

How do I Sign Up and Use DoorDash Drive On-Demand Invoicing Portal?

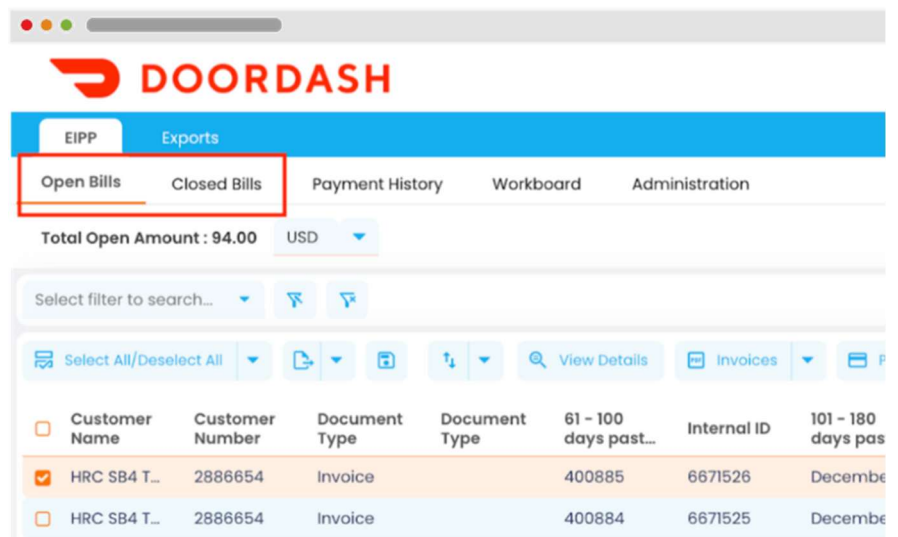
To get started, you will need to onboard on to [HighRadius](#), our secure system that allows you to pay your invoices online anytime, anywhere. [HighRadius](#) is the payment platform we've partnered with to offer you your Drive On-Demand invoice portal. Think of it as your one-stop-shop for all things related to your DoorDash Drive On-Demand invoices. With this invoicing portal, you can access your past invoices, choose how you'd like to pay for Drive On-Demand, including credit card and auto-pay options, and update your information whenever necessary.

Here's how to sign up:

1. Log in to [HighRadius](#).
2. Click on the button: **Not Enrolled? Sign up now.**
3. Enter your billing email, customer number, and any past invoice number (you can find this in the top right corner of your invoice).
4. Accept the Terms & Conditions as well as the reCAPTCHA verification.
5. Click **Register**.
6. Proceed to Login with your email address and password. Once you log in you will receive a *One Time Authorization Code* sent to your email address.

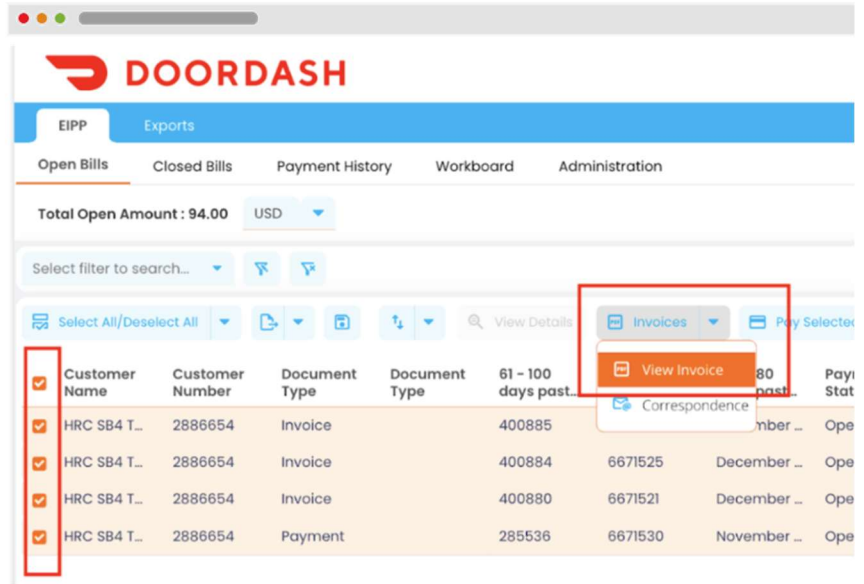
After logging in, head to the EIPP tab. You'll see two sub-tabs:

- **Open Bills:** This is where you'll find your unpaid invoices.
- **Closed Bills:** This is where your paid invoices live.



