

 for Business

DOORDASH FOR BUSINESS EMPLOYEE WELCOME GUIDE



READY, SET, LUNCH

GET READY TO ENJOY MEALS WITH DOORDASH

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

NEED HELP? CONTACT OUR BUSINESS SUPPORT TEAM

- Phone line: 855-830-5429
- Email: business-support@doordash.com
- Visit our [DoorDash for Business Help Center](#) for more information.



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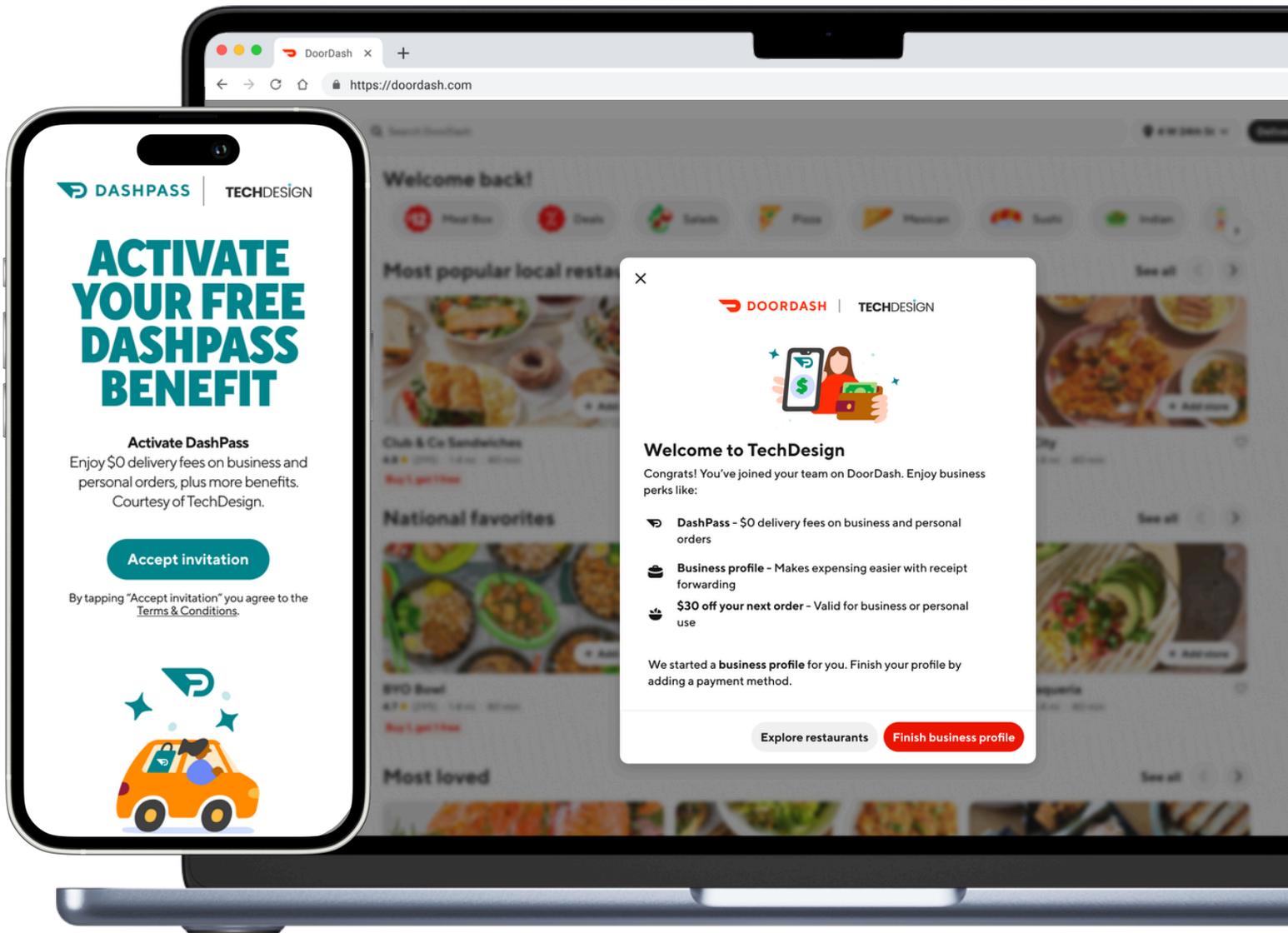
ENROLLMENT AND ACTIVATION



