

**OFF-PREMISE ORDER TROUBLESHOOTING  
AND REFUND GUIDE**

January 2020





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## Overview

With third-party delivery accounting for a significant percentage of off-premise sales, there has been a corresponding increase in fees. These fees are a combination of:

- The \$0.50 OLO transaction fee for each Dispatch order
- Third-party commissions
- Discrepancies between the amount of delivery sales in the POS and the amount of sales reported by each delivery partner
- Error charges, refunds, and check adjustments

While some of the fees (e.g., commissions and OLO fees) are standard and out of your control, you do have direct control over payment discrepancies and error charges, refunds and adjustments.

To assist with identifying, reducing and correcting payment discrepancies and errors, this document provides troubleshooting procedures and outlines the common reasons for the error charges, refunds, and adjustments, as well as the steps that can be taken to control them.

To control fees, you must review the sales reporting from your delivery partners and follow up with your To Go Specialists and BOH Teams if there are issues with missing or incorrect items. You must also reach out to your delivery partners if you identify debits that you believe to be incorrect so the debits can be reversed, thereby avoiding delivery fees.

In addition to reviewing the error charges, refunds, and adjustments, you must also compare the sales reported in Rosnet/POS to the sales reported by your delivery partners. Closing checks to the wrong delivery partner (e.g., DoorDash instead of Grubhub), or closing a cash/credit card check to delivery, will result in discrepancies adding to fees.

### Troubleshooting Fees

Each day, your deliveries are tracked and charged. You must carefully review your daily/weekly pay statements to ensure the charges to your restaurant are correct. Follow these steps to ensure you minimize delivery fees resulting from error charges or other deductions:

1. Review the daily/weekly pay statements or activity reports from each Delivery Service Provider (DSP).
2. Research any error charges, adjustments, or refunds. If the deduction is related to a missing/incorrect item or a quality issue, follow up with the To Go Specialists and BOH Team as needed. If you have proof that all items were sent with the Driver or other concerns about the deduction, contact the DSP and ask to be paid in full for the order.
3. If a deduction was due to a cancelled order, check to see if you prepared the food. If the food was prepared, contact the DSP and request to be paid in full for the order.
4. To request reimbursement, use the following contact information:
  - **DoorDash:** Use the “Help” function in the DoorDash Merchant Portal
  - **Grubhub:** Contact Elite Care via phone or email
  - **Uber Eats:** [t.uber.com/refundhelp](https://t.uber.com/refundhelp)
  - **Dispatch:** [my.olo.com](https://my.olo.com) – select the order and refund order

Additionally, review the information on the following pages provided by the DSPs on how they identify when a charge should be paid by the restaurant and when it should be paid by the DSP.

**To dispute a charge that should be charged to the DSP rather than your restaurant, follow the listed steps for reimbursement.**

## **Understanding Refunds: DoorDash**

**NOTE:** The information in this section is based on information provided by DoorDash.

### **SUMMARY**

At a high level, DoorDash is working to foster a mutually beneficial relationship between Merchants and DoorDash with the goal of ensuring great customer experiences through reduction of low 'quality' deliveries. When consumers experience an issue with the accuracy of their order and report this to DoorDash, the goal is to share this data with our Merchant partners and share in the overall refunds given to our customers.

This allows Merchants to use these charges as a discovery mechanism to realize the opportunity cost of low quality deliveries and ultimately reduce errors through operational and product changes.

### **DETERMINING WHETHER TO CHARGE A REFUND BACK TO A MERCHANT**

Depending on the reason for the credit or refund offered to the customer, DoorDash may charge up to 100% of the value (inclusive of Item Costs, Service Fees, Delivery Fees, and Tax) back to the restaurant. Our main priorities are to maintain customer satisfaction, encourage customers to continue ordering from the merchant, and limit any customer abuse of our Credits & Refunds policy.

### **DETERMINING THE AMOUNT THAT IS CHARGED BACK AND/OR REFUNDED**

To determine the specific amount, we use the following general rules\*:

- For items in the order that are marked missing (e.g., missing a dessert), customers may be refunded and merchants may be charged up to 100% of the value for the item(s).
- Where only part of the item is missing (e.g., fries in a combo meal), the charge may be up to 50% of the value for the item(s).
- For items marked as "incorrect," the charge may be up to 50% of the item(s).

*\* These rules are subject to change as we work to find the right balance of maintaining customer satisfaction and merchant feedback.*

### **HOW CAN I REVIEW ORDER ACCURACY ERRORS?**

Merchants can access the Error Report from the dashboard of their Merchant Portal for a selected timeframe. The report exports as a .csv file, so it is viewable across devices.

