DOORDASH • INTEGRATION PARTNER SUPPORT GUIDE

Getting Help, the Right Way

Two support paths depending on who's affected: use the Developer Portal for issues with your integration, and route merchants to the Merchant Portal for their day-to-day issues.

1 Integration Issues

DEVELOPER PORTAL → SUPPORT

Use this path for anything related to your integration itself — onboarding, orders, menus, APIs, or account access.

1. Log in to the **Developer Portal** and click **Support** in the left sidebar.
2. Select **Marketplace** as the Integration type (select **Drive** if it's a Drive Integration issue).
3. Select the **Category** that best represents your request — see the guide below.
4. Enter a **Description** with as much detail as possible, including provider type, store ID(s), location ID(s), and logs where applicable.
5. Click **Submit Request**.

RESPONSE TIME

Our Integration Support team responds to all tickets within **24–48 hours**.

BEFORE YOU SUBMIT

Checking whether a production store is approved or still pending? Visit **Stores → Production Store Onboarding Requests** in the Developer Portal for real-time status — it's often faster than waiting on a ticket.

Choosing the right category

Category	Use for
Activations Inquiry	Onboarding blockers before a merchant is live (not for stores already live). E.g., menu ingestion errors, duplicate location ID, stuck/abandoned onboarding.
Order Issues	Orders not reaching POS, failing, or canceling. E.g., orders not injecting into POS, mass cancellations.
Store Unavailable/Deactivated	Store is offline or appears deactivated and you need help determining why.
Menu Issues	Menu data incorrect or broken after onboarding. E.g., missing items/modifiers, pricing discrepancies, duplicate menus.
API Functionality	Questions on API behavior or implementing a feature after reviewing documentation.
Login & Access Issues	Trouble signing into your Developer Portal account (2FA errors, password reset).
Credentials & Authentication	Requesting production OAuth credentials (Build status integrations only).

Routing Your Merchants

If a merchant on your integration hits an issue — like incorrect pricing or menu data — send them to their Merchant Portal, not the Developer Portal.

2 Merchant Issues

MERCHANT PORTAL → HELP

Walk merchants through this flow to reach a Merchant Experience Partner directly.

1. Merchant logs into the **Merchant Portal** and selects **Help** in the left sidebar.
2. Select **Get help from your Merchant Experience Partner**.
3. Choose **Point of Sale** as the issue category.
4. Choose whichever option matches their issue — for example, if it's a pricing issue, select **Store Hours / Menu / Price Mismatches**.
5. Complete the rest of the form (issue details, store location, contact info) and submit.

LIVE ORDER ISSUE RIGHT NOW?

Delivery, cancellations, refunds, or Dasher issues — call **855-222-8111**, available 24/7, or start a live chat in the Business Manager App or Tablet.

Merchant Experience Partner

Handles account-related requests, **Mon–Fri, 8am–4pm**.

Other ways to reach us

Email **mxpsupport@doordash.com**, or use the Business Manager App / Tablet.

Why this matters

The Developer Portal support queue is for **you**, our integration partner — not for individual merchant issues. Routing merchants to the Merchant Portal gets them a faster, more relevant response and keeps our shared queue focused on integration work.