ENROLLING IN MEAL BENEFITS

COMPLETING YOUR ENROLLMENT

- 1 Once your company's admin extends to you a DoorDash benefit, you will receive an invite to enroll in your DoorDash for Business benefits.
- 2 When you receive the email, click on **Accept Invitation**
 - If you can't find the email they can go to www.doordash.com/teams/join, enter your company email address and an invite will be re-sent.
 - You can sign-up for a new DoorDash account with your company email or use an existing account with your personal email to enroll in meal benefits.
- 3 Once you sign into your DoorDash account, you will receive confirmation your benefits have been activated and can begin using them.



SETTING UP BUSINESS PROFILES

Business profiles allow you to easily switch between your **personal** and **work** payment methods. In order to use a **company budget** or link with an **expense provider**, you need to use a business profile.

- 1 Navigate to **Account Settings**, select **Account Profile** and click on **Create Profile**.
- 2 Add your preferred **payment method**, include an **email address** for receipts to be sent to when orders are placed on your **Business Profile**, and click **Create Profile**.
- 3 Link your **expense provider** account. You can also link it later by going to **Edit Profile** and selecting **Expense Provider**.

VIEWING YOUR AVAILABLE BENEFITS

- 1 Log into the account your benefits were assigned to on doordash.com/benefits
- 2 Navigate to the menu on the left side, select **Account** and then click on **Benefits**.
- 3 You can view all benefits available to you through your company, including: **DashPass**, **meal budgets** (remaining balances, delivery addresses, timeframes) and **vouchers**.