## WHAT DOORDASH DOES TO INHIBIT ABUSE BY CUSTOMERS AND DASHERS

DoorDash has a team dedicated to identifying and reducing abuse across the platform by both consumers and dashers. The following rules are meant to protect Merchants specifically:

- The large majority of abuse on the platform is committed by first-time users. Those users are **always excluded** from our chargeback policy, and DoorDash covers those costs.
- Users who are identified as abusers of our Credits & Refunds policy are banned from using our in-app tools and must contact an agent to discuss their particular situation.
- When customers consistently request a high number of refunds, they are given a badge. Once they have the badge, they are prevented from getting any credit or refund in the future without escalating directly to our support team.
- We have launched two factor authentications to aid in preventing fraudulent customers from joining in the first place.
- Data shows Driver fraud is very rare. DoorDash has conducted sealed bag tests with partners, and order accuracy did not improve.

If you think an order error adjustment is incorrect or unwarranted, please submit a case via the Merchant Portal within 10 days of the order error or order's delivery date.

Note that every order error adjustment is evaluated on a case-by-case basis. Multiple factors are considered and we have measures in place to protect against potentially fraudulent activity by customers or Dashers, as noted above. Accordingly, any reversals are entirely at DoorDash's discretion and are not a guarantee of future reversals.

## SUBMITTING FOR A REFUND

To submit a refund request, please have the order number and date. You may submit multiple requests at once by uploading an .xls file to: Merchant Portal > Help > Account Support > Payments.

Example of .xls file:

Order Date	Order Time	DoorDash Delivery ID	Merchant Delivery ID	Error Type	Item Name	Customer	Dasher	Delivery Link	Applebee's comments
8/13/2020	8:43 PM	824123794	0ffac3f8-ae6d-ea11-aaa7-127ae365580d	missing	Half Rack Double-Glazed Baby Back Ribs	Tammy T.	Angela L.	<a href="https://www.doordash.com/merchant/deliveries/824123794?store-id=337497">https://www.doordash.com/merchant/deliveries/824123794?store-id=337497</a>	Verified with video and with dasher signature on driver delivery log that order was complete and accurate at pickup
8/13/2020	8:43 PM	824123794	0ffac3f8-ae6d-ea11-aaa7-127ae365580d	missing	Kraft® Macaroni & Cheese	Tammy T.	Angela L.	<a href="https://www.doordash.com/merchant/deliveries/824123794?store-id=337497">https://www.doordash.com/merchant/deliveries/824123794?store-id=337497</a>	Verified with video and with dasher signature on driver delivery log that order was complete and accurate at pickup
8/13/2020	8:38 PM	824190643	066550b6-c0d8-ea11-aaa7-127ae365580d	missing	Chicken Fajita Rollup	Madeline M.	Candy B.	<a href="https://www.doordash.com/merchant/deliveries/824190643?store-id=337497">https://www.doordash.com/merchant/deliveries/824190643?store-id=337497</a>	Verified with video and with dasher signature on driver delivery log that order was complete and accurate at pickup
8/13/2020	8:19 PM	824279622	6159ae5b-c3d4-ea11-aaa7-127ae365580d	missing	Double Crunch Shrimp	Vanija W.	Fenghua P.	<a href="https://www.doordash.com/merchant/deliveries/824279622?store-id=337497">https://www.doordash.com/merchant/deliveries/824279622?store-id=337497</a>	Verified with video and with dasher signature on driver delivery log that order was complete and accurate at pickup
8/13/2020	8:19 PM	824279622	6159ae5b-c3d4-ea11-aaa7-127ae365580d	missing	Kids Cheesy Pizza	Vanija W.	Fenghua P.	<a href="https://www.doordash.com/merchant/deliveries/824279622?store-id=337497">https://www.doordash.com/merchant/deliveries/824279622?store-id=337497</a>	Verified with video and with dasher signature on driver delivery log that order was complete and accurate at pickup
8/13/2020	9:51 PM	824912501	27506574-c4d6-ea11-aaa7-127ae365580d	incorrect	6 oz. Top Sirloin*	Anthony B.	Bredaun W.	<a href="https://www.doordash.com/merchant/deliveries/824912501?store-id=337497">https://www.doordash.com/merchant/deliveries/824912501?store-id=337497</a>	
8/13/2020	10:23 PM	824427456	0c155a8a-c8d4-ea11-aaa7-127ae365580d	missing	Riblet Platter	Destine R.	Gherri F.	<a href="https://www.doordash.com/merchant/deliveries/824427456?store-id=337497">https://www.doordash.com/merchant/deliveries/824427456?store-id=337497</a>	Verified with video and with dasher signature on driver delivery log that order was complete and accurate at pickup
8/13/2020	10:23 PM	824427456	0c155a8a-c8d4-ea11-aaa7-127ae365580d	missing	The Classic Combo	Destine R.	Gherri F.	<a href="https://www.doordash.com/merchant/deliveries/824427456?store-id=337497">https://www.doordash.com/merchant/deliveries/824427456?store-id=337497</a>	Verified with video and with dasher signature on driver delivery log that order was complete and accurate at pickup
8/13/2020	10:57 PM	824516463	49c8aa89-c8d4-ea11-aaa7-127ae365580d	incorrect	Shrimp 'N Parmesan Sirloin*	Jaheim S.	Alexander R.	<a href="https://www.doordash.com/merchant/deliveries/824516463?store-id=337497">https://www.doordash.com/merchant/deliveries/824516463?store-id=337497</a>	

