement your cart' with items like 'Strawberry Mini', 'Pumpkin Pie Shake', 'Green Mini', 'Cookie Dough (organic)', and 'Guava'. A notification at the top of the modal states: 'Your expensed meal benefit could apply to this meal. Restrictions apply.'

# 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 with your Business Profile

- Select your **Business Profile** under **Payment details**
- When ready, select **Place Order**.
- Your receipt will be automatically sent to Emburse.

The screenshot displays the DoorDash checkout interface. On the left, the '1. Account details' section shows the email 'sydney.failor@doordash.com'. Below it, '2. Shipping details' includes a map of San Francisco with a red location pin, delivery and pickup options, and a delivery time of 21-33 minutes. The 'Standard' delivery option is selected. The address is '901 Market St Suite 10, San Francisco, CA 94103, USA'. Delivery instructions include 'Leave it at my door' and 'Send as a gift'. The '3. Payment details' section shows a Visa card and a 'Business' profile selected, which is highlighted with a red box. A 'Place Order' button at the bottom left shows a total of \$40.97. On the right, the cart summary for 'IL Canto Cafe' shows a subtotal of \$32.20, a delivery fee of \$0.00, a service fee of \$1.99, and an estimated tax of \$2.78. A Dasher tip of \$4.00 is selected. The final total is \$45.88, with a red box around the \$40.97 price, indicating a \$4.83 DashPass member savings.

# 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

- ✔ 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](mailto: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

# REVIEWING YOUR BILLING HISTORY



# REVIEWING YOUR BILLING HISTORY

## View all portal spend (meals & DashPass) via Billing History

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



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

**DOORDASH**  
Admin Portal for DoorDash, Inc.

DoorDash Demo Account #1

- Home
- Expensed Meals
- Vouchers
- DashPass for Employees
- Group Orders

---

- Employees
- Groups
- Payment Methods
- Billing History**

Go to DoorDash.com

@ ddfb test

## Billing History

Download billing history reports.

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

If you need older billing history reports, please contact [work-support@doordash.com](mailto:work-support@doordash.com)

Watch [Video: View Billing History](#)

# FREQUENTLY ASKED QUESTIONS



# FAQS

## **I need help with a live order.**

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

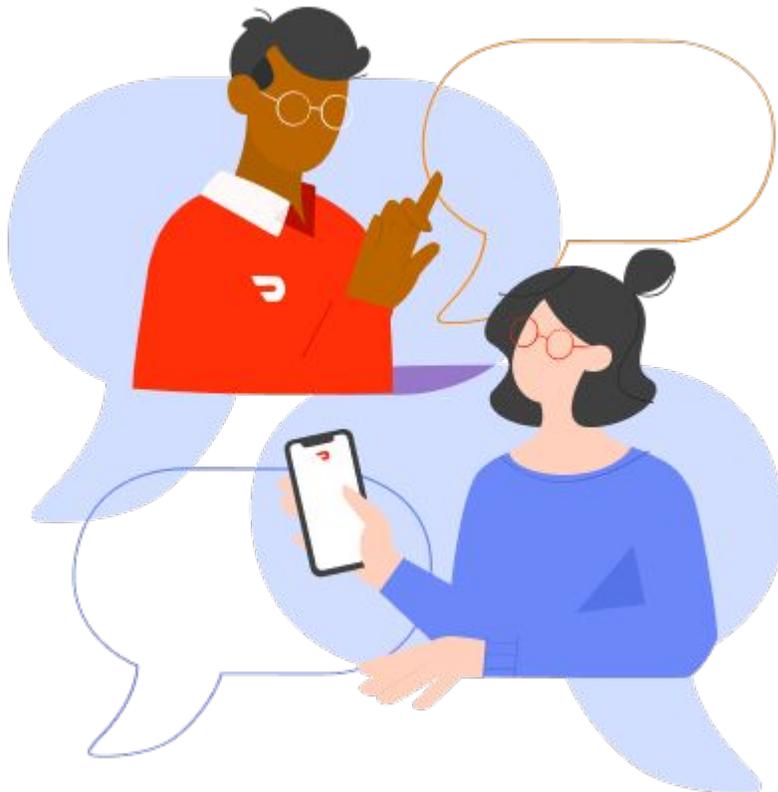
**I need help with a refund or credit.** Please call or email our Dedicated Business Support: **855-830-5429** OR **business-support@doordash.com**

**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 cancel a meal if my schedule changes?** Once an order is placed you cannot change the delivery address on record for the order.