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PLACING ORDERS



ORDERING WITH A MEAL BUDGET

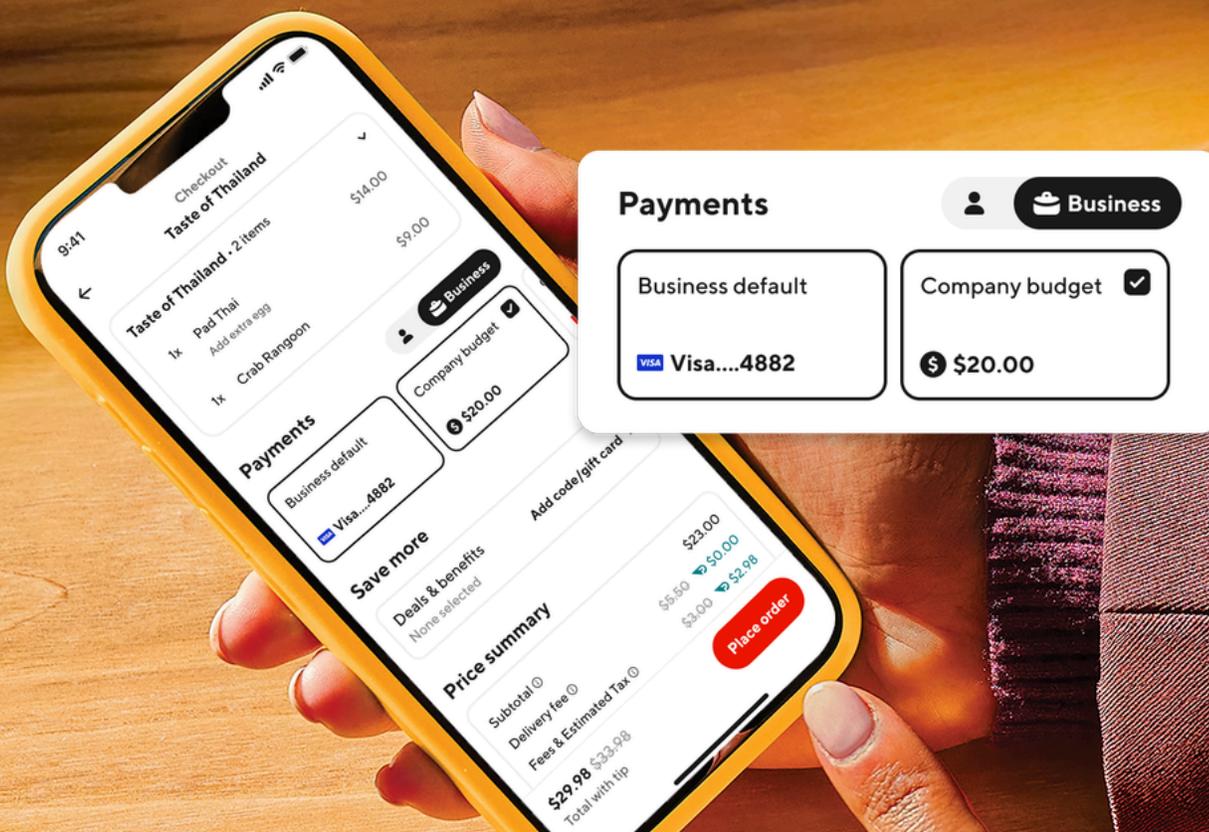
ORDERING DIRECTLY ON DOORDASH

- 1 Go to doordash.com or the DoorDash app and log in.
- 2 Enter your delivery address.
 - It's possible your budget has an address restriction, be sure the delivery address entered matches the allowed delivery address on the budget.
- 3 Select your restaurant, add items to your cart, and click **Checkout**.
- 4 Confirm order details and double check the **address** and **instructions**.
- 5 Select your applicable **Meal Budget** under **Company Payment** and click on **Place Order**
 - If your company offers **DashPass** as a benefit and you have selected a **participating restaurant**, you should see free delivery and reduced fees reflected during checkout.



VIDEO TUTORIAL

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



ORDERING WITH MEAL VOUCHERS

REDEEMING AND USING VOUCHERS

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



VIDEO TUTORIAL

[How to Order using a Voucher](#)



We've added your voucher!

Voucher Details

Name
Offsite

Value
\$25.00

Start Time
Mon, 1/1/26 10:00 AM

End Time
Thu, 1/10/26 08:00 PM

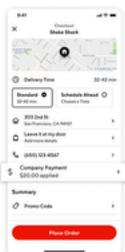
Got It

How it works

1. Your voucher will automatically apply to eligible carts.
2. At checkout, look for "Company Payment" to see the voucher amount applied to your order.
3. Click into "Company Payment" to toggle voucher usage on or off.

Need help?

Contact our VIP support team for any live order questions at **855-830-5429**. You can also visit our [help center](#).



You received a voucher
from DoorDash!

\$25

Offsite

Wed, 6/13/26 10:00 AM to
Fri, 6/15/26 8:00PM



By clicking 'Accept voucher', you agree to the [Terms and Conditions](#).