<https://www.doordash.com/merchant>

## Understanding Refunds: Grubhub

**NOTE:** The information in this section is based on information provided by Grubhub.

### CATEGORIES OF REFUNDS/ADJUSTMENTS

Cat 1 = Grubhub Issue	Cat 2 = Restaurant Issue	Cat 3 = Brand Issue
<ul style="list-style-type: none"> <li>Long delivery time</li> <li>Product spilled or smooshed</li> <li>Overcharge</li> <li>Driver-related</li> <li>Website issues</li> </ul>	<ul style="list-style-type: none"> <li>Incorrect order</li> <li>Portion size</li> <li>Issues with food temperature</li> </ul>	<ul style="list-style-type: none"> <li>Foreign body in food</li> <li>Undercooked</li> </ul>
REFUND PAID BY GRUBHUB	REFUND PAID BY RESTAURANT	REFUND PAID BY RESTAURANT

### REFUND PAID BY RESTAURANT AND GRUBHUB

- No driver.
- Example: Customer cancels order before food was made; change of plans.
- Null transaction: Restaurant did not make the food, so we would credit the diner back and not take any money from the restaurant for that order.

### INSTANCES OF GRUBHUB FAULT

- Example: Order too late; driver on the way; customer cancelled.
- Grubhub would credit you because we assumed you made the food.

### ADJUSTMENT FOR COMBOS

Example:

- Order total \$45
- Items: Soft Drink, Combo #1, 2 other items
- Refund for "Missing Combo Item - Combo #1"
- Refund Amount = \$20
- We do not have an itemized breakdown of the food cost, so we unfortunately refund the whole combo price.



## CANCELLATION REASON CODES

### Delivery and Pickup Issues

Cancel Reason	Sub Reason Selection	Additional Description
	Order picked up by another driver	Used when the order is not at the restaurant because it was picked up by another driver (GHD or another 3rd party driver).
	Driver unable to finish delivery	Used in situations involving any vehicle issues, driver emergency, car accidents, etc.
	Order not ready / is taking too long	Used when the restaurant received the order but driver is not willing to wait. Do not use this option when diner applied the wrong address.
	Late delivery (order is too late)	Used when diner requests to cancel because the order is past the ETA.
	Market Closed	Used when we are closing the market for that area. All GHD orders in that specific market are closed.
Delivery and Pickup Issues		

### Restaurant Issues

Cancel Reason	Sub Reason Selection	Additional Description
	Order outside delivery area	Self Delivery only: Used when the restaurant refuses to delivery to the diner's address due to far distance.
	Restaurant cannot accommodate special instructions	Used when the restaurant can not follow the special instructions on the order. Such as: Does not have the extra ingredient requested.
	Restaurant Closed	Used when the driver/diner arrives to the restaurant and see the restaurant is closed.
	Restaurant cannot fulfill order	Used when the restaurant is not able complete the order. Can also be used when a restaurant will not serve a diner.
	Cannot Contact Diner	Used when the diner is not answering both driver's calls and agent's calls.
	Menu Item Missing	Used when an item is missing from the order and can not be replaced.
	No Driver	Used when there is no driver available to deliver the order.
	Restaurant too busy	Used when the restaurant is too busy and needs to catch up before taking any more orders.
	Minimum Advance Notice Not Met	Used when the minimum amount is does not meet the minimum set.
Restaurant Issues		

