



EMPLOYEE WELCOME GUIDE

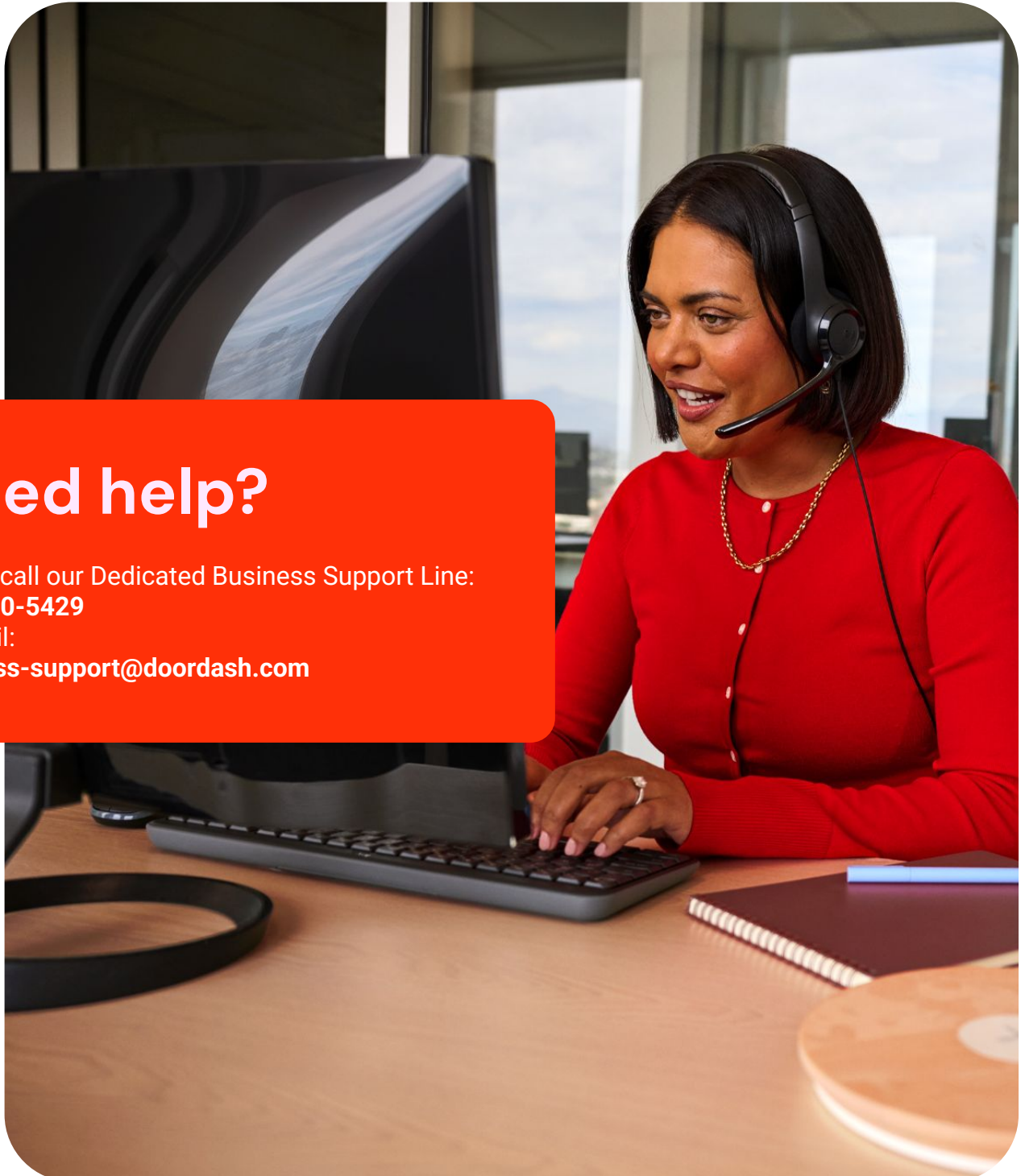
How to Get Started with DoorDash for Business

WELCOME TO DOORDASH FOR BUSINESS!

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?

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



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ENROLLMENT & ACTIVATION



ENROLLMENT

Step 1:

Accept your DoorDash for Business benefits

- Once your company's admin extends to you a DoorDash benefit, you will receive an invite to enroll in your DoorDash for Business benefits.
- Select 'Accept Invitation' within the DoorDash for Business email invitation.
 - If you cannot find the invite, visit: doordash.com/teams/join

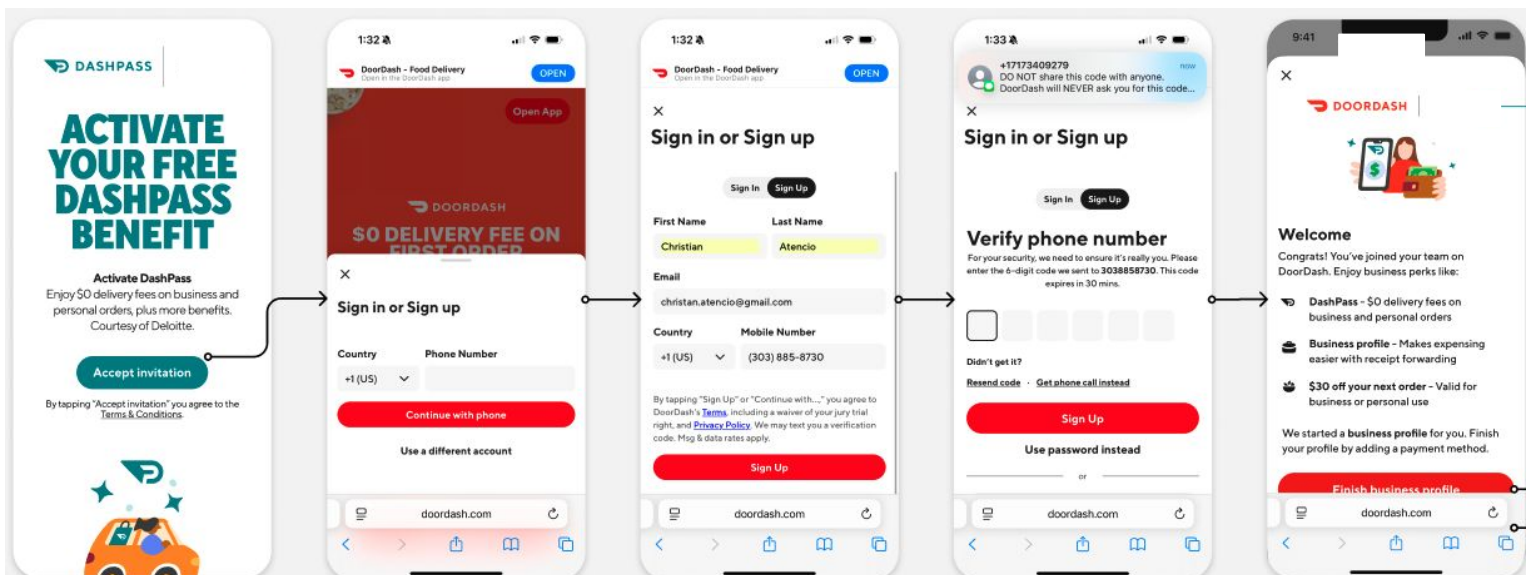
Step 2:

Sign in with an existing DoorDash account or Sign up for a DoorDash account to activate your DoorDash for Business program benefits.

Step 3:

Enrollment Confirmation

- Upon signing into your DoorDash account, you will receive confirmation your benefits have been activated and can view your available benefits.
 - You can always return back to the benefits page by going to Account > Account Settings > Benefits

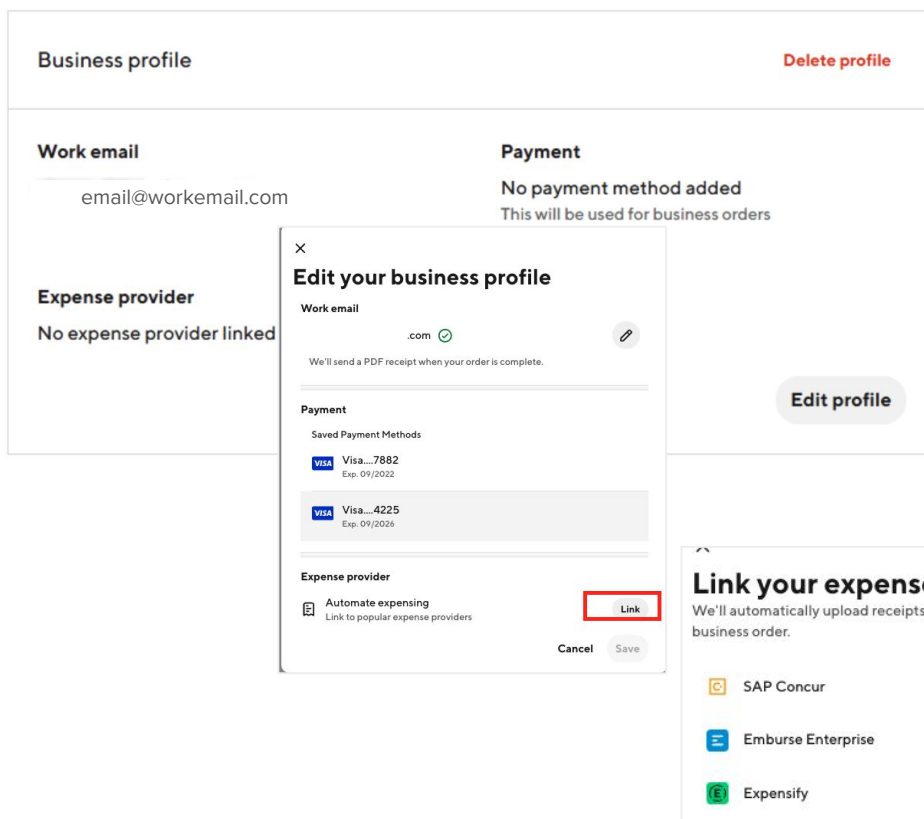
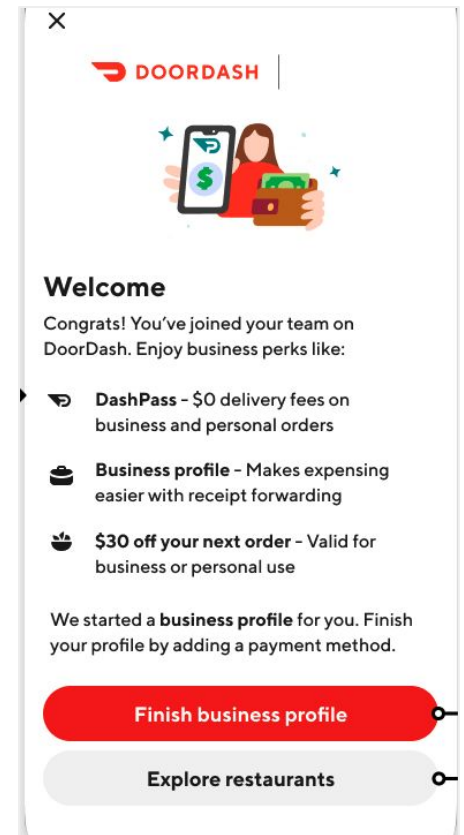


ENROLLMENT

Step 4:

Finish Setting up your Business Profile to simplify how you manage business and personal receipts.

- Click 'Finish business profile' to easily
 - To access your Business Profile or make edits in the future, go to Account Settings select your Account profile
 - Select 'Edit Profile' under Business Profile
- Add preferred payment method for your business profile i.e. corporate amex
- Link your expense provider if applicable
- Click "save".



ENROLLMENT & ACTIVATION



ENROLLMENT - OPT-IN LINKS

Step 1:

Enroll in your company's DoorDash for Business benefit

- Visit doordash.com/teams/join
- You can either sign in using an existing account with your personal email or sign up for a DoorDash account using a work email address.

Sign in with an existing DoorDash account

The screenshot shows the 'Join DoorDash, Inc's meal benefits' page. It has a heading 'Join DoorDash, Inc's meal benefits' and a subheading 'Your company is providing meal benefits. You can sign in with your existing personal account or sign up for a new account.' Below this are two buttons: 'Sign In' (highlighted with a red box) and 'Sign Up'. There are also links for 'Continue with Google', 'Continue with Facebook', and 'Continue with Apple'. At the bottom, there is an 'Email' field with a 'Required' label and a red 'Continue to Sign In' button.

