DashPass for Work

FAQ

How do I create an account?

You can create an account by visiting www.doordash.com and clicking on 'Sign Up' from the top right corner of the homepage.

What email should I use for DashPass for Work?

You should use your corporate email address e.g. @company.com. The reason for this is because your corporate email address will be the only account authorized to take advantage of this corporate perk.
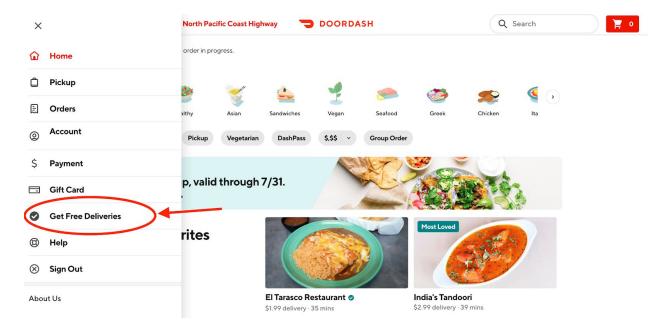
I already have a personal DoorDash account, can I use this?

No. Please create a new account using your corporate email address. The DashPass for Work program will not support personal accounts created (accounts created under your e.g. gmail, yahoo, icloud, etc email address).

How do I activate my DashPass for Work account?

Once your account has been created with your corporate email address and a valid payment method has been attached to your account, navigate to the menu bar on the top left of the screen. Once there, click on 'Get Free Deliveries' in order to navigate to the DashPass landing

page. The next step entails clicking on the confirmation button to enroll in DashPass. Note: you will see wording that "Your organization covers the cost of DashPass" and when directed to the payment page, it will display as "Free."

How do I add a valid payment method to my account?

Once your account has been created, navigate to the menu bar at the top left of the screen and click on the 'Payment' section. Once there, you may add a credit card of your choice to the account.

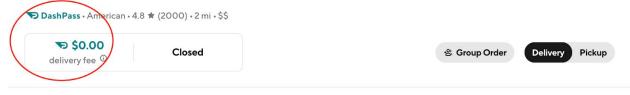### I am unable to activate DashPass for Work free of charge, what do I do?

1. Make sure that you have a valid payment method attached to your account.
2. Double check that you're using your company email to sign in.
3. Contact ddfb-support@doordash.com if you need further assistance.

How do I make sure I get the most out of my DashPass subscription and choose DashPass enabled restaurants?

Once your account has been set up and you're ready to place an order, make sure you make the most out of your perk by looking out for the DashPass logo attached to your favorite (local) restaurants. The way that you will know it is a DashPass enabled restaurant is by our DashPass logo(s) attached to the restaurant home page (see below):

Urban Plates

DashPass · American · 4.8 ★ (2000) · 2 mi · $$

$0.00
delivery fee ⓘ

Closed

Group Order | Delivery | Pickup

Urban Plates Menu
11:00 am – 8:00 pm

I have trouble with ordering or with my order, what do I do?

We have a fairly robust FAQ section on our website. You may start here in order to be directed to customer support or to access our FAQ section. If you are needing assistance with an order in flight or an order that has just been delivered, the link above will allow you to select your preferred method to contact our support team.

If you would like to be directed straight to our general FAQ section, click here.