



DoorDash Store Process Guide

THE PLAY: Our Partnership with DoorDash allows Rally House to meet our guests wherever they are and expand our reach like never before. This collaboration opens the door to serving more guests and driving additional sales, all while providing the best local shopping experience that we are known for!

THE GAME PLAN:



Notification of New Orders:

Stores will be alerted of a DoorDash order via the **Stores-DoorDash Order (NEW)** Reminder in their NetSuite Reminders section of the dashboard, and an the audible “BEEP BEEP” alert on your handheld.



Time Frame to Complete the DoorDash Order:

Once a store is alerted to an order, the clock starts ticking!

Stores will have a 1 hour timeframe to pick the order & mark it completed in NetSuite

- If you have an order at opening, you will have until 30 minutes after open to complete
- DoorDash orders will shut off 1 hour before store closing



How to Complete the Order:

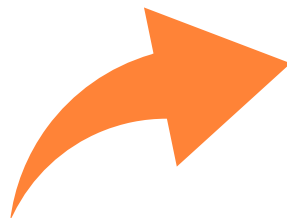
Stores will complete the DoorDash order by using the SPOC application on the handheld that you currently use today to pick customer orders.

- There will be a dropdown in SPOC to select DoorDash as the order type.

After you pick the order, you will package the order in a Rally House bag like you would a In-Store Pick Up order, and mark the order as packed in NetSuite.

Once the order is marked completed, a label will print out of your UPS that will look similar to a In-Store Pick Up label, but will be specific to the DoorDash order. Please place the label on the customers bag as you would a BOPIS order.

Sample DoorDash Label



!! DOORDASH ORDER !!
(Checked in:)

Customer Name:
TEST DO NOT MAKE T

Customer Phone:
8552228111

DoorDash Order Id:
6de20f0d-5883-46d3-998d-6ae6b9
a

Estimated Pickup Time:
Apr 6, 2026 3:08:48 PM

Special Instructions:



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One the order is completed, bagged, and you have placed the printed DoorDash label on the customers bag, you will check the order in as you would a In-Store Pick Up order via the LISP app on the handheld. Once checked in, place the customer order on the Customer Order Pickup Rack



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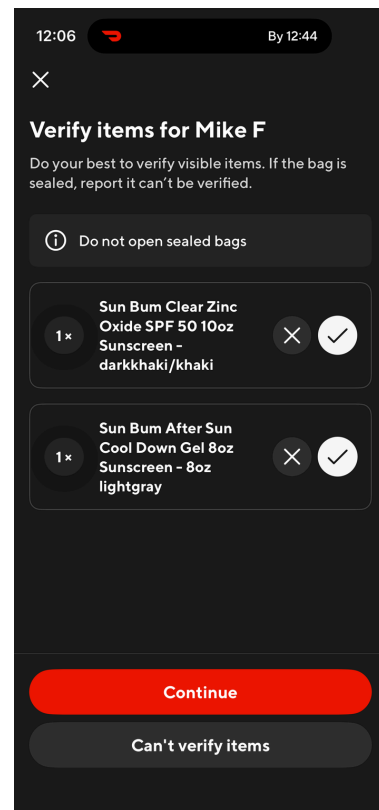
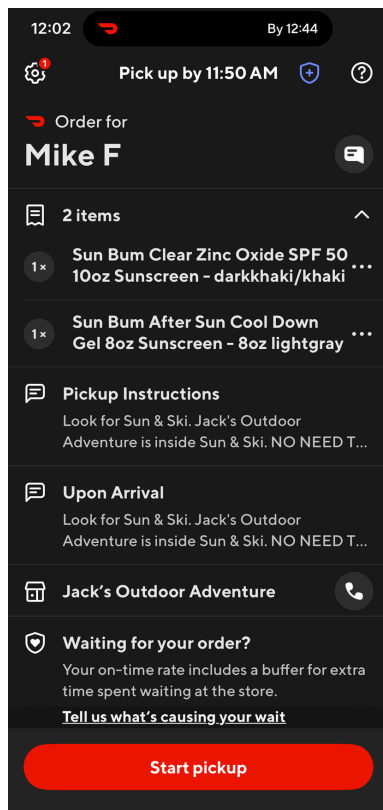


Dasher Pickup:

The Dasher will begin their journey to your store around the hour mark, as that is the dedicated timeframe to pick and complete the order

- If we mark the order complete before the 1 hour mark, that will also trigger the Dasher to head to your store
- Once the Dasher arrives, they should show you the order confirmation via their phone
- Validate the order number matches the order number on the customer bag
- Once you confirm the order is correct, you can hand the DoorDash order to the Dasher for delivery. That's it, no checkout in LISP required!

Example of Dasher Order Confirmation Screen



Customer Returns:

Currently, all sales made on DoorDash are considered final sale, and will not pull up in our system if a customer would like to make a return. **We still want to help our guests!**

To delight our guests, complete a no receipt return:

- Return = issue in-store voucher
- Exchange = complete the exchange



DoorDash Store Process FAQs

FAQs

What if I cannot find an item for an order?

- You will be able to create a pick exception as you can for a In-Store Pick Up order. The DoorDash order will be canceled based on your exception

Who is responsible for the order at what times?

Before pickup (while the item is in the store):

- Rally House is responsible for the product while it's in our possession and control (on shelves, in back stock, or waiting for pickup).

During pickup and delivery (while the Dasher has the item):

- Once the order is handed off to the Dasher, DoorDash assumes responsibility for issues caused during delivery – for example, if an item is stolen, lost, or damaged while in the Dasher's custody.

After delivery (once the customer has the item):

- Responsibility shifts to the customer once the order is successfully delivered to the address and location specified in the order (e.g., handoff, doorstep, front desk, etc.).

What do I do if a customer calls or comes in reporting that there was an issue with their order (lost/ stolen/ damaged)

- **Damages/ Broken Item:** If a customer comes in claiming their item was damaged or broken, please accommodate the customer, and complete an exchange of the item for them.
- **Lost/ Stolen:** If there are any reports from customer that they had DoorDash order **lost/ stolen** issues, please direct them to the DoorDash app to report those. DoorDash will review and action them as appropriate.

What do I do if a DoorDash order was stolen before the Dasher picks it up?

- In the event an order is stolen before it is picked up from the Dasher, you should report the incident as a Loss Prevention incident in NetSuite.

Can I use my employee discount on DoorDash?

- Employee discount is not available for use on DoorDash at this time.