Accept voucher

CREATING GROUP ORDERS

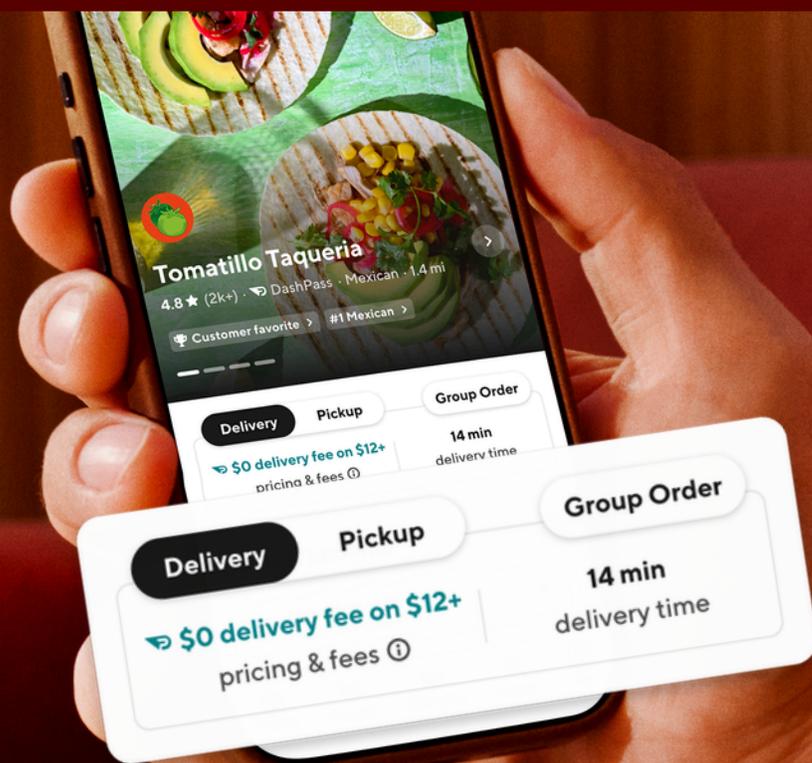
ORDERING IN THE DOORDASH APP

- 1 Click on the **Group Order** button on the restaurant's page.
- 2 Select payment method and choose **who is paying** for the order:
 - **You pay for the order:** you will checkout the cart and pay for everyone's order and can use an **admin only budget** to cover the cost.
 - **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
- 3 Set the order **deadline** for people to add their meal selections to the cart and decide if you want to checkout **automatically**, or **manually**:
 - **Automatically:** your order will be placed at the set deadline. If everybody pays separately, each person must complete payment in order for the cart to automatically checkout.
 - **Manually:** at the order deadline, you will be reminded to checkout and place your order.
- 4 Confirm order details and double check the **address, delivery window, and instructions**.
- 5 Click on **Start Group Order** to generate a link, which you can send to employees.