OR

Sign up for a DoorDash account with your work email

The screenshot shows the 'Join DoorDash, Inc's meal benefits' page. It has a heading 'Join DoorDash, Inc's meal benefits' and a subheading 'Your company is providing meal benefits. You can sign in with your existing personal account or sign up for a new account.' Below this are two buttons: 'Sign In' and 'Sign Up' (highlighted with a red box). There are also links for 'Continue with Google', 'Continue with Facebook', and 'Continue with Apple'. At the bottom, there is an 'Email' field with a 'Required' label and a red 'Sign Up' button.

Step 2:

Verify your work email to activate your DoorDash for Business program benefits

- Once signed in, **work email address** when prompted to verify your account, then click Continue.
- You'll receive a 6-digit verification code to your work email address.
- Enter the 6-digit code to verify your account and activate your benefits.

The screenshot shows the 'Verify work email' screen in the DoorDash mobile app. It has a heading 'Verify your work email' and a subheading 'Verify your work email to join your team on DoorDash'. Below this is a 'Work email' field with a placeholder 'Email address'. At the bottom, there is a red 'Continue' button.

The screenshot shows the 'Enter the 6-digit code to verify your work email' screen in the DoorDash mobile app. It has a heading 'Enter the 6-digit code to verify your work email' and a subheading 'Enter the code that was sent to employee@fti.com'. Below this is a 'Verification code' field with six input boxes. At the bottom, there is a red 'Verify' button.

The screenshot shows the 'Welcome to FTI Consulting' screen in the DoorDash mobile app. It has a heading 'Welcome to FTI Consulting' and a subheading 'Congrats! You've joined your team on DoorDash. Enjoy business perks like:'. Below this are three perks: 'DashPass - \$0 delivery fees on business and personal orders', 'Meal Perk - \$20 meal budget to use on orders', and 'Business profile - Makes expensing easier with receipt forwarding'. At the bottom, there is a red 'Finish business profile' button.

ENROLLMENT - OPT-IN LINKS

Step 3:

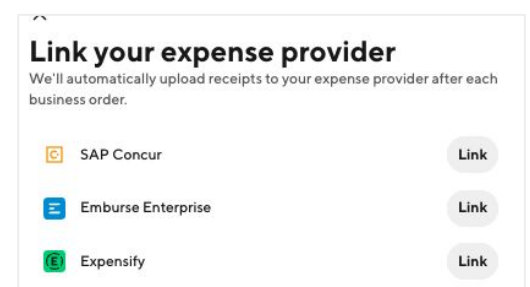
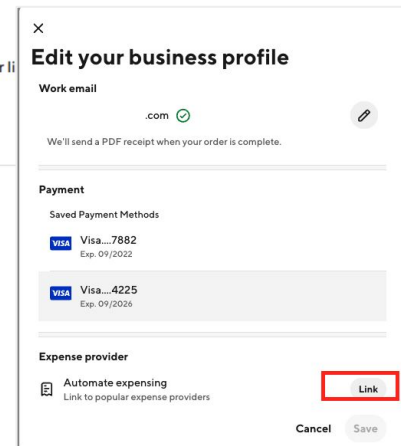
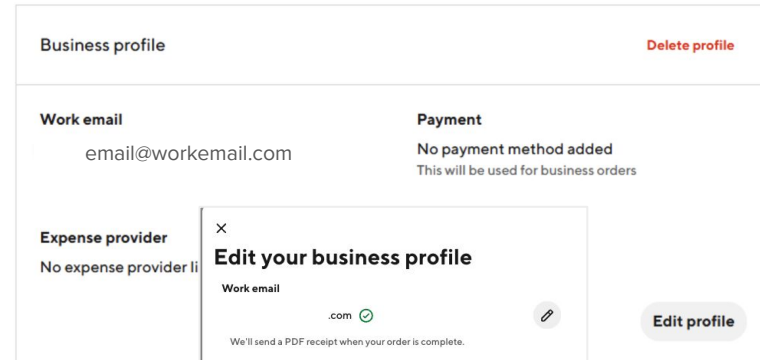
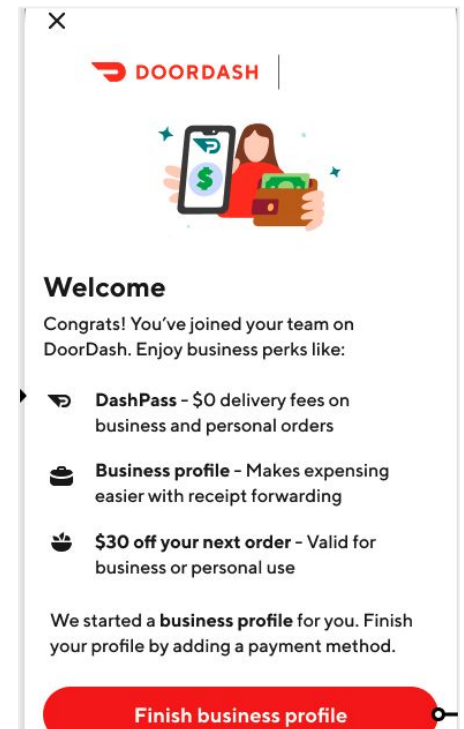
Enrollment Confirmation

- After verify your work email, you will receive confirmation your benefits have been activated and can view your available benefits.
 - *You can always return back to the benefits page by going to Account > Account Settings > Benefits*

Step 4:

Finish Setting up your Business Profile to simplify how you manage business and personal receipts.

- Click 'Finish business profile' to easily
 - *To access your Business Profile or make edits in the future, go to Account Settings select your Account profile*
 - *Select 'Edit Profile' under Business Profile*
- Add preferred payment method for your business profile i.e. corporate amex
- Link your expense provider if applicable
- Click "save".



ENROLLMENT - VIA QR CODE OR JOIN LINK

Step 1:

Enroll in your company's DoorDash for Business benefits

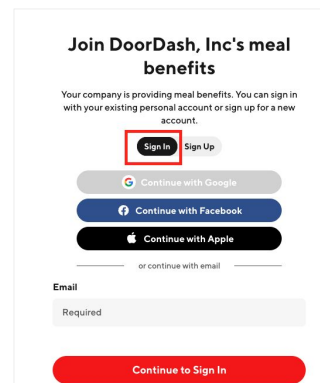
- Visit doordash.com/teams/join or scan the QR Code



Step 2:

Sign in with an existing DoorDash account or Sign up for a DoorDash account to activate your DoorDash for Business program benefits.

Sign in with an existing DoorDash account



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

Continue with Google

Continue with Facebook

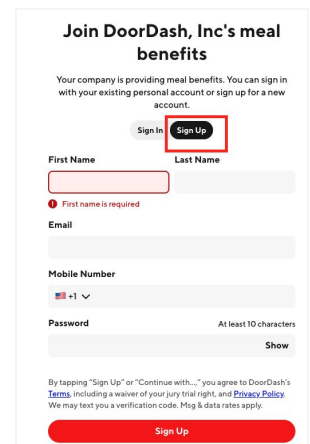
Continue with Apple

or continue with email

Email
Required

Continue to Sign In

Sign up for a DoorDash account with your work email



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

First name is required

Email

Mobile Number

Country +1

Password At least 10 characters

Show

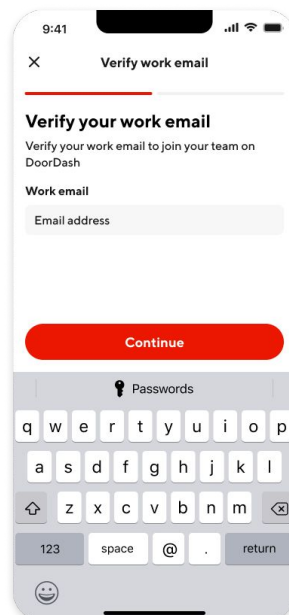
By tapping "Sign Up" or "Continue with..." you agree to DoorDash's Terms, including a waiver of your jury trial right, and Privacy Policy. We may text you a verification code. Msg & data rates apply.

Sign Up

Step 3:

Verify your work email to activate your DoorDash for Business program benefits

- Once signed in, **work email address** when prompted to verify your account, then click Continue.
- You'll receive a 6-digit verification code to your work email address.
- Enter the 6-digit code to verify your account and activate your bene



9:41

Verify work email

Verify your work email

Verify your work email to join your team on DoorDash

Work email

Email address

Continue

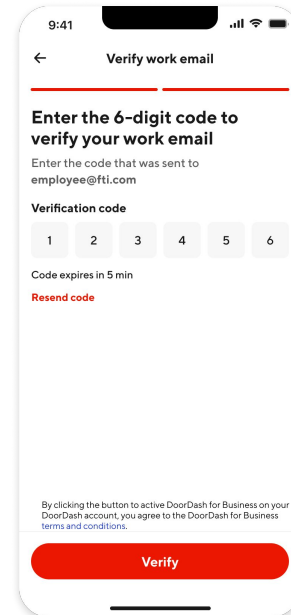
Passwords

q w e r t y u i o p

a s d f g h j k l

z x c v b n m

123 space @ . return



9:41

Verify work email

Enter the 6-digit code to verify your work email

Enter the code that was sent to employee@fti.com

Verification code

1 2 3 4 5 6

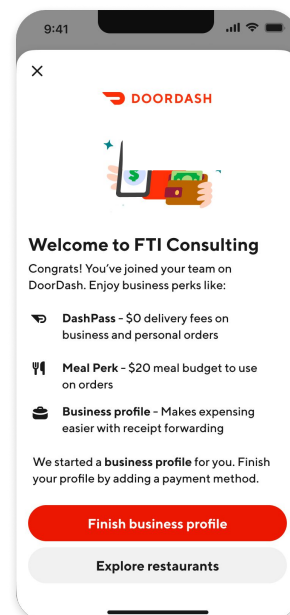
Code expires in 5 min

Resend code

Continue

By clicking the button to active DoorDash for Business on your DoorDash account, you agree to the DoorDash for Business terms and conditions.

Verify



9:41

DOORDASH

Welcome to FTI Consulting

Congrats! You've joined your team on DoorDash. Enjoy business perks like:

- DashPass - \$0 delivery fees on business and personal orders
- Meal Perk - \$20 meal budget to use on orders
- Business profile - Makes expensing easier with receipt forwarding

We started a business profile for you. Finish your profile by adding a payment method.

Finish business profile

Explore restaurants

ENROLLMENT - VIA QR CODE OR JOIN LINK

Step 3:

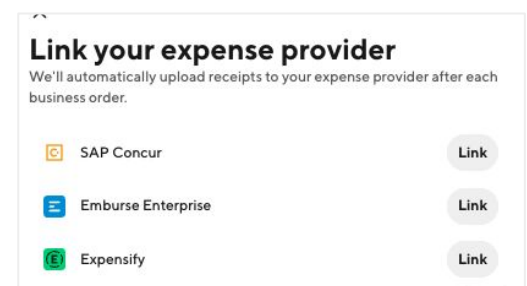
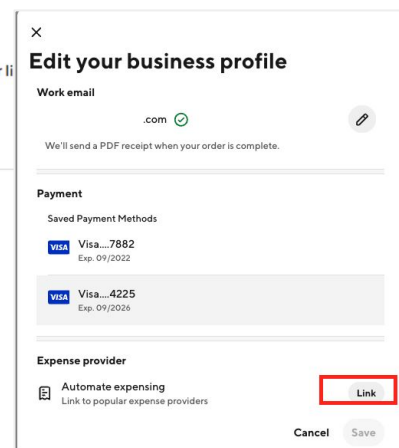
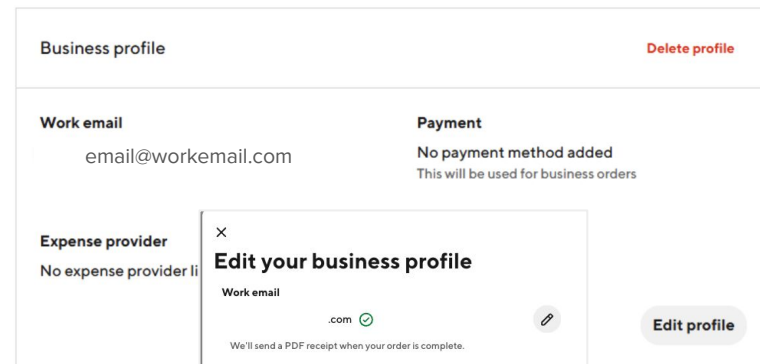
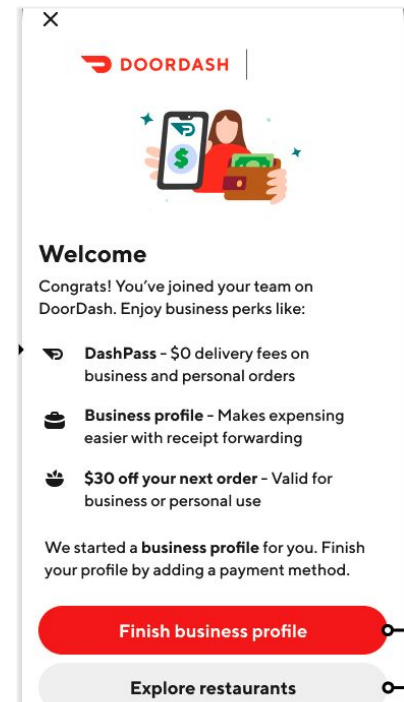
Enrollment Confirmation

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- Add preferred payment method for your business profile i.e. corporate amex
- Link your expense provider if applicable
- Click "save".



