



Store Operation Tips

DoorDash Support Resources

If you're having problems with your tablet or printer:

- Tablet live support: (650) 681-9470
 - Press 1 for English **or** 2 for Spanish
 - Press 3
 - Press 5 for tablet support
- [Step-by-Step Tablet Guide](#)
- [Tablet Troubleshoot](#)

If you need help accessing Merchant Portal (reporting, store hours, etc.):

- [Merchant Portal Step-by-Step Guide](#)
- [Login to Portal](#)
- [How to use the Portal](#)
- [Merchant Portal Data and Reporting Tools](#)

FAQs

- [General Support](#)
- Live Help: (855) 973-1040

Other Problems / Questions: girlscouts@doordash.com

General tips and reminders

1. Make sure to check and keep **store hours** up to date in Merchant Portal! If you unexpectedly need to close early, please pause the tablet and then call DoorDash support or email girlscouts@doordash.com.
2. If you need to **update the store address** or **dasher pickup instructions**, you can do so in Merchant Portal under the Settings tab.
3. Keep your **cookie inventory** up-to-date by marking items as out-of-stock on the tablet ([DoorDash Item Out of Stock Tablet Guide](#))
4. Prepare **bags** for cookie orders and **bag labels** to ensure a smooth Dasher pick-up!
5. Prepare **signage** to help Dashers locate your store – you can print out this [sign!](#)
6. Keep a **computer or tablet on-site** in case you need to access the Merchant Portal or a help guide.
7. If you need help with a **live order**, please call DoorDash support at (855) 973-1040 (press 1 for English *or* 2 for Spanish, press 3, press 1 for live delivery issues).
8. You must have **adult supervisors** on-site at all times!