VIDEO TUTORIAL

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



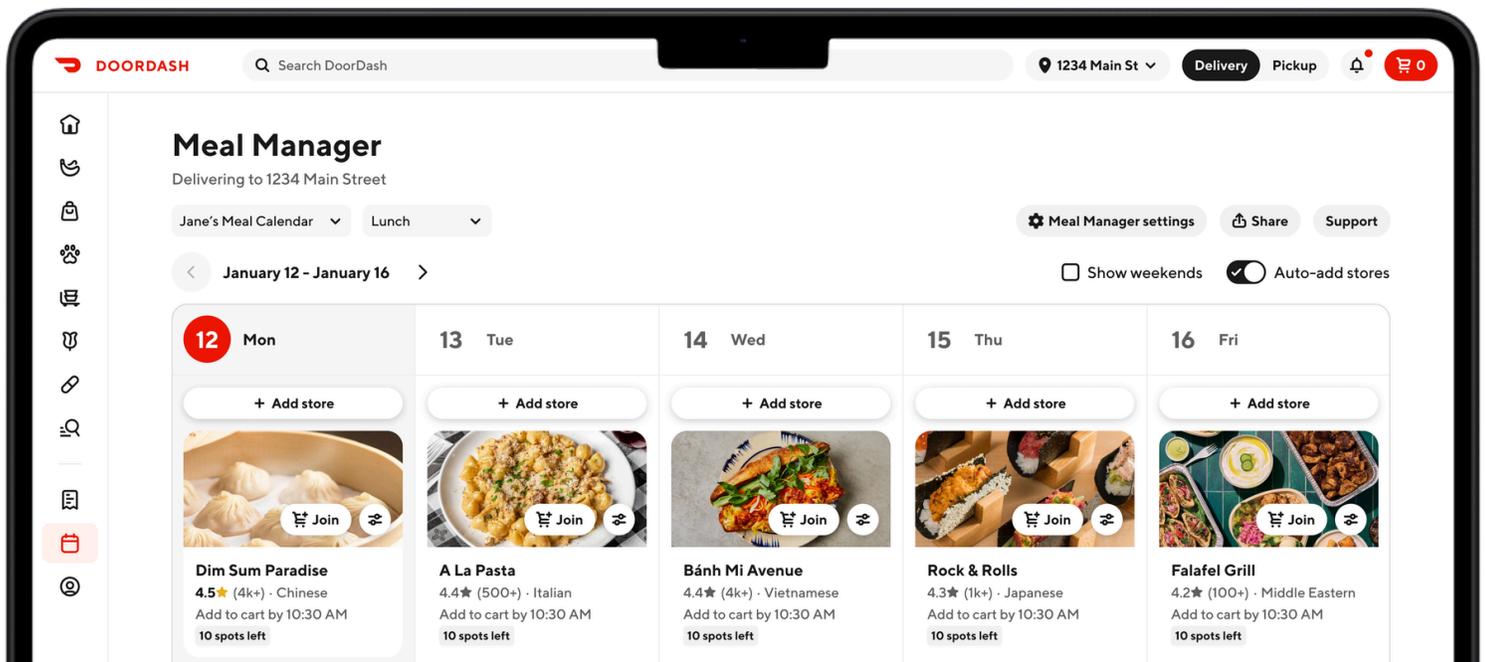
GROUP ORDERS SET UP BY ADMINS

ADMIN PAYS FOR THE WHOLE ORDER

- 1 Once your admin sets up a group order, they can **invite you via email or direct link**.
- 2 **Add your desired items** to the cart, keep in mind the spending limits set by your admin.
- 3 When you have added all of your selections to the order, click on **Done Adding Items**.
- 4 Your admin will complete the order and all meals will be delivered together.

EVERYBODY PAYS SEPARATELY

- 1 **Join** the group order and **add** your desired items to the cart.
 - If your team is **splitting the bill**, there will be **no spending limit restrictions** on the group cart. You can use a budget or voucher at checkout to pay for your portion of the order.
- 2 When you have added all of your selections to the order, select **Continue to Payment**.
- 3 Select your company **meal budget**, if applicable. Any amount over that budget will be charged to your **credit card on file**.
 - The **automatic tip options** will be calculated based on the subtotal of the entire order and split evenly between all participants.



TROUBLESHOOTING

BUDGET IS NOT AVAILABLE FOR USE AT CHECKOUT

- Be sure you are logged into DoorDash with the email address you enrolled with your benefits with i.e. your company email, or personal email if you used an existing account
- If you have not created a DoorDash account and enrolled in your team's Admin Portal, please do so at www.doordash.com/teams/join
- It's possible your budget has an address restriction, be sure the delivery address entered matches the allowed delivery address on the budget.

To confirm the address restriction select Account on the left hand navigation, then Benefits. Under Expensed Meal Budgets your budget will show the restricted address, if any.

ERRORS DURING CHECKOUT

The following are the most common reasons for errors during checkout:

- 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. Double check that your payment has been added and that your budget is active.
- The restaurant you selected is closed at time of checkout. Be mindful of the time when placing your order, you will be notified on the store's page when you have 15 minutes or less to order.