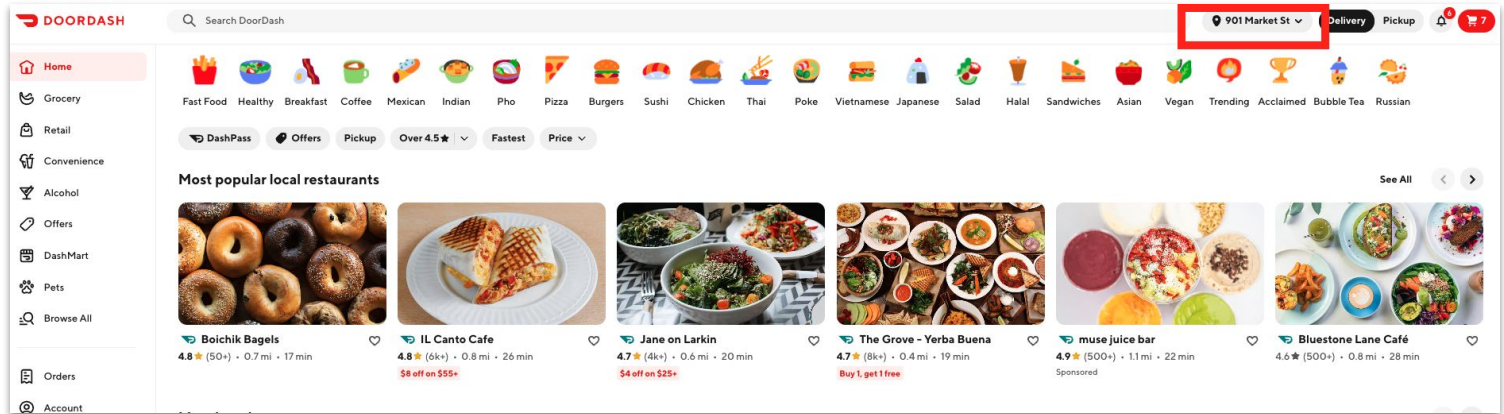
SETTING UP YOUR ACCOUNT



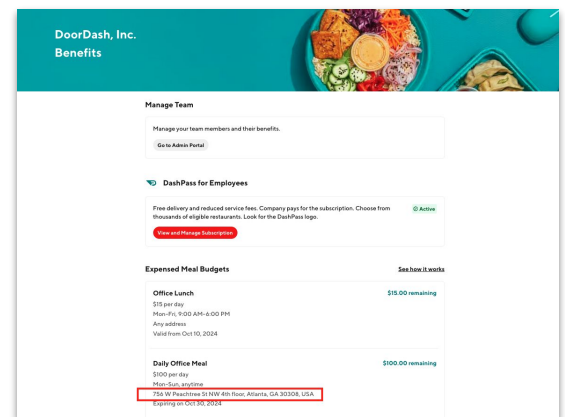
SETTING UP YOUR ACCOUNT

Step 1:

Add your desired delivery address and delivery instructions to your account



Helpful tip! Be sure to check your benefits page to see if your expensed meal budgets have address restrictions, if so be sure your delivery address matches so othat you can use your meal budget at check out.

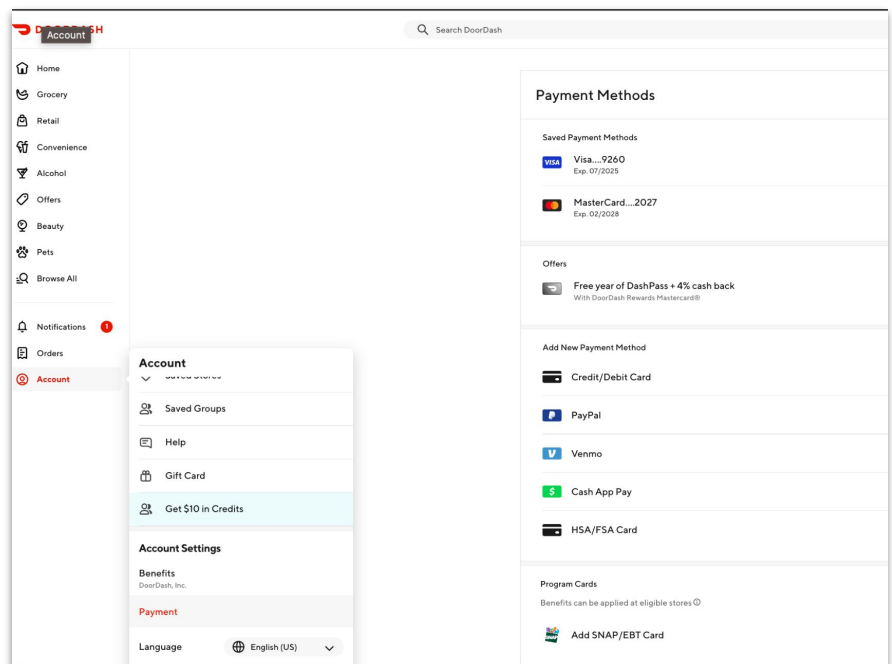


Step 2:

Add a Credit Card on file

- Select 'Account' on the left hand menu and then 'Payment'
- "Add New Payment Method"

Helpful tip! If using expensed meal budgets, the credit card will only be used IF you spend more than your allocated meal budget amount



VIEW YOUR AVAILABLE BENEFITS

Navigating to your Benefits Page

Visit your benefits tab

- Navigate to DoorDash.com OR www.DoorDash.com/benefits
 - Make sure you are logged into your account
- Use the menu on the left side and select “Account”
- Select “Benefits”
- View available benefits such as:
 - DashPass subscription
 - Meal budgets
 - reviewing remaining balances and any restrictions ie. allowed delivery addresses, days & times etc.
 - Vouchers

The screenshot shows the DoorDash website interface. On the left is a navigation menu with icons for Home, Grocery, Retail, Convenience, Alcohol, Offers, Pets, Beauty, Browse All, Orders, and Account (which is highlighted with a red circle). The main content area has a teal header with the text "DoorDash, Inc. Benefits" and a background image of a bowl of food. Below the header, there's a "Manage Team" section with a "Go to Admin Portal" button. The "DashPass for Employees" section shows a status of "Active" with a "View and Manage Subscription" button. The "Expensed Meal Budgets" section lists two budgets: "Office Lunch" with a remaining balance of \$15.00, and "Daily Office Meal" with a remaining balance of \$100.00. A "Sign Out" button is visible in the bottom left of the account menu.

DOORDASH Search DoorDash

Home
Grocery
Retail
Convenience
Alcohol
Offers
Pets
Beauty
Browse All
Orders
Account

Account

- Saved Groups
- Help
- Gift Card
- Get \$10 in Credits

Account Settings

Account
Sydney Fallor

Benefits
DoorDash, Inc.

Payment

Language English (US)

Sign Out

DoorDash, Inc. Benefits

Manage Team

Manage your team members and their benefits.

[Go to Admin Portal](#)

DashPass for Employees

Free delivery and reduced service fees. Company pays for the subscription. Choose from thousands of eligible restaurants. Look for the DashPass logo. Active

[View and Manage Subscription](#)

Expensed Meal Budgets [See how it works](#)

Office Lunch \$15.00 remaining

\$15 per day
Mon-Fri, 9:00 AM-6:00 PM
Any address
Valid from Oct 10, 2024

Daily Office Meal \$100.00 remaining

\$100 per day
Mon-Sun, anytime
756 W Peachtree St NW 4th floor, Atlanta, GA 30308, USA

PLACING AN ORDER WITH A MEAL BUDGET

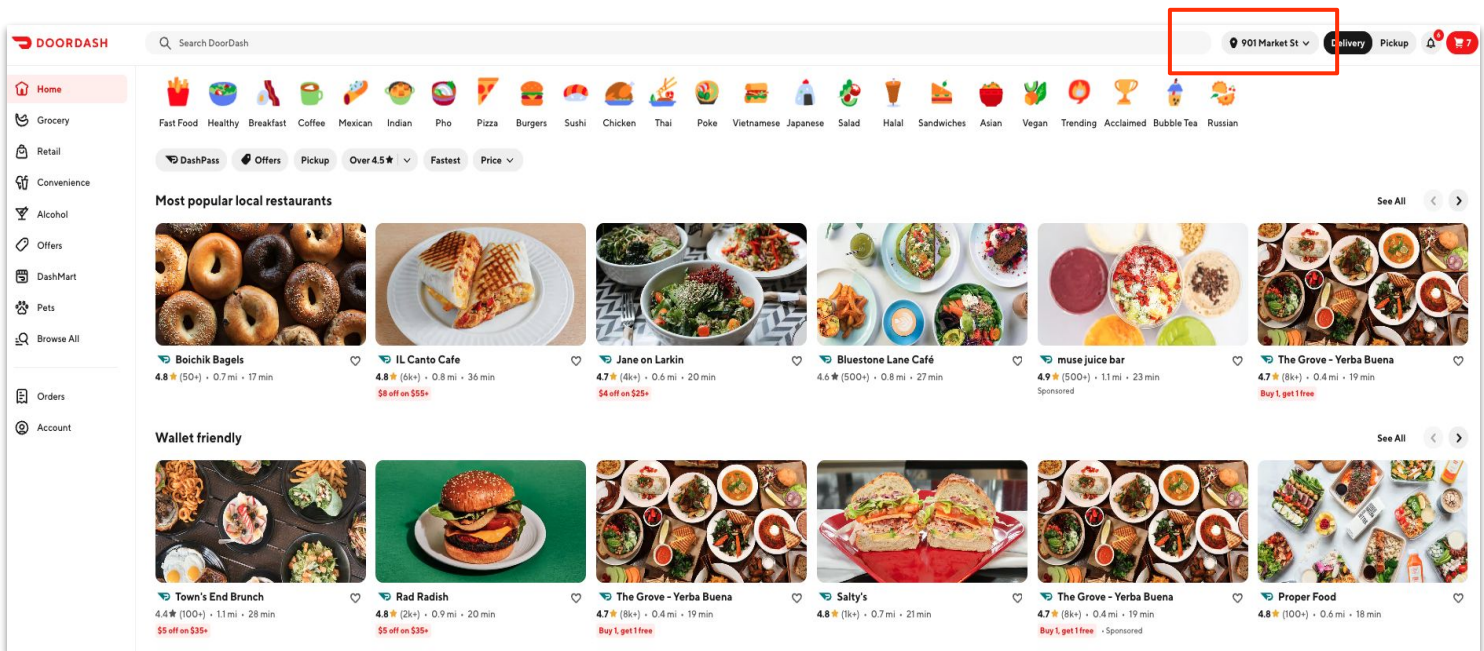


HOW TO PLACE AN ORDER WITH A MEAL BUDGET

Step 1:

Enter a 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.
- 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.