### Diner Issues

Cancel Reason	Sub Reason Selection	Additional Description
	Diner chose wrong address	Used when the diner chose the wrong address upon checkout.
	Diner chose wrong order / items	Used when the diner chose the wrong items or wrong order. This can happen when using the Express Checkout option.
	Delivery mode updated (pickup to delivery, delivery to pickup)	Used when the diner change the delivery mode.
	Change of Plans	Used when diner wants to cancel within the ETA.
	Ordered by Mistake (e.g. duplicate order)	Used when the diner placed the order by mistake. Sometimes a duplicate order or an accidental express reorder.
	Order Not Received	Used when the diner has not received order and the order is marked as fulfilled.
Diner Issues		

### Transmission/Fraud Issues

Cancel Reason	Sub Reason Selection	Additional Description
	Failed order	Used for Failed Non-POS order
	Non-confirm	Used when the order has not been confirmed by the restaurant.
	Restaurant did not receive the order	Used for restaurant contacts where they request to cancel due to not receiving the order
	POS failed to transmit	Used for POS orders
Transmission Issues		
Fraud	Fraud	Used only by CXT or the Fraud team for compromised accounts

## SUBMITTING FOR A REFUND

- Elite Care: (Enterprise Restaurants Only) - 8AM to 10PM Daily
- Phone: 877-866-4482 +1
- Email: [elitecare@grubhub.com](mailto:elitecare@grubhub.com)

## Understanding Refunds: Uber Eats

**NOTE:** The information in this section is based on information provided by Uber Eats.

### A GUIDE TO OUR REFUND POLICY\*

Our refund policy has been established together with our restaurant partners. It covers a wide variety of situations that lead to inaccurate orders and helps ensure that restaurants are not held responsible for delivery errors that are not their fault.

*\*Policy is subject to change.*

Error	Refund policy	Restaurant Partner to pay for refund?
Missing, incorrect, or damaged items due to courier error Example: Spilled soups or drinks, tampered orders	Full order or item-level refund	No
Missing/Undelivered order due to courier fraud or associated with a courier who has been flagged for possible fraudulent activity	Full order refund	No
Eater complaint about poor food integrity Example: Food arrived cold	Full order refund	No
Eater complaint about late delivery	Determined by agent	No
Eater cancels order after food has been prepared	N/A	No
Delivery partner cancels order after food has been prepared	Full order refund	No
Missing/Incorrect items or orders that are reported >48 hours after order has been placed	Full or item-level refund	No
Incorrect combo meal Example: Missing fries, missing soft drink, etc.	Full order refund	No
Missing item(s) due to courier not being given all bags/food items	Full order refund	Yes
Wrong order entirely	Full order refund	Yes
Missing item(s) within the order Example: Missing appetizer, missing dessert	Item-level refund	Yes
Incorrect order/item size Example: Ordered a large French fries and was given a small French fries	Item-level refund	Yes

### PRO TIPS: HOW TO MINIMIZE ORDER ACCURACY ERRORS

Getting the right order to the right eater is key when it comes to making new eaters happy and keeping your current eaters coming back. We recommend doing the following things to make sure orders are leaving your restaurant 100% correct:

- Logging into the Uber Eats Restaurant Manager portal to ensure your menu is current and customizations are correct.
- Checking off items on a printed receipt to confirm the contents in the bag are accurate.

- Sealing each delivery bag when an order is complete.
- Writing the five-digit order number on the bag.
- If there are multiple bags on the order, numbering them ("1 of 2," "2 of 2", etc.).
- Double-checking during hand-off to ensure every bag gets picked up by the correct delivery partner.

### SUBMITTING FOR A REFUND

If you feel an item or order was refunded in error, please contact us at [t.uber.com/refundhelp](https://t.uber.com/refundhelp) and we'll look into it immediately. We're committed to always making it right for you and will get back to you within 48 hours. Together we look forward to delivering the best customer experience possible. Thank you for your partnership!



### OLO Dispatch – Orders “Cancelled Before Food Made”

Another area of opportunity for managing delivery fees is from OLO Dispatch orders that were “cancelled before food made.”

Occasionally, orders are cancelled by DoorDash after the order was received by the restaurant and after the food was prepared. DoorDash assumes that the food wasn’t made and doesn’t pay you for the order(s), resulting in a delivery fee when there is a difference between the POS and the payments from DoorDash.

These transactions are not on the transaction reports, are not reported as error charges and can only be identified when reviewing the orders in the DoorDash Merchant Portal.

Take the following steps to ensure that you are paid for all orders in this situation:

- Review orders in the Merchant Portal on a daily basis.
- Research any orders with the status “Cancelled before food made” to determine if the food was prepared. If the order is listed in the OLO dashboard, it made it to the POS/KDS and was likely made.
- Use the “Help” function in the DoorDash Merchant Portal to request payment for the order.
  - Help > Account Support > Payments.
- Only request payment if your team was not aware of the cancellation and the food was prepared.

