



## DoorDash Merchant Sign Up FAQs

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### **Who is eligible for the DoorDash integration?**

You must use an NRS POS in store, have NRS Pay. Tobacco/smoke products are not eligible.

### **How should a merchant sign up for the NRS DoorDash connection?**

#### **Existing DoorDash Merchants**

1. Notify NRS Rep or the ecommerce department at NRS with your Terminal ID, store name, phone number, address, and that you want to get started with the DoorDash integration. (Reminder: Must sell alcohol and have NRS Pay).
2. There is a 4 week onboarding where DoorDash converts your pricebook to the DoorDash format. Continue to use your DoorDash Tablet to monitor orders during this time
3. DD will call the phone number you used to register to let you know to stop using the tablet and start using the POS.

#### **Merchants new to DoorDash**

1. Notify your NRS Rep or the ecommerce department with your Terminal ID, store name, phone number, address, and that you want to get started with the DoorDash integration.
2. The NRS agent will provide a sign up form to collect store information for DD
3. Once the form is filled out, DoorDash will send a contract to the email provided at sign up for the merchant to sign electronically
4. There is a 4 week onboarding where DoorDash converts your pricebook to the DoorDash format.
5. DD will call and email the merchant using the information provided and notify when ready to start with the POS

### **If I don't have NRS Pay, can I still sign up for DoorDash?**

No, you must have NRS Pay in order to sign up for DoorDash.

### **The order management system in the Merchant Portal is asking for a DoorDash code. Where do I get that?**

Please email [doordash@nrsplus.com](mailto:doordash@nrsplus.com) with your store name, terminal ID, email and phone number, and they will take care of it on your behalf, and after this has been received, you will receive email confirmation that it has been processed on your behalf.

### **How much does it cost to integrate?**

There is no upfront activation cost. However, there is a monthly fee for access to the DoorDash integration on NRS Order Management. For specific cost information please reach out to your NRS Rep or call the NRS ecommerce department.

**Is there a free trial period?**

Yes, there is a 30 day free trial from the time you sign up.



## DoorDash Merchant Onboarding FAQ

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**How do I know when I will go live?**

You will go live within 6 weeks from when the NRS agent inputs the integration code and activates billing.

**When does onboarding begin?**

For merchants that are new to DoorDash, onboarding will begin once the DoorDash Agreement (to be received from DoorDash) is completed and the code is input by the DoorDash team at NRS.

For merchants that are already existing on DoorDash, onboarding and conversion of your catalog will begin once you notify an NRS Representative or email [doordash@nrsplus.com](mailto:doordash@nrsplus.com) and the integration code is input by the DoorDash team at NRS.

**Who is the best person to contact with questions about the onboarding status?**

Please reach out to [doordash@nrsplus.com](mailto:doordash@nrsplus.com) or your DoorDash representative. You must provide your terminal ID, store name, phone number, email and your name.

**What communication does the Merchant receive during onboarding?****Initial stages**

During the 4 week onboarding period there will not be any communication from either DoorDash or NRS until the store is ready to go live.

Once the store is ready to go live on the DoorDash platform, a DoorDash rep will call and email to the contact information provided during the sign up to give a New Store Orientation to the merchant. You must respond to communication from DoorDash. If DoorDash does not hear back from you, your store will not go live.

**After your store catalog is converted to the DoorDash platform:**

You will receive up to 3 calls and 3 emails from DoorDash's Activations team alerting you the store is ready to go live. If DoorDash does not hear back from you, your store will not go live.

**How do I access my DoorDash Merchant account?**

Once your store is ready to go live, DoorDash will send an email to you at the email you provided during sign up with your username and temporary password to create a DoorDash merchant account. You should login and update their password using the link provided in the email.

**What is the DoorDash Merchant Account?**

This is your DoorDash portal to view financial, tax and other information relevant to your DoorDash account. Keep in mind, you must make changes that affect your store only in NRS Order Management or they will not be reflected on your DoorDash Storefront. For more information on the DoorDash Merchant Account go to [doordash.com/merchant](https://doordash.com/merchant), or speak to DoorDash customer support.