However, you can use the DoorDash app or website to communicate with your delivery service provider to add or modify instructions that will help them successfully deliver your order. **You can also contact the DoorDash support line at (855) 830-5429.**



**Enrollment Issues** My employee cannot find their invite email after I added them to the Admin Portal.

**You can direct them to:**

[www.doordash.com/teams/join](http://www.doordash.com/teams/join) or you can resend the invite email from the “employees” tab

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

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

**How do I check if an employee has access to a budget?** Make sure the employee is showing as ‘active’ in the portal to ensure they will have access to any budget. If you are assigning a budget to a specific group please double check that all employees who are receiving the credit are added to the group.

**Does the budget cover tips and fees or just the meal?** The budget/allowance can be applied to your meal, tips and any delivery and service fees.

**The company budget is not enough to cover the full order amount.** In this scenario, the company will pay the budget amount, and the individual will pay the remainder. The breakdown of who pays what amount will be displayed on the preview order screen.

**If an employee has more than one budget available at the same time, can they select which budget they want to use?** Yes, they can choose their budget at checkout

**Can employees use their budget to pick up an order?** Yes! Simply change the order from delivery to pickup in the checkout page

**Can employees use more than one budget at the same time?** Not at this moment. You can select only one budget to apply on an order.

# TROUBLESHOOTING - IP/VPN ERROR

**Help! I tried creating a DoorDash account and received this error. What do I do?**

This is a network-based (i.e. WiFi) error. You can navigate around this error by changing your WiFi network or disconnecting from WiFi.

- **Using your computer** - connect to another WiFi network and continue through the account creation process
- **Using your mobile device** - disconnect from WiFi (or switch WiFi networks) and continue through the account creation process

 Your account/IP has been blocked. If you are on a VPN, please disconnect and try again or contact support

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

Sign Up



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

# APPENDIX



# HOW-TO VIDEOS CHEAT SHEET

## Setting Up the Admin Portal

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

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

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

**Video:** [How to Create a Group](#)

**Video:** [How to Order on DoorDash using an Admin-Only Budget](#)

## Expensed Meal Budgets

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

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

**Video:** [How to Create a Budget for a Group Order](#)

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

## Group Order

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

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

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

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

## Vouchers

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

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

# COMMUNICATION TEMPLATES (PRE-LAUNCH)

## Template 1a:

**“[Action Required] We have partnered with DoorDash for Business!”**

*Audience: Main Admin POC/DM sending to other Admins*

## **[CUSTOMER] has partnered with DoorDash for Business!**

You will be a DoorDash Admin overseeing employee DoorDash for Business benefits. We'll be launching the DoorDash program on [DATE]. Please attend one of our live training sessions [DATE] to learn how to use DoorDash for Business. .

### **Action required:**

1. In order to launch, please create a DoorDash account using your work alias by **[DATE]**.
2. Visit [www.Doordash.com](http://www.Doordash.com)
3. Follow steps to create an account using work email alias
4. Done

## Template 2a:

**“We have partnered with DoorDash for Business!”**

*Audience: Admins sending to Eligible Employees*

## **Coming Soon!**

We are so excited to announce that we have partnered with DoorDash for Business to offer meal solutions and benefits to our teams. You will have access to DoorDash [PRODUCTS & BUDGETS], covered by [CUSTOMER]. These meal budgets can be applied towards your DoorDash food delivery service, while receiving unlimited free delivery and reduced services fees from DoorDash, covered by [CUSTOMER].

Be on the lookout for your “Join Now” email to get signed up.