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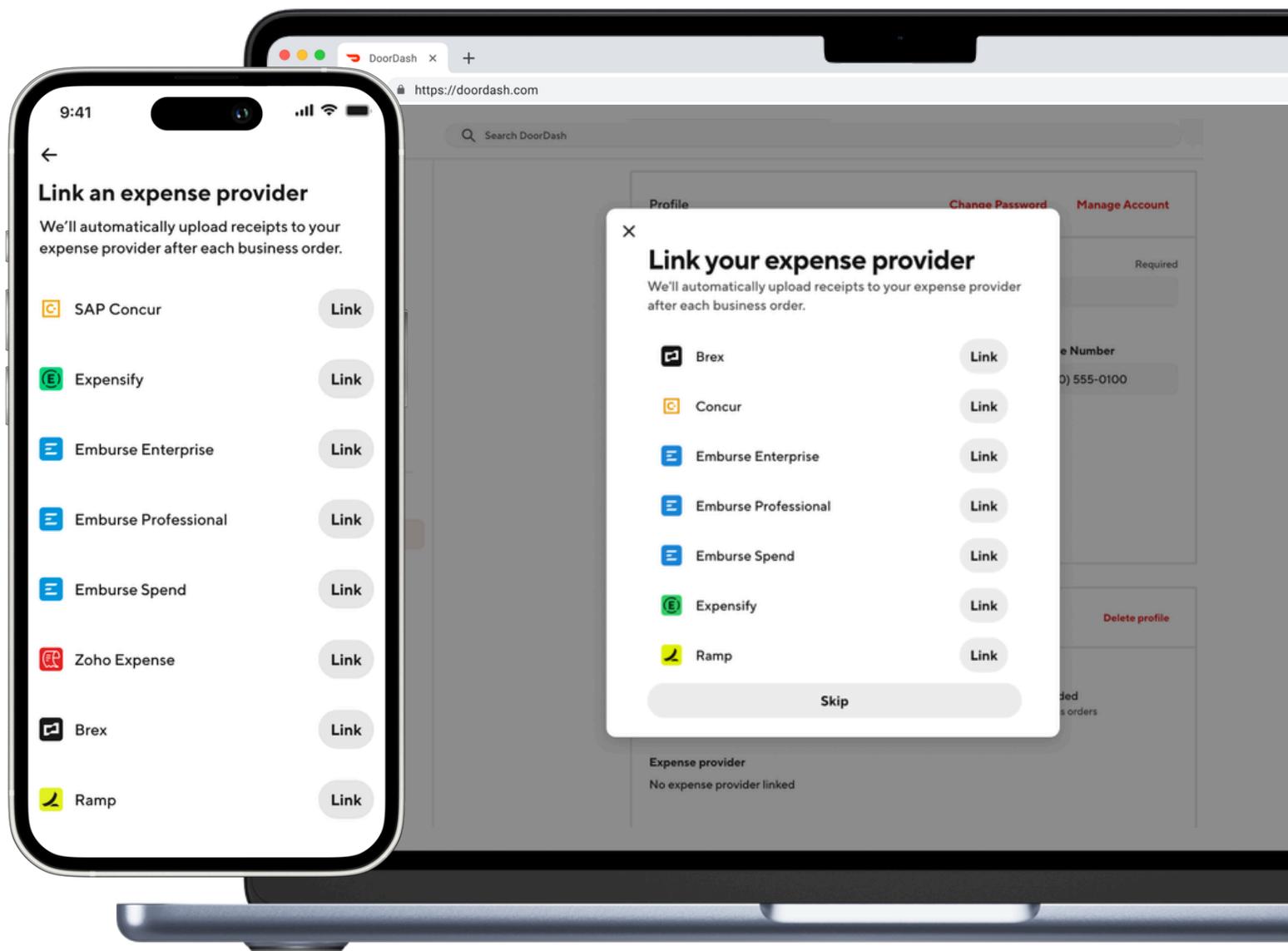
MANAGING EXPENSES



EXPENSE PROVIDER INTEGRATION

ADDING INTEGRATIONS TO YOUR ACCOUNT

- 1 **Log in** to the DoorDash app and select the **Me** tab.
- 2 Click on **Settings** and scroll down to **Account Settings**, then select **Business Profile**.
- 3 Under **Expense Provider** click the **Link** button, select **your provider**. **Log in** to your account to connect it to DoorDash, you can unlink it at any time.
- 4 To expense meals **after** ordering, select **Orders**, click on **View Receipt**, then **Send Receipt** to send it to your linked expense provider.