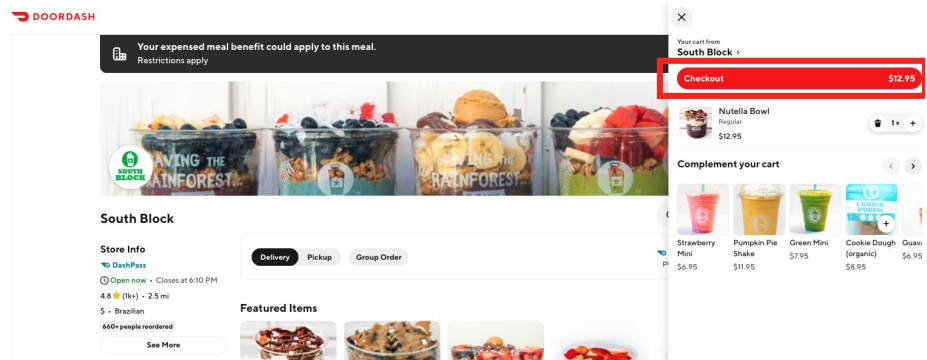
Step 2:

Select a Restaurant

Step 3:

Add desired meal items to the cart

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




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

HOW TO PLACE AN ORDER WITH A MEAL BUDGET

Step 4:

Checkout and apply your budget


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

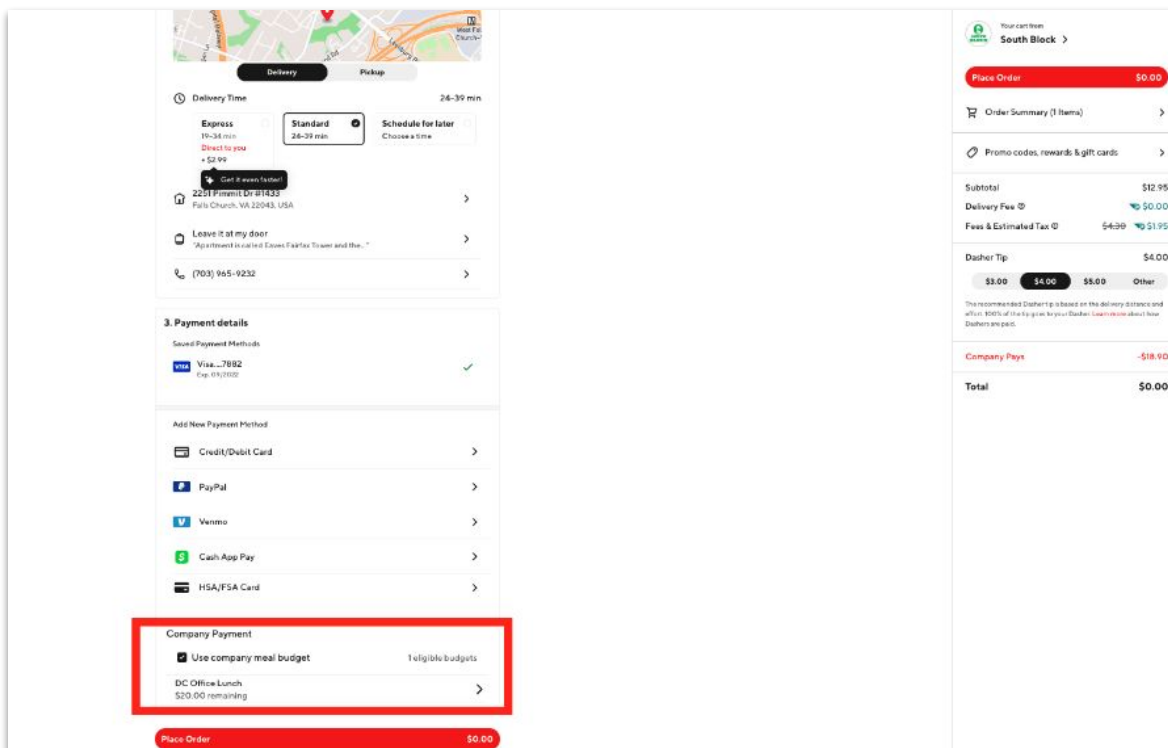
 **Helpful tip!** It's possible you may have multiple budgets available, be sure to select the applicable budget from the company payment section

Step 5:

Place order

- When ready, select Place Order
- You will be directed to the order tracking page to monitor the status of your order and delivery.

 **Helpful tip!** If your company is providing DashPass and you have selected a participating restaurant, you should see free delivery and reduced service fees.



The screenshot displays the Dash checkout interface. On the left, delivery options (Express, Standard, Schedule for later) and address details are shown. The 'Payment details' section lists saved methods (Visa) and options to add new ones (Credit/Debit Card, PayPal, Venmo, Cash App Pay, HSA/FSA Card). A red box highlights the 'Company Payment' section, where 'Use company meal budget' is selected, and 'Teliglobe budgets' is listed. The 'Place Order' button is at the bottom left. On the right, the order summary shows a subtotal of \$12.95, delivery fee of \$0.00, and a total of \$0.00 after applying the company payment.

Your cart from South Block	
Place Order	\$0.00
Order Summary (1 items)	
Promo codes, rewards & gift cards	
Subtotal	\$12.95
Delivery Fee	\$0.00
Fees & Estimated Tax	\$4.00 \$1.95
Dasher Tip	\$4.00
	\$3.00 \$4.00 \$5.00 Other
This recommended Dasher tip is based on the delivery distance and effort. 80% of the tip goes to your Dasher. Learn more about how Dashers are paid.	
Company Pays	-\$18.90
Total	\$0.00

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

HOW TO ADD AN EXPENSE CODE TO AN EXPENSED MEAL

Step 1:

Click 'Add expense info' at checkout.

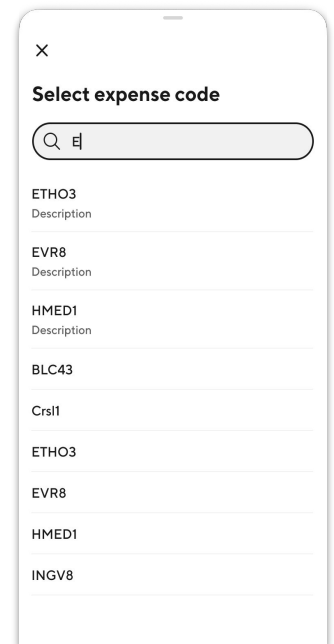
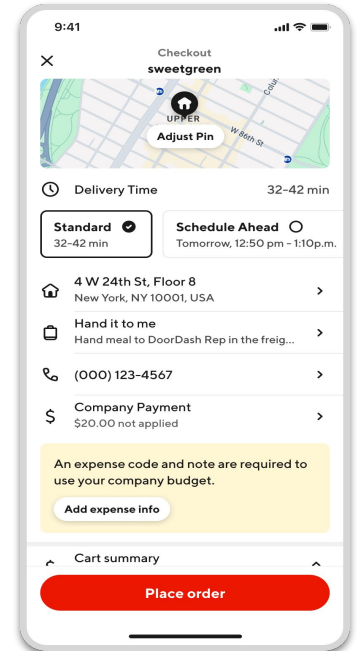
Step 2:

Use the search bar to select expense codes and descriptions.

- Easily type notes if required or optional.

EMPLOYEE BENEFITS

- Easily find the correct code with the search function, even on mobile devices.
- Stop wasting time reconciling expenses after the fact and updating erroneous codes.



TROUBLESHOOTING TIPS - EXPENSED MEAL BUDGETS

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.
- ✓ 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.*

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 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

PLACING AN ORDER WITH DASHPASS



HOW TO PLACE AN ORDER WITH DASHPASS

Step 1:

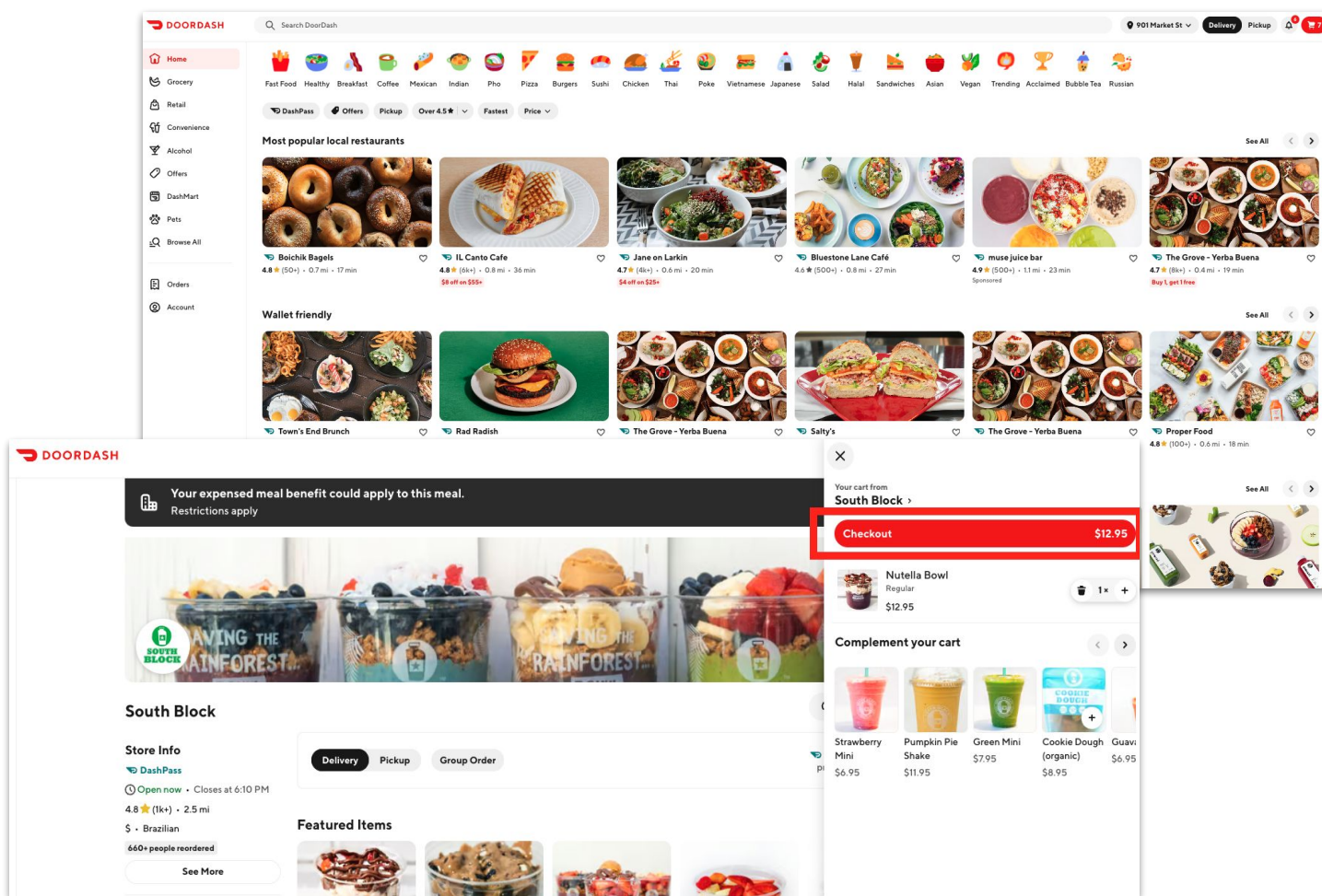
Select a Restaurant

- Be sure to select a participating DashPass restaurant. These restaurants will have the green Dashpass logo beside their name

Step 2:

Add desired meal items to the cart

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




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

- When ready, select Place Order
- You will be directed to the order tracking page to monitor the status of your order and delivery.

 **Helpful tip!** Link your SAP Concur account under Account > Benefits to seamlessly expense your meal by clicking 'send receipt' after you order. [Learn more.](#)

2. Shipping details



Delivery

Pickup

Delivery Time

25-40 min

Express

20-35 min

Direct to you

+ \$2.99

Standard

25-40 min

Schedule for later

Choose a time

Get it even faster!

2251 Hermit Dr #1423

Falls Church, VA 22043, USA

Leave it at my door

"Apartment is called Eaves Fairfax Tower and the..."