Below is an example of this situation as shown in the DoorDash Portal and the OLO Dashboard.

Summary for Aug 17, 2020 to Aug 23, 2020

COUNT	PRE-TAX TOTAL	TOTAL TAX	TOTAL COMMISSION	ERROR CHARGE	FEES	TOTAL NET PAYOUT
422	11,967.86	0.00	0.00	723.38	0.00	\$11,244.48

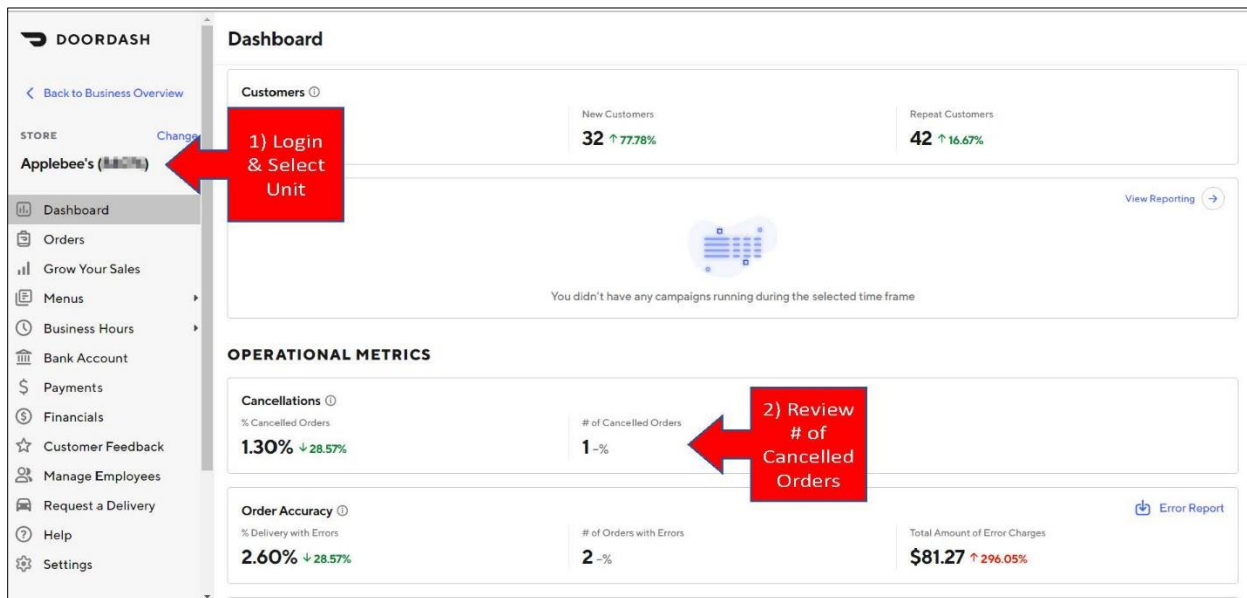
Orders HistoryLast updated on Wed 08/26/2020 11:09 am1 - 25 of 422

Order Id	Date	Customer	Order Status	Pre-Tax Total	Tax	Commission	Error Charge	Fees	Net Payout
851630276	8/23/2020	Zaria S.	Cancelled before food made	\$14.28	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

785259762	Pickup	8/23/2020 10:43:15 PM	Immediate (11:03 PM)	Applebee's University Heights	DoorDash	9776	851630276	Closed	Zaria S	(855) 973-1040	\$14.28	\$0.00	\$0.00	\$14.28	No
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## IDENTIFYING ORDERS THAT WERE “CANCELLED BEFORE FOOD MADE”

Log into your DoorDash Merchant Portal and look for orders with “Cancelled before food made” status.