How can I view a specific invoice?

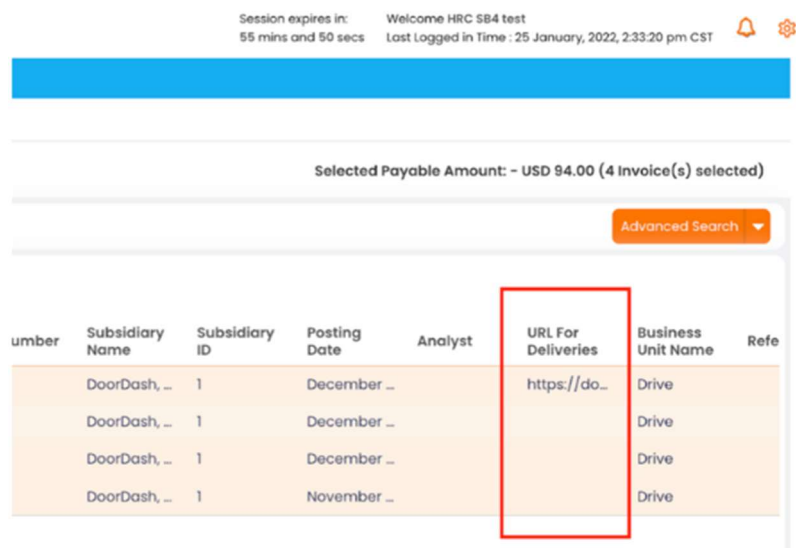
1. Go to the Open Bills sub-tab under EIPP.
2. Select the invoices you want to view using the checkboxes on the left.
3. Click **Invoices**, then **View Invoice**.
4. The invoice(s) will open in a new tab.



Where can I see the transaction level details within the invoice?

You have two options:

1. Open the original invoice and click the CSV link.
- 2.
3. Click the link in the "URL for Deliveries" column in the Open and Closed Bills sub-tabs.

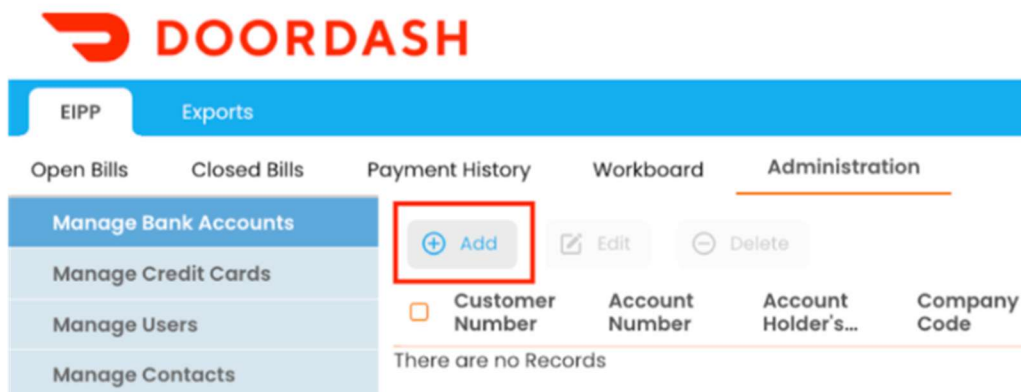


How do I set up a payment method?

You will need to select how you'd like to pay and then input the necessary information. Choose if you'd like to pay with a new bank account or a debit or credit card.