(703) 965-9232

Send as a gift

Learn more

3. Payment details

Saved Payment Methods

Visa

Visa...7882

Exp: 01/2032

✓

Add New Payment Method

Credit/Debit Card

PayPal

Venmo

Cash App Pay

HSA/FSA Card

Place Order

\$18.90

Place Order

\$18.90

Order Summary (1 Items)

Promo codes, rewards & gift cards

Subtotal

\$12.95

Delivery Fee

\$0.00

Fees & Estimated Tax

\$4.30

\$1.95

Dasher Tip

\$4.00

\$3.00

\$4.00

\$5.00

Other

The recommended Dasher tip is based on the delivery distance and effort. 100% of the tip goes to your Dasher. [Learn more](#) about how Dashers are paid.

Total

\$18.90

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 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

EXPENSING MEALS WITH BUSINESS PROFILES



PLACE AN ORDER WITH BUSINESS PROFILE

The screenshot displays the DoorDash Account Settings interface. On the left, a sidebar lists various categories: Home, Grocery, Retail, Convenience, Alcohol, Deals, DashMart, Beauty, Pets, Health, Browse All, Orders, and Account (highlighted). Below the sidebar, the 'Account' section is expanded, showing options like Saved Stores, My Rewards, Saved Groups, Help, Gift Card, and Get \$1 in Credits. The 'Account Settings' section is also visible, with 'Account' (Callan Kinnan) highlighted. The main content area shows the 'Profile' section with fields for First Name (Callan), Last Name (Kinnan), Email (callan.kinnan@doordash.com), Country (United States), and Phone Number. A 'Save' button is present. Below this is the 'Business profile' section, which includes fields for Work email (callan.kinnan@gmail.com), Payment (credit card ending in 2027), and Expense provider (No expense provider linked). An 'Edit profile' button is highlighted in the bottom right corner.

Step 1:

Finish setting up your business profile

- Login to DoorDash > Account > Account Settings
- Select 'Create Profile'

Step 2:

Add your preferred payment method for all business expenses

- Set a work email and payment method 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
- Select 'Create Profile'

Step 3:

Link to your Company Expense Provider

- After creating your profile, you will be prompted to link your Expense Provider
- You can also link at a later time by selecting 'edit profile' > Expense provider > link.

PLACE AN ORDER WITH BUSINESS PROFILE

Step 4:

Start an order

- Add your desired delivery address and delivery instructions to your account
- Select a restaurant
Browse our [curated list](#) of best for large order/group orders if ordering for a group.
- Add desired meal items to the cart or start a group order from the restaurant home page

**When starting a group order, choose "I'm paying" to cover the full cost and expense it via Concur, or select "Everyone pays separately" so each person can expense their own portion using their business profile.*

Step 5:

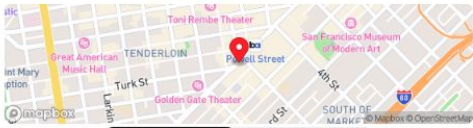
Place an order with your Business Profile

- Select **Checkout**.
- At the **Checkout** page, review your order, delivery address and provide any delivery instructions. .
- **Select your Business Profile** under **Payment details**
- When ready, select **Place Order**.
- Your receipt will be automatically sent to your Expense Provider and appear in **'Available Expenses'** section.

1. Account details

sydney.falor@doordash.com

2. Shipping details



Delivery Pickup

Delivery Time 21-33 min

Express 16-28 min Direct to you + \$2.99

Standard 21-33 min

Schedule for later Choose a time

901 Market St Suite 10 San Francisco, CA 94103, USA

Leave it at my door "Enter through double glass doors, pass by recep..."

Send as a gift Learn more

3. Payment details

Business Edit

Place Order \$40.97

Your cart from IL Canto Cafe

Add \$22.80 to get a \$8 off deal

As a DashPass member, you save \$4.83

Place Order \$40.97

Order Summary (3 Items)

Deals & gift cards

Subtotal \$32.20

Delivery Fee \$1.99 \$0.00

Service Fee \$4.83 \$1.99

Estimated Tax \$2.78

Dasher Tip \$4.00

\$3.00 \$4.00 \$5.00 Other

The recommended Dasher tip is based on the delivery distance and effort. 100% of the tip goes to your Dasher. Learn more about how Dashers are paid.

Total \$45.89 \$40.97

26

EXPENSING MEALS WITH SAP CONCUR

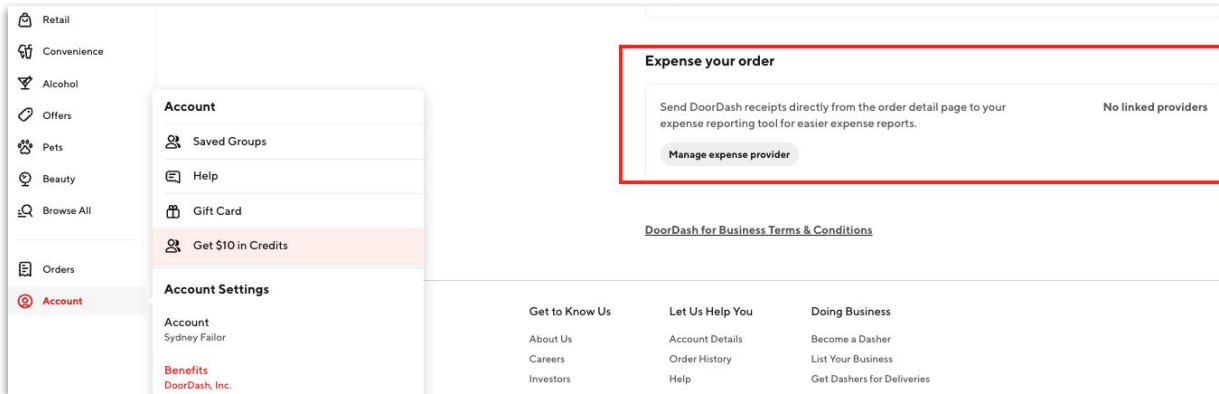


LINK YOUR SAP CONCUR ACCOUNT

Step 1:

Sign into your DoorDash for Business account and got the Benefits tab

- Account > Benefits




Step 2:

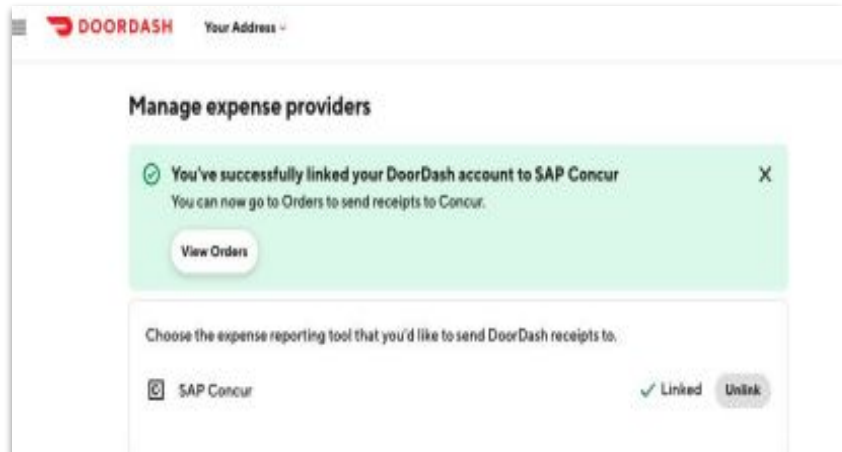
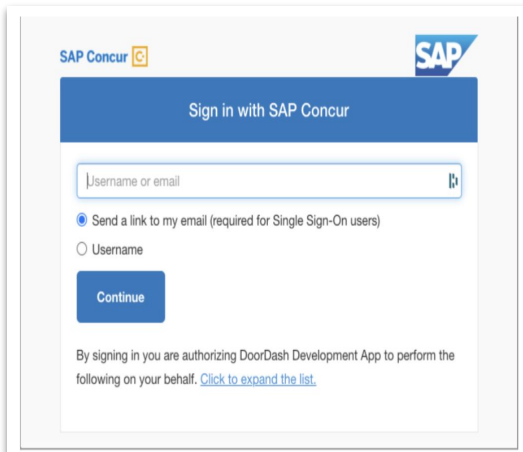
Click 'Manage expense provider'

- Select SAP Concur
- Click 'Link' and follow the company's login instructions

Step 3:

Confirm you've successfully linked your DoorDash account to SAP Concur under the [benefits page](#)

 **Helpful tip!** After you have placed an order, you will be able to send receipts to Concur. [Learn more.](#)

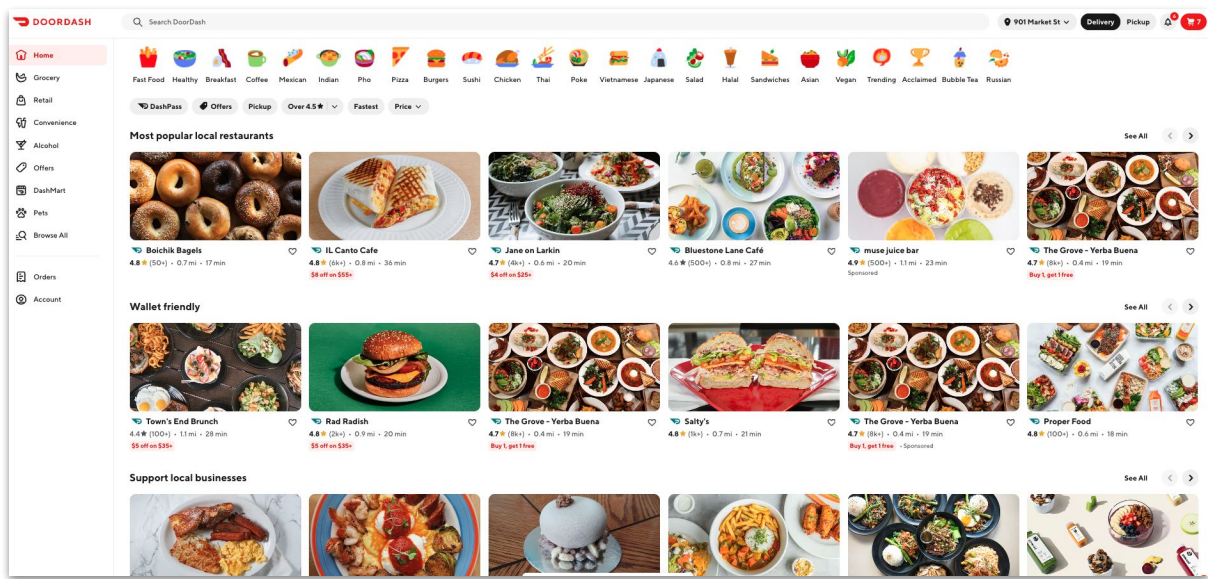


PLACE AN ORDER WITH DASHPASS & EXPENSE THROUGH CONCUR

Step 1:

Select a Restaurant

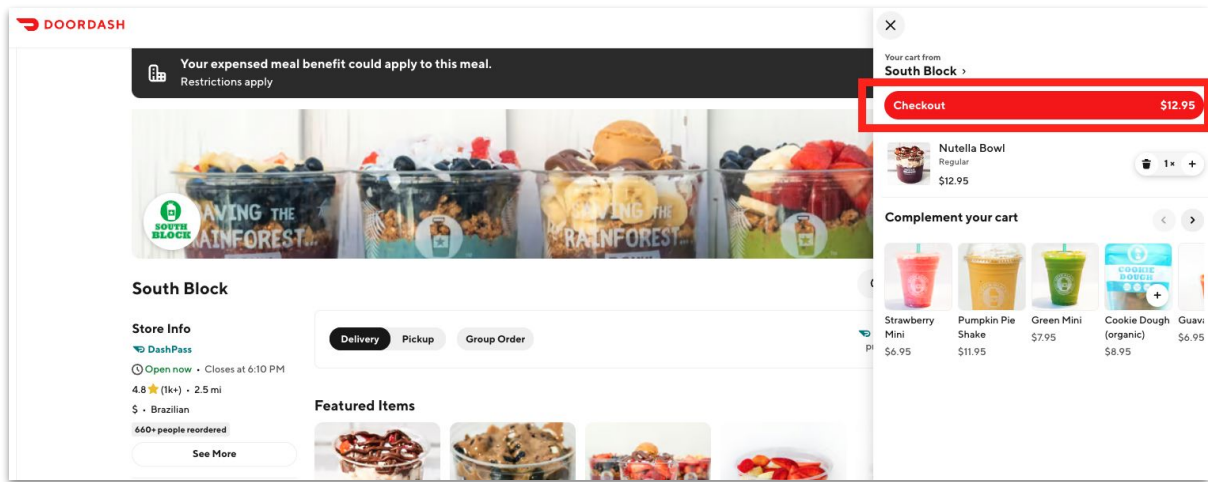
- Be sure to select a participating DashPass restaurant. These restaurants will have the green DashPass logo beside their name



Step 2:

Add desired meal items to the cart

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




PLACE AN ORDER WITH DASHPASS & EXPENSE THROUGH CONCUR

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

- When ready, select Place Order
- You will be directed to the order tracking page to monitor the status of your order and delivery.

