



Local Partner FAQs

V.6.27.2024

How many deliveries per Neighbor are allowed?

That is up to each Local Partner and the local United Way/211. Repeat Neighbor and Local Partner pick-up schedules do maximize efficiency for all parties involved.

Are Dashers compensated for these deliveries?

Yes, Dashers are paid at a normal rate for each delivery they complete. Additionally, Neighbors receive deliveries for free.

Will the Dasher hand deliver items directly to Neighbors?

Since orders are delivered using the DoorDash **contactless** delivery process, Dashers will ring the doorbell or knock on the door after they deliver the item(s). This process minimizes Neighbor / Dasher contact for everyone's safety. Once the delivery is complete, the Neighbor will receive a text message letting them know their item(s) have been delivered, asking them to provide a rating (from 1 – 5), and to offer feedback on the delivery experience. You can work with your local United Way/ 211 to provide different delivery instructions, including asking the Dasher to call the Neighbor when the item is delivered. Additionally, your local United Way/ 211 can use alternative phone number(s) if Neighbors are unable to receive text messages.

Are there any program parameters for what can be delivered?

Yes, we will help provide more information about programmatic parameters – but some key guardrails are: 1) Deliveries must occur within **10.00 miles** of any Pick-Up Sites, which will be approved by DoorDash prior to commitment, 2) A local point-of-contact must be present, onsite at the Pick-Up Site during the pick-up time, and 3) we will help determine the acceptable size and weight of deliveries to adhere to DoorDash's standards. Shelf-stable items are prioritized so please try to provide food that can last several hours in transit.



Will local partners be reimbursed if items are lost in transit?

The cost of goods associated with failed deliveries is non-reimbursable by DoorDash or United Way Worldwide. Nationally, this accounts for <2% of all delivery attempts. Local Partners and local United Way/ 211 should plan for this outcome by, when possible, retaining extra items to account for failed deliveries.

Can you explain how other Local Partners think about HIPAA/Neighbor privacy?

Neighbors must provide consent to receive deliveries facilitated by the Pick-Up Site, so they are aware that a third-party will be delivering their items. Try to think of Dashers as a courier service; they are merely bringing items from point A to point B, like how a postal worker may deliver sensitive information via sealed envelopes through the mail. Dashers will only see first names and last initials associated with orders, and if needed, aliases may be used to protect Neighbor names further if Neighbors are aware of their alias for when they receive confirmation SMS messages or phone calls.

Does DoorDash complete background checks on Dashers?

DoorDash does complete background checks through a third-party provider. This process is completed before a Dasher can drive with DoorDash or execute any deliveries. Specifically, DoorDash does a full MVR check as well as a criminal check before onboarding which includes conducting a SSN trace and running checks on the national criminal database, sex offender registry, and global watch list. Additionally, Dashers participating in Ride United: Last Mile Delivery must have already completed 80+ deliveries and have at least a 4-star rating.

Is tipping allowed or encouraged for the Dashers?

Although tips are certainly not required, Dashers can accept any cash tips or gifts (e.g., pantry items) that may be provided. However, the systems through which we schedule deliveries does not allow for an electronic way for Neighbors, local United Way/211, or Local Partners to provide tips to Dashers.

How will I know who the Dasher is/ do Dashers wear a uniform of any kind or have a decal on their vehicle?

Dashers do not wear specific uniforms and only identify themselves via DoorDash's Dasher app, which will have the first names and last initials (or aliases) of the Neighbors they are picking up for as well as the number of items per Neighbor.



Does the Dasher show anything to the Local Partner during pick-up?

Dashers will identify themselves as a Dasher verbally upon arrival. They will state which Neighbor(s) they are picking up orders for – all this information is available to Dashers via the Dasher App. Dashers must verify and acknowledge within the Dasher App that they have accepted, picked-up, and dropped-off all deliveries for their specific Neighbor list.

Can you turn a Dasher down from doing a delivery or block a Dasher from a site?

Yes, you can turn a Dasher away if they are not able to meet your needs (i.e., if they show up with a car that is full of things already). This is rare, but if it does happen, you can request that the Dasher un-assign themselves from the order. Similarly, Dashers are (fully vetted) Independent Contractors. This means they can refuse to perform a delivery for any reason at any time. It is not common, but it can happen as well. In this case, you would work with your local United Way/ 211 to reschedule the order.