**Where can I see my DoorDash statistics once my store is live?**

You can see all the relevant DoorDash statistics on your DoorDash merchant account and limited statistics on your NRS portal.

**If I am an existing merchant, what should I do with my tablet after I go live?**

Once you are onboarded with NRS DoorDash integration and your store goes live on the DoorDash platform, your tablet is no longer needed. Speak with a DoorDash representative about what to do with the tablet.



## DoorDash Payouts and Finances FAQ

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### **Are DoorDash orders processed through NRS Pay?**

No. DoorDash processes customer transactions for all DoorDash orders.

### **How do I get paid for DoorDash orders?**

DoorDash handles all payments. DoorDash's standard payment schedule is weekly on Thursday night via direct deposit using the bank account information you provided at sign up. Please contact your financial institution if there are any questions regarding direct deposit.

### **What do my weekly deposits cover?**

Each weekly deposit covers all orders processed the prior week. For example, an order processed on Monday will not be paid out until a week from the upcoming Thursday night. More information on weekly payouts can be found in DoorDash's merchant help center.

### **What if I want to get paid more frequently?**

You can opt into daily payouts (Fast Pay or Daily Payouts) in order to receive payments every day from DoorDash as opposed to every week. Terms and fees may apply. See more in your DoorDash merchant account.

### **How can I opt-in and opt-out of Daily Payouts?**

You can opt-in to Daily Payouts via the DoorDash merchant account.

To opt-in, go to the 'Settings' page in your merchant account. Within this window, you will see a button with the prompt 'Get Daily Payouts' towards the bottom. If you wish to opt-out, you can do so on the settings page as well. You will see a button with the prompt to 'Opt-out of Daily Payouts' which can be used to return to a weekly schedule.

### **Where can I see financial information for DoorDash orders?**

You can view financial information (statements, deposits, order history) in the DoorDash Merchant account by logging in to your DoorDash merchant account and navigating to the Financials tab > Payouts & Statements.

You can also see select information on the NRS Order Management platform.

# DoorDash Catalog FAQ

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## **Is there a SKU requirement for integration?**

Yes, DoorDash requires a minimum of 500 items to be eligible for the integration with NRS.

## **What should I do about items that are not appearing in my DoorDash catalog that are in my NRS Pricebook?**

Please reach out to an NRS representative via email or phone with your store name, terminal ID, and contact information with examples of missing items, including the UPC if possible.

## **How do I add new items to the DoorDash catalog?**

You must add new items through your NRS Pricebook. New items added to your NRS inventory will automatically be added to your DoorDash catalog. It can take up to 4 weeks for items to appear.

## **How does a merchant update item prices and availability on DoorDash?**

All updates need to be made through the NRS pricebook. Changes will be reflected on your DoorDash storefront within 24 hours.

## **Who should I reach out to for catalog issues?**

Please email [doordash@nrsplus.com](mailto:doordash@nrsplus.com) with your store name, terminal ID, and your contact information.

## **Is there a way to increase prices on DoorDash?**

Yes there is. In the NRS Order Management portal, navigate to settings>integrations>DoorDash. Click on the “configure” button, and you can increase your prices up to 20%.



## DoorDash Merchant Support FAQ

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### **Where will I find orders when they come in?**

Orders coming through the DoorDash platform will be received in NRS Order Management. They can be accessed on the POS, NRS Merchant Portal or the NRS My Store Merchant App.

### **How do I get paid?**

Please see the DoorDash Payouts and Finances FAQ regarding payments. All payments will be handled by DoorDash. If you have any questions around payment please refer to DoorDash Customer Support.

### **Can I sell alcohol on DoorDash?**

Yes! In most states - please see the FAQ section on DoorDash alcohol delivery.

### **Can I sell tobacco and nicotine products on DoorDash?**

No. DoorDash restricts the sale of any tobacco/smoke related products.

### **How do I set my store hours?**

Store hours must be set in the NRS Order Management Platform. Hours set in the DoorDash merchant account will be overridden nightly.