 **Helpful tip!** Link your SAP Concur account under Account > Benefits to seamlessly expense your meal by clicking 'send receipt' after you order. [Learn more.](#)

2. Shipping details



DeliveryPickup

Delivery Time

25-40 min

Express

20-35 min

Direct to you

+ \$2.99

Standard

25-40 min

Schedule for later

Choose a time

Get it even faster!

2251 Pimmit Dr #1433

Falls Church, VA 22043, USA

Leave it at my door

"Apartment is called Eaves Fairfax Tower and the..."

(703) 965-9232

Send as a gift

Learn more

3. Payment details

Saved Payment Methods

Visa

Visa...7882

Exp: 01/2022

✓

Add New Payment Method

Credit/Debit Card

PayPal

Venmo

Cash App Pay

HSA/FSA Card

Place Order

\$18.90

Place Order

\$18.90

Order Summary (1 Items)

Promo codes, rewards & gift cards

Subtotal

\$12.95

Delivery Fee

\$0.00

Fees & Estimated Tax

\$4.36

\$1.95

Dasher Tip

\$4.00

\$3.00

\$4.00

\$5.00

Other

The recommended Dasher tip is based on the delivery distance and effort. 100% of the tip goes to your Dasher. [Learn more](#) about how Dashers are paid.

Total

\$18.90

PLACE AN ORDER WITH DASHPASS & EXPENSE THROUGH CONCUR

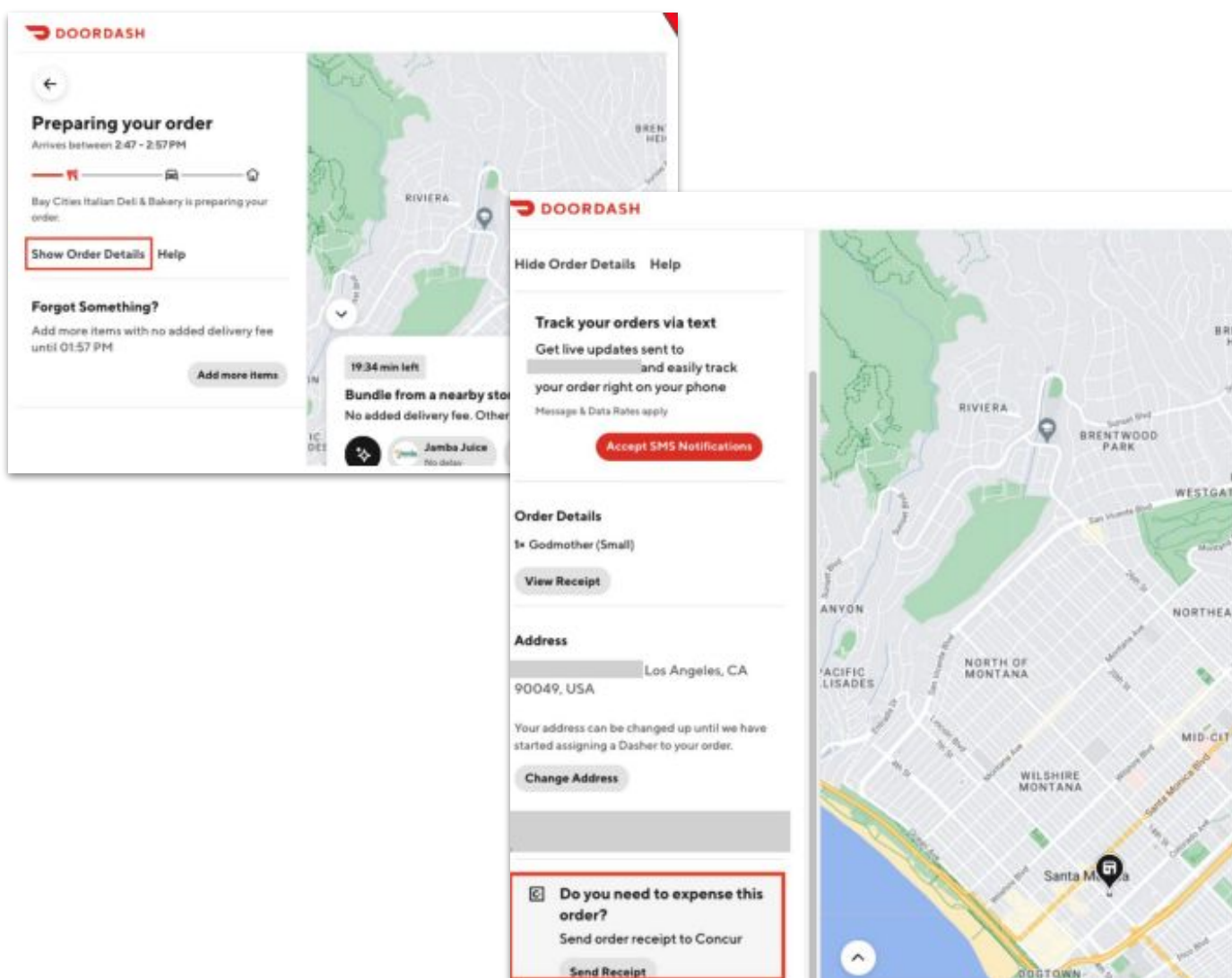
Step 5:

Send your receipts to Concur

- On the order tracking page, click 'Show Order Details'
- 'Send Receipt'



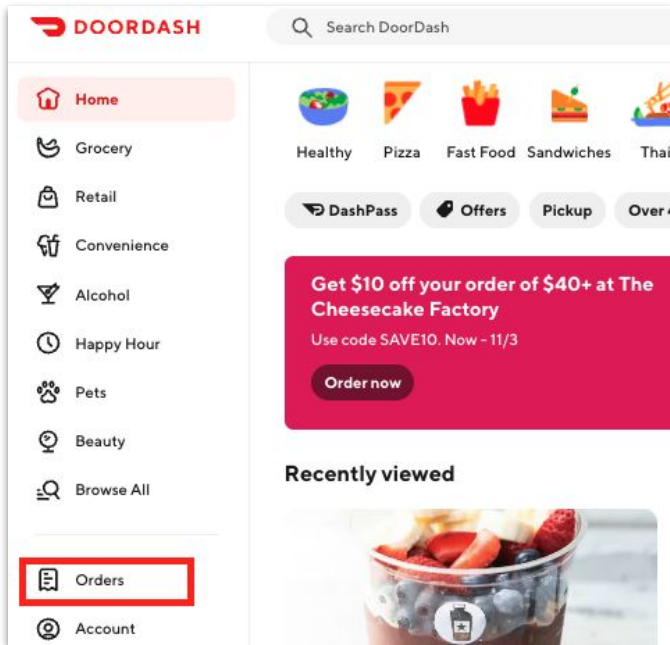
Helpful tip! [Learn more](#) more about expensing with Concur.



HOW TO SEND RECEIPTS TO CONCUR FOR PAST ORDERS

Step 1:

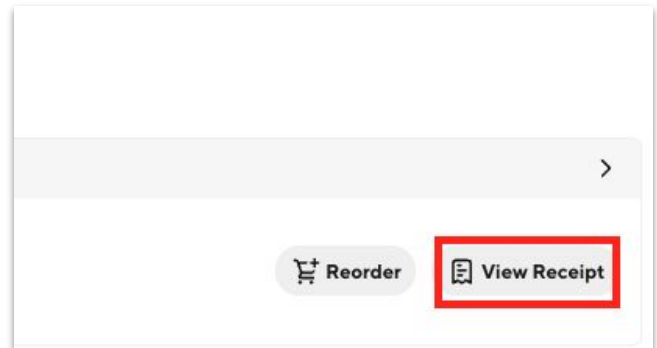
Select 'Orders' from the left hand menu on your DoorDash account



Step 2:

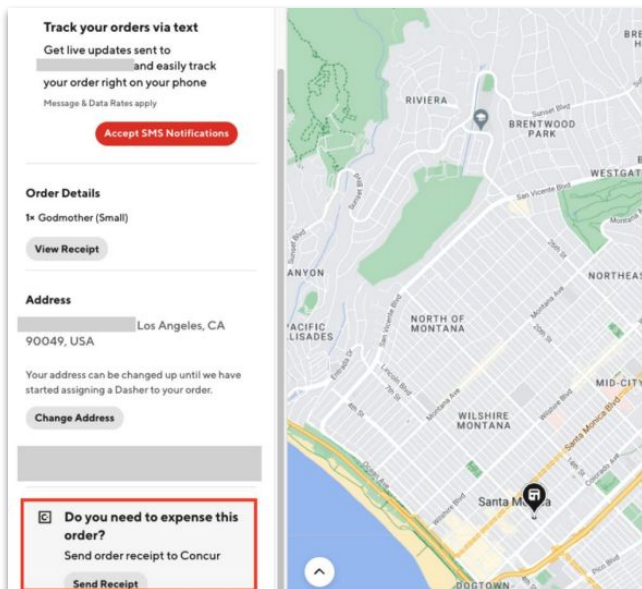
Select the order you wish to expense

- Click 'View Receipt'



Step 3:

Scroll down to the bottom expense section and select 'Send Receipt'



TROUBLESHOOTING TIPS - DASHPASS & EXPENSING THROUGH CONCUR

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 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

VOUCHERS



HOW TO ACCEPT A VOUCHER

Step 1:

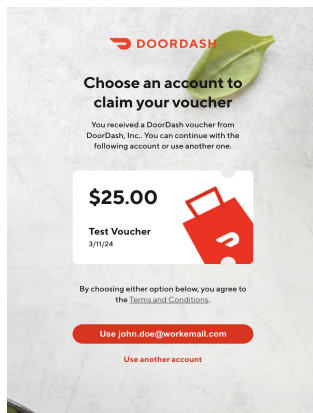
Click on 'Accept Voucher' via email or shared link

- If shared via email select 'Accept Voucher' from the email.
- If Shared via link, select 'Accept Voucher'

Step 2:

Sign in or Sign up for DoorDash to claim your voucher

- Voucher will be added to your account upon login



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

Country: +1 (US)

Mobile Number: (At least 10 characters)

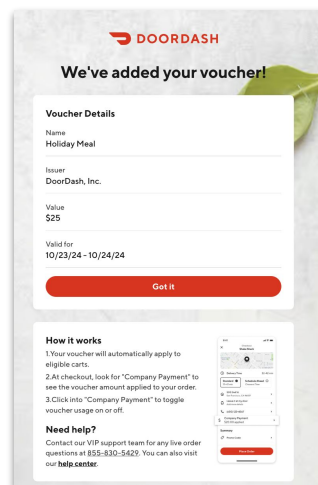
Password [Show](#)

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

[Sign Up](#)

Step 3:

Voucher will be added to your account, review the how-to steps to place an order.