**DOORDASH**

Dashboard

Customers

New Customers: 32 ↑ 77.78%

Repeat Customers: 42 ↑ 16.67%

Operational Metrics

Cancellations

% Cancelled Orders: 1.30% ↓ 28.57%

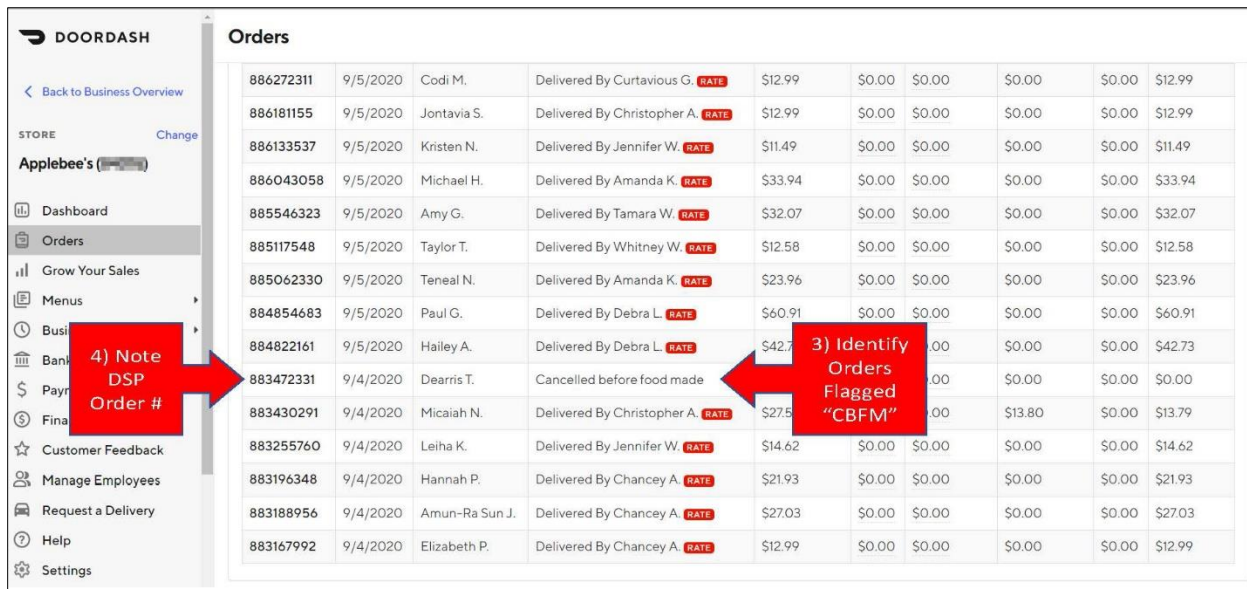
# of Cancelled Orders: 1

Order Accuracy

% Delivery with Errors: 2.60% ↓ 28.57%

# of Orders with Errors: 2

Total Amount of Error Charges: \$81.27 ↑ 296.05%



**DOORDASH**

Orders

886272311	9/5/2020	Codi M.	Delivered By Curtavious G.	RATE	\$12.99	\$0.00	\$0.00	\$0.00	\$0.00	\$12.99
886181155	9/5/2020	Jontavia S.	Delivered By Christopher A.	RATE	\$12.99	\$0.00	\$0.00	\$0.00	\$0.00	\$12.99
886133537	9/5/2020	Kristen N.	Delivered By Jennifer W.	RATE	\$11.49	\$0.00	\$0.00	\$0.00	\$0.00	\$11.49
886043058	9/5/2020	Michael H.	Delivered By Amanda K.	RATE	\$33.94	\$0.00	\$0.00	\$0.00	\$0.00	\$33.94
885546323	9/5/2020	Amy G.	Delivered By Tamara W.	RATE	\$32.07	\$0.00	\$0.00	\$0.00	\$0.00	\$32.07
885117548	9/5/2020	Taylor T.	Delivered By Whitney W.	RATE	\$12.58	\$0.00	\$0.00	\$0.00	\$0.00	\$12.58
885062330	9/5/2020	Teneal N.	Delivered By Amanda K.	RATE	\$23.96	\$0.00	\$0.00	\$0.00	\$0.00	\$23.96
884854683	9/5/2020	Paul G.	Delivered By Debra L.	RATE	\$60.91	\$0.00	\$0.00	\$0.00	\$0.00	\$60.91
884822161	9/5/2020	Hailey A.	Delivered By Debra L.	RATE	\$42.73	\$0.00	\$0.00	\$0.00	\$0.00	\$42.73
883472331	9/4/2020	Dearris T.	Cancelled before food made			\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
883430291	9/4/2020	Micaiah N.	Delivered By Christopher A.	RATE	\$27.50	\$0.00	\$0.00	\$13.80	\$0.00	\$13.79
883255760	9/4/2020	Leisha K.	Delivered By Jennifer W.	RATE	\$14.62	\$0.00	\$0.00	\$0.00	\$0.00	\$14.62
883196348	9/4/2020	Hannah P.	Delivered By Chancey A.	RATE	\$21.93	\$0.00	\$0.00	\$0.00	\$0.00	\$21.93
883188956	9/4/2020	Amun-Ra Sun J.	Delivered By Chancey A.	RATE	\$27.03	\$0.00	\$0.00	\$0.00	\$0.00	\$27.03
883167992	9/4/2020	Elizabeth P.	Delivered By Chancey A.	RATE	\$12.99	\$0.00	\$0.00	\$0.00	\$0.00	\$12.99



## Off-premise Order Troubleshooting and Refund Guide

Log in the OLO Dashboard to determine if the food was made.