Do the Neighbors receive any communications from DoorDash during this process and if so, when?

Neighbors will receive text message notifications when an order is picked up from the pick-up site and immediately after the items are dropped off. If the Neighbor does not have a cell phone number, the Dasher will call to let them know the order is picked up from the pick-up location and after the items are dropped off. If you are concerned about this happening, you are welcome to add a comment for the Dasher in the Pick-Up instructions. Please accurately communicate this notification process to your Neighbors to ensure they are aware of when orders are dropped off to mitigate theft after delivery occurs.

How does DoorDash work with multiple languages?

Since deliveries are contactless, there is generally no communication between Dashers and Neighbors. We have seen very few issues with Dashers who speak languages other than English when it comes to communicating with Local Partners at the Pick-Up Site – the Dasher App provides easy to understand instructions that can be easily shown to the Pick-Up site, to mitigate language barriers upon arrival.



What do we do if a Neighbor says they did not receive their delivery?

Find out more information – start by double-checking what data was submitted for scheduling (i.e., was there an incorrect address, phone number, or was information missing?). Then consider the time the Dasher left the pick-up site; it can take up to 4 hours for a delivery to occur. While the typical delivery time is under 1.5 hours, this may be longer in some locations due to distance, traffic, and other factors. If you still are concerned, reach out to the local United Way/ 211 with information about the delivery so they can assist with troubleshooting and rescheduling.

Can we ask Dashers to return coolers/ undelivered boxes/ signed forms?

No, we cannot ask Dashers to return anything back to the Pick-Up Site (including coolers, signed forms, undelivered boxes, etc.). The Dashers are only being paid to complete the delivery, not to complete any other activity. Sometimes Dashers do bring undeliverable boxes back, which is very kind of them because this occurs at their own expense, but per the independent contractor structure needing to remain uniform nationally, this is not something we can ask Dashers to do.

What happens to undeliverable food?

Sometimes the Dasher will return food to the pick-up site; but in other cases, this is not possible as this occurs at the Dasher's expense. Dashers are instructed to give food to the next neediest person they see if they are unable to complete a delivery. Keep in mind that if a Dasher does return food to the Pick-Up Site, it may no longer be food safe if it was not shelf stable.

Can we request a particular Dasher/ set of Dashers?

No, Dashers are independent contractors -- therefore, you cannot request a particular Dasher for deliveries nor request a particular Dasher take a particular route. You can tell Dashers that your deliveries are regularly scheduled deliveries, and they can opt to participate by being physically near the pick-up site when the regularly occurring deliveries do happen -- though there is no guarantee or requirement that they must take your deliveries.



What about getting Neighbor signatures -- can Dashers assist with bringing back signed forms?

Since Dashers are independent contractors, DoorDash can't require a custom verification/check/signature – this is something that must be uniform across all locations and across all Dashers nationally. In other words, there is not a way to institute an ID check or signature requirement for the delivery because Dashers cannot be required to complete any activity except drop the delivery off at a Neighbor's door in a contactless manner.

Somewhat relatedly, the TEFAP signature requirement has been lifted during COVID-19 response and that lifting is still valid. You can read more about that here:

[https://www.fns.usda.gov/tefap/covid-19-qas#:~:text=Yes.,when%20picking%20up%20TEFAP%20food.&text=Per%207%20CFR%20251.10\(a,TEFAP%20foods%20for%20home%20consumption.](https://www.fns.usda.gov/tefap/covid-19-qas#:~:text=Yes.,when%20picking%20up%20TEFAP%20food.&text=Per%207%20CFR%20251.10(a,TEFAP%20foods%20for%20home%20consumption.)

Many Local Partners have been successful in providing deliveries for TEFAP Neighbors because of this signature lifting. Other things to consider – 1) as part of the Neighbor consent process (for enrolling in RULMD), you could institute some sort of ID verification check (even virtually if possible) and accompanying form Neighbors sign to offer a one-and-done verification prior to receiving deliveries; or 2) some states permit “proxy forms” for allowing someone else to pick items up on a Neighbor’s behalf – again, the Dasher would not be able to assist with getting this completed nor could a specific Dasher be named on any specific Neighbor’s form (given the logistics of a different Dasher being assigned each delivery) – but there may be some sort of sign-off that the Neighbor could provide when enrolling in RULMD that checks their ID before they receive deliveries the first time.