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

HOW TO PLACE AN ORDER WITH A VOUCHER

Step 1:

Enter a delivery address


Step 2:

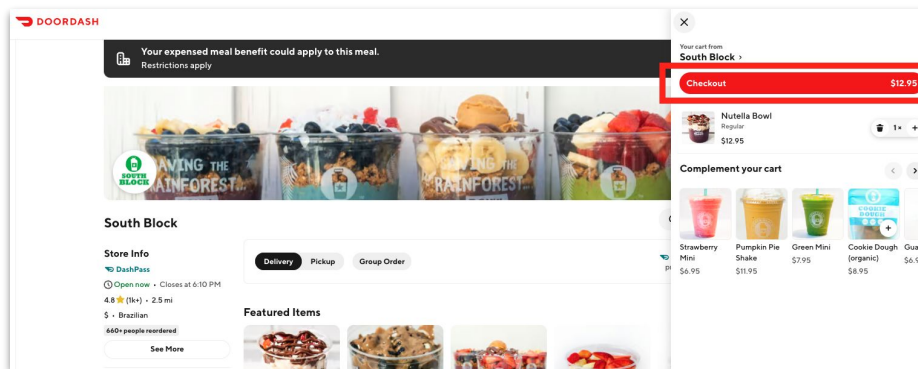
Select a Restaurant

Step 3:

Add desired meal items to the cart

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

 **Helpful tip!** If your company is providing DashPass, be sure to select a participating restaurant with the green DashPass logo beside their name



Step 4:

Checkout and apply your voucher

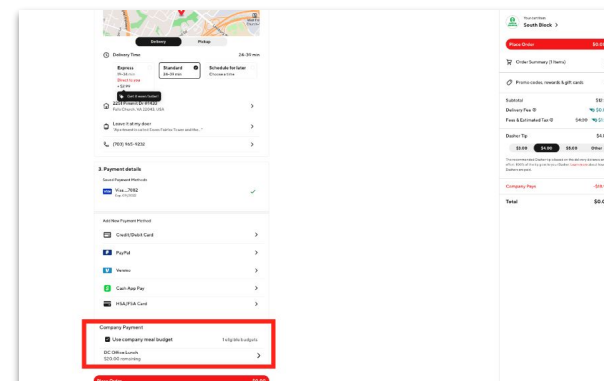
- At the checkout page, review your order, delivery address and ensure to provide delivery instructions.
- Select your applicable voucher under **Company Payment**

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

Step 5:

Place Order

- When ready, select **Place Order**
- You will be directed to the order tracking page to monitor status of your order and delivery.



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

TROUBLESHOOTING TIPS - VOUCHERS

Voucher is not available for use at Checkout

- ✓ Please be sure you accepted the voucher successfully. To confirm select Account on the left hand navigation, then Benefits. Under Expensed Meal budgets accepted vouchers will be listed.
- ✓ Vouchers can only be used on restaurants, and cannot be used on alcohol, retail, convenience or grocery orders. Please double-check that your order applies
- ✓ Vouchers do have expiration dates. To review your vouchers expiration date select Account on the left hand navigation, then Benefits. Under Expensed Meal budgets review the expiring date under the voucher.

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 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

GROUP ORDERS



HOW TO CREATE & PLACE A GROUP ORDER

Step 1:

Select an Restaurant

Step 2:

Select 'Group Order' from the Restaurant page

Step 3:

Select 'Who will pay for the group order'

Two Options:

- **You Pay for the order:** You, the group cart creator, will checkout the cart and pay for everyone's order. If you have a meal budget or voucher available, you can use that 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.

Step 4:

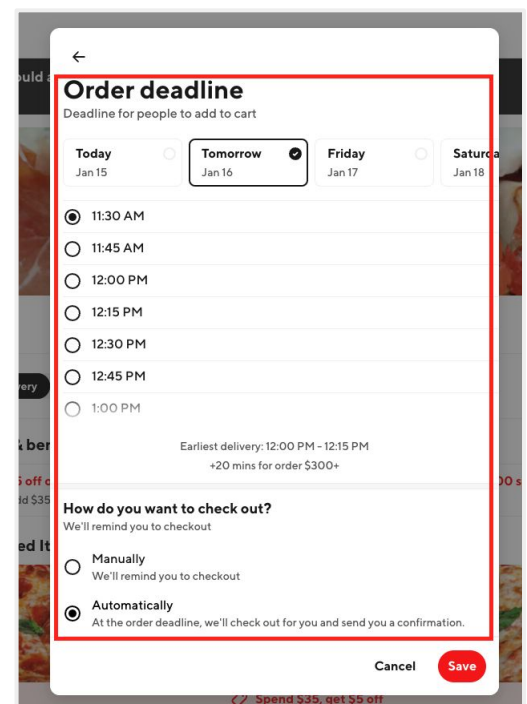
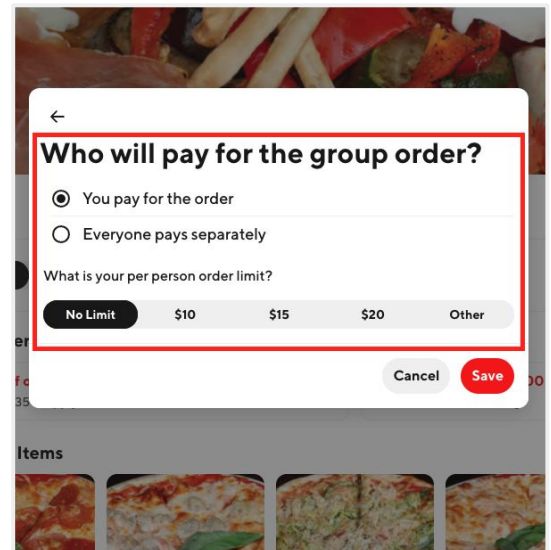
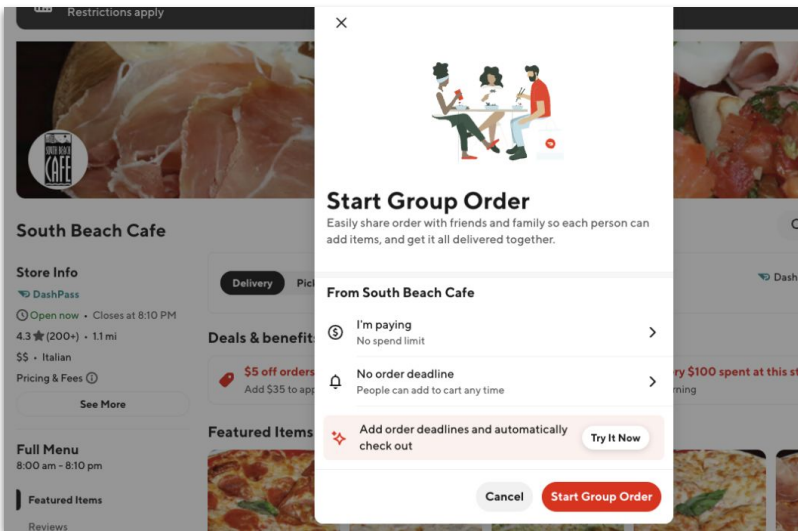
Set the Order Deadline

- Select the deadline (date & time) for people to add their meal selection to the cart.

Step 5:

Determine how you want to checkout - manually or automatically

- If automatically, at the order deadline, your order will be automatically placed.



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

HOW TO CREATE & PLACE A GROUP ORDER

Step 6:

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'

Confirm group order details

People can add items until Thu, 1/16 · 12:00 PM
\$20 spend limit per person · Automatically check out

901 Market St
San Francisco, CA 94103, USA

Leave it at my door
Add more details

(703) 965-9232

Dasher Tip 15%
12% 15% 20% Other
Most common
100% of the tip goes to your Dasher.

Visa ...4225
Exp. 09/2026

Company Payment
☒ Use company meal budget 3 eligible budgets
San Francisco
\$25.00 remaining

Cancel Start Group Order

Step 7:

Start Group Order

- Share the Group order link

Step 8:

If you have chosen the 'automatic checkout' option, the order will be placed automatically at the specified deadline. If you have select 'Manually' you will be reminded to return to checkout the cart and place your order.

×

Invite others to join this Group Order

Share Group Order link so others can add their favorite items.
Once everyone is done, checkout and get it all delivered together. Also, don't forget larger orders may take longer to prepare.

Share link to group order

<https://drd.sh/cart/hPEF2tXumquOhR3a/> Copy Link

Contadina Pizza \$14.00 · 84% (13) #2 Most Liked
Chicken Pesto Pizza \$14.00
Margherita Piz \$13.00

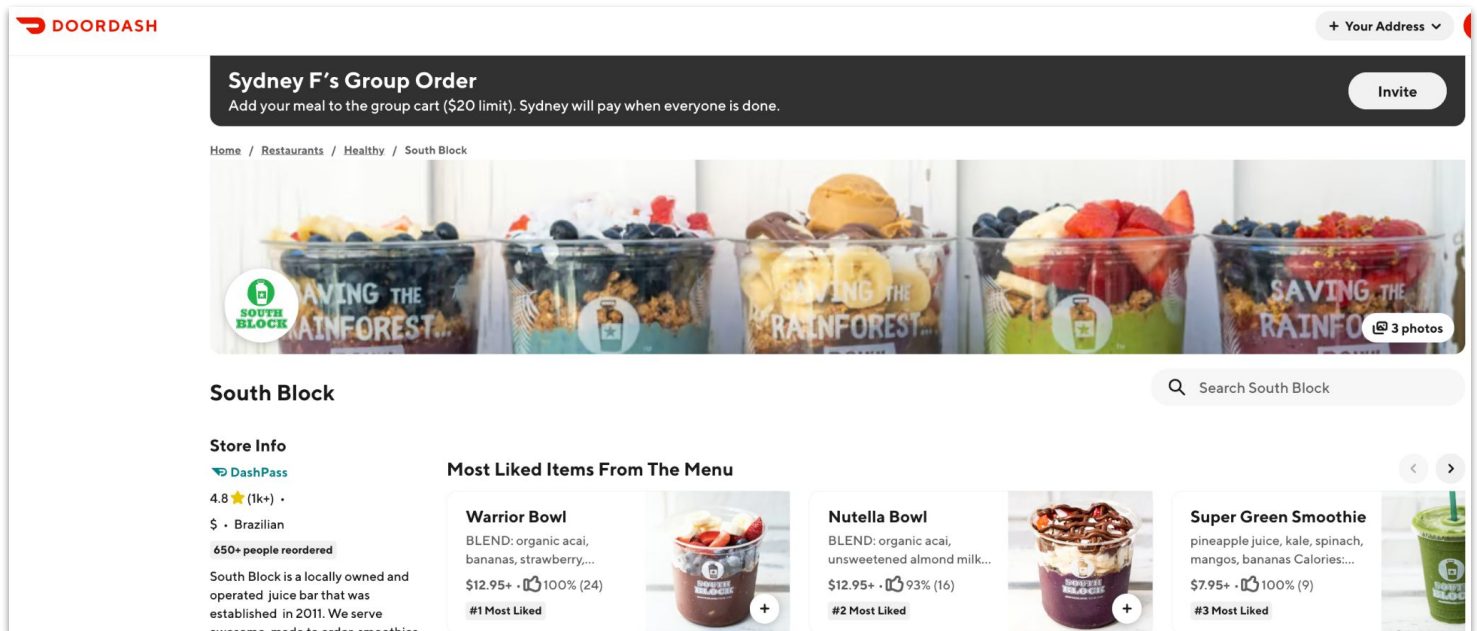


Watch [Video](#): How to create a Group Order

HOW TO ADD YOUR ORDER TO A GROUP ORDER - ADMIN PAYS FOR ORDER

Step 1:

Click on the shared cart link from your Admin and join the order



Step 2:

Select your desired dish based on the admin's pre-set spending limits

Join
Sydney F's Group Order

Tell us your name, so we can identify your food. Sydney F is paying for your order!

First Name Required

Last Name Required

Country **Phone Number**
+1 (US)

☒ Receive invitations via SMS to any future group orders that Sydney F adds you to.

By clicking Continue, you agree to our [Terms And Conditions](#) and [Privacy Policy](#).