**OLO DASHBOARD** Interactive Guidance

**Orders** Confirm Store Selection

Lookup by Order ID | Lookup by POS Reference | **Lookup by 3rd Party Reference** | Search by Time Frame | Search by Tra

Third Party Reference: 892992063 See Order Details

Order not found

**Order #807419902**  
Order Status: Closed | Ordered on 9/4/2020 11:05:39 PM Print

**Order Summary**

**Ready Time**  
Immediate for 11:25 PM

**Order Type**  
Pickup

**Transmission Method**  
POS

**Internet Protocol Address**  
[Redacted]

**Customer Summary**  
Dearis T  
[Redacted]

**Payment Summary**  
Payment Status: Billed  
Total: \$20.81  
[Payment Breakdown](#)

**Store Details**  
Applebee's [Redacted]

[Order Content](#)

**Annotations:**

- If order was not processed by OLO, system will reflect "Order not found"
- If order was processed by OLO, order details will pull up

Door Dash Check Audit for 9/4/2020

Date	Server	Check #	Check Open	Check Close	Discount	Discount Amount	Payment Type	CC Detail	Payment Amt	Gratuaty Amt	Table Name
9/4/2020		706164	15:59 (3:59 P)	16:07 (4:07 P)		0.00	DoorDash		13.48	0.00	407 <a href="#">more</a>
9/4/2020		706337	21:30 (9:30 P)	21:31 (9:31 P)		0.00	DoorDash		14.03	0.00	439 <a href="#">more</a>
9/4/2020		706355	21:53 (9:53 P)	21:53 (9:53 P)					15.80	0.00	444 <a href="#">more</a>
9/4/2020		706158	15:39 (3:39 P)	15:39 (3:39 P)					18.12	0.00	405 <a href="#">more</a>
9/4/2020		706171	16:11 (4:11 P)	16:11 (4:11 P)					19.75	0.00	410 <a href="#">more</a>
9/4/2020		706399	23:07 (11:07 P)	23:08 (11:08 P)					20.81	0.00	448 <a href="#">more</a>
9/4/2020		706231	18:38 (6:38 P)	18:40 (6:40 P)					21.13	0.00	420 <a href="#">more</a>
9/4/2020		706342	21:37 (9:37 P)	21:40 (9:40 P)					23.69	0.00	441 <a href="#">more</a>
9/4/2020		706311	20:41 (8:41 P)	20:46 (8:46 P)					26.46	0.00	435 <a href="#">more</a>
9/4/2020		706340	21:35 (9:35 P)	21:36 (9:36 P)					29.19	0.00	440 <a href="#">more</a>
9/4/2020		706320	21:09 (9:09 P)	21:12 (9:12 P)		0.00	DoorDash		29.58	0.00	436 <a href="#">more</a>
9/4/2020		706393	22:50 (10:50 P)	22:50 (10:50 P)		0.00	DoorDash		29.80	0.00	446 <a href="#">more</a>
9/4/2020		706276	19:56 (7:56 P)	20:31 (8:31 P)		0.00	DoorDash		31.30	0.00	430 <a href="#">more</a>
9/4/2020		706201	17:31 (5:31 P)	17:44 (5:44 P)		0.00	DoorDash		32.42	0.00	415 <a href="#">more</a>
9/4/2020		706183	16:41 (4:41 P)	16:42 (4:42 P)		0.00	DoorDash		34.74	0.00	413 <a href="#">more</a>
9/4/2020		706127	13:17 (1:17 P)	13:19 (1:19 P)		0.00	DoorDash		35.62	0.00	402 <a href="#">more</a>
9/4/2020		706323	21:11 (9:11 P)	21:12 (9:12 P)		0.00	DoorDash		37.22	0.00	437 <a href="#">more</a>
9/4/2020		706167	16:07 (4:07 P)	16:08 (4:08 P)		0.00	DoorDash		43.29	0.00	409 <a href="#">more</a>
9/4/2020		706333	21:20 (9:20 P)	21:29 (9:29 P)		0.00	DoorDash		46.27	0.00	438 <a href="#">more</a>
9/4/2020		706165	15:59 (3:59 P)	16:07 (4:07 P)		0.00	DoorDash		47.52	0.00	408 <a href="#">more</a>
						0.00			633.43	0.00	

**Annotations:**

- Using the order details, run Detail Check Audit and verify if order was closed in POS



# Off-premise Order Troubleshooting and Refund Guide



If food was made, use the “Help” function in the DoorDash Merchant Portal to request payment for the order.

