



# Support Process Overview

*Requiring Immediate Resolution:*

## **Live Orders**

- Dasher 15+ min late to the store
- Dasher took the wrong food
- Customer calls the store & cancels

*Call DoorDash support **(855) 599-7066***

1. State that it's a DoorDash Drive Delivery
2. Need Store Name, Customer Name, Delivery ID

**90% wait time under 4 min**

*Non-Immediate Resolution:*

## **Other Issues**

- If the guest has a complaint & wants a refund
- If a dasher was rude to store or customer
- Billing/Refunds processing

*Take care of your customer, and  
email **drive-support@doordash.com***

1. State that it's a DoorDash Drive Delivery
2. Need Store Name, Customer Name, Delivery ID

**90% response within 48 hours**



# Best Practices: In-Store Operations

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Designate & clearly mark pick-up location



Clear in-store signage directing Dashers to pickup location



Ensure orders are ready by quoted pickup time



Ensure staff are knowledgeable about delivery product & procedures



Support Guidelines posted in a highly visible area in BOH & FOH



Dasher Instructions: provide special instructions to Dashers on a live delivery



Label orders with customer name



# Delivery FAQs

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## How large is my store's delivery radius?

- Delivery radius is typically 5 miles with the exception of NYC.



## How long should I wait before contacting DoorDash if a driver is late?

- If the Dasher is more than 15 minutes late, contact DD support at **(855) 599-7066**



## I remade an order because a Dasher was late. How can I seek reimbursement?

- You can email our support at [drive-support@doordash.com](mailto:drive-support@doordash.com)



## This Dasher did not meet my restaurant's expectations. What should I do?

- Email [drive-support@doordash.com](mailto:drive-support@doordash.com) and our support team will block that driver from coming back to your store in future.