HOW TO ADD YOUR ORDER TO A GROUP ORDER - ADMIN PAYS FOR ORDER

Step 3:

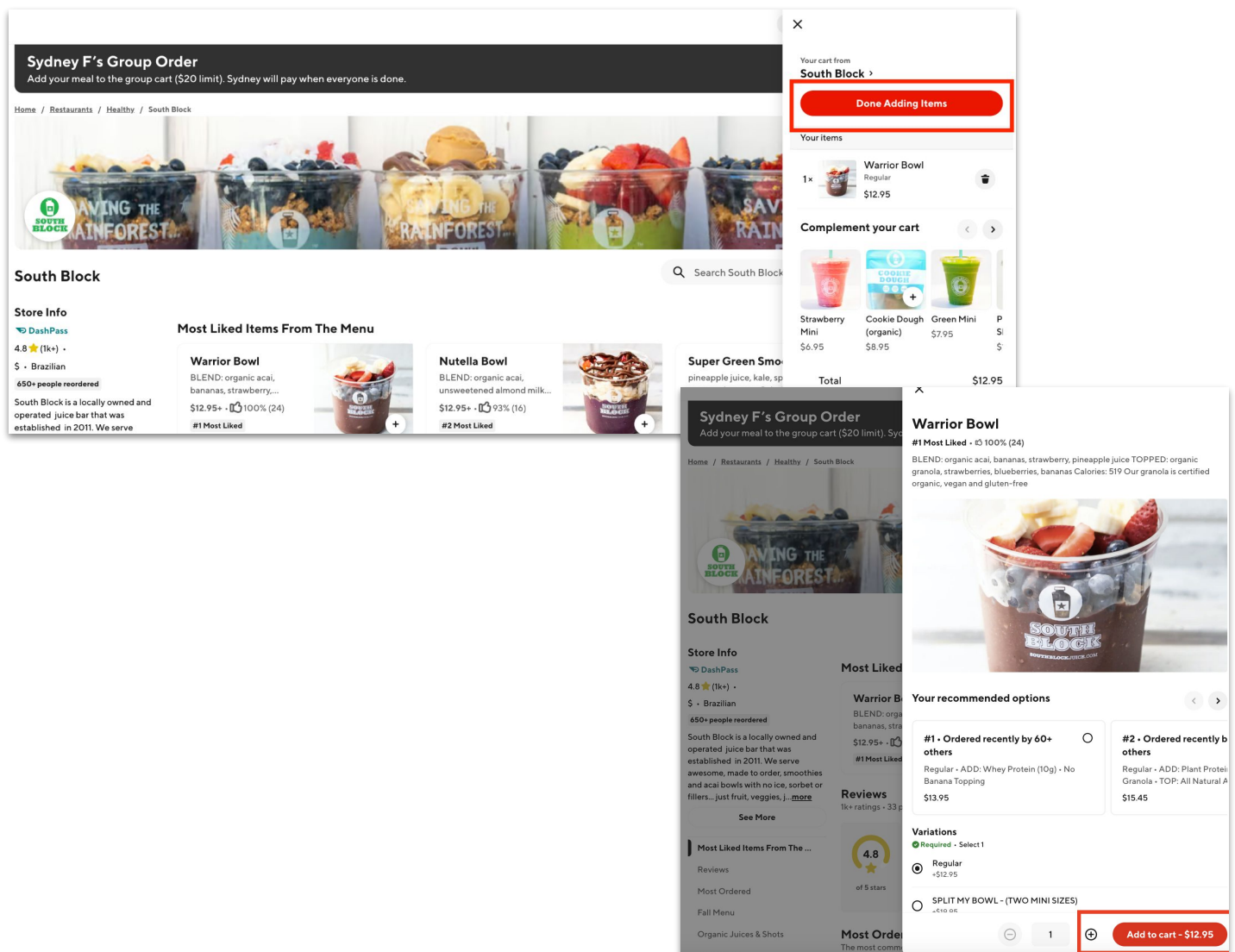
Add your desired meal item to the cart

Step 4:

When you have added all your desired meal items to the cart, select 'Done Adding Items'

Step 5:

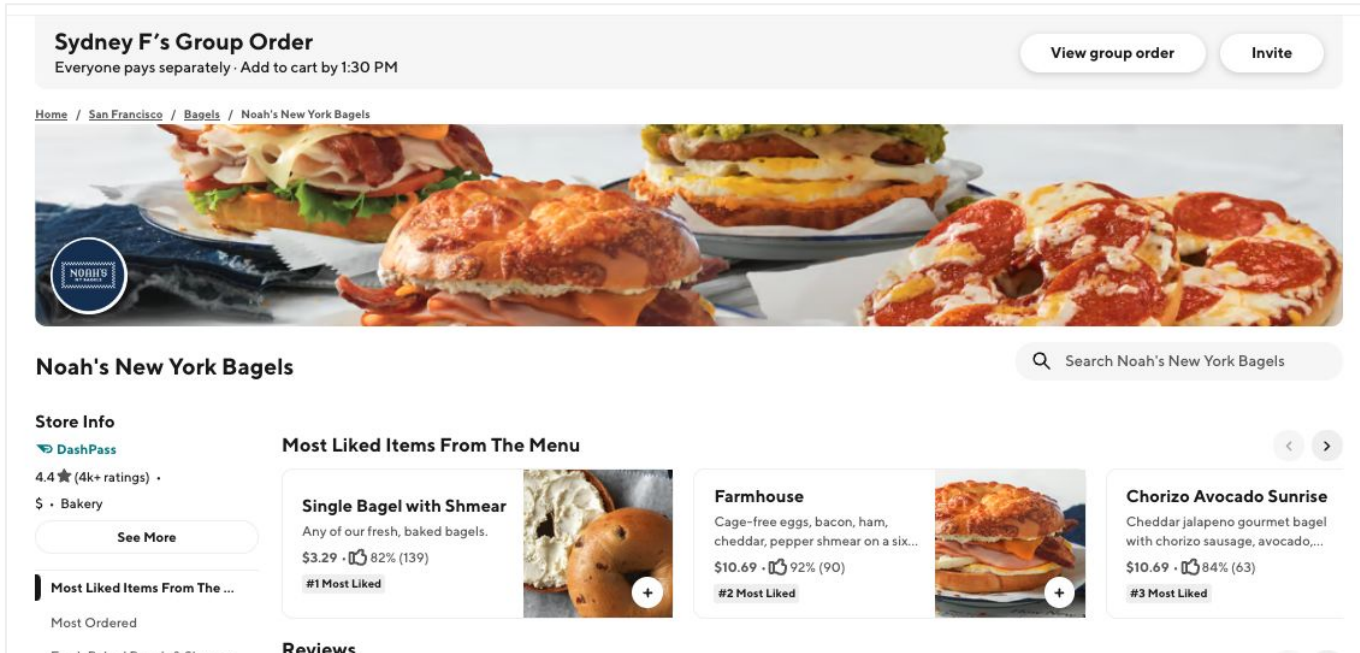
Your Admin will check out the card and everyone's order will be submitted and arrive together



HOW TO ADD YOUR ORDER TO A GROUP ORDER - EVERYONE PAYS SEPARATELY

Step 1:

Click on the shared cart link from your Admin and join the order



Step 2:

Select your desired dish based on the admin's pre-set spending limits

- 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.

HOW TO ADD YOUR ORDER TO A GROUP ORDER - EVERYONE PAYS SEPARATELY

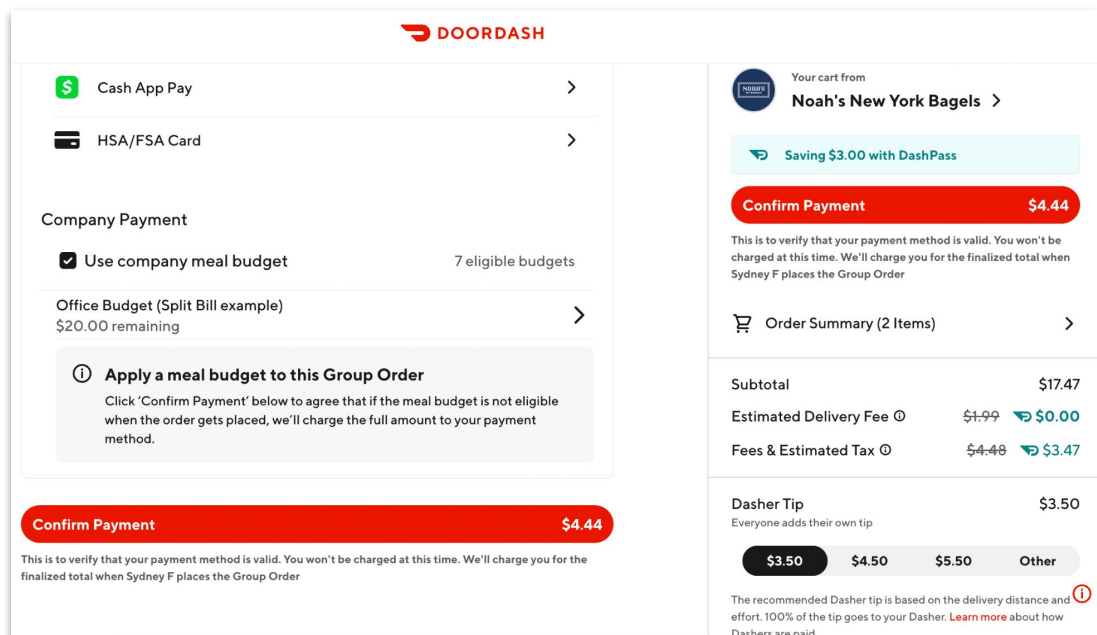
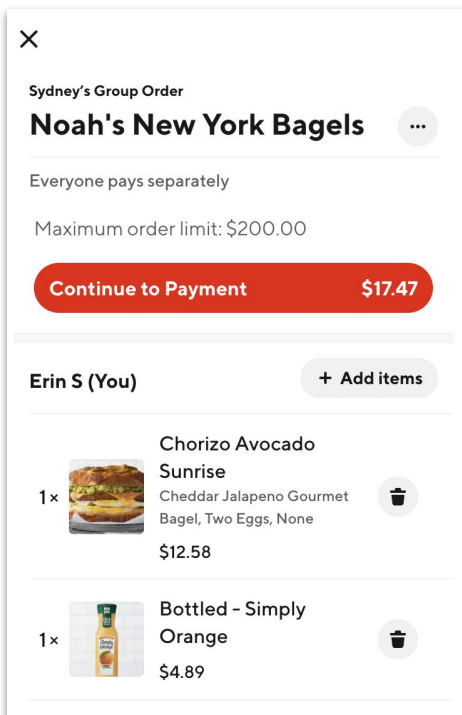
Step 3:

Add your desired meal item to the cart

Step 4:

When you have added all your desired meal items to the cart, select 'Continue to Payment'

- At checkout, select your company meal budget if applicable
 - If your using an address restricted budget be sure your address on your DoorDash homepage matches the address restriction in order to use your address restricted budget at checkout.
 - You will need to have your personal credit card added for anything over the allotted company budget
- The pre-selected tip options will be calculated based on the subtotal of the order and split between all participants.



Step 5:

Your Admin will be responsible for checking out the cart.

TROUBLESHOOTING TIPS - GROUP ORDERS

Tips for Group Orders

- ✓ Highly encouraged to schedule at least 2 to 3 hours ahead (you can even schedule up to 3 days in advance!)
- ✓ For best delivery experience, aim to keep Group orders to groups of 15 maximum
- ✓ Its recommend to give the employees a specific time that you will checkout the cart
- ✓ Be as Be as detailed as possible with delivery instructions, ie: "Pediatrics building with green signage. Glass door next to the garage entrance. Head in to the lobby, hand off to Amanda."
(the instructions will be conveniently saved by address for future orders!)

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 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

FREQUENTLY ASKED QUESTIONS



FAQS

I need help with a live order, who can I call?

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

I need help with a refund or credit, who can I reach out to?

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 change my delivery address after placing an order? 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 dasher 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.**



FAQS - EXPENSED MEAL BUDGETS & VOUCHERS

The company budget is not enough to cover the full order amount, what happens?

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.

I have multiple benefits (voucher and budget) can I apply both to my order?

No, only one benefit can be applied per order. You can choose the budge 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.*



FAQS - DASHPASS & EXPENSING THROUGH CONCUR

\$0 receipt not sending, what is going on?

You cannot submit \$0 receipts to Concur, 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 my receipts have been sent to SAP Concur?

Once a receipt is submitted, the page will not update automatically. Refresh to confirm that it is sent.

How do I take actions or do X, Y, and Z with my receipt in my Concur account?

Concur is a third party integration and we will not have any insight into customer Concur accounts. We can only send the receipts, Once a receipt is in Concur, please contact Concur.

Concur is down, what should I do?

Concur is a third party integration, if there are issues with their system or website unfortunately there is nothing DoorDash can do about it. We suggest you please contact Concur or consult your internal point of contact.

What if I don't have a Concur account?

You will need to create an account through Concur or through your employer. Concur is a third party integration, we cannot create a Concur account on your behalf.



APPENDIX

HOW-TO VIDEOS

CHEAT SHEET

How to Activate Your Benefits

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

Expensed Meal Budgets

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

Vouchers

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

Group Order

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

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

**THANK
YOU**