DOORDASH

[Back to Business Overview](#)

STORE [Change](#)

Applebee's ( )

- Dashboard
- Orders**
- Grow Your Sales
- Menus
- Business Hours
- Bank Account
- Payments
- Financials
- Customer Feedback
- Manage Employees
- Request a Delivery
- Help**
- Settings

**Orders**

886272311	9/5/2020	Codi M.	Delivered By Curtavious G. <span>RATE</span>	\$12.99	\$0.00	\$0.00	\$0.00	\$0.00	\$12.99
886181155	9/5/2020	Jontavia S.	Delivered By Christopher A. <span>RATE</span>	\$12.99	\$0.00	\$0.00	\$0.00	\$0.00	\$12.99
886133537	9/5/2020	Kristen N.	Delivered By Jennifer W. <span>RATE</span>	\$11.49	\$0.00	\$0.00	\$0.00	\$0.00	\$11.49
886043058	9/5/2020	Michael H.	Delivered By Amanda K. <span>RATE</span>	\$33.94	\$0.00	\$0.00	\$0.00	\$0.00	\$33.94
885546323	9/5/2020	Amy G.	Delivered By Tamara W. <span>RATE</span>	\$32.07	\$0.00	\$0.00	\$0.00	\$0.00	\$32.07
885117548	9/5/2020	Taylor T.	Delivered By Whitney W. <span>RATE</span>	\$12.58	\$0.00	\$0.00	\$0.00	\$0.00	\$12.58
885062330	9/5/2020	Teneal N.	Delivered By Amanda K. <span>RATE</span>	\$23.96	\$0.00	\$0.00	\$0.00	\$0.00	\$23.96
884854683	9/5/2020	Paul G.	Delivered By Debra L. <span>RATE</span>	\$60.91	\$0.00	\$0.00	\$0.00	\$0.00	\$60.91
884822161	9/5/2020	Hailey A.	Delivered By Debra L. <span>RATE</span>	\$42.73	\$0.00	\$0.00	\$0.00	\$0.00	\$42.73
883472331	9/4/2020	Dearris T.	Cancelled before food made	\$19.27	\$1.54	\$0.00	\$0.00	\$0.00	\$0.00
883430291	9/4/2020	Micaiah N.	Delivered By Christopher A. <span>RATE</span>	\$27.59	\$0.00	\$0.00	\$13.80	\$0.00	\$13.79
883255760	9/4/2020	Leiha K.	Delivered By Jennifer W. <span>RATE</span>	\$14.62	\$0.00	\$0.00	\$0.00	\$0.00	\$14.62
883196348	9/4/2020	Hannah P.	Delivered By Chancey A. <span>RATE</span>	\$21.93	\$0.00	\$0.00	\$0.00	\$0.00	\$21.93
	9/4/2020	Amun-Ra Sun J.	Delivered By Chancey A. <span>RATE</span>	\$27.03	\$0.00	\$0.00	\$0.00	\$0.00	\$27.03
	9/4/2020	Elizabeth P.	Delivered By Chancey A. <span>RATE</span>	\$12.99	\$0.00	\$0.00	\$0.00	\$0.00	\$12.99

**Start a Help Ticket back in DD**

**Help**

How can we help you? \*

- Account Support
- Menu
- Merchant Portal
- Point of Sale
- Partnership Inquiries
- Sign-up / Onboarding
- Tablet and Tech Troubleshooting
- Feedback / Other

[Next](#)

**Help**

Tell us more \*

- Change Order Protocol
- Change of Ownership
- Marketplace Facilitator
- Open or Close Store
- Payments**
- Phone Number Change
- Tax Update
- Other

[Next](#)

**Help**

Here are some relevant help articles:  
[What if we have not received a payment?](#)  
[How can I receive my weekly pay statements?](#)  
[How do I file taxes when partnering with DoorDash?](#)

Still need help?  
Click on "Next" to contact us. You can expect to hear back within 24 hours.  
Or, call support at:  
United States: 855-973-1040  
Canada: 647-957-7219  
Australia: 1800 958 316

[Previous](#) [Next](#)

**Help**

Store Name \*

Applebee's ( )

Store Address \*

Date of Expected Payment \*

September 08 2020

Delivery ID

e.g. 41225

Reason for Reimbursement \*

e.g. Our restaurant fulfilled the order but...

[Previous](#) [Submit Form](#)

Account Support → Payments → Next → Complete Form requesting Payment for order processed by OLO/made by Restaurant