Watch [Video](#): View Billing History

# COMMUNICATION TEMPLATES (PRE-LAUNCH) - ADMIN TO ADMIN

## Template 1b:

**“Action Required: Admin Training Date & Final reminder setup DoorDash account!”**

*Audience: Main Admin POC/DM sending to other Admins*

**[CUSTOMER] DoorDash for Business Training date is scheduled for [DATE]**

As a DoorDash admin, you will be overseeing employee DoorDash for Business benefits.

To set you up for success for our launch on [DATE] please attend one of our live training sessions [DATE] to learn how to use DoorDash for Business..

### **Action required:**

1. Final Reminder-Action required:
2. In order to launch, please create a [DoorDash](#) account using your work alias by [DATE].
3. Visit [www.Doordash.com](http://www.doordash.com)
4. <http://www.doordash.com> Follow steps to create an account using work email alias
5. Done

# COMMUNICATION TEMPLATES (LAUNCH DAY)

## Template 3a:

### You are offering DashPass Announcement

*Audience: Admin or Senior Leader sending to Eligible Employees*

#### Announcement:

Beginning today, you will have access to DoorDash DashPass, the subscription that gets you unlimited free delivery and reduced service fees from DoorDash, covered by [CUSTOMER]. This will save you ~\$4-5 on every order and can be used at work or at home.

#### Enrolling is simple:

1. Join now via Welcome Email from DoorDash and accept invitation
  - a. Didn't receive the email? Go to [doordash.com/teams/join](https://doordash.com/teams/join) to receive an email to complete enrollment
2. Enroll & Enjoy!

## Template 3b:

### You are offering Meals Announcement

*Audience: Admin or Senior Leader sending to Eligible Employees*

#### [ Sending to Eligible Employees ]

Announcement: Beginning today, we have your meals covered! Enjoy complimentary meal budgets with DoorDash as a benefit to you. [BUDGET AMOUNT] daily/weekly/monthly towards your DoorDash delivery order.

#### Ordering is simple:

1. Join now via Welcome Email from DoorDash
  - a. Didn't receive the email? Go to [doordash.com/teams/join](https://doordash.com/teams/join) resend join-now email.
2. Select a restaurant to see the budget banner appear.
3. Add food to your cart and checkout within the budget window and enjoy the [BUDGET AMOUNT] off!

# COMMUNICATION TEMPLATES (LAUNCH)

## Template 3c:

### You are offering both DashPass and Meals Announcement

*Audience: Admin or Senior Leader sending to Eligible Employees*

#### Announcement:

Beginning today, you will have access to DoorDash DashPass & Meals budgets, covered by [CUSTOMER]. These meal budgets can apply towards your DoorDash food delivery order, while receiving unlimited free delivery and reduced service fees from DoorDash.

#### Enrolling is simple:

1. Join now via Welcome Email from DoorDash and accept invitation from your work email:
  - Didn't receive the email? Go to [doordash.com/teams/join](https://doordash.com/teams/join) to receive an email to complete enrollment
2. Enroll & Enjoy!
3. Start ordering! Look for the blue DashPass logo next to restaurants on DoorDash to see if they're DashPass-eligible.
4. Add food to your cart and checkout within the budget window and enjoy the [BUDGET AMOUNT] off!

Happy ordering, team!

# COMMUNICATION TEMPLATES (LAUNCH DAY & POST-LAUNCH)

## Template 4:

Email Signature (Example Signature)

[name]

[contact info]

[Enroll in your new DoorDash benefits here!](#)

## Template 5a:

DashPass

### Reminder!

You can now enroll for free in DoorDash for Business, the subscription that gets you free delivery fees and saves you \$4-5 per order on DoorDash orders – from food to grocery and convenience. Check your email for enrollment instructions.

## Template 5b:

Meals

### Reminder!

[CUSTOMER] has your meals covered! Enjoy [BUDGET AMOUNT] daily/weekly/monthly towards a DoorDash order.

Need help ordering? [See instructions here.](#)

## Template 5c:

DashPass and Meals

### Reminder!

Enroll in the DoorDash for Business benefits to enjoy [BUDGET AMOUNT] daily/weekly/monthly meal budgets which apply towards your DoorDash food delivery order, as well as unlimited free delivery and reduced service fees on all DoorDash orders. Need help ordering? See instructions here.

**THANK  
YOU**