### **What is the DoorDash fee structure?**

There are no monthly fees or set up costs, DoorDash charges a transaction fee. These fees are separate from the NRS monthly fee. NRS does not charge a transaction fee.

### **Do I get a free trial with DoorDash?**

For merchants NEW to DoorDash, a 60 day free trial for DoorDash is available. The DoorDash free trial covers only the transaction fees charged by DoorDash.

If the merchant already has an account with DoorDash, they will NOT receive a DoorDash free trial.

### **Can I get marketing credits?**

Yes, if you are a new merchant to DoorDash, you will receive \$100 in marketing credits for free - these can only be used on the DoorDash platform.

You can purchase additional marketing credits through your DoorDash Merchant account.

### **Who should the Merchant reach out to for general questions regarding the integration?**

Reach out to [doordash@nrsplus.com](mailto:doordash@nrsplus.com) or an NRS sales representative.

If you have a DoorDash rep, you can reach out to them as well. If not, please refer to DoorDash customer support.

### **Who should I contact if there is an issue with an order?**

If there is an issue with an order, please reach out to DoorDash customer support.

### **What is the contact information for DoorDash customer support?**

Live order support: (855) 973-1040

Past order support: [Mxpsupport@doordash.com](mailto:Mxpsupport@doordash.com) or the Help tab in the merchant portal.

# DoorDash Alcohol Delivery FAQ

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## **Who facilitates the delivery in Marketplace regions?**

DoorDash facilitates delivery in the following states as a third-party delivery service (3PD), where merchants package the orders and Dashers complete the deliveries, specifically for alcohol: AZ, AL, CA, CT, DC, FL, GA, HI, ID, IL, IA, KY, LA, MI, MA, MN, MO, MS, NC, NE, NJ, NV, NY, OH, OR, PR, TN, TX, VA, WA, WY

## **Can merchants with their own drivers use Self-Delivery in states where 3PD (third party delivery) is available?**

No, Self-Delivery is not offered in states where DoorDash provides delivery via Dashers.

## **What if I am not located in one of those states?**

If you are in these states: Arkansas, Colorado, Indiana, Maryland, New Hampshire, New Mexico, Oklahoma, Pennsylvania, or Rhode Island, then you must provide your own drivers for alcohol delivery.

If you are in Alaska, Delaware, Kansas, Maine, Montana, North Dakota, South Carolina, South Dakota, Utah, Vermont, West Virginia, and Wisconsin, then you are not eligible to sell alcohol on the DoorDash platform.

## **How can I let customers know that I offer delivery through DoorDash?**

You can leverage your DoorDash partnership to increase your sales by using in-store marketing materials such as window clings, promo cards, table tents, and stickers. To order marketing materials, please see your DoorDash Merchant account.

## **Why aren't CRV/Bottle Deposits being charged?**

DoorDash does not currently have the ability to add CRV/Bottle Deposits as a separate line item in the customer transaction. DoorDash recommends adding a small amount to the item price to offset these fees. For any further questions or clarifications please contact DoorDash customer support.

## **Who is responsible for verifying the customer's age and ID when alcohol is ordered?**

DoorDash is responsible for verifying the customer's age at the drop-off point. Please refer to the DoorDash merchant help center for more information.

## **Do I need to verify the DoorDash Dasher's age before releasing an order?**

Yes. DoorDash will only assign Dashers over the age of 21 for orders with alcohol. You are still required to verify the Dasher's ID and age before releasing the order.

# DoorDash Tax Information FAQ

## **Tax Collection and Remittance**

DoorDash collects taxes from the customer at checkout. Taxes are calculated on the order subtotal, and, where required, on the delivery and small order fees paid to the Merchant.

Depending on whether the Merchant is in a Marketplace Facilitator State (MPF), DoorDash will either remit these taxes directly to the state on the Merchant's behalf or include the taxes in the Merchant's net payout. To determine if a store is in an MPF State, see more information at the DoorDash US Merchant Marketplace Facilitator FAQ.

**For any additional questions, please contact DoorDash customer support.**