AUTOMATICALLY EXPENSING ORDERS

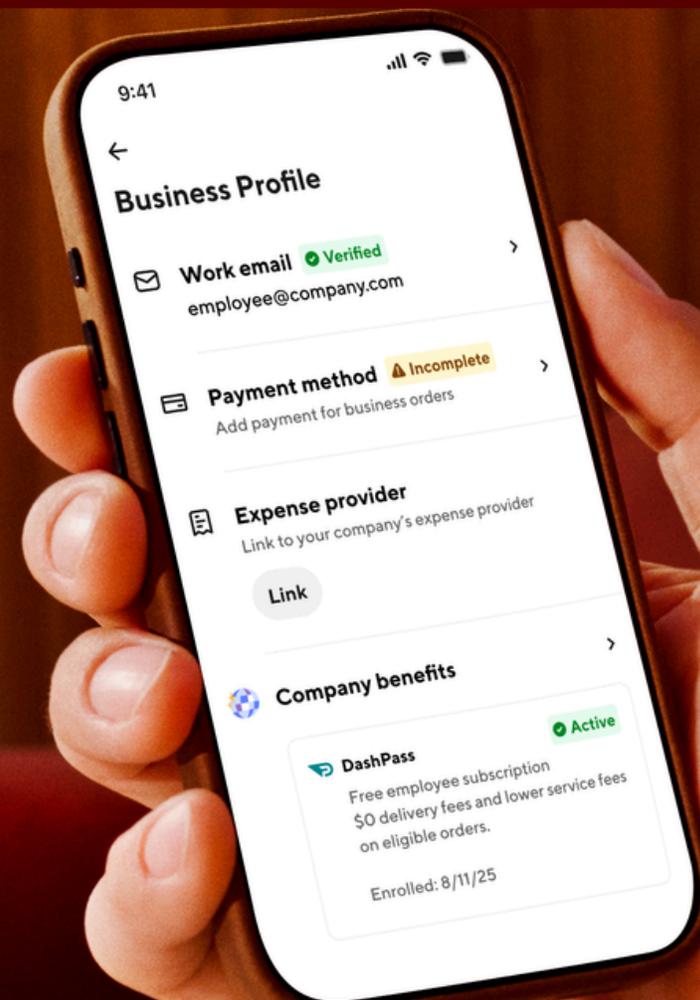
ORDERING WITH YOUR BUSINESS PROFILE

- 1 Select a restaurant and ensure the **delivery address** at the top is correct.
- 2 Build a cart with your desired items and select **Checkout**.
- 3 Review your order, delivery address and provide delivery instructions. Select your **credit card, voucher** or **company budget** under your **Business Profile**.
- 4 Place your order and your receipt will automatically be sent to your linked expense provider.



VIDEO TUTORIAL

[How to order with a Business Profile](#)



FAQS

BUDGET IS NOT AVAILABLE FOR USE AT CHECKOUT

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- 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.

ORDER CANCELLATIONS AND REFUNDS

- In the case of cancellations, DoorDash can re-deliver the food or refund the order.
- To arrange a re-delivery, please call our VIP Live Support team at 855-830-5429 and they can assist you right away.
- For credit and refunds, email business-support@doordash.com and a representative will get back to you within 24 hours.

ERRORS DURING CHECKOUT

The following are the most common reasons for errors during checkout:

- 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. Double check that your payment is has been added and that your budget is active.
- The restaurant you selected is closed at time of checkout. Be mindful of the time when placing your order, you will be notified on the store's page when you have 15 minutes or less to order.



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DOORDASH FOR BUSINESS **FAQS**



ORDERS

HOW DO I GET HELP WITH A LIVE ORDER?

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

WHO DO I CONTACT ABOUT REFUNDS OR CREDITS?

Please call our Dedicated Business Support line at **855-830-5429**, or email them at business-support@doordash.com

CAN I ORDER ON MY MOBILE DEVICE?