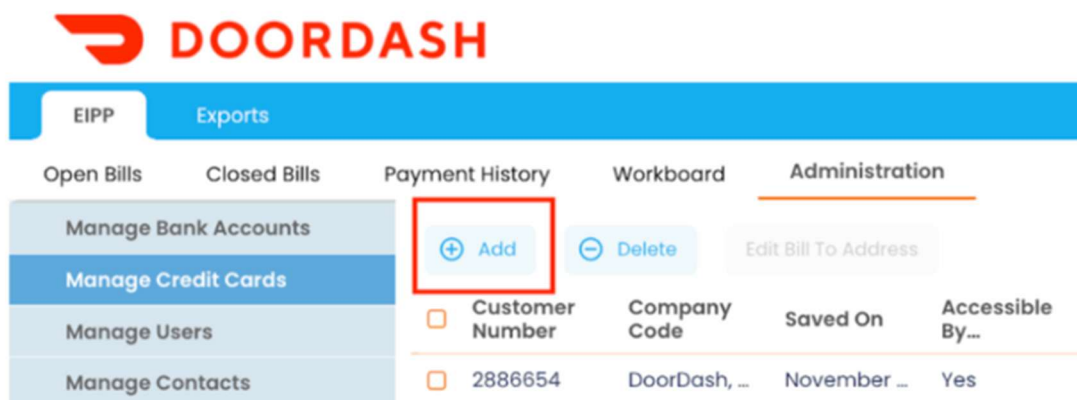
How do I add a new bank account?

1. Navigate to the **Administration** tab.
2. Follow the prompts to add your new bank account.



How do I add a new debit or credit card?

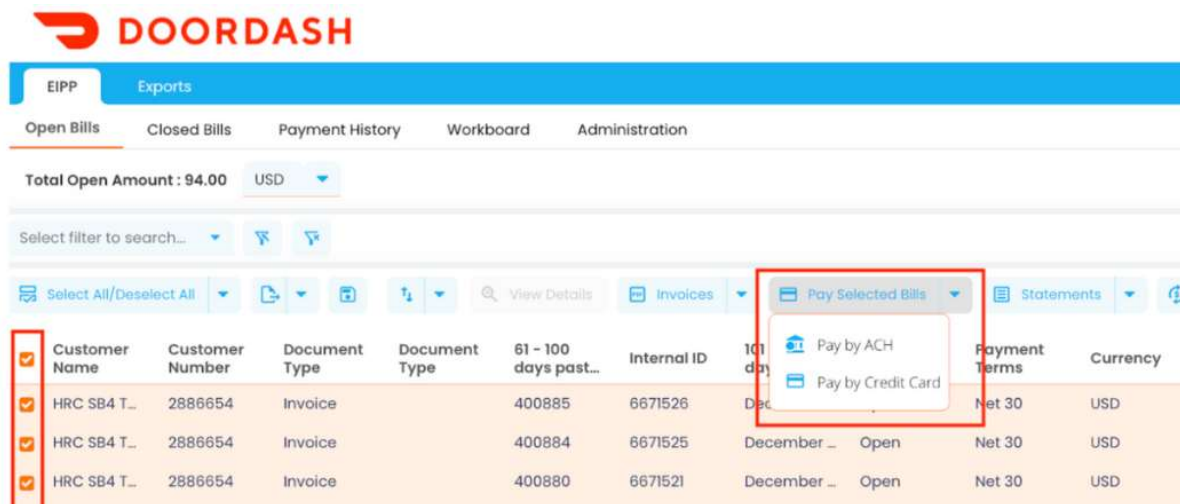
1. Navigate to the **Administration** tab.
2. Follow the prompts to add your new card.



How do I pay an invoice (via ACH, debit, or credit cards)?

