Lateness Based Deactivations Explained

At DoorDash, we strive to provide the best experience to customers, in addition to Dashers and merchant partners. This includes making sure that customers know when their orders will be delivered and that they receive their orders on time. In agreeing to the Independent Contractor Agreement, Dashers agree to complete delivery orders to consumers in a safe and timely fashion.

Dashers who arrive at the merchant or customer significantly after estimated arrival times, on multiple occasions, will be eligible for deactivation — as noted in our updated Deactivation Policy. One-time warnings are not grounds for immediate deactivation.

How does this work?

We use third-party mapping services to calculate how long each delivery should take - i..e pick up and delivery times (including traffic), while taking your chosen transportation type (like car, bike, walking, etc.) into account. Learn more about vehicle types, including how to update yours, here.

Let's suppose you accept an order that is supposed to be picked up by 5:40pm and to be delivered by 6:00 pm. These times account for travel time estimates with traffic. If instead, you arrive to the store for pick up at 6:00 pm or arrive to the customer for delivery at 6:20pm, then this order will be considered extremely late.

Please note that factors outside of a Dasher's control will not be a factor in these deactivations. Examples of such factors include the following:

- Wait time at the restaurant is not a factor in these deactivations

- Inevitable delays due to the delivery being offered late (i.e. to close to the pick up time or delivery time for it to be reasonable for anyone to meet those times).

Instead, the focus will be on:

- **Pickup time:** Time from acceptance of a delivery opportunity to arrival at a merchant

- **Dropoff time:** Time from merchant to customer's dropoff location

Please note that the **On time or early rating** (found in the Ratings section of your Dasher app) will not be used for deactivations and is available only for your reference.

What if I have other delays in picking up, like difficulty parking or a particularly long wait at the merchant?

This policy will focus only on the time you arrive at the merchant and the customer. Any delays related to parking or merchant wait time will not be cause for deactivation, and mapping apps will include extreme traffic conditions when projecting reasonable, safe arrival times.

Late orders due to batching (multiple stacked orders), DoorDash system outages, deliveries offered too close to the pick up or delivery times, or extenuating circumstances (extreme weather, etc.) will not affect your status on the DoorDash platform.

If you need to report an emergency during a delivery, please follow the instructions here.

Is this deactivation permanent?

Deactivations based on extreme lateness, as with all deactivations, are permanent. If you are deactivated and you believe you have been wrongly deactivated, you will receive an email regarding your deactivation and how you can appeal.

What can I do if I receive an in-app notification?

To avoid account deactivation, ensure that you arrive to your pickup and customer deliveries on time. Remember you can use the Pause a Dash feature if you need to take a break and you are free to accept or decline any delivery opportunity when it is offered to you.

Will lateness notifications impact my Dasher pay?

No. Notifications will not impact earnings in any way.

If I get a lateness notifications, will it impact my customer ratings, my status as Top Dasher, my ability to do Drive orders, or my ability to use Dasher app features?

No. Your ratings will remain independent from extreme lateness as defined in the Deactivation Policy, and you will retain any existing status (Top Dasher, Drive) as well access to features (Fast Pay, scheduling, Dash Now) as normal.

How can I prevent these lateness warnings?

Completing deliveries in a timely manner is important to ensure that our customers receive their deliveries within the quoted time frame. To avoid these warnings, please make sure you are communicative and never exceeding 10 minutes beyond your expected arrival time to a Merchant or a Customer.

I have thoughts about this, how can I contact you?

If you received a lateness notification in your Dasher app, you can click on it to view more details and also provide more information about the late delivery.