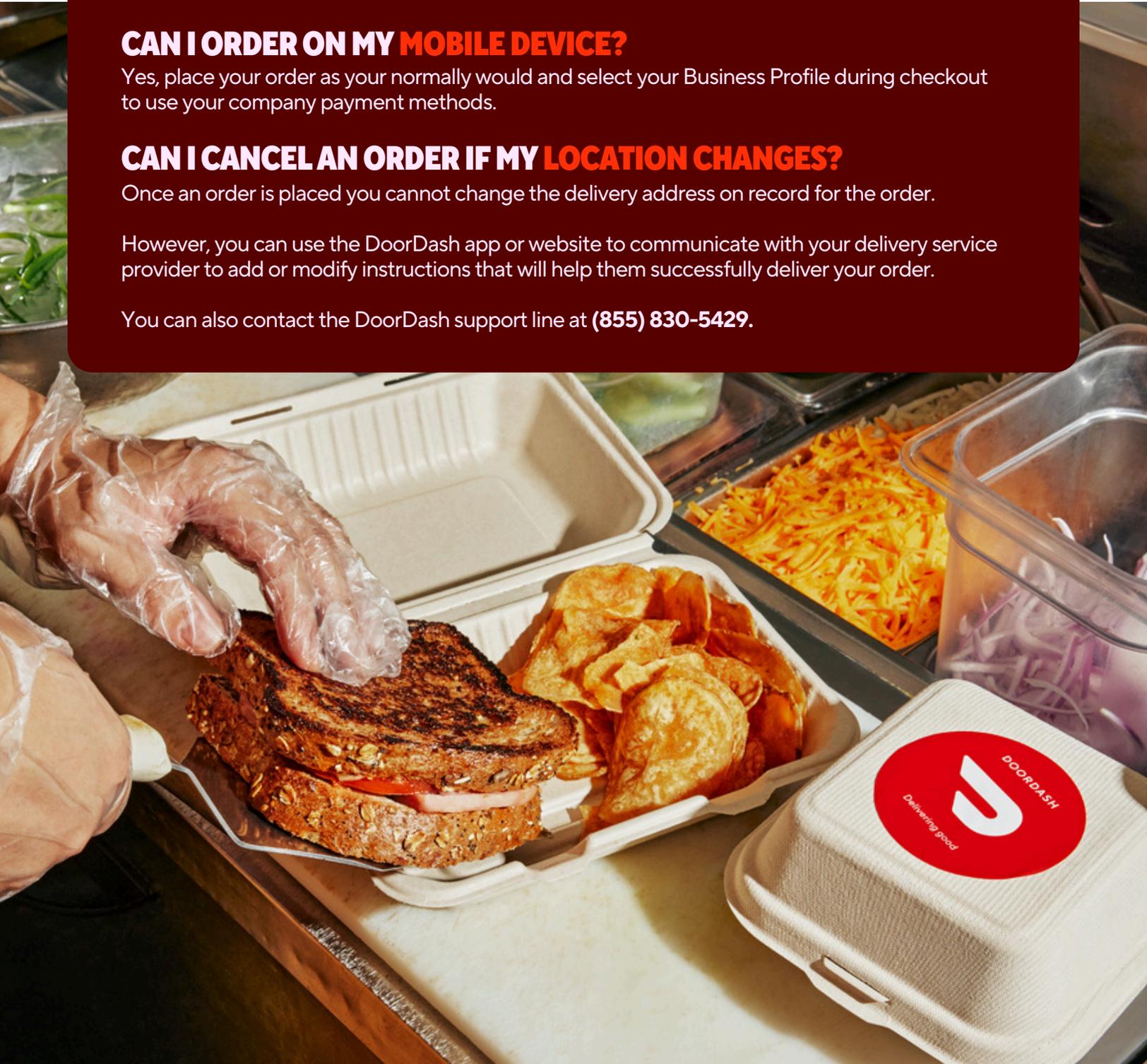
Yes, place your order as you normally would and select your Business Profile during checkout to use your company payment methods.

CAN I CANCEL AN ORDER IF MY LOCATION 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**.



MEAL BENEFITS

WHAT IF MY MEAL BUDGET DOESN'T COVER THE FULL ORDER?

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.

CAN I APPLY MULTIPLE BENEFIT TYPES TO MY ORDER?

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

CAN I USE MY BUDGET/VOUCHER TO PICK UP AN ORDER?

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

DOES MY BUDGET COVER TIPS AND SERVICE FEES?

The budget can be applied to your meal, tips and any delivery and service fees.



FINANCES

WHY IS MY \$0 RECEIPT NOT SENDING?

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

HOW WILL I KNOW IF MY RECEIPTS HAVE BEEN SENT?

Once a receipt is submitted, the page will not update automatically, please refresh the page to confirm that it has been sent.

WHAT IF I NEED ASSISTANCE WITH MY EXPENSES AFTER EXPORT?

Please contact the customer service team for your expense provider.

WHAT IF MY EXPENSE PROVIDER SERVICE IS DOWN?

If there are issues with an expense provider's system or website unfortunately there is nothing DoorDash can do about it. Please contact your expense provider directly or consult your internal point of contact.

WHAT I DON'T HAVE AN EXPENSE PROVIDER ACCOUNT?

Contact your employer to get one set up, DoorDash cannot do this on your behalf.



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