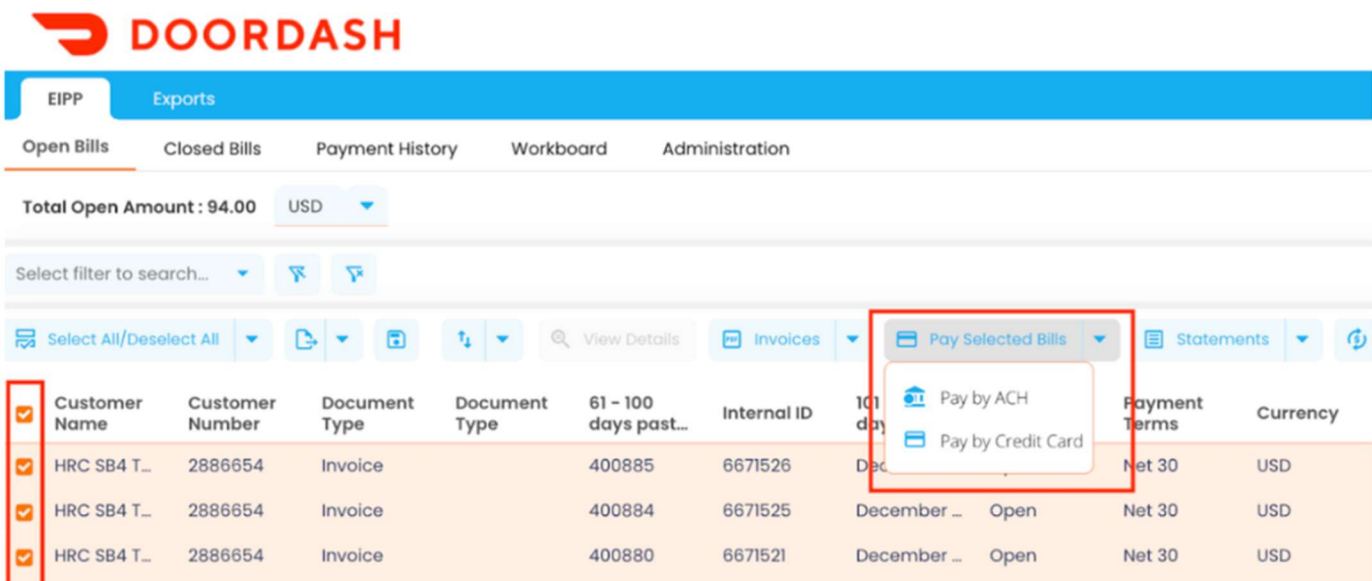
How do I pay with ACH?

1. Make sure you've added a bank account under the Administration tab.
2. On the **Open Bills** sub-tab, select the invoice(s) you want to pay.
3. Click **Pay Selected Bills** in the toolbar.
4. Select the ACH payment option



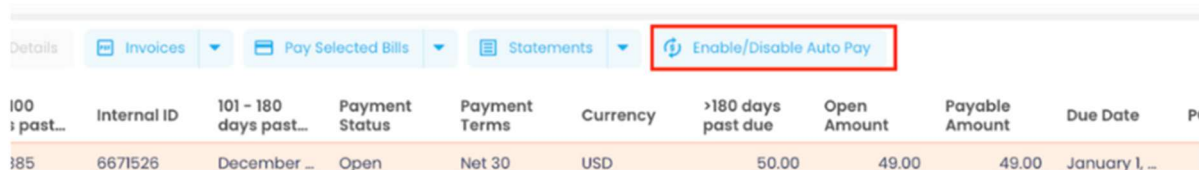
How do I pay with a debit or credit card?

1. Make sure you've added a card under the Administration tab.
2. On the Open Bills sub-tab, select the invoice(s) you want to pay.
3. Click **Pay Selected Bills** in the toolbar and the Pay by Credit Card.



How do I sign up for auto-pay?

1. Make sure you've added a payment method under the Administration tab.
2. On the **Open Bills** sub-tab, click **Enable/Disable Autopay**.



100 past...	Internal ID	101 - 180 days past...	Payment Status	Payment Terms	Currency	>180 days past due	Open Amount	Payable Amount	Due Date	PC
185	6671526	December ...	Open	Net 30	USD	50.00	49.00	49.00	January 1, ...	

What are Automated Payment Reminders?

If you're enrolled in Automated Payment Reminders, you'll receive email notices from HighRadius (AR@doordash.com) to help you stay on top of your payments and keep your DoorDash Drive On-Demand service running smoothly. Here's what to expect:

- **10th day of each month:** DoorDash Drive On-Demand account statement
- **7 days before due date and on the due date:** Payment reminder
- **1, 5, 10 days after due date:** Follow-up reminders
- **15 days after due date:** Final Demand Notice
- **20 days after due date:** Deactivation Notice

When you get a reminder, take a moment to review it and make your payment. Staying current helps avoid any hiccups in your DoorDash Drive On-Demand service.

What do I do if my account is at risk of deactivation due to non-payment?

Don't worry, there's still time to keep your service active:

1. Register for the [DoorDash Drive On-Demand Invoicing Portal](#) if you haven't already.
2. Pay all your past-due invoice(s) using a debit card, credit card, or ACH.
3. Your payment will be processed within 24 hours.

What do I do if my account was deactivated?

We want to get you back up and running:

1. Register for the [DoorDash Drive On-Demand Invoicing Portal](#).
2. Pay all your past-due invoice(s) using the portal.
3. Your DoorDash Drive service will be reactivated in two business days.